



The Service Management Company



TESM and ServiceNow® Security Operations

Mitigate risk through well-defined collaboration
between IT security and IT operations

Collaboration between Security and IT

Increased transparency and a co-ordinated response across teams for smoother task handoffs and quicker resolution. Accountability can be achieved across the organisation with checks against determined SLAs.

Faster response to security threats

Built on intelligent workflows powered by the ServiceNow® platform. Uses automation to add threat intelligence to security incidents to expedite remediation.

Understand your security landscape

Obtain visibility of your current security status with customisable dashboards and reports backed by quantitative data. Improve processes and team performance utilising measurable data through ongoing review.

Strengthen infrastructure and improve response

Leverage the ServiceNow® Configuration Management Database (CMDB) to map threats, security incidents and vulnerabilities to business services and IT infrastructure, allowing prioritisation based on business impact.

TESM is a Gold Services Partner of



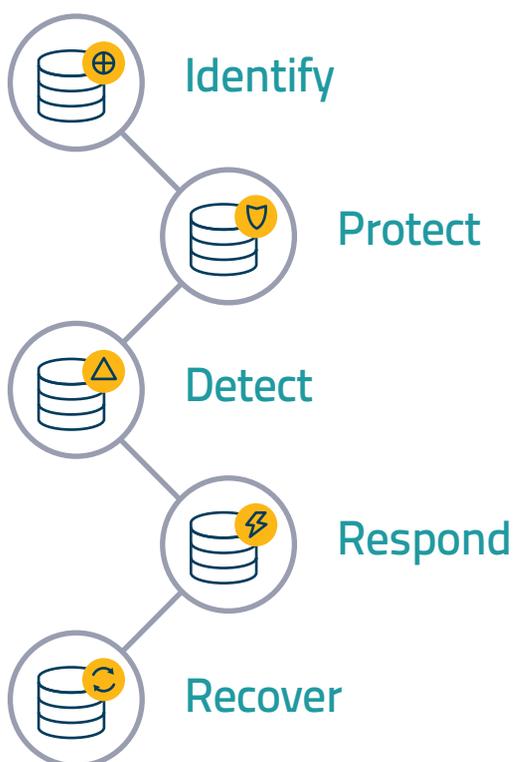


Resolving security threats

TESM works with organisations to design and build coherent security operations processes with a focus on continuous compliance and information risk management.

Improving business processes is a key objective for many organisations. The security incident response process is an important consideration, especially as it can be disjointed. A process that takes too long to identify and resolve security issues leads to lost data and risk to reputation.

Using intelligent workflows, orchestration, and a strong collaboration between IT security and IT operations, businesses can prioritise and resolve security threats more quickly.



What TESM offers

A successful SecOps implementation requires a unique set of skills: technology, security and operations processes. TESM is able to provide these skills through industry partners, strengthened by the experience of our consultants in delivering them.

We offer an outcome-based service for Security Operations to transition the business from manual security response processes to resolving real security threats, fast.

Using ServiceNow® Security Operations, we bring domain expertise and enterprise class technology together, supporting your key security processes to:

- Identify legitimate assets and systems
- Protect assets by proactively increasing the strength of defenses
- Detect reconnaissance, or attacks, as they occur
- Respond by blocking network traffic, and shutting down harmful processes
- Recover and restore data, and restart systems

The ability to respond appropriately and effectively in the event of a security attack provides assurance.



For further information on Security Operations please contact us:
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