

# Maximizing ServiceNow CMDB with Comprehensive SaaS Discovery

## The Challenge

Enterprise IT and security teams need a complete and continuously updated inventory of IT assets, including physical devices, software, and SaaS applications. These inventories are essential for:

- **Security & Risk Management** – Enabling vulnerability management, incident response, compliance, and audits.
- **IT Service Management (ITSM)** – Streamlining troubleshooting, change management, and service impact analysis of assets
- **Application Portfolio Management** - Tracking, managing, and analyzing applications to rationalize their use and reduce risks.
- **Cost Optimization & Budgeting** – Managing software licenses, hardware lifecycles, and cloud/on-premises resource utilization.
- **Business Continuity & Disaster Recovery** – Ensuring faster analysis, triage, and recovery of impacted services

ServiceNow's Configuration Management Database (CMDB) acts as a central repository for IT assets, feeding critical data into various ServiceNow modules, including:

- **Integrated Risk Management (IRM)** – Supporting risk assessment and mitigation.
- **IT Asset Management (ITAM)** – Tracking IT resources and software licenses.
- **Application Portfolio Management (APM)** – Managing enterprise applications and their lifecycles.
- **IT Service Management (ITSM)** – Enhancing service delivery and incident resolution.

However, SaaS applications—especially shadow SaaS—are difficult to track, leading to gaps in CMDB data. SaaS apps are highly dynamic, with changing risk factors, usage frequency, user counts, and business stakeholders. Without full SaaS visibility, teams relying on CMDB lack critical insights, often resorting to inefficient manual discovery methods like spreadsheets, expense audits, or network log analysis. These methods cannot keep up with the constantly evolving SaaS environment, leading to incomplete, outdated data, siloed processes, and increased risk. A continuous and automated approach is needed.

## Key Benefits

- **Enhanced CMDB Value** – Expands and enriches CMDB with a comprehensive SaaS inventory and critical metadata, including risk insights.
- **More Effective Teams** – Provides accurate SaaS data to ITSM, ITAM, IRM, APM, license management, risk teams, and more.
- **Eliminates Manual Effort** – Automates SaaS discovery and updates, eliminating the need for time-consuming manual tracking.

## The Solution

Grip Security, the leading SaaS security platform, integrates seamlessly with ServiceNow CMDB to automatically discover, track, and populate CMDB with data about SaaS applications, including shadow SaaS. This integration ensures that CMDB remains continuously updated, improving visibility and efficiency across IT and security teams.

The Grip Security app is officially approved by ServiceNow and available in the ServiceNow Store.

## Key Capabilities of the Grip-ServiceNow Integration

### Seamless Integration

Grip automatically syncs SaaS application data into CMDB, enriching it with critical insights such as:

- MFA Status
- Sanction Status
- Risk Score
- OAuth Scopes Granted
- Number of Users
- Last Known Usage
- And More

This data is stored in a new CMDB table, "Grip Security SaaS Applications," which complements ServiceNow's native Business Applications table for a more complete SaaS inventory.

Name	SSO Percentage	Grip Security Risk Score	Grip Security Sanction Status	MFA	Number of OAuth Scopes	Last Known Usage	Primary Contact Email	Primary Contact Name
OpenAI	0	83	Under Review	Enabled	2	2025-02-12 12:29:34	michael.pool@acme.com	Michael Poole

Grip populates ServiceNow CMDB with SaaS data, including shadow SaaS.

## Smart Prioritization

Grip simplifies the process of adding new SaaS applications to ServiceNow CMDB, allowing users to select and add discovered apps with a single click. To help teams focus on the most important applications, Grip categorizes SaaS apps based on risk and usage patterns, including:

- High-Risk Unmanaged Apps
- GenAI Apps
- Widely Adopted SaaS

This approach ensures that IT and security teams prioritize the most critical applications first.

The screenshot shows the ServiceNow 'Add Apps' interface. At the top, there are three summary boxes: '39 High Risk Unmanaged Apps', '25 GenAI Apps', and '203 Widely Adopted Apps'. Below these is a search bar with filters: 'Risk Score is between 66 - 100' and 'SSO is not in use'. A table lists applications with columns for App Name, Identities, Score, SSO, and Primary Contact. A modal overlay on the right shows three 'Add' buttons, each with a green checkmark, indicating that the selected applications are being added to the CMDB.

App Name	Identities	Score	SSO	Primary Contact
Voicemaker Conversational In	1	100	None	
Dropbox Cloud Content Cr	19	81	None	Bob Smith
Snowflake Data Warehouse	7	76	None	Jane Smith
Miro Team Collaborati	8	75	None	John Rogers
Jasper Deep Learning Sr	3	74	None	Darlene Marquez
Notion Knowledge Manag	6	74	None	Daniel Lee
Checkly API Management	2	72	None	Fred Rogers
500px Photography Sof	2	71	None	

Effortlessly add SaaS apps to CMDB with smart, category-based recommendations.

## Continuous & Automatic Updates

Grip continuously discovers new SaaS applications and syncs them with CMDB. Newly discovered apps appear in the ServiceNow CMDB interface within Grip, where users can review and add them as needed.

For applications already in CMDB, Grip performs daily syncs, automatically updating key details such as:

- Number of Users
- Risk Score Changes
- App Sanctioning Updates

This ensures CMDB always reflects the latest SaaS usage and security data—without manual intervention.

## The Bottom Line

By integrating Grip Security with ServiceNow CMDB, organizations can:

- Create and maintain a comprehensive, up-to-date SaaS inventory, including shadow SaaS.
- Enhance IT and security processes with accurate SaaS data.
- Maximize the value of ServiceNow modules like ITSM, ITAM, IRM, and APM.
- Reduce security, compliance, and operational risks.
- Eliminate manual SaaS discovery and tracking efforts.

With Grip's automated SaaS discovery and ServiceNow CMDB integration, IT and security teams can maximize CMDB's value, improve risk management, and streamline IT operations.



Grip Security is a pioneer in SaaS identity risk management, providing innovative solutions to help enterprises address the security risks associated with widespread SaaS adoption.

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