



# ServiceNow ITSM Integration



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# ServiceNow ITSM Integration with RSA

## NetWitness

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The RSA NetWitness Suite Incidents module collects alerts from multiple sources and provides the ability to group them logically. You can then implement an Incident response workflow to investigate and remediate the security issues raised. If an alert matches a rule, an incident is created using the criteria. Customers who want to use ServiceNow for centralized incident management can leverage this integration to send incidents from RSA NetWitness to a ServiceNow instance.

ServiceNow is a software platform that supports IT service management and automates common business processes. This software as a service (SaaS) platform contains a number of modular applications that can vary by instance and user. The RSA NetWitness integration with ServiceNow creates incidents in ServiceNow ITSM, based on email notifications received from RSA NetWitness Incident Management.

## Prerequisites

For the integration, you need the following:

- Access to a ServiceNow instance
- RSA Security Analytics / NetWitness version 10.4.x or later

## Integration Steps

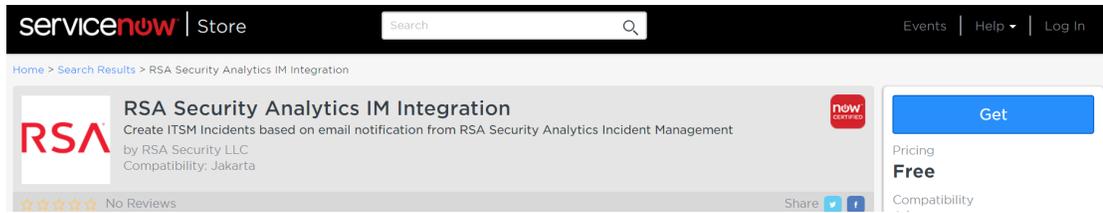
There are two steps for integrating RSA NetWitness with ServiceNow:

1. [Install the RSA NetWitness Incident Management Integration Application](#)
2. [Configure RSA NetWitness Incident Notifications](#)

## Install the RSA NetWitness Incident Management Integration

### Application

1. Browse to the ServiceNow store and Search for **RSA Security Analytics IM** Integration application. The application appears in the Application list on the ServiceNow store as shown here:



2. Click **Get**.

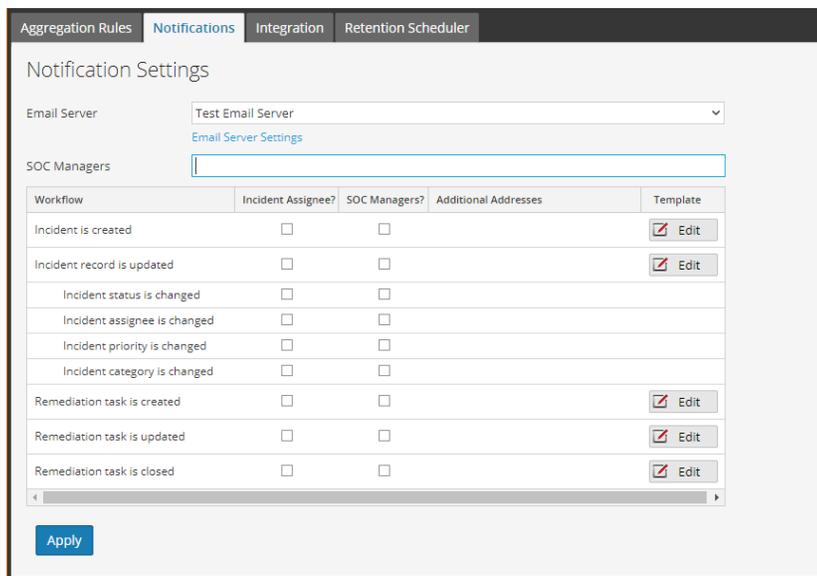
After a successful installation of this application, the Administrator should be able to view the application under **Inbound Actions** in the ServiceNow instance.



**Note:** Make sure that email receiving is enabled on the ServiceNow instance, and disable the default **Create Incident** inbound action to avoid duplicate incidents.

## Configure RSA NetWitness Incident Notifications

1. In the **Security Analytics** menu, select **Incidents > Configure**.
2. Click the **Notifications** tab.



3. In the **SOC Managers** field, enter the email address for the ServiceNow instance email. For example, **Test12444@service-now.com**).
4. For the **Incident is created** workflow, click the **Edit** button to open the Template dialog box.
5. In the **Subject** field, enter the following text for the subject:

RSA Security Analytics IM Incident Created: (\${id}) \${name}

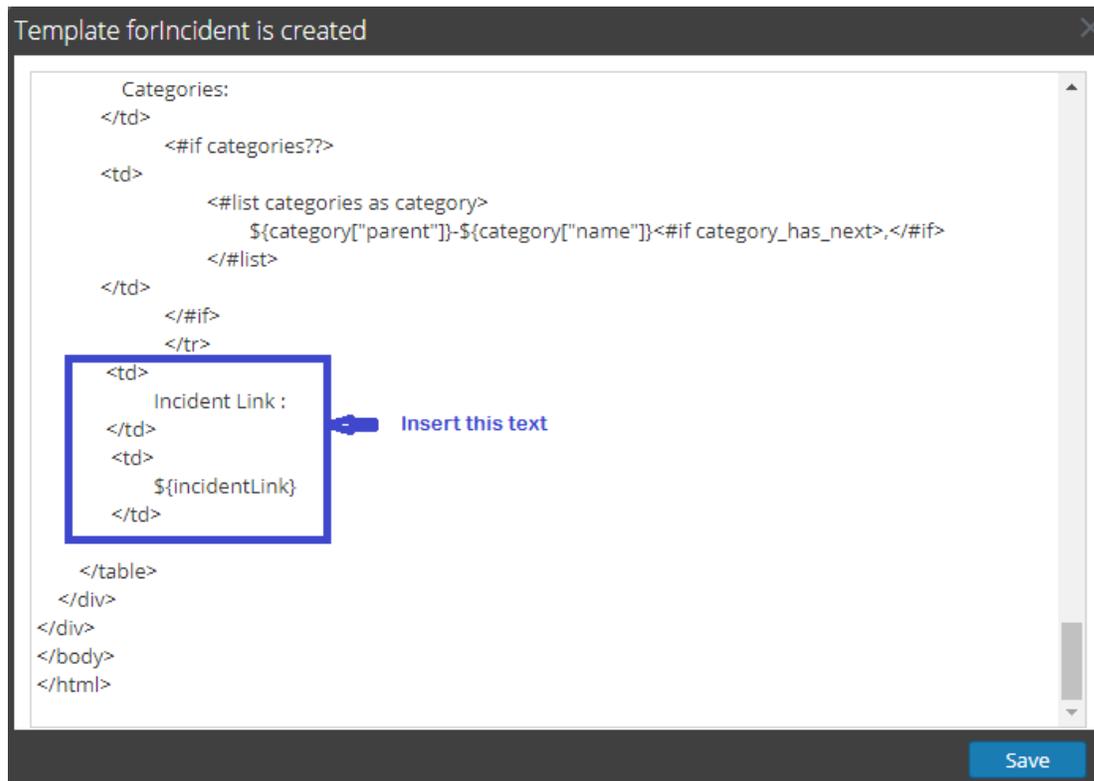


6. Locate the `</table>` tag near the end of the template, and insert the following lines:

```

<td>
    Incident Link :
</td>
<td>
    ${incidentLink}
</td>

```



7. Click **Save**, to save your changes and close the dialog box.
8. Click **Apply** in the Notifications tab.

For more information on how to configure Incident Management, see [Incident Management: Configure Notification Settings](#).

This completes the configuration.