

ThreatQuotient



ServiceNow CDF User Guide

Version 1.1.0

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ThreatQuotient

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 **ThreatQ Supported**

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Support

This integration is designated as **ThreatQ Supported**.

Support Email: support@threatq.com

Support Web: <https://support.threatq.com>

Support Phone: 703.574.9893

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ThreatQuotient strives to ensure all ThreatQ Supported integrations will work with the current version of ThreatQuotient software at the time of initial publishing. This applies for both Hosted instance and Non-Hosted instance customers.



ThreatQuotient does not provide support or maintenance for integrations, apps, or add-ons published by any party other than ThreatQuotient, including third-party developers.

Integration Details

ThreatQuotient provides the following details for this integration:

Current Integration Version	1.1.0
Compatible with ThreatQ Versions	>= 5.12.1
Support Tier	ThreatQ Supported

Introduction

ServiceNow is an incident response & workflow platform that allows users to create, track, and manage incidents across their entire business.

The ServiceNow CDF for ThreatQ enables the automatic ingestion of tickets & their context from ServiceNow, into ThreatQ.

The integration provides the following feeds:

- **ServiceNow Security Incidents** - ingests Security Incidents from ServiceNow's Security Incident Response (SIR) module.
- **ServiceNow Security Cases** - ingests Security Cases from ServiceNow's Threat Intelligence (TI) module.

The integration ingests the following system objects:

- Adversaries
- Attack Patterns
- Incidents
- Indicators
- Malware
- Tools

Prerequisites

The ServiceNow CDF requires the **ServiceNow Security Incidents plugin** be installed in your ServiceNow instance/environment. Failure to do so will result in the integration not ingesting alerts.

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 integration file.
3. Navigate to the integrations management page on your ThreatQ instance.
4. Click on the **Add New Integration** button.
5. Upload the integration file using one of the following methods:
 - Drag and drop the file into the dialog box
 - Select **Click to Browse** to locate the integration file on your local machine



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

6. If prompted, select the individual feeds to install and click **Install**. The feed will be added to the integrations page.

You will still need to [configure and then enable](#) the feed.

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 **Commercial** option from the *Category* dropdown (optional).



If you are installing the integration for the first time, it will be located under the **Disabled** tab.

3. Click on the integration entry to open its details page.
4. Enter the following parameters under the **Configuration** tab:

General Parameters

PARAMETER	DESCRIPTION
ServiceNow Host	Your hostname for your ServiceNow instance.
ServiceNow Username	You ServiceNow username that will be used to authenticate with the ServiceNow API.  This account should have the appropriate permissions to access the ServiceNow API.
ServiceNow Password	The password associated with the username above.
Date Field	Select the date field to use to filter results from ServiceNow. Options include: ◦ Created At ◦ Updated At (default)

PARAMETER	DESCRIPTION
 The Updated At option may overwrite existing tickets in ThreatQ based on the current ServiceNow context for a given incident.	
Custom Sysparm Query	Optional - add conditions to query. This query must follow ServiceNow's query syntax - see ServiceNow's documentation for more details - https://docs.servicenow.com/bundle/vancouver-platform-user-interface/page/use/common-ui-elements/reference/r_OpAvailableFiltersQueries.html .
Related Observable Type Filter	Select the observable type to ingest from Related Observables. Options include: ◦ Unknown (String) ◦ Email Address ◦ Email Subject ◦ MD5 (default) ◦ SHA-1 ◦ SHA-256 (default) ◦ SHA-384 ◦ SHA-512 ◦ File Path ◦ IPv4 Address (default) ◦ IPv6 Address (default) ◦ CIDR Block (default) ◦ MAC Address ◦ FQDN (default) ◦ Hostname (default) ◦ URL (default) ◦ URI ◦ CVE (default) ◦ Username ◦ Mutex ◦ ASN
Description Context	Select the types you would like to ingest from the related observables. Options include: ◦ Ticket Metadata ◦ Ticket Description ◦ Closure Information
Fetch Journal Entries	When enabled, the integration will fetch journal entries for each incident. The entries include work notes, comments, and other automation activities. This parameter is enabled by default.  Enabling this will add +1 API calls per incident.

PARAMETER	DESCRIPTION
Parse Journal Entries for Indicators	Select the fields to parse for Indicators from the journal entries. This includes work notes, comments, and other automation activities. Options include: ◦ Work Notes ◦ Comments ◦ Automation Activities
Parse Indicator Types	Select the indicator types you would like to automatically parse from the content. Option include: ◦ CVE ◦ IP Address ◦ IPv6 Address ◦ CIDR Block ◦ FQDN ◦ URL ◦ MD5 ◦ SHA-1 ◦ SHA-256 ◦ SHA-512 ◦ Email Address ◦ Registry Key
Normalization Options	Select the normalization options you would like to use when parsing indicators from the content. Options include: ◦ Normalize Indicators (default) ◦ Derive FQDNs from URLs

Additional Parameters - Security Incidents

PARAMETER	DESCRIPTION
Fetch Relationships	Select the relationships to fetch for each case. Each selected relationship will add +1 API calls per case. Options include: ◦ Observables (default) ◦ Threat Actors (default) ◦ Intrusion Sets (default)
Incident Context	Select the incident context to bring in from ServiceNow. Options include:

PARAMETER	DESCRIPTION
	◦ System Number (default) ◦ ServiceNow Link ◦ Tags (default) ◦ Is Active ◦ Activity Due ◦ Approval Status ◦ Assigned To (default) ◦ Assignment Group (default) ◦ Attack Vector (default) ◦ Business Criticality (default) ◦ Category (default) ◦ Subcategory (default) ◦ Closed At (default) ◦ Close Code (default) ◦ Close Notes (default) ◦ Closed By (default) ◦ Confidence Score (default) ◦ Impact (default) ◦ Location ◦ Priority (default) ◦ Risk Score (default) ◦ Urgency (default) ◦ Escalation Status (default) ◦ State (default) ◦ Substate (default) ◦ Affected Platform (default)

Incident MITRE Context

Select the incident relationships to bring in from ServiceNow. Options include:

- MITRE ATT&CK Techniques
- MITRE Tactics
- Malware
- Tools
- Threat Actors

Additional Parameters - Security Cases

PARAMETER	DESCRIPTION
Fetch Relationships	Select the relationships to fetch for each case. Each selected relationship will add +1 API calls per case. Options include: ◦ Observables (default) ◦ Threat Actors (default) ◦ Intrusion Sets (default)
Case Context	Select the case context to bring in from ServiceNow. Options include:

PARAMETER

DESCRIPTION

- System Number (default)
- ServiceNow Link
- Tags (default)
- Is Active
- Activity Due
- Approval Status
- Assigned To (default)
- Assignment Group (default)
- Closed At (default)
- Close Code (default)
- Close Notes (default)
- Closed By (default)
- Impact (default)
- Location
- Priority (default)
- Urgency (default)
- Escalation Status (default)
- State (default)
- Rating (default)

< ServiceNow Security Incidents



Disabled ☐ Enabled ☒

Uninstall

Additional Information

Integration Type: Feed

Version:

Accepted Data Types:

Configuration Activity Log

Pre-requisites

This integration requires the ServiceNow Security Incidents plugin to be installed.

Connection & Authentication

Configure the connection and authentication settings for your ServiceNow instance.

ServiceNow Host

Enter the hostname for your ServiceNow instance.

ServiceNow Username

Enter a ServiceNow username to use to authenticate with their API. Make sure the user account has the appropriate permissions to access the ServiceNow API.

ServiceNow Password

Enter the password associated with the authenticating username.

API Options

Configure how the integration will fetch data from the ServiceNow API.

Date Field

Updated At (Ingest New & Updated Tickets)

Select the date field to use to filter results from the ServiceNow API. Choosing the "Updated At" option may overwrite existing tickets in ThreatQ based on the current ServiceNow context for a given incident.

Custom Sysparm Query (Optional)

If you would like to add conditions to the query, enter them here. This query must follow ServiceNow's query syntax. You can learn how to build a query here: https://docs.servicenow.com/bundle/snc-over-platform-user-interface/page/user/common-ui-elements/reference/cv_opAvailableFiltersQueries.html.

☒ Fetch Journal Entries (Work Notes, Comments, & Activities)

Select whether or not to fetch the journal entries for each incident. This includes work notes, comments, and other automation activities. Enabling this will add +1 API calls per incident.

5. Review any additional settings, make any changes if needed, and click on **Save**.
6. Click on the toggle switch, located above the *Additional Information* section, to enable it.

ThreatQ Mapping

ServiceNow Security Incidents

The ServiceNow Security Incidents feed ingests incidents from ServiceNow's Security Incident Response module into ThreatQ.

Included with each incident will be the following:

- Related Observables
- Related Adversaries
- Related Malware
- Related Attack Patterns
- Related Tools
- Work Notes, Comments, & Automated Activities

GET https://{sub-domain}.service-now.com/api/now/v1/table/sn_si_incident

Sample Response:

```
{
  "result": [
    {
      "parent": "",
      "sla_suspended_reason": null,
      "watch_list": "",
      "upon_reject": "Cancel all future Tasks",
      "sys_updated_on": "2022-08-31 12:31:57",
      "qualification_group": "",
      "expected_end": "",
      "approval_history": "",
      "source_ip": "",
      "skills": "",
      "number": "SIR0001758",
      "problem": "",
      "previous_agent": "",
      "state": "Recover",
      "sys_created_by": "si_admin",
      "template_workflow_invoked": "false",
      "knowledge": "false",
      "order": "",
      "phish_email": "",
      "cmdb_ci": {
        "display_value": "ny8500-nbxs09",
        "link": "https://dev63597.service-now.com/api/now/v1/table/cmdb_ci/55b37e80c0a8010e00028a1d1a14e2d7"
      },
      "delivery_plan": "",
      "contract": "",
      "impact": "1 - High",
      "active": "true",
      "work_notes_list": "",
      "priority": "1 - Critical",
      "sys_domain_path": "/",
      "sla_suspended": "false",
      "business_duration": "",
      "group_list": ""
    }
  ]
}
```

```

"special_access_write": "",
"dest_ip": "",
"mitre_platform": "Linux,macOS,Windows,Network",
"approval_set": "",
"risk_change": null,
"malware_url": "",
"universal_request": "",
"template": "",
"short_description": "staged attack",
"correlation_display": "",
"delivery_task": "",
"work_start": "",
"request_type": null,
"affected_user": "",
"other_ioc": "",
"additional_assignee_list": "",
"alert_sensor": "",
"assigned_vendor": "",
"service_offering": "",
"sys_class_name": "Security Incident",
"closed_by": "",
"follow_up": "",
"mitre_group": "G0007 (APT28),G0065 (Leviathan),G0132 (CostaRicto),G0116 (Operation
Wocao),G0085 (FIN4),G0016 (APT29),G0100 (Inception),G0115 (GOLD SOUTHFIELD),G0034 (Sandworm
Team),G0105 (DarkVishnya),G0120 (Evilnum),G0139 (TeamTNT),G0129 (Mustang Panda),G0076 (Thrip),G0014
(Night Dragon),G0094 (Kimsuky),G0080 (Cobalt Group),G0048 (RTM),G0008 (Carbanak),G0069
(MuddyWater)",
"sla_suspended_on": "",
"estimated_end": "",
"vendor_reference": "",
"reassignment_count": "1",
"assigned_to": {
  "display_value": "Val Osborne",
  "link": "https://dev63597.service-now.com/api/now/v1/table/sys_user/
7e82abf03710200044e0bfc8bcbe5d32"
},
"request_category": "",
"requested_due_by": "",
"mitre_malware": "S0604 (Industroyer),S0623 (Siloscape),S0438 (Attor),S0687 (Cyclops
Blink),S0641 (Kobalos),S0282 (MacSpy),S0386 (Ursnif),S0342 (GreyEnergy),S0281 (Dok),S0491
(StrongPity),S0276 (Keydnep),S0366 (WannaCry),S0384 (Dridex),S0554 (Egrog),S0601 (Hildegard),S0030
(Carbanak),S0148 (RTM),S0266 (TrickBot)",
"sla_suspended_for": "",
"business_criticality": "1 - Critical",
"sla_due": "UNKNOWN",
"opened_for": {
  "display_value": "System Administrator",
  "link": "https://dev63597.service-now.com/api/now/v1/table/sys_user/
6816f79cc0a8016401c5a33be04be441"
},
"comments_and_work_notes": "2022-08-29 15:30:05 - System Administrator (Work notes)\nRisk
score changed from 87 to 92 due to change in business impact\n\n2022-08-29 15:30:04 - System
Administrator (Work notes)\nRisk score changed from Empty to 87 due to user action to update all
risk scores\n\n",
"mitre_technique": "T1090.003 (Multi-hop Proxy),T1219 (Remote Access Software)",
"special_access_read": "",
"substate": "",
"escalation": "Normal",
"upon_approval": "Proceed to Next Task",
"correlation_id": "",
"asset": "",
"mitre_tool": "S0183 (Tor)",
"spam": "false",
"referrer_url": "",

```

```

"made_sla": "true",
"mitre_tactic": "TA0011 (Command and Control)",
"is_catalog": "false",
"malware_hash": "",
"alert_rule": "",
"task_effective_number": "SIR0001758",
"external_url": "",
"sys_updated_by": "admin",
"opened_by": {
  "display_value": "System Administrator",
  "link": "https://dev63597.service-now.com/api/now/v1/table/sys_user/
6816f79cc0a8016401c5a33be04be441"
},
"user_input": "",
"sys_created_on": "2022-08-09 06:34:13",
"sys_domain": {
  "display_value": "global",
  "link": "https://dev63597.service-now.com/api/now/v1/table/sys_user_group/global"
},
"pir": null,
"route_reason": "",
"closed_at": "",
"business_service": "",
"attack_vector": "Attack Correlation",
"time_worked": "",
"expected_start": "2022-09-10 10:19:36",
"opened_at": "2022-08-09 06:34:13",
"task_created": "false",
"work_end": "",
"confidence_score": "",
"prediction": null,
"automation_activity": "",
"subcategory": "Vulnerable application",
"work_notes": "2022-08-29 15:30:05 - System Administrator (Work notes)\nRisk score changed
from 87 to 92 due to change in business impact\n\n2022-08-29 15:30:04 - System Administrator (Work
notes)\nRisk score changed from Empty to 87 due to user action to update all risk scores\n\n",
"security_tags": "",
"risk_score_override": "false",
"initiated_from": "",
"close_code": null,
"assignment_group": {
  "display_value": "Vulnerability Response",
  "link": "https://dev63597.service-now.com/api/now/v1/table/sys_user_group/
9e1d0444ffa33100158bffffffffffffd"
},
"description": "Recon behavior (i.e. vulnerability scanning) detected from a data center
server. DB server was actively scanning other hosts in the data center.",
"calendar_duration": "",
"close_notes": "",
"pir_respondents": "Val Osborne",
"sys_id": "d8b6b953ff933100158bffffffffffff7f",
"contact_type": "Phone",
"urgency": "3 - Low",
"secure_notes": "",
"company": "",
"new_pir_respondents": "",
"department": "",
"activity_due": "UNKNOWN",
"severity": "1 - High",
"comments": "",
"risk_score": "92",
"approval": "Not Yet Requested",
"due_date": "",
"sys_mod_count": "22",

```

```

    "parent_security_incident": "",
    "sys_tags": "",
    "billable": "false",
    "mitre_data_source": "Network Traffic: Network Traffic Content,Network Traffic: Network
Connection Creation,Network Traffic: Network Traffic Flow,Process: Process Creation",
    "caller": "",
    "location": {
      "display_value": "450 Lexington Avenue, New York,NY",
      "link": "https://dev63597.service-now.com/api/now/v1/table/cm_location/
5f669b59c0a8010e00209343c0c6f9c1"
    },
    "risk": "Very High",
    "category": "Un-patched vulnerability",
    "incident": "",
    "change_request": "",
    "security_incident_self": ""
  }
]
}

```

ThreatQuotient provides the following default mapping for this feed:



Mappings are based on each item within the result list. Additional mappings are handled by the [Get Related Observables](#) supplemental feed.

FEED DATA PATH	THREATQ ENTITY	THREATQ OBJECT TYPE OR ATTRIBUTE KEY	PUBLISHED DATE	EXAMPLES	NOTES
.activity_due	Incident Attribute	Activity Due	.sys_created_on	N/A	Attribute can be updated at runtime
.mitre_platform	Incident Attribute	Affected Platform	.sys_created_on	N/A	N/A
.approval	Incident Attribute	Approval Status	.sys_created_on	Not Yet Requested	Attribute can be updated at runtime
.assigned_to.display_value	Incident Attribute	Assigned To	.sys_created_on	John Doe	Attribute can be updated at runtime
.assignment_group.display_value	Incident Attribute	Assignment Group	.sys_created_on	Windows Security	N/A
.attack_vector	Incident Attribute	Attack Vector	.sys_created_on	SQLi	N/A
.business_criticality	Incident Attribute	Business Criticality	.sys_created_on	Critical	Attribute can be updated at runtime
.category	Incident Attribute	Category	.sys_created_on	Unauthorized access	N/A
.close_notes	Incident Attribute	Close Note	.sys_created_on	Solved	N/A
.closed_at	Incident Attribute	Closed At	.sys_created_on	N/A	N/A
.closed_by.display_value	Incident Attribute	Closed By	.sys_created_on	N/A	N/A
.confidence_score	Incident Attribute	Confidence Score	.sys_created_on	55	Attribute can be updated at runtime
.escalation	Incident Attribute	Escalation Status	.sys_created_on	Normal	Attribute can be updated at runtime
.impact	Incident Attribute	Impact	.sys_created_on	High	Attribute can be updated at runtime
.active	Incident Attribute	Is Active	.sys_created_on	true	Attribute can be updated at runtime
.location.display_value	Incident Attribute	Location	.sys_created_on	N/A	N/A
.number, .short_description	Incident Value	N/A	.sys_created_on	N/A	N/A
.priority	Incident Attribute	Priority	.sys_created_on	Critical	Attribute can be updated at runtime
.risk_score	Incident Attribute	Risk Score	.sys_created_on	40	Attribute can be updated at runtime

FEED DATA PATH	THREATQ ENTITY	THREATQ OBJECT TYPE OR ATTRIBUTE KEY	PUBLISHED DATE	EXAMPLES	NOTES
.sys_id	Incident Attribute	ServiceNow Link	.sys_created_on	N/A	Concatenated with host
.severity	Incident Attribute	Severity	.sys_created_on	Medium	Attribute can be updated at runtime
.state	Incident Attribute	State	.sys_created_on	Closed	Attribute can be updated at runtime
.subcategory	Incident Attribute	Subcategory	.sys_created_on	N/A	N/A
.substate	Incident Attribute	Substate	.sys_created_on	N/A	Attribute can be updated at runtime
.tactic	Incident Attribute	Tactic	.sys_created_on	Reconnaissance	N/A
.urgency	Incident Attribute	Urgency	.sys_created_on	Low	Attribute can be updated at runtime

ServiceNow Security Cases

The ServiceNow Security Cases feed ingests cases from ServiceNow's Threat Intelligence module into ThreatQ.

Included with each incident will be the following:

- Related Observables
- Related Adversaries
- Work Notes, Comments, & Automated Activities

GET https://{sub-domain}.service-now.com/api/now/v1/table/sn_ti_case

Sample Response:

```
{
  "result": [
    {
      "parent": "",
      "made_sla": "true",
      "last_seen": "2022-08-31 13:20:42",
      "watch_list": "",
      "rating": "High",
      "upon_reject": "Cancel all future Tasks",
      "sys_updated_on": "2022-08-31 13:20:42",
      "task_effective_number": "SECC0001002",
      "approval_history": "",
      "skills": "",
      "number": "SECC0001002",
      "sys_updated_by": "admin",
      "opened_by": {
        "display_value": "System Administrator",
        "link": "https://dev63597.service-now.com/api/now/v1/table/sys_user/6816f79cc0a8016401c5a33be04be441"
      },
      "user_input": "",
      "sys_created_on": "2022-08-31 13:19:31",
      "sys_domain": {
        "display_value": "global",
        "link": "https://dev63597.service-now.com/api/now/v1/table/sys_user_group/global"
      },
      "state": "Open",
      "route_reason": "",
      "sys_created_by": "admin",
      "knowledge": "false",
      "order": "",
      "closed_at": "",
      "cmdb_ci": "",
      "delivery_plan": "",
      "contract": "",
      "impact": "3 - Low",
      "active": "true",
      "work_notes_list": "",
      "business_service": "",
      "priority": "4 - Low",
      "sys_domain_path": "/",
      "time_worked": "",
      "expected_start": "",
      "opened_at": "2022-08-31 13:18:43",
      "business_duration": "",
      "group_list": ""
    }
  ]
}
```

```

    "work_end": "",
    "approval_set": "",
    "work_notes": "",
    "security_tags": "",
    "universal_request": "",
    "short_description": "OpMurica",
    "correlation_display": "",
    "delivery_task": "",
    "work_start": "",
    "assignment_group": "",
    "additional_assignee_list": "",
    "description": "A case tracking OpMurica's progress",
    "calendar_duration": "",
    "close_notes": "",
    "service_offering": "",
    "sys_class_name": "Security Case",
    "closed_by": "",
    "follow_up": "",
    "sys_id": "cfab6edb47ad5110fbc4e357536d4310",
    "contact_type": null,
    "urgency": "3 - Low",
    "company": "",
    "reassignment_count": "0",
    "activity_due": "UNKNOWN",
    "assigned_to": "",
    "comments": "",
    "approval": "Not Yet Requested",
    "sla_due": "UNKNOWN",
    "comments_and_work_notes": "",
    "due_date": "",
    "sys_mod_count": "2",
    "case_type": "Campaign",
    "sys_tags": "",
    "escalation": "Normal",
    "upon_approval": "Proceed to Next Task",
    "correlation_id": "",
    "location": ""
  }
]
}

```

ThreatQuotient provides the following default mapping for this feed:



Mappings are based on each item within the result list. Additional mappings are handled by the [Get Related Observables](#), [Get Related Threat Actors](#), and [Get Related Intrusion Sets](#) supplemental feeds.

FEED DATA PATH	THREATQ ENTITY	THREATQ OBJECT TYPE OR ATTRIBUTE KEY	PUBLISHED DATE	EXAMPLES	NOTES
.number, .case_type, .short_description	Incident Value	N/A	.sys_created_on	N/A	N/A
.number	Incident Attribute	System Number	.sys_created_on	SECC0001001	N/A
.sys_id	Incident Attribute	ServiceNow Link	.sys_created_on	N/A	Concatenated with ServiceNow host
.active	Incident Attribute	Is Active	.sys_created_on	true	Attribute can be updated at runtime
.activity_due	Incident Attribute	Activity Due	.sys_created_on	N/A	Attribute can be updated at runtime
.approval	Incident Attribute	Approval Status	.sys_created_on	Not Yet Requested	Attribute can be updated at runtime
.assigned_to.display_value	Incident Attribute	Assigned To	.sys_created_on	N/A	Attribute can be updated at runtime
.assignment_group.display_value	Incident Attribute	Assignment Group	.sys_created_on	N/A	Attribute can be updated at runtime
.closed_at	Incident Attribute	Closed At	.sys_created_on	N/A	N/A
.close_notes	Incident Attribute	Close Note	.sys_created_on	N/A	N/A
.closed_by.display_value	Incident Attribute	Closed By	.sys_created_on	N/A	N/A
.impact	Incident Attribute	Impact	.sys_created_on	Low	Attribute can be updated at runtime
.location.display_value	Incident Attribute	Location	.sys_created_on	N/A	N/A
.priority	Incident Attribute	Priority	.sys_created_on	Low	Attribute can be updated at runtime
.urgency	Incident Attribute	Urgency	.sys_created_on	Low	Attribute can be updated at runtime
.escalation	Incident Attribute	Escalation	.sys_created_on	Normal	Attribute can be updated at runtime
.state	Incident Attribute	State	.sys_created_on	Open	Attribute can be updated at runtime
.rating	Incident Attribute	Rating	.sys_created_on	High	Attribute can be updated at runtime

Get Related Observables Supplemental

The Get Related Observables supplemental feed fetches the observables related to a given ticket (task).

GET https://{sub-domain}.service-now.com/api/now/v1/table/sn_ti_m2m_task_observable

Sample Response:

```
{
  "result": [
    {
      "observable.value": "95.112.60.195",
      "observable.type.value": "ipv4-addr"
    },
    {
      "observable.value": "57.54.59.56",
      "observable.type.value": "ipv4-addr"
    }
  ]
}
```

ThreatQuotient provides the following default mapping for this feed:



Mappings are based on each item within the result list.

FEED DATA PATH	THREATQ ENTITY	THREATQ OBJECT TYPE OR ATTRIBUTE KEY	PUBLISHED DATE	EXAMPLES	NOTES
<code>.observable.value</code>	Indicator Value	<code>.observable.type</code>	N/A	N/A	Type is mapped to the ThreatQ type

Get Related Threat Actors Supplemental

The Get Related Threat Actors supplemental feed fetches the threat actors related to a given ticket (task).

GET https://{sub-domain}.service-now.com/api/now/v1/table/sn_ti_m2m_task_threat_actor

Sample Response:

```
{
  "result": [
    {
      "threat_actor.name": "Blackbyte Group"
    }
  ]
}
```

ThreatQuotient provides the following default mapping for this feed:



Mappings are based on each item within the result list.

FEED DATA PATH	THREATQ ENTITY	THREATQ OBJECT TYPE OR ATTRIBUTE KEY	PUBLISHED DATE	EXAMPLES	NOTES
.threat_actor.name	Adversary Name	N/A	N/A	Blackbyte Group	N/A

Get Related Intrusion Sets Supplemental

The Get Related Intrusion Sets supplemental feed fetches the intrusion sets related to a given ticket (task).

GET https://{sub-domain}.service-now.com/api/now/v1/table/sn_ti_m2m_task_intrusion_set

Sample Response:

```
{
  "result": [
    {
      "intrusion_set.name": "APT1"
    }
  ]
}
```

ThreatQuotient provides the following default mapping for this feed:



Mappings are based on each item within the result list.

FEED DATA PATH	THREATQ ENTITY	THREATQ OBJECT TYPE OR ATTRIBUTE KEY	PUBLISHED DATE	EXAMPLES	NOTES
.intrusion_set.name	Adversary Name	N/A	N/A	APT1	N/A

Get Journal Entries Supplemental

The Get Journal Entries supplemental feed fetches the work notes, comments, and automation activities for a given ticket (task).

GET https://{sub-domain}.service-now.com/api/now/table/sys_journal_field

Sample Response:

```
{
  "result": [
    {
      "sys_id": "21c274a11b69715081630ed6624bcbfe",
      "sys_created_on": "2023-09-27 10:23:25",
      "name": "sn_si_incident",
      "element_id": "11c2b0a11b69715081630ed6624bcbb3",
      "sys_tags": "",
      "value": "Risk score changed from Empty to 40 due to change in business impact, priority, severity, risk score override",
      "sys_created_by": "admin",
      "element": "automation_activity"
    },
    {
      "sys_id": "8485978c1b31711044e321b3b24bcbe7",
      "sys_created_on": "2023-10-05 16:39:12",
      "name": "sn_si_incident",
      "element_id": "11c2b0a11b69715081630ed6624bcbb3",
      "sys_tags": "",
      "value": "ThreatQ Link: https://10.114.0.56/events/222/details",
      "sys_created_by": "admin",
      "element": "work_notes"
    }
  ]
}
```



Results are mapped to various sections of a ThreatQ Object's description.

Average Feed Run



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

ServiceNow Security Incidents

METRIC	RESULT
Run Time	1 minute
Adversaries	9
Attack Patterns	2
Incidents	25
Incident Attributes	426
Indicators	63
Indicator Attributes	29
Malware	15
Tools	4

ServiceNow Security Cases

METRIC	RESULT
Run Time	1 minute
Adversaries	3
Incidents	1
Incident Attributes	10
Indicators	4

Change Log

- **Version 1.1.0**
 - Added new configuration parameter: **Description Context**. This allows you to select context to include in each Incident's description. Options include Ticket Metadata, Ticket Description, and Closure Information.
 - Added improved description formatting when handling a JSON string description.
 - MITRE options for the Security Incidents feed are now disabled by default.
- **Version 1.0.1**
 - Added Unicode fixes.
 - Added two new options for the Fetch Relationships configuration parameter. Options now include Observable, Threat Actors, and Intrusion Sets.
 - Updated default selections for the Related Observable Type Filter parameters.
- **Version 1.0.0**
 - Initial release