

INTEGRATION BRIEF

# FireMon + ServiceNow

Seamless workflow integration for firewall rule changes

IT service management (ITSM) platforms like ServiceNow (SNOW) have been broadly adopted by most large organizations to track and control the health of their network and applications infrastructure. FireMon offers a multi-pronged approach combining automation and deep integration with ITSM tools including ServiceNow to enrich workflows with network knowledge, impact analysis, and remediation data with insights. This automated approach ensures changes to the network infrastructure are seamless and secure.

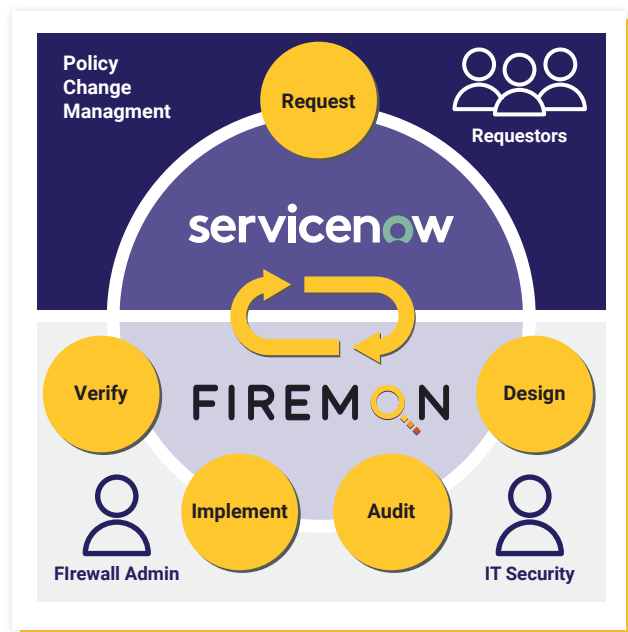
## Simplify and Streamline Policy Changes

Using a rich set of APIs, FireMon integrates with ServiceNow to offer tighter and simpler access to existing policy management consoles. By directly addressing those systems already resident in enterprise environments, firewall analysis and policy change can be tied into existing management processes. FireMon's automated, out-of-the-box capabilities enable users to rapidly achieve workflow integration.

The FireMon-ServiceNow partnership allows users to leverage ServiceNow workflows to control the lifecycle of security policy-related changes with minimum disruption to IT services.

Key benefits of the integration are:

- Service requestors can now use a workflow tool they are familiar with
- Shorter SLA times through automation to accelerate the speed of change
- Automation of access control in ServiceNow
- Easy initiation of fast-track approvals



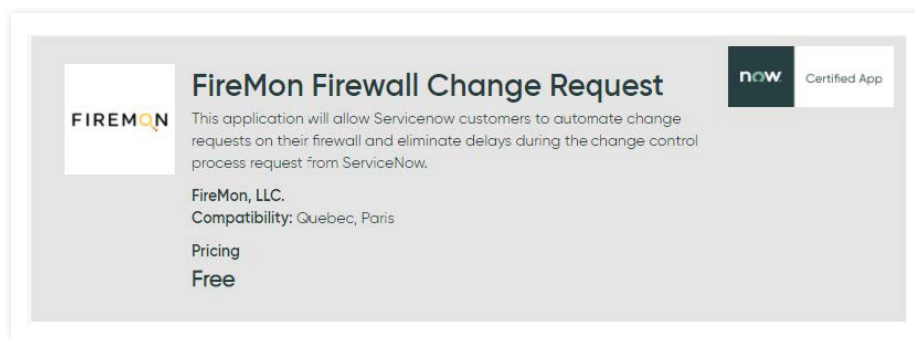
## FireMon and ServiceNow: How it Works

ServiceNow ITSM consolidates on-premises legacy tools into a single cloud platform and saves resources by harnessing shared data and analytics with automated workflows. Platform-native AI and machine learning along with natural language virtual agent chatbots unburden your IT staff and boost productivity.

FireMon customers with ServiceNow deployed in their environment get the ability to log in and track change tickets without having to navigate between ServiceNow and FireMon tools. Users can create Policy Planner tickets through a simple integration with ServiceNow, leaving their existing request process intact while adding tighter and simpler access to policy management consoles.

## How FireMon Supports ServiceNow

Feature	Benefit
Integration with existing ServiceNow change workflows	Customers can utilize the workflow that they already have, saving time and resources
Any FireMon product functionality can be called directly from ServiceNow	Seamless integration removes operational silos across different systems
FireMon policy management workflows are nearly identical to ServiceNow	Quick and easy adoption and implementation
RESTful open standard architecture with built-in Swagger for inline experimenting	Helps development through the entire API lifecycle
Full support to the ServiceNow integrator during the implementation project	Resolve integration challenges quickly and effectively with expert help
Policy workflow automation	Speed up the change processing SLAs



FireMon Firewall Change Request is available in the ServiceNow App Store

## servicenow

ServiceNow (NYSE: NOW) is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise. For more information, visit: [www.servicenow.com](http://www.servicenow.com).

## FIREMON

FireMon's mission is to improve security operations that will in turn lead to better security outcomes. FireMon delivers industry-leading security policy management, cloud security operations, and asset management solutions. Our platform is the only realtime solution that reduces firewall and cloud security policy-related risks, manages policy changes, and enforces compliance. FireMon's Cloud Defense solution (formerly DisruptOps) is the only distributed cloud security operations offering that detects and responds to issues in the fast-paced public cloud environments. Our cloud-based Asset Management solution (formerly Lumeta) scans entire infrastructures to identify everything in the environment and provide valuable insights into how it's all connected. [Firemon.com](http://Firemon.com)