

Integrated Privacy Incident Response with RadarFirst and ServiceNow



Connecting privacy with security and IT incident response teams to speed time to incident resolution



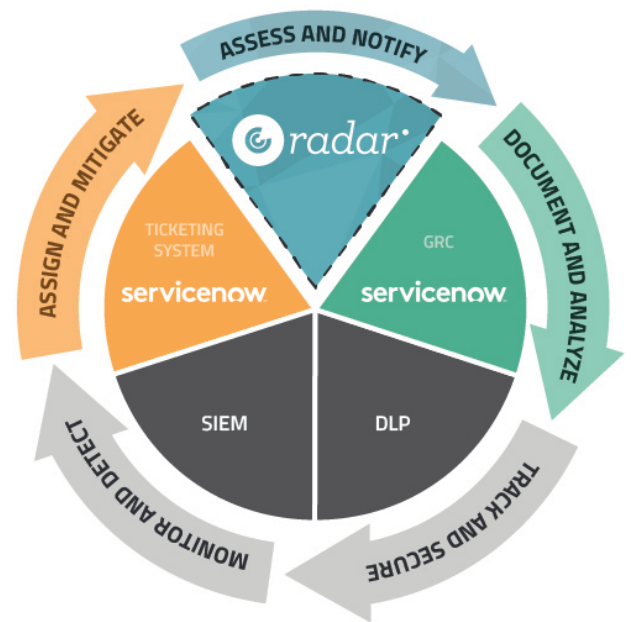
In today's world of expanding threats and tightening data privacy regulations, security, IT, and privacy teams — along with compliance and legal — must work together when responding to incidents involving protected personal data or risk wasted time and resources. The Radar integration with ServiceNow enables efficient incident response management throughout the incident workflow, reducing mean time to resolution for privacy incidents.

The Problem

When an incident is detected, the clock starts ticking to investigate and remediate as quickly as possible. In cases where compromised personal data is involved, the privacy team must step in to further investigate and assess risk to determine if that incident rises to the level of a notifiable breach. Too often, security, IT, and privacy teams work in silos, lacking a coordinated system that efficiently manages incidents and communicates critical findings, creating a gap in the workflow and extending the time to resolution.

The Solution

The Radar integration with ServiceNow seals this gap, providing a closed-loop solution for privacy and security teams. Incidents tracked within ServiceNow that involve personal data and require investigation by the privacy team are routed to Radar for automated risk scoring and assessment in accordance with both regulatory and third-party notification obligations. A bidirectional relationship between the two platforms creates a seamless workflow and facilitates the exchange of critical information across teams, who can now work in parallel to reduce decision time and efficiently resolve incidents.



The Radar integration with ServiceNow satisfies critical capabilities in the incident response lifecycle and allows all teams to work in parallel to reduce decision time.

How it Works

Radar applications for ServiceNow are designed to work with the Security Operations and IT Service Management modules:

Radar for Security Operations (SecOps): The Radar for Security Operations application creates the "Privacy IR by Radar" tab on a security incident, allowing users to initiate a privacy incident in Radar and foster cross-team collaboration.

Radar for IT Service Management (ITSM): The Radar for IT Service Management application creates the "Privacy IR by Radar" tab on an IT incident, allowing users to initiate a privacy incident in Radar and speed incident resolution.

Foundational to the integration is the **Radar Connector for ServiceNow** application, which is responsible for the link

between the ServiceNow platform and Radar. The Radar Connector for ServiceNow application holds the data for linking incidents in ServiceNow with incidents in Radar.



The integration enables the automatic creation of a privacy incident in Radar populated with the relevant incident data from ServiceNow, allows bi-directional sharing of notes, and synchronizes incident status across platforms.

Key Solution Features

Connecting ServiceNow and Radar instances, the integration:

- Establishes a repository of ServiceNow incidents that are linked with Radar
- Enables the automatic creation of a privacy incident in Radar populated with the relevant information from a security or IT incident
- Adds a "Privacy" tab on the IT incident view in ServiceNow (SecOps or ITSM)
- Allows notes to be bi-directionally shared between ServiceNow and Radar
- Synchronizes incident data between ServiceNow and Radar including incident status

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