

Integrating IT Service Management with Security Policy Orchestration

Technology Partner Solution Brief

Enterprises manage IT infrastructure changes by following methodologies like ITIL. Common tools like BMC Remedy and ServiceNow can manage changes for the entire infrastructure stack. However, there are some aspects of the infrastructure that these tools were not designed for – network security policy and security controls. As security is a fundamental requirement for enterprise IT, and reducing the attack surface is imperative, baking security into the process is essential.

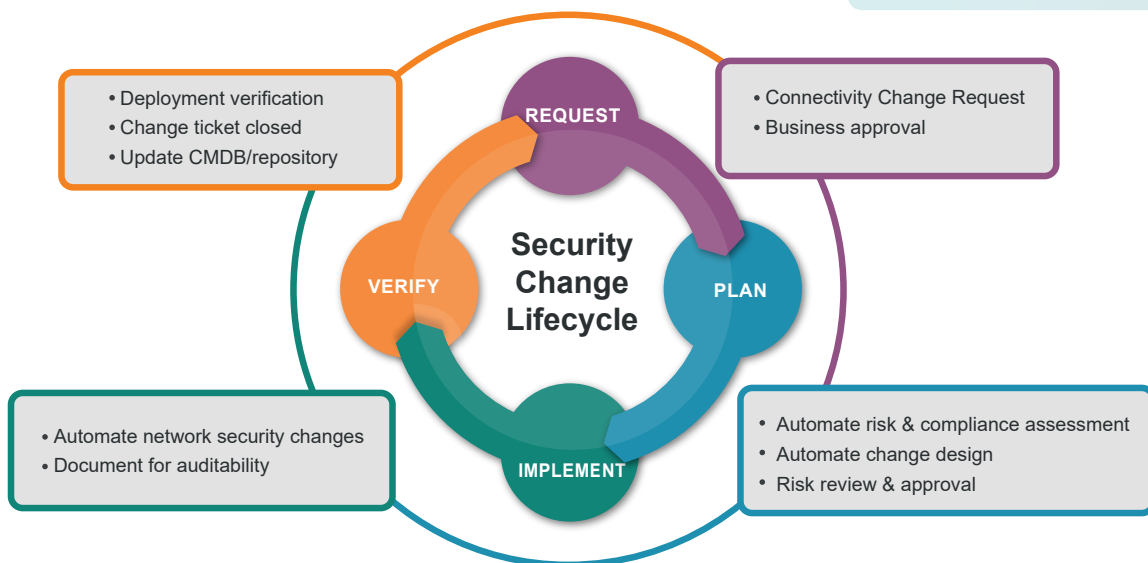
The Challenge

The challenge for enterprises requiring more comprehensive network security into their physical and cloud infrastructure:

- Manage all network security policy changes with the enterprise ITSM tool of choice such as BMC Remedy or ServiceNow
- Ensure compliance with security policies and regulatory standards throughout the change process
- Maintain security policy as workloads move between physical, virtual and cloud platforms
- Assure audit readiness for security policy changes

Highlights and Benefits:

- Integrate with ITSM tool of choice
- Enable end-users and IT teams continuous interaction while providing the power of Security Policy Orchestration
- Provide a unified user experience for change management including security controls changes
- Extend ServiceNow and BMC Remedy change management to network security policy
- Ensure continuous policy and regulatory compliance and auditability
- Increase agility for network security infrastructure changes



Enterprise ITSM: Network security changes should be part of the enterprise change methodology and managed by the enterprise ITSM platform of choice

The Tufin Orchestration Suite™ Integration Solution for ITSM

Network security changes should be aligned with the enterprise change methodology and should therefore be managed using the enterprise IT change management platform.

Tufin Orchestration Suite provides workflow management and automation for security changes and can be fully integrated with any ITSM tool in a fully customizable fashion. This enables you to use your organization's ITSM tool to fully manage the security policy workflow that Tufin offers. It's also possible to connect and integrate with enterprise CMDBs to discover application assets and more.

With Tufin Orchestration Suite-BMC Remedy and ServiceNow integration, the network security change process is baked into the enterprise methodology with maximum control with:

- Familiar ITSM environment for end-users without additional training
- Customization that is aligned and tailored according to the organization's workflow

Integrated change process tasks include the following and more:

- Stakeholders approval
- Scheduling network security change automation according to the IT change window
- Automatic ticket and business documentation of firewall rules changes, enabling continuous compliance
- Logging and auditing

Tufin at a Glance

Offices: North America, Europe and Asia-Pacific

Customers: More than 1,600 in over 50 countries

Leading Verticals: Finance, telecom, energy and utilities, healthcare, retail, education, government, manufacturing, transportation and auditors

Channel Partners: More than 240 worldwide

Technology Partners & Supported Platforms: Amazon Web Services, BMC, Blue Coat, Check Point, Cisco, F5 Networks, Fortinet, Intel Security, Juniper Networks, Microsoft Azure, Openstack, Palo Alto Networks, VMware and more

The image displays two overlapping software interfaces. The top interface is BMC Remedy with Smart IT, showing a dashboard with 'Updates' and 'Service Delivery' sections. The bottom interface is ServiceNow Service Automation, showing a 'Change Requests' table with columns for Number, Short description, Approval, Type, State, Planned start date, Planned end date, and Assigned to. The table lists various change requests such as 'Rollback Oracle Version', 'Switch Sales over to the new 555 prefix', and 'Install new PBX'.

Tufin Orchestration Suite integrates with the enterprise ITSM tool of choice