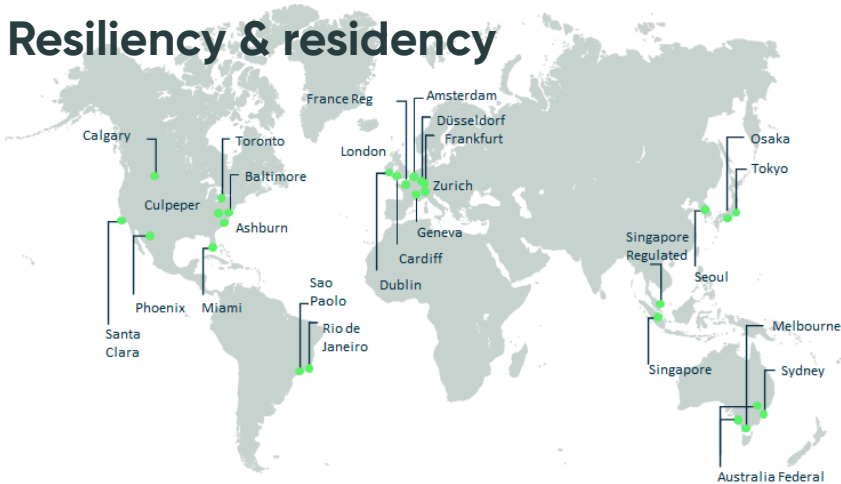


Keeping your data secure on the Now Platform®

The security of our customers' data is our top priority. ServiceNow is committed to being your trusted partner, and will take every opportunity to establish trust in our platform.

When you're confident your data is secure, you can put it to work without limit.

Resiliency & residency



- 99.996% average uptime (99.8% SLA)
- Real-time availability dashboard
- Multi-instance architecture
- Automated transfer and failover
- Fully redundant cloud infrastructure with 24x7x365 site reliability
- 30+ data centers with top tier providers and dedicated power distribution
- Tier-1 ISPs in all geographies

Global certifications & attestations

ISO 27001, 27017, 27018, 27701	SOC-1	SOC-2	SOC-2 + HiTRUST	C5	AGID
FedRAMP High	Health Data Hosting (HDS)	DoD IL-5	Govt. of Canada GC Cloud Provider		
UK Cyber Essentials Plus	IRAP OFFICIAL	IRAP PROTECTED	ISMAP Cloud Service	MTCS - Level 3	

Our approach

Customers trust us with their most sensitive data	\$120 million annual cybersecurity investment
Set and meet the highest standards and requirements	Common control framework covers cross-industry standards (NIST 800-53, ISO 27001, and more)
Provide a secure platform and products	BSIMM-verified application security standard
Foster a trust and security-minded culture	Aligned with the FAIR cyber risk framework
Continuously improving security is in our DNA	Security risks and control gaps reviewed quarterly with the Board of Directors