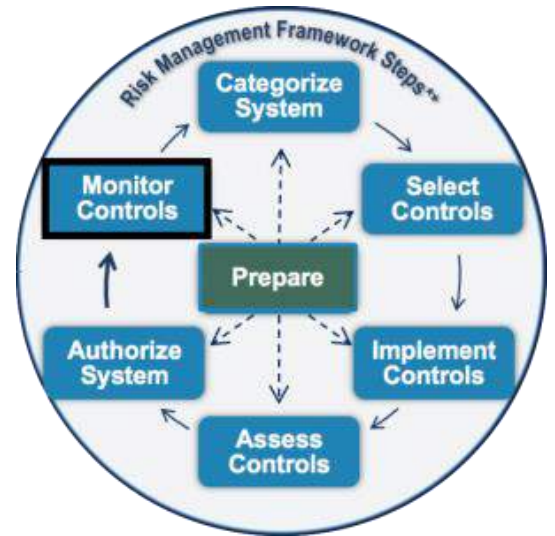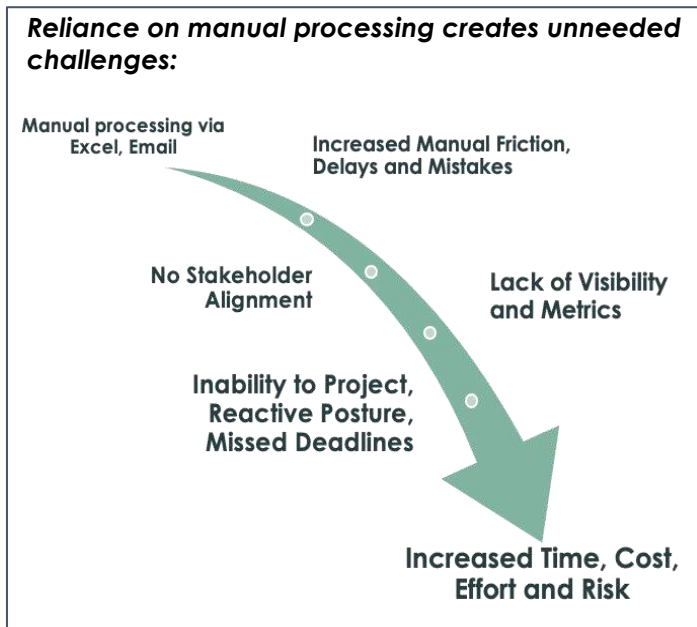# Automating POA&M Management using ServiceNow

The NIST Risk Management Framework (RMF) is a highly mature set of processes providing a "common information security framework" used by the federal government and its contractors to understand an eliminate risks of operating IT systems necessary for mission success. Mandated across the federal space, compliance to NIST RMF is being adopted widely by state, local and foreign governments, and critical infrastructure and high-risk industries. RMF follows a preparation stage and six (6) defined steps as illustrated here, each with a series of tasks and controls that must be applied and monitored. When a weakness is discovered in the Monitor Controls step, after an IT System is authorized, the process requires development of a Plan of Action and Milestones (POA&M) to manage the risk until mitigated. In complex environments, thousands of weaknesses may be identified, each requiring a POA&Ms that must be tracked through its lifecycle. If POA&Ms are currently managed using spreadsheets, file shares and emails, it will cost mission performance and time from valuable security resources that can be re-purposed to improve cybersecurity rather than manage POA&M paperwork.

ServiceNow streamlines the RMF POA&M process on our secure platform

Reliance on manual processing creates unneeded challenges:

Manual processing via Excel, Email

Increased Manual Friction, Delays and Mistakes

No Stakeholder Alignment

Lack of Visibility and Metrics

Inability to Project, Reactive Posture, Missed Deadlines

Increased Time, Cost, Effort and Risk

• Manage POA&Ms on a secure platform that connects people, data, and processes across silos using purpose-built workflows

• Align IT System stakeholders and improve internal communications

• Use risk scoring to prioritize POA&Ms across the organization, using qualitatively or quantitatively measurements, or both

• Develop a POA&M Risk Register to understand and collate risks and mitigation efforts

• Track and manage POA&M using up to the minute data - feeding flexible dashboards and reports

• Prioritize scarce resources to mitigate the most critical risks first, bringing IT Systems back online

Successfully managing POA&Ms increases the cybersecurity and availability of IT Systems. These systems are key enablers of mission support. Moving POA&Ms through the process more quickly and efficiently will prove valuable to the IT staff as well as those prosecuting the missions being supported.

ServiceNow provides Plan of Action and Milestone management as a crucial part of supporting the full NIST Risk Management Framework lifecycle. Built on our industry leading Integrated Risk Management (IRM) capabilities, ServiceNow Continuous Authorization and Monitoring (CAM) provides a path to faster Authorizations To Operate (ATOs) and the ability to apply continuous monitoring to controls, bringing the IT systems to Ongoing Authorization in accordance with NIST Special Publication 800-137 (Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations). As depicted in the diagram below. ServiceNow CAM builds capability from our cross-enterprise Now Platform®, through our award-winning integrated risk management portfolio of products to support the RMF lifecycle.
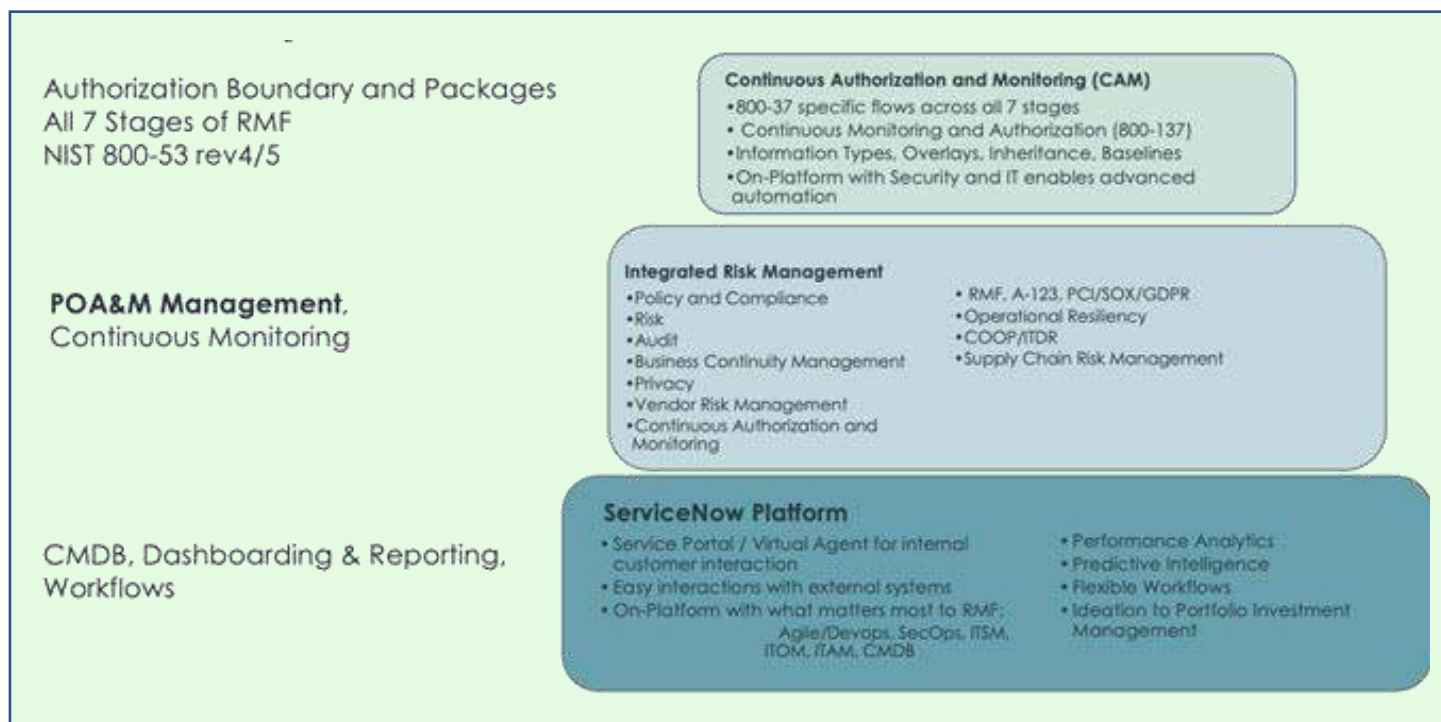
Take advantage of ServiceNow to manage RMF with continuous monitoring

Beginning with POA&M Management is a valuable way to accelerate NIST RMF processes, bringing consistency and visibility to that workflow. Federal organizations can start with this often-overlooked step and then build out the remaining workflows to bring the remainder of the RMF process onto the ServiceNow platform. Using ServiceNow's broad enterprise service management, workflow, and automation capabilities will transform and automate the RMF processes, increase visibility of progress and success against key metrics in real time.

Organizations that adopt CAM to manage the entire process have reported 50% reduction in the time needed to process an ATO along with additional benefits. ServiceNow offers this and other support across the enterprise for our clients engaged in digitization of their critical workflows and processes. We offer - "the Smarter Way to Workflow."

Find out more at **www.servicenow.com/risk**

servicenow.

servicenow.com