

Continuous Collection of Accurate OT Asset Data for ServiceNow® OT Management

The OT environment is increasingly digital and connected. OT assets must be monitored rigorously to prevent downtime and cybersecurity threats. Operators are still heavily dependent on tedious, manual processes to collect asset data and synchronize their data management systems with their growing OT digital estate. Radiflow-ServiceNow integration, available from the ServiceNow Store, is a highly scalable, automatic OT asset data collection solution for effective IT asset management in ServiceNow.

HIGHLIGHTS

- Radiflow's continuous OT asset discovery and data collection syncs the ServiceNow OTM CMDB database in real time
- The certified Radiflow-ServiceNow OTM SGC module is downloadable from the ServiceNow Store free of charge

ServiceNow OTM – A Single System of Action

ServiceNow Operational Technology Management (OTM) provides a complete, contextual view of OT systems, connecting technology to production processes with digital workflows, enabling rapid response and recovery from changes and cyber incidents. With OTM, operators can safeguard and manage OT systems from a single system of action.

OTM visualizes production processes and dependencies of discovered OT assets, mapping OT asset criticality and processes according to the ISA-95 standard. OTM's Vulnerability Management creates a single view of related OT asset vulnerabilities and, in case of incidents, notifies appropriate security personnel based on

pre-configured alert policies. OTM also helps enterprises respond and recover rapidly from incidents via a full complement of ticketing and service management functions.

To be effective, OTM's Configuration Management Database (CMDB) – the central store of information about OT assets – must be continuously updated with accurate asset data. CMDB discovers OT assets through industrial security integrations. It aggregates data from various sources using Service Graph, a facility that receives asset data from OT security and asset management providers via Certified Service Graph Connectors – like Radiflow's SGC module.

Radiflow Continuous Asset Discovery and Data Collection

Connected to the OT network, Radiflow iSID is a comprehensive sensor that passively discovers and monitors the communications and functions of OT assets in real time. As assets are added, updated, and re-configured, and as they operate, iSID collects relevant

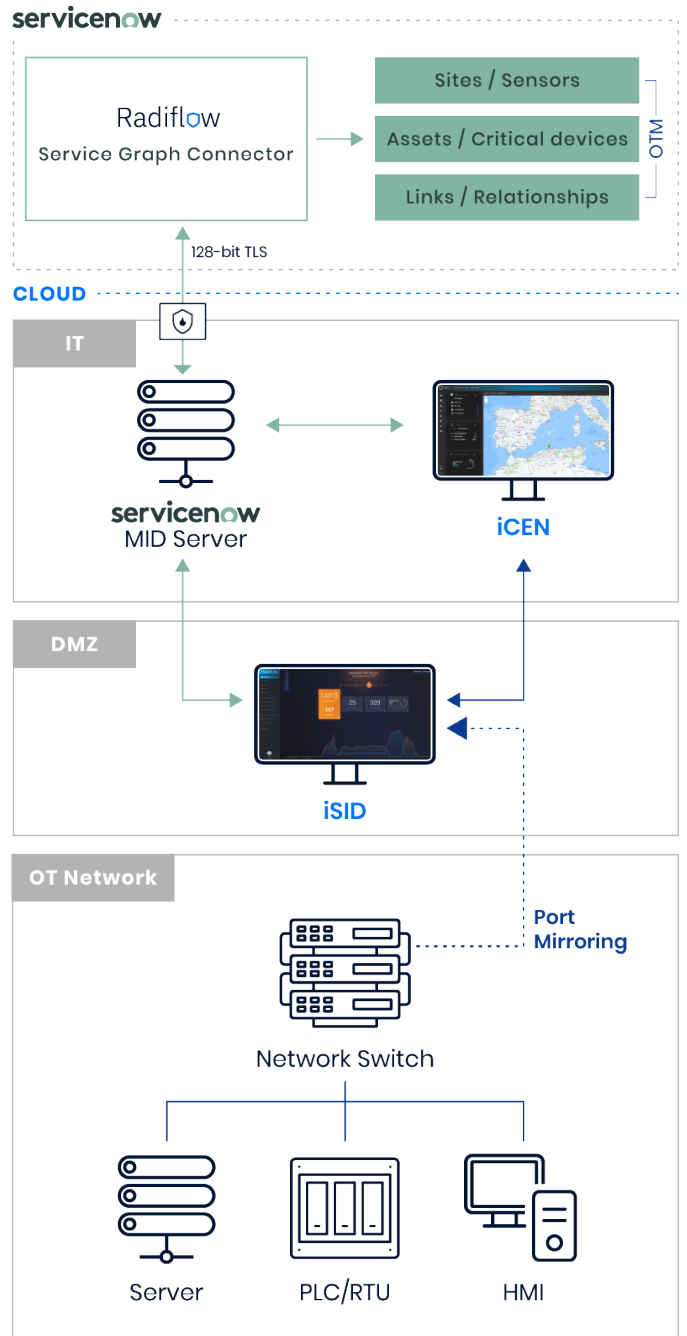
information and seamlessly forwards it, via the cloud-resident Radiflow SGC module, to the ServiceNow CMDB, making the data useful across OTM functions.

Easy Integration

The integration between Radiflow and OTM is simple. Enterprises can download the certified, free-of-charge Radiflow SGC from the ServiceNow Store. After a quick integration, Radiflow automatically synchronizes its asset database with the CMDB where the information will display in the ServiceNow dashboard. As changes occur to assets in the OT network, Radiflow will detect them and update the CMDB.

Benefits of the integrated solution

- **Cost-effective:** The certified SGC is available for download from the ServiceNow Store free of charge
- **Simplified Setup:** The connection process is hassle-free requiring no complex configurations and synchronization is automatic
- **Efficient Asset Discovery and Management:** Radiflow passively identifies OT assets and shares its asset database with the CMDB
- **Real-Time Visibility:** Asset activities are continuously monitored and seamlessly synchronized with the CMDB
- **Data Consistency and Accuracy:** No need to reconcile data discrepancies; the ServiceNow CMDB consistently reflects the current state of assets
- **Compliance Assurance:** Radiflow is recognized as an IEC 62443 compliance enabler, helping organizations meet industry standards and regulatory requirements



Radiflow

Radiflow develops OT Security and Risk Management solutions that ensure operational resilience and optimize cybersecurity expenditure. Radiflow's solutions enable local or centralized deployment, and integrate with leading technology-partner platforms. Part of the Sabanci Group, Radiflow protects over 8,000 sites worldwide.

Visit us at www.radiflow.com

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ServiceNow® Operational Technology Management provides a complete and contextual view of OT systems, so you can keep them secure—and up and running. Connect operational technology to production processes with digital workflows to rapidly respond and recover from any incident or change.

Learn more at <https://www.servicenow.com/products/operational-technology-management.html>