

# SERVICENOW VULNERABILITY RESPONSE IMPLEMENTATION

Course Code: 821294

Learn the details of Vulnerability Response in ServiceNow.

This two-day course covers Vulnerability Response essentials such as why customers need Vulnerability Response, what Vulnerability Response is, and how to properly implement Vulnerability Response.

Participants will learn the common technical aspects of a Vulnerability Response implementation as well as experience various processes to effectively manage a Vulnerability Response implementation. Additionally, participants will learn tactical skills and strategies that will better prepare them to implement Vulnerability Response in a scalable, repeatable, and efficient manner.

Topics:

- Vulnerability Response Overview
- Getting Data into Vulnerability Response
- Tools to Manage Vulnerability Response Data
- Automating Vulnerability Response
- Vulnerability Response Data Visualization
- Vulnerability Response Delta for the Paris Release
- Capstone Project for Vulnerability Response Implementation

## What You'll Learn

During this two-day interactive training course participants learn how to run a successful customer Vulnerability Response Implementation.

Participants will:

- Prepare to Implement Vulnerability Response
- Configure NVD Auto-Updates
- Perform a full Qualys Integration
- Preview Rapid7 and Tenable Integrations
- Configure Vulnerability Groups
- Configure Criticality Calculator Groups
- Perform Vulnerability Remediation Task Assignments
- Design a Severe Vulnerability Workflow
- Work with Vulnerability Dashboards and Reports

These objectives are achieved through a combination of demos, lecture, and group discussions. Lab exercises woven throughout the class walk you through how to

effectively implement Vulnerability Response.

## Who Needs to Attend

This course is suitable for anyone who will be working on a ServiceNow implementation of the Vulnerability Response applications. Examples, include:

- Process Owners - who will be champions for their process domain
- Technical Consultants and Administrators - who will be configuring, developing or supporting the Vulnerability Response applications
- Project/Program/Engagement Managers - who will be leading implementation of Vulnerability Response applications in ServiceNow
- Operations Managers - who have oversight of work which will be facilitated using Vulnerability Response applications in ServiceNow

# SERVICENOW VULNERABILITY RESPONSE IMPLEMENTATION

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CLASSROOM LIVE

\$2,850 CAD

2 Day

## Classroom Live Outline

### Module 1 Vulnerability Response Overview

#### Module 1: Objectives

- Define ServiceNow Security Operations
- Discuss Vulnerability Response
- Examine Vulnerability Response within the ServiceNow Platform

#### Module 1: Labs

- Lab 1.2 Exploring Vulnerability Response
- Lab 1.3 Preparing to Implement Vulnerability Response

### Module 2 Getting Data Into Vulnerability Response

#### Module 2: Objectives

- Definition of Vulnerabilities and Vulnerable Items
- Integrate Vulnerability Response with Vulnerability Scanners and Other Data Sources
- Scanner Integration and CMDB Reconciliation

#### Module 2: Labs

- Lab 2.1 Configure NVD Auto-Update
- Lab 2.2 Full Qualys Integration and Store Preview

### Module 3 Tools to Manage Vulnerability Response

#### Module 3: Objectives

- Configure Vulnerability Groups for Easier Management
- Employ Tasking for Vulnerability Remediation

#### Module 3: Labs

- Lab 3.1 Configure Vulnerability Groups
- Lab 3.2 Configure Vulnerability Calculator Groups
- Lab 3.3 Vulnerability Remediation Task Assignment

## **Module 4 Automating Vulnerability Response**

### **Module 4: Objectives**

- Demonstrate how to handle Vulnerability Exceptions
- Construct Workflows for Process Automation

### **Module 4: Labs**

- Lab 4.1 Configure Vulnerability Exception Workflow

## **Module 5 Vulnerability Response Data Visualization**

### **Module 5: Objectives**

- Demonstrate Data Visualization through Dashboards and Reporting
- Discuss Performance Analytics

### **Module 5: Labs**

- Lab 5.1 Dashboards and Reports

## **Module 6 Vulnerability Response Paris Delta**

### **Module 6: Objectives**

- Discuss the new features in the Paris release
- Define the changed features in the Paris release

## **Module 7 Vulnerability Response Implementation Capstone Project**

In order to reinforce the various topics presented in the Vulnerability Response Implementation course, the final course component is a take-home five task capstone project.

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VIRTUAL CLASSROOM LIVE

\$2,850 CAD

2 Day

## Virtual Classroom Live Outline

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#### Module 1: Objectives

- Define ServiceNow Security Operations
- Discuss Vulnerability Response
- Examine Vulnerability Response within the ServiceNow Platform

#### Module 1: Labs

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- Lab 1.3 Preparing to Implement Vulnerability Response

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#### Module 2: Objectives

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### **Module 5: Objectives**

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### **Module 5: Labs**

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Jul 30 - 31, 2026 | 9:00 AM - 5:00 PM CDT

Aug 26 - 27, 2026 | 9:00 AM - 5:00 PM CDT

Sep 24 - 25, 2026 | 9:00 AM - 5:00 PM CDT

Oct 1 - 2, 2026 | 9:00 AM - 5:00 PM CDT

Dec 2 - 3, 2026 | 9:00 AM - 5:00 PM CST

# SERVICENOW VULNERABILITY RESPONSE IMPLEMENTATION

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ON-DEMAND

\$0 CAD

## On-Demand Outline

### **Module 1: Vulnerability Response Overview**

- Meet your Instructor
- Learning Path
- Introducing Vulnerability Response
- Vulnerability Response Components
- Infrastructure Vulnerability Response Architecture
- Vulnerability Response Personas
- Importance of CMDB and CSDM
- VRI Module 1: Knowledge Check (Tokyo)
- Summary: Vulnerability Response Overview

### **Module 2: Data Organization In Vulnerability Response**

- Definitions of Vulnerabilities and Vulnerable Items
- Application Vulnerability Response
- Container Vulnerability Response
- VRI Module 2: Knowledge Check (Tokyo)
- Summary: Data Organization In Vulnerability Response

### **Module 3: Qualys Integration and Store Preview**

- Qualys Integration and Store Preview
- Scanner Integration and CMDB Reconciliation
- Software Exposure
- VRI Module 3: Knowledge Check (Tokyo)
- Summary: Qualys Integration and Store Preview

### **Module 4: Tools to Manage Vulnerability Response**

- Vulnerable Items - Automated Triage
- Vulnerability Calculators
- Vulnerable Items - Remediation targets
- Vulnerability Grouping Strategies
- Vulnerability Workspaces

- Vulnerability Solution Management and Enrichment
- Other Vulnerability Management Actions
- Handling Vulnerability Exceptions
- Vulnerability Response and Change Management
- Vulnerability Close Out
- VRI Module 4: Knowledge Check (Tokyo)
- Summary: Tools to Manage Vulnerability Response

### **Module 5: Vulnerability Response Data Visualization**

- Data Visualization Requirements
- Baseline Components
- Supplemental Options
- VRI Module 5: Knowledge Check (Tokyo)
- Summary: Vulnerability Response Data Visualization

### **Module 6: Vulnerability Response Capstone Project**

- Overview
- Scenario
- Get Certified
- Congratulations

### **Certified Implementation Specialist – Vulnerability Response Voucher Info**

#### On-Demand Labs

- Lab 1.2.1 Exploring Vulnerability Response
- Lab 1.2.2 Vulnerability Response Components
- Lab 1.2.3 Vulnerability Response Persona
- Lab 2.1 Configure NVD Integration
- Lab 3.1 Qualys Integration and Store Preview
- Lab 4.1.1 Vulnerable Item Assignment Rules
- Lab 4.1.2 Configure Vulnerability Calculators
- Lab 4.2.1 Configure Remediation Task Assignment
- Lab 4.2.2 Vulnerability Workspaces
- Lab 4.3.1 Integrate Shodan Enrichment with Vulnerability Response
- Lab 4.5.1 Exception Management in Vulnerability Response
- Lab 5.3 Dashboards and Reports



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PRIVATE GROUP TRAINING

2 Day

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