

Extending ITSM and Automation to Manage Shadow SaaS Risks

The Challenge

Organizations that leverage advanced IT Service Management (ITSM) tools like ServiceNow for managing known and approved applications gain significant efficiency and productivity. These tools simplify critical processes such as request/approval workflows, access management, user onboarding/offboarding, audit tracking, and incident resolution.

However, managing SaaS applications, particularly shadow SaaS—apps procured and used without IT’s knowledge—is an increasing challenge for many organizations. As companies continue investing in ITSM and automation, they need to extend these capabilities to manage shadow SaaS effectively. To achieve this, they require a solution that discovers shadow SaaS apps and mitigates their risks while seamlessly integrating with existing ITSM workflows.

The Solution

Grip Security, a leader in SaaS Identity Risk Management, offers a robust integration with ServiceNow that allows organizations to manage shadow SaaS with the same level of automation and control as managed apps.

This integration enables companies to extend existing ServiceNow workflows—such as app reviews, offboarding, and ticket creation—to cover shadow SaaS discovered by Grip, enhancing operational scalability and efficiency.

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

Key Benefits

- **Extend ITSM's Value:** Expand your ServiceNow workflows to manage shadow SaaS apps, enhancing the value of your ITSM platform.
- **Reduced Risk:** Automatically discover shadow SaaS and take appropriate actions such as admin reviews, end-user justifications, or revoking access to unauthorized apps.
- **Increased Productivity:** Automate ticket creation, engage the right stakeholders swiftly, and eliminate manual access management tasks.
- **Faster Response to SaaS Security Incidents:** Trigger automated workflows based on Grip's SaaS risk alerts, ensuring rapid incident response and resolution.

Key Capabilities of the Grip-ServiceNow Integration

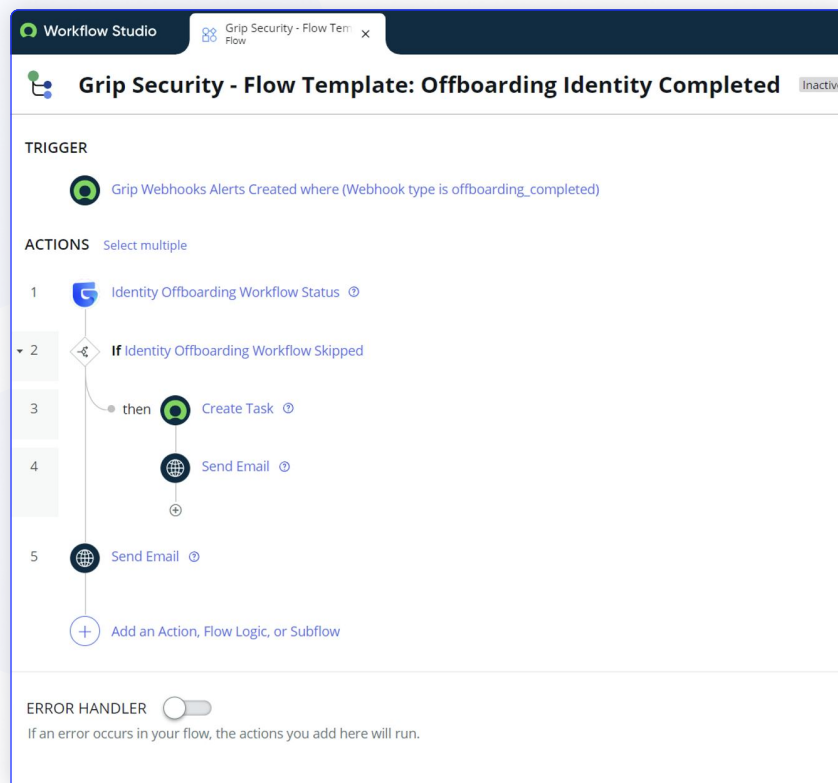
Automated Offboarding of Shadow SaaS

IT and identity management teams can offboard shadow SaaS apps with flexibility and efficiency.

- **Use Case 1:** A ServiceNow offboarding workflow runs, creates a ticket, and calls Grip to offboard shadow SaaS. Upon completion, the workflow receives results from Grip and updates the ticket with details, optionally prompting an admin to take the next steps.
- **Use Case 2:** A system other than ServiceNow triggers Grip to offboard shadow SaaS. Upon completion, Grip initiates a ServiceNow workflow that creates a ticket and populates it with relevant details.

Integration highlights:

- **Orchestration:** Use ServiceNow to run Grip's offboarding workflow, retrieve results, and prompt admins to act via ticketing.
- **Automated Ticket Creation & Update:** ServiceNow tickets are populated with critical details about apps and users, ensuring audit readiness and prompting follow-up actions.
- **Shadow SaaS Access Revocation:** The integration allows organizations to leverage Grip's API to revoke access to shadow SaaS apps using robotic process automation (RPA), reducing security risks in real-time.



Offboard shadow SaaS with ease and flexibility using Grip and ServiceNow.

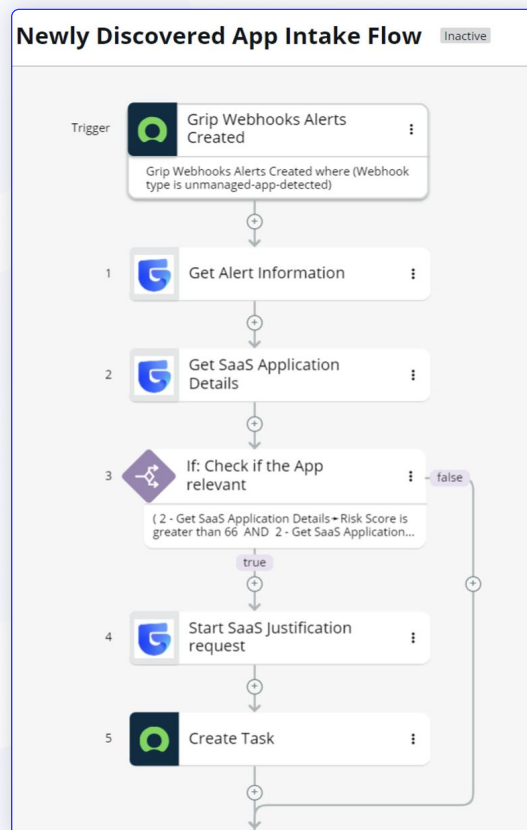
Streamlined Application Intake Processes (New App Review)

Security and governance teams can leverage Grip's rich metadata on app usage and risk to make more informed decisions about app access requests and reviews. This streamlined process improves decision-making efficiency.

- **Use Case 1:** A user submits an app access request via an intake form connected to a ServiceNow workflow. The workflow retrieves relevant app details from Grip, providing security teams with essential context such as risk levels, usage patterns, and associated identities for better decision-making.
- **Use Case 2:** Grip detects new app usage without prior approval and generates an alert. This alert triggers a ServiceNow "app intake" workflow, gathering detailed risk and usage data from Grip. If risk thresholds are exceeded, the workflow prompts the user to justify app usage (via Grip), and security teams can review this justification through a ServiceNow ticket.

Integration highlights:

- **Alerts and Notifications:** Grip's detection of new app usage triggers ServiceNow workflows, enabling timely responses.
- **Justification Workflows:** Grip facilitates user justification for app usage, adding valuable context for security teams.
- **Informed Decision-Making:** Security teams benefit from Grip's app metadata, including usage patterns and risk scores, to make informed access management decisions.



With Grip, ServiceNow streamlines and enhances new app usage reviews.

Faster SaaS Incident Response

Grip's detailed alerts for SaaS risks allow security teams to be notified promptly, enabling swift action. When critical incidents—such as unsanctioned app usage or account compromises—are detected via Grip, ServiceNow automatically generates ITSM tickets. These tickets, filled with relevant contextual information, guide security personnel in their investigations and mitigations.

Integration highlights:

- **Variety of Alerts:** Grip triggers ServiceNow alerts for various SaaS risk scenarios.
- **Mitigation Workflows:** ServiceNow workflows automate responses to SaaS risks, reducing manual intervention.
- **Shadow SaaS Access Revocation:** Leverage Grip's API to revoke access to unauthorized SaaS apps, mitigating risks in real time.

The Grip-ServiceNow joint solution enables organizations to tackle the growing challenge of shadow SaaS with seamless automation and control. By integrating Grip's SaaS Identity Risk Management with ServiceNow's ITSM platform, organizations can reduce risk, boost productivity, and close the gap on shadow SaaS risks, ultimately creating a more secure, resilient enterprise ecosystem.



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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