

Integrated Privacy Incident Response with Radar[®] Privacy 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.

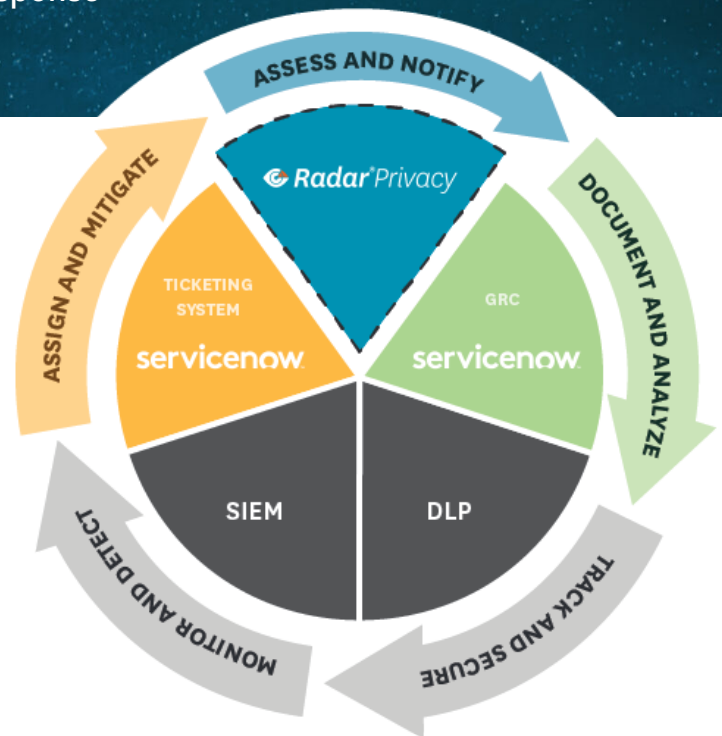
The Radar[®] Privacy integration with ServiceNow enables efficient incident response management throughout the incident workflow, reducing mean time to resolution for privacy incidents.

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 Privacy integration with ServiceNow seals this gap, providing a closed-loop solution for privacy and



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

security teams. Incidents tracked within ServiceNow that involve personal data and require investigation by the privacy team are routed to Radar Privacy 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.

How it Works

Radar Privacy applications for ServiceNow are designed to work with the Security Operations and IT Service

Management modules:

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

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

Foundational to the integration is the **Radar Privacy Connector for ServiceNow** application, which is responsible for the link between the ServiceNow platform and Radar Privacy. The Radar Privacy Connector for ServiceNow application holds the data for linking incidents in ServiceNow with incidents in Radar Privacy.

[Schedule a Demo](#)

Key Solution Features

Connecting ServiceNow and Radar Privacy instances, the integration:

- Establishes a repository of ServiceNow incidents that are linked with Radar Privacy
- Enables the automatic creation of a privacy incident in Radar Privacy 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 Privacy
- Synchronizes incident data between ServiceNow and Radar Privacy including incident status



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

 **RadarFirst**

Learn more at radarfirst.com

RadarFirst’s award-winning incident management solutions are trusted by organizations in heavily regulated industries to reduce risk and simplify compliance with global breach laws.