

# Streamline Incident Management

## With Rapid7 Threat Command and ServiceNow ITSM

The Threat Command and ServiceNow ITSM (IT Service Management) ticketing module integration allows mutual customers to fetch filtered alerts from Threat Command, create ServiceNow incidents from Threat Command data, and assign ITSM tickets to specific users or groups. Users of both platforms now have access to an end-to-end integration for managing incidents. The ability to quickly and easily create ServiceNow incidents based on Threat Command alert data enables streamlined incident response from a single pane of glass within ServiceNow.

## Integration Overview

Alert ID	Incident	Title	Type	Severity	Assignees	Found Date	Updated
635931e8f4982b70944b45b	INC0129556	Dark Web - A total of 1 company mobile a...	DataLeakage	Medium	UnAssigned	2022-10-26T13:11:04.046Z	2022-11-02 16:25:52
63555bca957bc9e886c953d8	INC0129557	Dark Web - A total of 1 company website ...	DataLeakage	Medium	UnAssigned	2022-10-23T15:20:42.556Z	2022-11-02 16:25:52
6355966ee8ebf03bb2d73ec	INC0129558	Dark Web - A total of 2 company website ...	DataLeakage	Medium	UnAssigned	2022-10-23T19:30:54.418Z	2022-11-02 16:25:52
63559670e8ebf03bb2d73ec6	INC0129559	Dark Web - A total of 1 company website ...	DataLeakage	Medium	UnAssigned	2022-10-23T19:30:56.630Z	2022-11-02 16:25:52
635931e8f4982b70944b45d	INC0129560	Dark Web - A total of 1 company website ...	DataLeakage	Medium	UnAssigned	2022-10-26T13:11:04.161Z	2022-11-02 16:25:52
63559671e8ebf03bb2d73ecd4	INC0129561	Dark Web - A total of 1 company mobile a...	DataLeakage	Medium	UnAssigned	2022-10-23T19:30:57.539Z	2022-11-02 16:25:52
6355960a99963b6c4b0f447	INC0129562	Dark Web - A total of 1 company website ...	DataLeakage	Medium	UnAssigned	2022-10-23T19:50:34.303Z	2022-11-02 16:25:52
63516bc13ec25b0f0df9d8867	INC0129563	Dark Web - A company account is offered ...	AttackIndication	Medium	UnAssigned	2022-10-20T15:39:45.603Z	2022-11-02 16:25:52
63555bc8957bc9e886c953c8	INC0129564	Dark Web - A total of 1 company website ...	DataLeakage	Medium	UnAssigned	2022-10-23T15:20:40.219Z	2022-11-02 16:25:52

Threat Command Alerts in ServiceNow ITSM

## Capabilities

- Fetch filtered alerts from Threat Command and push them to ITSM.
- Configure incident creation criteria and customized mappings for incidents.
- Automatically create incidents from alerts based on incident criteria (or create incidents manually).
- Automatically assign incidents/ITSM tickets to specific users or groups.

## INTEGRATION BENEFITS

- Improved Efficiency
- Faster Time to Mitigation
- Consolidation of Incidents Across Security Tools
- Centralized Incident Response

## Rapid7 Threat Command Find and Mitigate External Threats

Rapid7 Threat Command continuously discovers critical threats targeting your business by mapping external intelligence to your unique digital assets. Threat Command delivers tailored intelligence from across the clear, deep, and dark web in the form of actionable alerts categorized by severity, type, and source. Customers can fine-tune alert creation based on relevant characteristics of threats and implement unique rule sets to define exactly what constitutes an alert based on specific criteria.

Threat Command is a leading platform for Digital Risk Protection featuring best-in-class remediation capabilities and seamless integration with existing security solutions to eliminate operational vulnerabilities, secure data, and protect resources.

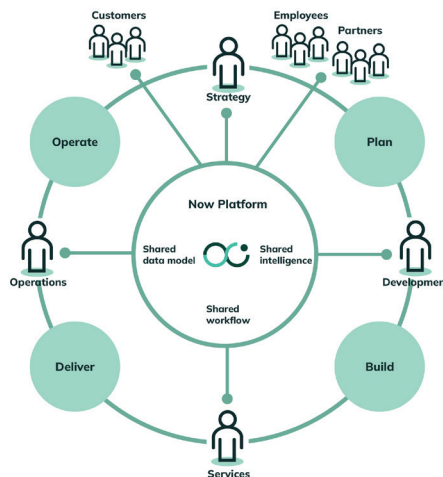
## Features and Capabilities

Our proprietary collection engine gathers intelligence from the deepest and hardest-to-reach places on the web to give you unparalleled visibility of threats you would otherwise never find. Threat Command transforms this valuable cyber reconnaissance into actionable security insights and delivers:

- Asset-based intelligence and real-time alerts mapped to your digital footprint
- One-click remediation and takedowns
- Multidimensional automated threat analysis
- Ask-the-Analyst human collaboration

## ServiceNow ITSM

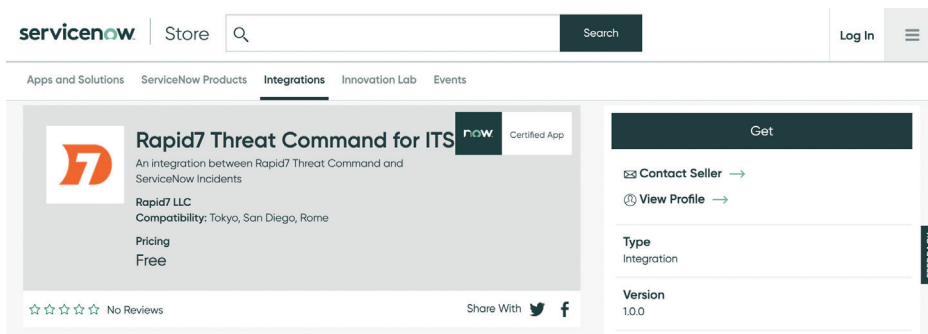
ITSM allows organizations to easily integrate their existing systems and processes, and provides a consistent user experience across the entire service management lifecycle.



**ServiceNow links IT functions**  
Connecting IT to the business

## Get Started Today

- Users with the System administrator (admin) role can install the application from the ServiceNow Store.
- Go to [Rapid7 Threat Command for ITSM](#).
- Click on the "Get" button and enter the credentials of your instance.
- Once it is added successfully, open the instance and navigate to System Applications > All Available Applications > All.
- Find the application using the filter criteria and search bar.
- Next to the application listing, click Install.



For additional information, Threat Command customers can refer to the [Threat Command User Guide](#).

See the [Rapid7 for ServiceNow Integration Brief](#) for information on our integration with ServiceNow Security Incident Response and an overview of the Rapid7 Threat Command solution suite.

Customer Support:

[Rapid7 Platform Home users](#)

IntSights users: Email [intsights-support@rapid7.com](mailto:intsights-support@rapid7.com).

[About ServiceNow](#)

[About Rapid7](#)

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