ThreatQuotient

ServiceNow Action Bundle

Version 2.0.0

June 26, 2024

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ThreatQ Supported

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Contents

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Support Email: support@threatq.com
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Integration Details

ThreatQuotient provides the following details for this integration:

Current Integration Version	2.0.0
Compatible with ThreatQ Versions	>= 5.12.1
ThreatQ TQO License Required	Yes
Support Tier	ThreatQ Supported

Introduction

The ServiceNow Action Bundle for ThreatQuotient enables a user to create and sync tickets and observables in ServiceNow. For each indicator, an observable will be created in ServiceNow that will be linked to the newly created ticket. ThreatQ objects that are not mapped as indicators will be created in ServiceNow and associated attributes mapped to items in ServiceNow.

> See the ServiceNow to ThreatQ Object Mapping table for more details.

The integration provides the following action:

- **ServiceNow - Create Ticket -** creates tickets and observables in ServiceNow based on ThreatQ indicators and objects.
- **ServiceNow - Sync Ticket -** receives a collection of ThreatQ Incidents or Events to either sync or create tickets in ServiceNow.
- **ServiceNow - Sync Observables -** receives a collection of ThreatQ Indicators and creates ServiceNow observables or updates existing ones.

The action is compatible with the following system object types:

- Adversaries
- Assets
- Attack Patterns
- Campaigns
- Course of Actions
- Exploits
- Targets
- Identities
- Indicators
- Intrusion Sets
- Malware
- Reports
- Tools
- TTPs
- Vulnerabilities

The action returns the following enriched object types:

- Adversaries
    - Adversary Attributes
- Assets
    - Asset Attributes
- Attack Patterns
    - Attack Pattern Attributes
- Campaigns
    - Campaign Attributes
- Course of Actions
    - Course of Action Attributes
- Exploit Targets
    - Exploit Target Attributes
- Events
    - Event Attributes
- Identities
    - Identity Attributes
- Incidents
    - Incident Attributes
- Indicators
    - Indicator Attributes
- Intrusion Sets
    - Intrusion Set Attributes
- Malware
    - Malware Attributes
- Reports
    - Report Attributes
- Tools
    - Tool Attributes
- TTPs
    - TTP Attributes
- Vulnerabilities
    - Vulnerability Attributes

Prerequisites

- An active ThreatQ TDR Orchestrator (TQO) license.
- A ServiceNow Username and Password.
- A data collection containing at least one of the following object types:
    - Adversary
    - Asset
    - Attack Pattern
    - Campaign
    - Course of Action
    - Exploit
    - Target
    - Identity
    - Indicator
    - Intrusion Set
    - Malware
    - Report
    - Tool
    - TTP
    - Vulnerability

Installation

Perform the following steps to install the integration:

> The same steps can be used to upgrade the integration to a new version.

1. Log into https://marketplace.threatq.com/.
2. Locate and download the action zip file.
3. Navigate to the integrations management page on your ThreatQ instance.
4. Click on the **Add New Integration** button.
5. Upload the action zip file using one of the following methods:
    - Drag and drop the zip file into the dialog box
    - Select **Click to Browse** to locate the zip file on your local machine

> ThreatQ will inform you if the action already exists on the platform and will require user confirmation before proceeding. ThreatQ will also inform you if the new version of the action contains changes to the user configuration. The new user configurations will overwrite the existing ones for the action and will require user confirmation before proceeding.

You will still need to configure the action.

Configuration

> ThreatQuotient does not issue API keys for third-party vendors. Contact the specific vendor to obtain API keys and other integration-related credentials.

To configure the integration:

1. Navigate to your integrations management page in ThreatQ.
2. Select the **Actions** option from the *Category* dropdown (optional).
3. Click on the action entry to open its details page.
4. Enter the following parameters under the **Configuration** tab:

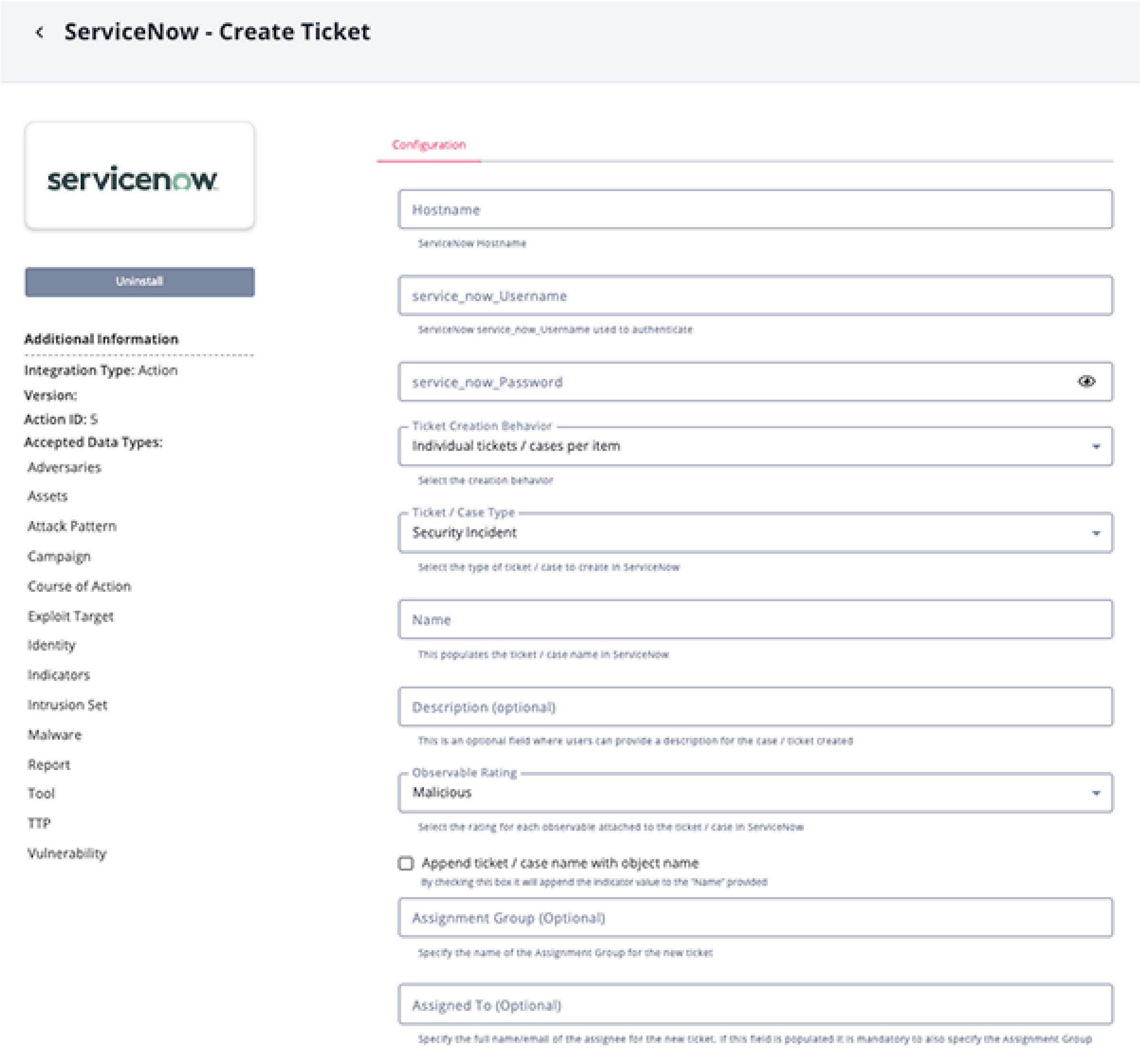
> The configurations set on this page will be used as the default settings when inserting this action into a new workflow. Updating the configurations on this page will not update any instances of this action that have already been deployed to a workflow. In that scenario, you must update the action's configurations within the workflow itself.

Create Ticket Parameters

PARAMETER	DESCRIPTION
Hostname	Your ServiceNow Hostname.
Username	Your ServiceNow Username.
Password	Your ServiceNow Password.
Ticket Creation Behavior	Select the creation behavior. Options include: ◦ A Single ticket / case with all items linked (default) ◦ Individual tickets / cases per item
Ticket / Case Type	Select the type of ticket / case to create in ServiceNow. Options include: ◦ Security Incident (default) ◦ Incident ◦ Security Incident Response Task ◦ Security Case

PARAMETER	DESCRIPTION
Name	This populates the ticket / case name in ServiceNow.
Description	This is an optional field where users can provide a description for the case / ticket created.
Observable Rating	Select the rating for each observable attached to the ticket / case in ServiceNow. Options include: ◦ Malicious (default) ◦ Unknown
Append ticket / case name with object name	By checking this box it will append the indicator value to the “Name” provided. This parameter is only available if you have select **Individual Tickets / Cases per item** option for the **Ticket / Case Type** parameter.
Assignment Group	Optional - Specify the name of the Assignment Group for the new ticket.
Assigned To	Optional - Specify the full name/email of the assignee for the new ticket. ⚠ If this field is populated it is mandatory to also specify the **Assignment Group**.
Requests per minute	The maximum number of requests to make to ServiceNow per-minute. The default value is 100. This parameter is only available if you have select **Individual Tickets / Cases per item** option for the **Ticket / Case Type** parameter.
Objects per run	The maximum number of objects to send to ServiceNow per-run. The default value is 5000.

PARAMETER	DESCRIPTION
	This parameter is only available if you have select **Individual Tickets / Cases per item** option for the **Ticket / Case Type** parameter.



‹ **ServiceNow - Create Ticket**

Additional Information

Integration Type: Action
Version:
Action ID: 5
Accepted Data Types:

- Adversaries
- Assets
- Attack Pattern
- Campaign
- Course of Action
- Exploit Target
- Identity
- Indicators
- Intrusion Set
- Malware
- Report
- Tool
- TTP
- Vulnerability

Configuration

Hostname
ServiceNow Hostname

service_now_Username
ServiceNow service_now_Username used to authenticate

service_now_Password

Ticket Creation Behavior: Individual tickets / cases per item
Select the creation behavior

Ticket / Case Type: Security Incident
Select the type of ticket / case to create in ServiceNow

Name
This populates the ticket / case name in ServiceNow

Description (optional)
This is an optional field where users can provide a description for the case / ticket created

Observable Rating: Malicious
Select the rating for each observable attached to the ticket / case in ServiceNow

☐ Append ticket / case name with object name
By checking this box it will append the indicator value to the "Name" provided

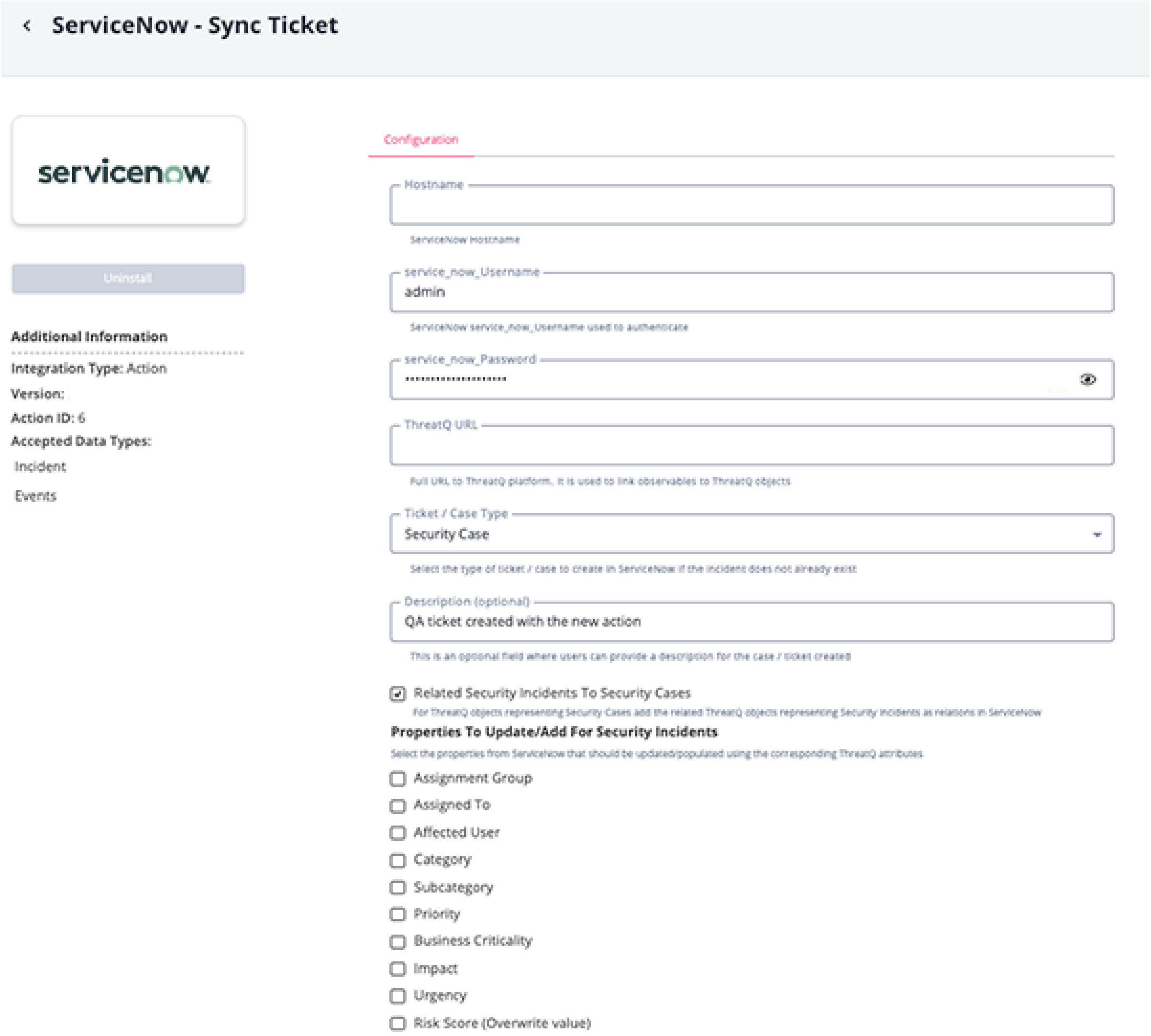
Assignment Group (Optional)
Specify the name of the Assignment Group for the new ticket

Assigned To (Optional)
Specify the full name/email of the assignee for the new ticket. If this field is populated it is mandatory to also specify the Assignment Group

Sync Ticket Parameters

PARAMETER	DESCRIPTION
Hostname	Your ServiceNow Hostname.
Username	Your ServiceNow Username.
Password	Your ServiceNow Password.
ThreatQ URL	Enter the full URL to ThreatQ platform. This will be used to link observables to ThreatQ objects.
Ticket / Case Type	Select the type of ticket / case to create in ServiceNow. Options include: ◦ Security Incident (default) ◦ Incident ◦ Security Incident Response Task ◦ Security Case
Description	This is an optional field where users can provide a description for the case / ticket created.
Related Security Incidents to Security Cases	For ThreatQ objects representing Security Cases - add the related ThreatQ objects representing Security Incidents as relations in ServiceNow if they have the attribute ServiceNow Ticket Number
Properties to Update/Add for Security Incidents	Select the properties from ServiceNow that should be updated/ populated using the corresponding ThreatQ attributes for Security Incidents. Options include: ◦ Assignment Group ◦ Assigned To ◦ Affected User ◦ Category ◦ Subcategory ◦ Priority ◦ Business Criticality ◦ Impact ◦ Urgency ◦ Risk Score (Overwrite value)

PARAMETER	DESCRIPTION
Properties to Update/Add for Security Cases	Select the properties from ServiceNow that should be updated/ populated using the corresponding ThreatQ attributes for Security Case. Options include: ◦ Assignment Group ◦ Assigned To ◦ Priority ◦ Impact ◦ Urgency ◦ Case Type ◦ Rating
Properties to Update/Add for Service Desk Incidents	Select the properties from ServiceNow that should be updated/ populated using the corresponding ThreatQ attributes for Service Desk Incidents. Options include: ◦ Assignment Group ◦ Assigned To ◦ Severity ◦ Impact ◦ Urgency ◦ Contact Type ◦ Category ◦ Subcategory
Properties to Update/Add for Security Incident Response Tasks	Select the properties from ServiceNow that should be updated/ populated using the corresponding ThreatQ attributes for Security Incident Response Tasks. Options include: ◦ Assignment Group ◦ Assigned To ◦ Affected User ◦ Priority ◦ Impact ◦ Urgency ◦ Contact Type
Objects to Run	Maximum number of objects to send to ServiceNow per-run.



‹ ServiceNow - Sync Ticket

Additional Information

Integration Type: Action

Version:

Action ID: 6

Accepted Data Types:

Incident

Events

Hostname:

ServiceNow Hostname

service_now_Username: admin

ServiceNow service_now_Username used to authenticate

service_now_Password: ••••••••••••••••••••

ThreatQ URL:

Full URL to ThreatQ platform. It is used to link observables to ThreatQ objects

Ticket / Case Type: Security Case

Select the type of ticket / case to create in ServiceNow if the incident does not already exist

Description (optional): QA ticket created with the new action

This is an optional field where users can provide a description for the case / ticket created

☑ Related Security Incidents To Security Cases

For ThreatQ objects representing Security Cases add the related ThreatQ objects representing Security Incidents as relations in ServiceNow

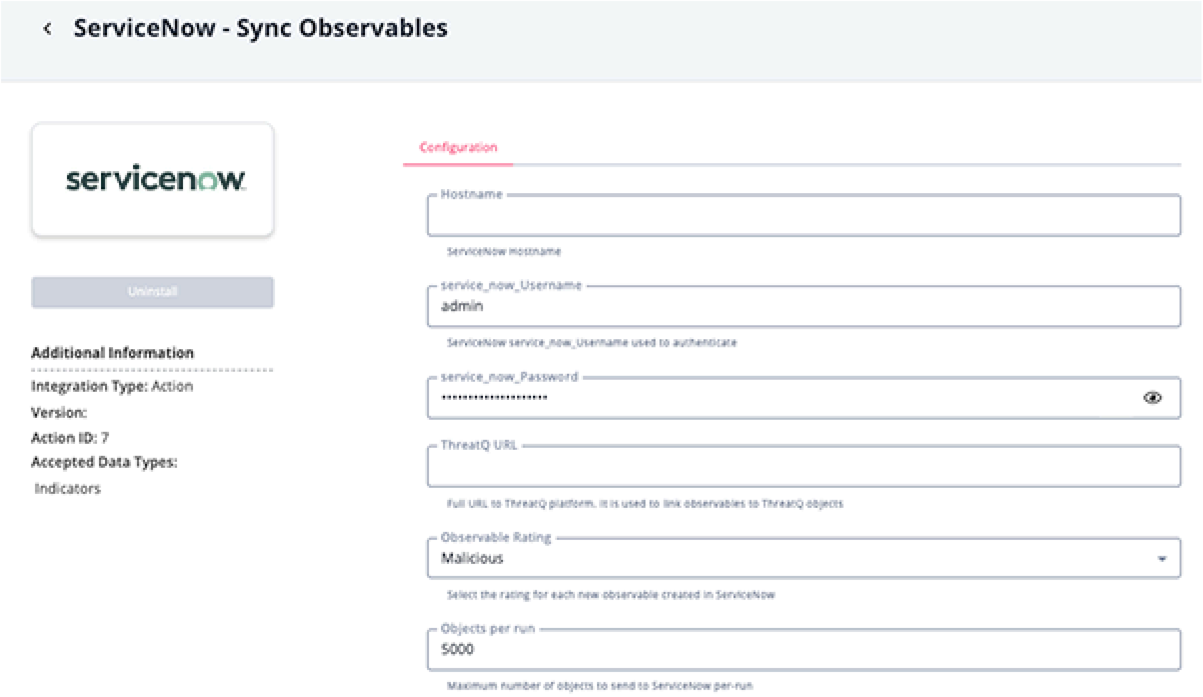
Properties To Update/Add For Security Incidents

Select the properties from ServiceNow that should be updated/populated using the corresponding ThreatQ attributes

- ☐ Assignment Group
- ☐ Assigned To
- ☐ Affected User
- ☐ Category
- ☐ Subcategory
- ☐ Priority
- ☐ Business Criticality
- ☐ Impact
- ☐ Urgency
- ☐ Risk Score (Overwrite value)

Sync Observables Parameters

PARAMETER	DESCRIPTION
Hostname	Your ServiceNow Hostname.
Username	Your ServiceNow Username.
Password	Your ServiceNow Password.
ThreatQ URL	Enter the full URL to ThreatQ platform. This will be used to link observables to ThreatQ objects.
Observable Rating	Select the rating for each observable created in ServiceNow. Options include: ◦ Malicious (default) ◦ Unknown
Objects per run	The maximum number of objects to send to ServiceNow per-run.



ServiceNow - Sync Observables

Additional Information

Integration Type: Action

Version:

Action ID: 7

Accepted Data Types:

Indicators

Hostname:

ServiceNow Hostname

service_now_Username: admin

ServiceNow service_now_Username used to authenticate

service_now_Password: ••••••••••••••••••••

ThreatQ URL:

Full URL to ThreatQ platform. It is used to link observables to ThreatQ objects

Observable Rating: Malicious

Select the rating for each new observable created in ServiceNow

Objects per run: 5000

Maximum number of objects to send to ServiceNow per-run

5. Review any additional settings, make any changes if needed, and click on **Save**.

Actions

The following action is available:

ACTION	DESCRIPTION	OBJECT TYPE	OBJECT SUBTYPE
ServiceNow - Create Ticket	Creates tickets and observables in ServiceNow based on ThreatQ objects.	Adversary, Asset, Attack Pattern, Campaign, Course of Action, Exploit Target, Identity, Indicator, Intrusion Set, Malware, Report, Tool, TTP, Vulnerability	Indicators - All Types
ServiceNow - Sync Ticket	Syncs ThreatQ objects with ServiceNow tickets and observables.	Event/Incident	N/A
ServiceNow - Sync Observables	Syncs ThreatQ indicators with ServiceNow observables.	Indicators	All Indicators

ServiceNow - Create Ticket

The ServiceNow - Create Ticket action creates tickets in ServiceNow based on ThreatQ indicators. For each indicator, an observable will be created in ServiceNow that will be linked to the newly created ticket. The ThreatQ objects will be updated with attributes mapped to the items in ServiceNow.

`POST {{host}}/api/now/table/{{table_name}}?sysparm_fields=sys_id,number`

Sample Request:

```
{
    "short_description": "Block address - 8.8.8.8",
    "description": "This is a test description"
}
```

Sample Response:

```
{
    "result": {
        "sys_id": "bd50ee481b181d1014a264207e4bcb8a",
        "number": "INC0010058"
    }
}
```

ThreatQuotient provides the following default mapping for this action:

FEED DATA PATH	THREATQ ENTITY	THREATQ OBJECT TYPE OR ATTRIBUTE KEY	PUBLISHED DATE	EXAMPLES	NOTES
result.sys_id	Adversary / Asset / Attack Pattern / Campaign / Course of Action / Exploit Target / Identity / Indicator / Intrusion Set / Malware / Report / Tool / TTP / Vulnerability.Attribute	ServiceNow Ticket URL	N/A	https://ven04019.service-now.com/nav_to.do?uri=%2Fsn_si_incident.do%3Fsys_id%bd50ee481b181d1014a264207e4bcb8a	Formatted as `{{host}}/nav_to.do?uri=%2F{{table_name}}.do%3Fsys_id%3D{{sys_id}}`
result.number	Adversary / Asset / Attack Pattern / Campaign / Course of Action / Exploit Target / Identity / Indicator / Intrusion Set / Malware / Report / Tool / TTP / Vulnerability.Attribute	ServiceNow Ticket Number	N/A	INC0010058	N/A

ServiceNow Ticket Type Table Mapping

The following is a mapping table for ServiceNow ticket types and naming conventions.

TICKET TYPE	SERVICENOW TABLE NAME
Incident	incident
security_incident	sn_si_incident
security_task	sn_si_task
security_case	sn_ti_case

ServiceNow - Sync Ticket

The Sync Ticket action receives a collection of ThreatQ Incidents or Events.

To begin, the action searches the objects in ServiceNow. The search is made using the attribute ServiceNow Ticket Number.

Ticket Found - If the ticket exists, its properties are updated according to the values set in the user configuration based ServiceNow ticket type. The new properties are the values of ThreatQ attributes having the same name as the user configuration options.

> **Example:** if the user enables the **Category** option in the ***Properties To Update/Add for Security Incidents*** configuration, all the events/incidents from the input collection having the attribute ServiceNow Ticket Number starting with value SIR the property Category will be updated in ServiceNow with the value of the attribute Category.

Ticket Not Found - If the corresponding ServiceNow ticket is not found, a new one is created. The new ticket will have the type selected in the configuration **Ticket / Case Type** with the description is taken from the configuration Description (optional) and other ThreatQ attributes are used according to the selected ticket type. Each related indicator of the event/incident is added to ServiceNow as an Observable and linked to the ticket. The score, status, a link to the ThreatQ Indicator and attributes that do not start with ServiceNow are added as security annotations.

Search for ServiceNow Ticket

`GET {{host}}/api/now/table/{{table_name}}`

Sample Request Parameters

```
{
    "sysparm_query": "number={{attribute_servicenow_ticket_number}}",
    "sysparm_display_value": "true"
}
```

Create/Update for ServiceNow Ticket

The parameter `table_name` is taken from the user configuration `Ticket / Case Type`. The description is taken from the user configuration `Description (optional)`. Other values are added to the request body if the are enabled in user configuration and the corresponding attribute exists.

`POST/PATCH {{host}}/api/now/table/{{table_name}}?sysparm_fields=sys_id,number`

Sample Request Body

```
{
    "short_description": "{{Incident/Event_Value}}",
    "description": "This is a test description",
    "category": "Malicious code activity"
}
```

Sample Response

```
{
    "result": {
        "sys_id": "bd50ee481b181d1014a264207e4bcb8a",
        "number": "INC0010058"
    }
}
```

ThreatQuotient provides the following default mapping for this action:

FEED DATA PATH	THREATQ ENTITY	THREATQ OBJECT TYPE OR ATTRIBUTE KEY	PUBLISHED DATE	EXAMPLES	NOTES
ult.sys_id	Event/ Incident.Attribute	ServiceNow Ticket URL	N/A	https://ven04019.service-now.com/nav_to.do?uri=%2Fsn_si_incident.do%3Fsys_id%bd50ee481b181d1014a264207e4bcb8a	Formatted as `{{host}}/nav_to.do?uri=%2F{{table_name}}.do%3Fsys_id%3D{{sys_id}}`
result.number	Event/ Incident.Attribute	ServiceNow Ticket Number	N/A	INC0010058	N/A

ServiceNow Ticket Prefix to Table Mapping

The parameter `table_name` is obtained using the first 3 letters of the attribute `ServiceNow Ticket Number` according to the following table:

SERVICENOW TICKET NUMBER PREFIX	SERVICENOW TABLE
INC	incident
SIR	sn_si_incident
SIT	sn_si_task
SEC	sn_ti_case

ServiceNow - Sync Observables

The ServiceNow - Sync Observables action receives a collection of ThreatQ Indicators and creates ServiceNow observables or updates existing ones. The score, status, a link to the ThreatQ Indicator and attributes that do not start with `ServiceNow` are added as security annotations.

`GET {{host}}/api/now/table/sn_ti_observable`

Sample Request Parameters

```
{
    "sysparm_query": "value=148.23.67.12",
    "sysparm_fields": "sys_id"
}
```

Sample Response

```
{
    "result": {
        "sys_id": "bd50ee481b181d1014a264207e4bcb8a",
    }
}
```

> There is no default mapping for this action because it only updates or creates observables in ServiceNow. If the Observable is not found, the Create Observable supplemental feed is used to create it. The ThreatQ Score and Status, the link to the ThreatQ platform and all the attributes that do not start with ServiceNow are added as Security Annotations using the ServiceNow Add Security Annotation supplemental feed.

Get Observable (Supplemental)

The Get Observable supplemental action retrieves the observable sys_id from ServiceNow for indicator_value if exists.

```
GET {{host}}/api/now/table/sn_ti_observable?sysparm_query=value={{object_value}}&sysparm_fields=sys_id
```

> The `object_type` is determined using the ServiceNow to ThreatQ Object Type Mapping table.

Sample Response:

```
{
    "result": {
        "sys_id": "bd50ee481b181d1014a264207e4bcb8a"
    }
}
```

Create Observable (Supplemental)

The Create Observable supplemental action creates an observable and retrieves the sys_id from ServiceNow for indicator_value id it does not exist.

`POST {{host}}/api/now/table/sn_ti_observable?sysparm_fields=sys_id`

Sample Request:

```
{
    "value": "1.0.1.0",
    "type": "IP address (V4)",
    "finding": "Malicious"
}
```

Sample Response:

```
{
    "result": {
        "sys_id": "bd50ee481b181d1014a264207e4bcb8a"
    }
}
```

ThreatQ provides the following default mapping for Get and Create Observable:

FEED DATA PATH	THREATQ ENTITY	THREATQ OBJECT TYPE OR ATTRIBUTE KEY	PUBLISHED DATE	EXAMPLES	NOTES
result.sys_id	Adversary / Asset / Attack Pattern / Campaign / Course of Action / Exploit Target / Identity / Indicator / Intrusion Set / Malware / Report / Tool / TTP / Vulnerability.Attribute	ServiceNow Observable URL	N/A	https://ven04019.service-now.com/nav_to.do?uri=%2Fsn_ti_observable.do%3Fsys_id%bd50ee481b181d1014a264207e4bcb8a	Formatted as `{{host}}/nav_to.do?uri=%2Fsn_ti_observable.do%3Fsys_id%3D{{sys__id}}`

ServiceNow Indicator Type to ThreatQ Type Mapping

The following is a mapping table for Service Now Types to ThreatQ indicator types.

TICKET TYPE	SERVICENOW TABLE NAME
Autonomous System Number	ASN
CVE number	CVE
IP address (V4)	IP Address
IP address (V6)	IPv6 Address
CIDR rule	CIDR Block
MAC address	MAC Address
MUTEX name	Mutex
MD5 hash	MD5
SHA1 hash	SHA-1
SHA256 hash	SHA-256
SHA512 hash	SHA-512
SHA384 hash	SHA-384
Domain name	FQDN
URL	URL
Email address	Email Address

TICKET TYPE	SERVICENOW TABLE NAME
Email subject	Email Subject
File Name	Filename
File Path	File Path
Registry key	Registry Key
Username	Username

Create Relationship (supplemental)

The Create Relationship supplemental action creates a relationship between ticket and observable in ServiceNow.

`POST {{host}}/api/now/table/sn_ti_m2m_task_observable?sysparm_fields=sys_id`

Sample Request:

```
{
    "task": "bd50ee481b181d1014a264207e4bcb8a",
    "observable": "bd50ee481b181d1014a264207e4bcb8a"
}
```

Sample Response:

```
{
    "result": {
        "sys_id": "30ffdb5e1ba1e91014a264207e4bcb80"
    }
}
```

Create Object Supplemental

The Create Object supplemental action creates an object and retrieves the sys_id from ServiceNow if the object does not exist.

`POST {{host}}/api/now/table/{{object_type}}?sysparm_fields=sys_id`

Sample Request:

```
{
    "name": "APT34",
    "description": "Object imported from ThreatQ Adversary when ticket
SIR0010047 was created.",
    "created": "2024-01-17T04:56:19.000Z",
    "modified": "2024-01-17T04:56:19.000Z"
}
```

Sample Response:

```
{
    "result": {
        "sys_id": "bd50ee481b181d1014a264207e4bcb8a"
    }
}
```

ThreatQ provides the following default mapping for this function:

FEED DATA PATH	THREATQ ENTITY	THREATQ OBJECT TYPE OR ATTRIBUTE KEY	PUBLISHED DATE	EXAMPLES	NOTES
result.sys_id	Adversary / Asset / Attack Pattern / Campaign / Course of Action / Exploit Target / Identity / Indicator / Intrusion Set / Malware / Report / Tool / TTP / Vulnerability.Attribute	ServiceNow Object URL	N/A	https://ven04019.service-now.com/nav_to.do?uri=%2Fsn_ti_stix2_threat_actor.do%3Fsys_id%bd50ee481b181d1014a264207e4bcb8a	Formatted as `{{host}}/nav_to.do?uri=%2F{{object_type}}.do%3Fsys_id%3D{{sys_id}}`

ServiceNow to ThreatQ Object Mapping

The following table illustrates ServiceNow to ThreatQ object mapping.

SERVICENOW OBJECT	THREATQ OBJECT
sn_ti_stix2_threat_actor	Adversary
sn_ti_observable	Asset
sn_ti_stix2_attack_pattern	Attack Pattern
sn_ti_stix2_campaign	Campaign
sn_ti_stix2_course_of_action	Course of Action
sn_ti_observable	Exploit Target
sn_ti_stix2_identity	Identity
sn_ti_observable	Indicator
sn_ti_stix2_intrusion_set	Intrusion Set
sn_ti_stix2_malware	Malware
sn_ti_stix2_threat_report	Report
sn_ti_stix2_tool	Tool
sn_ti_attack_mode	TTP
sn_ti_stix2_vulnerability	Vulnerability

Enriched Data

> Object counts and action runtime are supplied as generalities only - objects returned by a provider can differ based on credential configurations and action runtime may vary based on system resources and load.

Create Ticket

METRIC	RESULT
Run Time	24 minutes
Indicators	100
Indicator Attributes	300
Adversaries	100
Adversary Attributes	300
Asset	100
Asset Attributes	300
Attack Patterns	100
Attack Pattern Attributes	300
Campaigns	100
Campaign Attributes	300
Course of Action	100

METRIC	RESULT
Course of Action Attributes	300
Exploit Targets	100
Exploit Target Attributes	300
Identities	100
Identity Attributes	300
Intrusion Sets	100
Intrusion Set Attributes	300
Malware	100
Malware Attributes	300
Reports	100
Report Attributes	300
Tools	100
Tool Attributes	300
TTP	100
TTP Attributes	300
Vulnerabilities	100
Vulnerability Attributes	300

Sync Ticket

METRIC	RESULT
Run Time	1 minute
Event	20
Event Attributes	40

Use Case Example

Create Ticket Action

1. A user submits a data collection using the `ServiceNow - create ticket` action to the ServiceNow with a data collection containing 100 system objects (100 IP Address).
2. The ServiceNow creates tickets and observables for submitted data and establishes a relationship between them.
3. The action returns the submitted data collection enriched the following:
    - 100 Indicators
    - 300 indicator attributes

Sync Ticket Action

1. A user submits a data collection using the ServiceNow - Sync Ticket action to the ServiceNow with a data collection containing 10 ThreatQ Events ingested using ServiceNow CDF.
2. The ServiceNow update the tickets and their related observables using ThreatQ attributes and properties.
3. The action returns number and link to the ServiceNow ticket.

Sync Observables

1. A user submits a data collection using the ServiceNow - Sync Observables action to the ServiceNow with a data collection containing 100 ThreatQ indicators.
2. The ServiceNow update the observables, if they exist, or creates new ones using ThreatQ attributes and properties.

Known Issues / Limitations

- The ThreatQ platform limits the incoming list of values to 100. If the collection is bigger than that, even if the user selects to create a single ticket that links all the items, multiple tickets will be created per 100. Example: incoming list of 450 will result in the creation of 5 tickets.

Change Log

- **Version 2.0.0**
    - Added two new actions: **ServiceNow Sync Ticket** and **ServiceNow Sync Observables**.
    - Added new two new configuration fields to the ServiceNow - Create Ticket action:
        - **Assignment Group** - Optionally specify the name of the Assignment Group for the new ticket.
        - **Assigned To** - Optionally specify the full name/email of the assignee for the new ticket.
    - Added support for Incident and Event object types (ServiceNow Sync Ticket).
    - Updated integration name to ServiceNow Action Bundle.
- **Version 1.1.0**
    - Added compatibility support for all ThreatQ indicator types.
    - Added compatibility support for the following object types:
        - Adversary
        - Asset
        - Attack Pattern
        - Campaign
        - Course of Action
        - Exploit Target
        - Identity
        - Intrusion Set
        - Malware
        - Report
        - Tool
        - TTP
        - Vulnerability
- **Version 1.0.0**
    - Initial release