Data Protection and Resilience Checkist for ServiceNow®

Thousands of organizations leverage ServiceNow for mission-critical operations and couldn't run their business without their critical ServiceNow data. Follow these steps to build data resilience, protect your critical data, stay compliant, and ensure data is recoverable in the event of a loss or corruption incident.

01

Define your recovery goals (RTO & RPO)

Analyze downtime tolerance

Define your Recovery Time Objective (RTO) by estimating the maximum downtime your business can handle before experiencing significant financial loss or operational disruption. This could range from hours (critical service functions) to days (internal reporting processes).

Assess data loss tolerance

Identify the most important data in ServiceNow. This could include mission-critical and regulated data. Then, define your Recovery Point Objective (RPO) by determining the maximum data loss for these critical elements.

02

Assess your data resilience

Inventory your ServiceNow data

Create a complete list of all data stored in your ServiceNow instance. Include which departments would be impacted when data loss occurs.

Map data flows

Document the processes that generate data in ServiceNow and how data flows through different stages in the lifecycle. This will help identify potential bottlenecks or areas where data loss or corruption might occur.

Evaluate existing security measures

Assess your current data protection measures. Review things like backup procedures, regulatory compliance requirements, data encryption practices, and user access controls.

03

Reduce your risk of data loss and corruption

Monitor data anomalies

Get a tool that notifies you about unusual changes to your data.

Archive inactive data

Move data that is no longer actively used but needs to be retained for compliance purposes outside of production. Doing so will free up storage space and reduce the risk of accidental deletion or corruption of actively used data.

04

Have a data recovery plan in place

Choose a backup and recovery solution

Since it's your responsibility to protect your ServiceNow data, select a reliable solution that meets your RPO and RTO requirements and ensures compliance. Features to consider include backup frequency, backup coverage, data loss detection, time to restore, customer support, etc.

Test your recovery process

Regular testing should be conducted to confirm that RPO and RTO values are still being met. Simulate data loss scenarios and practice restoring data to your production environment.

Document your plan

Create a clear and concise disaster recovery that outlines the steps to be taken in case of a data loss event. This plan should include roles, responsibilities, communication protocols, and detailed recovery procedures.

05

Train your team and stakeholders

Educate users

Train your ServiceNow users on data resilience best practices. Include topics like data quality, retention, and anomaly detection.

Inform stakeholders

Inform key stakeholders from different departments about the disaster recovery plan. Make sure everyone understands their role in data recovery efforts and the implications of a data loss, such as lost productivity, revenue, trust, fines, etc.

06

Continuously improve and adapt

Review and update

Regularly review and update your processes to reflect changes in your ServiceNow instance, data resilience best practices, or regulatory requirements.

Stay current

Stay informed and vigilant about ServiceNow's latest data protection threats and vulnerabilities. Participate in relevant training to stay ahead of the curve.

To learn more, download our Guide to Fortifying ServiceNow Data Resilience

DOWNLOAD THE GUIDE

Want to see how Own can help your organization safeguard your critical ServiceNow data?

SCHEDULE A FREE DEMO TODAY

OWN YOUR OWN DATA

About Own

Own is the leading data platform trusted by thousands of organizations to protect and activate SaaS data to transform their businesses. Own empowers customers to ensure the availability, security and compliance of mission-critical data, while unlocking new ways to gain deeper insights faster. By partnering with some of the world's largest SaaS ecosystems such as Salesforce, ServiceNow and Microsoft Dynamics 365, Own enables customers around the world to truly own the data that powers their business.

It's their platform. It's your data. Own it.

Learn more at owndata.com.