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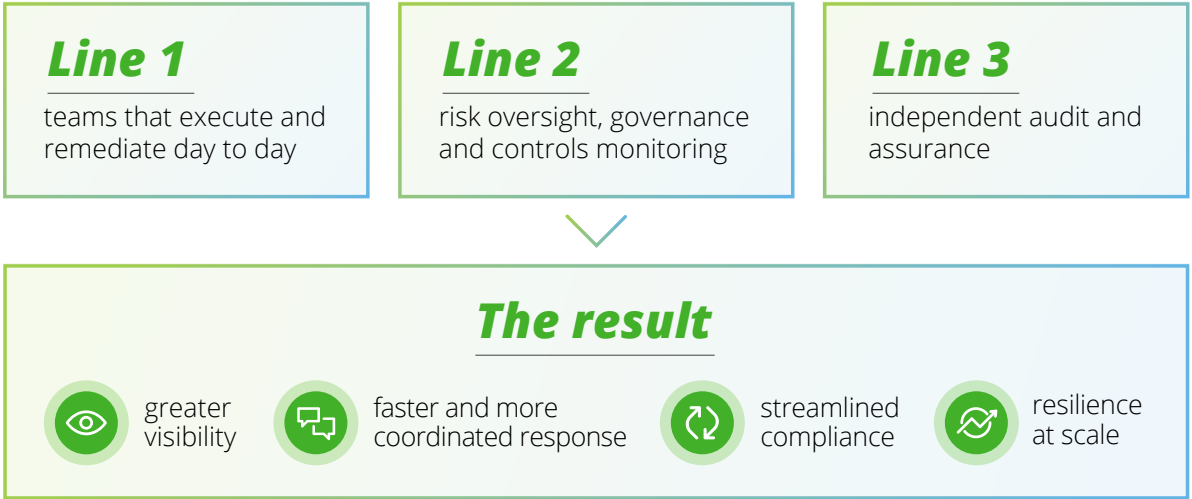
**ORCHESTRATING ENTERPRISE
CYBER RESILIENCE** WITH DELOITTE
AND SERVICENOW

Faster response. Stronger oversight. Audit-ready assurance—across security, risk/controls and assets

Cyber risk is rising as enterprises modernize across cloud, on-premises, software-as-a-service (SaaS) and operational technology (OT). At the same time, evolving regulations and stakeholder expectations demand greater transparency, speed, and control.

Yet many security programs remain constrained by fragmented tools and manual processes that slow response and undermine confidence. The result is inconsistent performance with different teams acting on different data with different prioritization.

Deloitte and ServiceNow help organizations connect security operations, risk/controls and technology asset workflows through intelligent automation—strengthening implementation, oversight and audit-ready transparency across the three lines model:



Security at a crossroads: Fragmentation, manual handoffs, and mounting complexity

Even with significant investment, many organizations still operate with fragmented tools and manual handoffs that limit visibility and slow response—until an audit finding or incident forces a reactive sprint.

DELOITTE RESEARCH REFLECTS THIS SHIFT:

46%

of surveyed organizations use multi-party, multi-solution cloud ecosystem monitoring to reduce complexity.

39%

In parallel, 39% report using artificial intelligence (AI) capabilities in cybersecurity programs to a large extent, often to automate triage and correlate signals across fragmented environments.¹

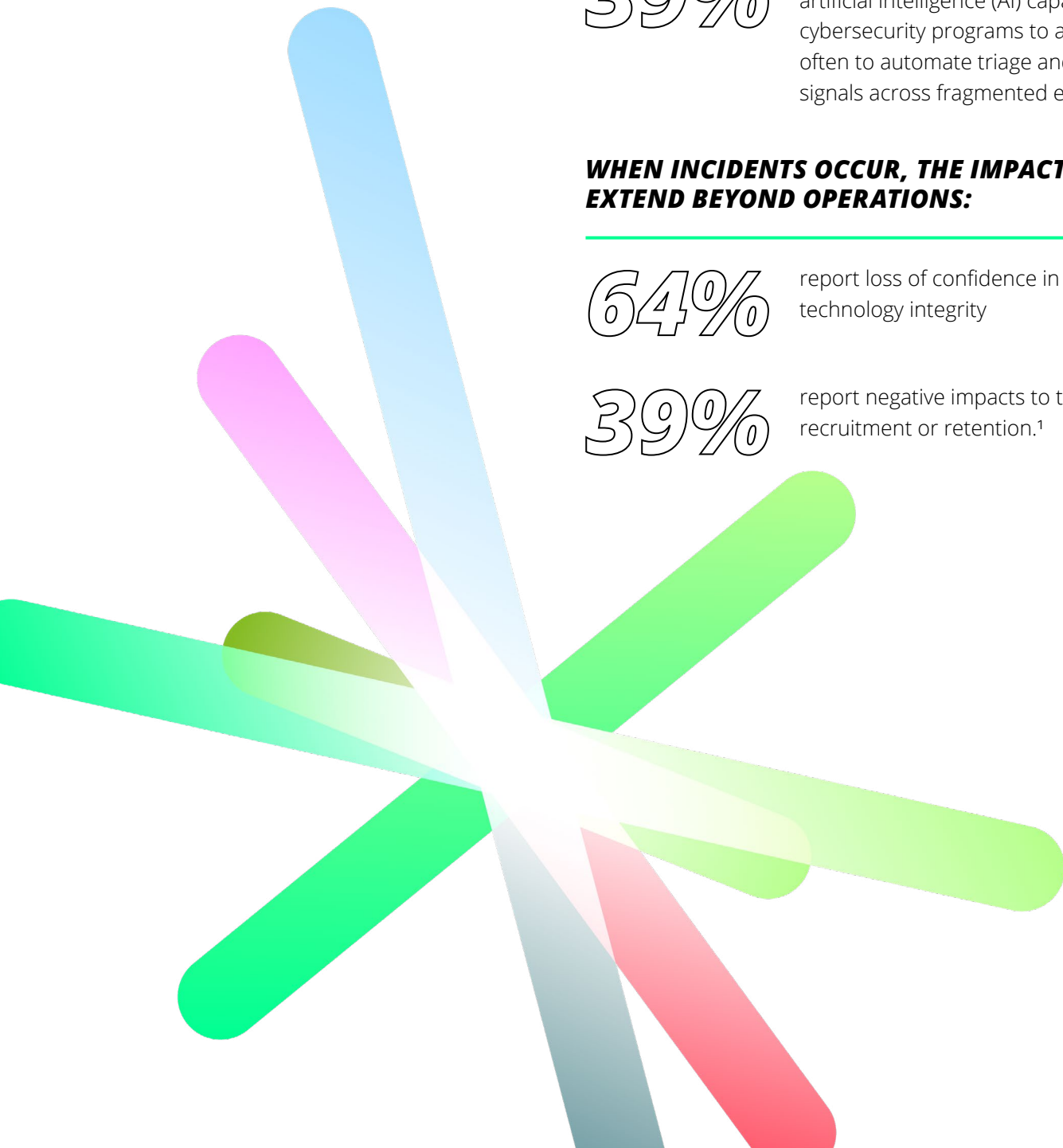
WHEN INCIDENTS OCCUR, THE IMPACT CAN EXTEND BEYOND OPERATIONS:

64%

report loss of confidence in technology integrity

39%

report negative impacts to talent recruitment or retention.¹



A better path forward: Unified, business-aligned cyber resilience at scale

A practical response to today's threat and compliance environment is to reduce fragmentation and standardize implementation through a unified |platform approach. By connecting security, risk and asset workflows—and applying automation to repeatable tasks—organizations can scale capacity, improve consistency and strengthen oversight.

In practice, unified workflows can strengthen the three lines: helping Line 1 teams respond and remediate faster; enabling Line 2 to improve governance and controls monitoring; and giving Line 3 more consistent, audit-ready evidence—especially for cyber and IT risk and controls.

Attackers are also scaling: Deloitte's Cyber Threat Intelligence team observed a 17% increase in ransomware attack claims in 2024 —based on incidents where threat actors publicly claimed responsibility—peaking in Q4 with 57% more claims versus Q4 2023.² This increases the need for faster detection, integrated response and repeatable implementation across teams and environments.

DELOITTE AND SERVICENOW HELP CLIENTS MOVE FORWARD



A single operational view of assets and exposure (across IT, OT and cloud)



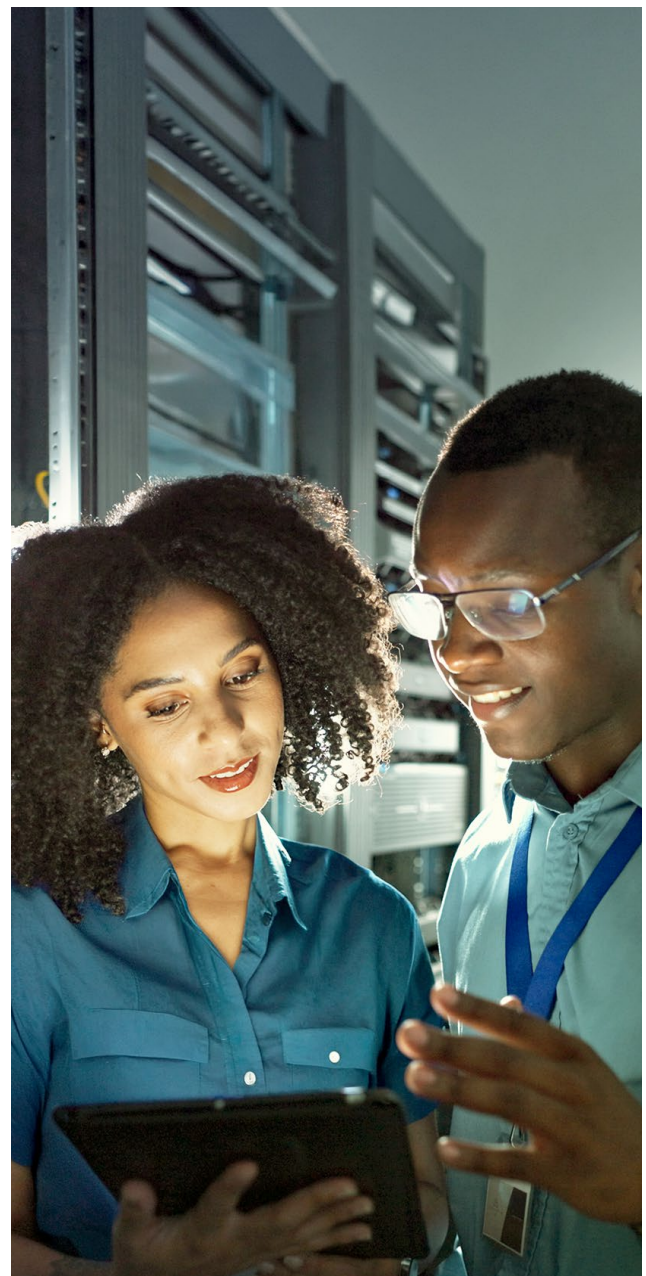
Repeatable, automated workflows for faster detection, response and governance



Improved transparency for executives, boards and regulators



Proactive risk reduction enabled by integrated data and orchestration



Why ServiceNow

ServiceNow provides an intelligent workflow platform that helps bring security operations, risk/controls and asset processes into a more connected operating model—so work moves faster and oversight becomes easier.

CLIENTS USE THE PLATFORM TO SUPPORT OUTCOMES SUCH AS

Unified workflows

Connect teams and processes across security, risk, IT and the business

Enhanced visibility

Enable reporting and transparency aligned to risk and compliance needs

Automation at scale

Reduce manual handoffs and improve execution consistency

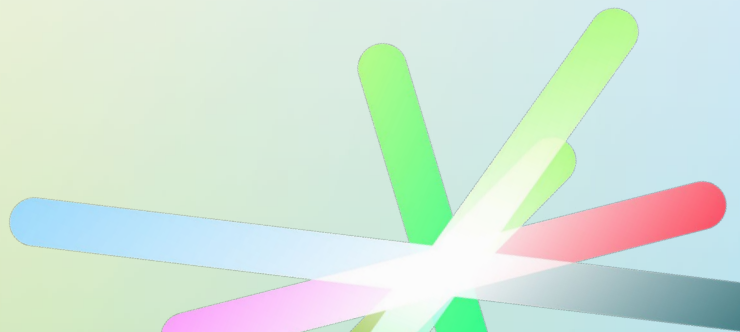
Coordinated response

Improve speed and collaboration when vulnerabilities or incidents occur

Deloitte's unified workflow approach links Security Operations, Integrated Risk Management (IRM) and Technology Asset Management (TAM)—connecting what you know (assets), what you do (response) and what you can prove (governance and assurance).

Why Deloitte

Deloitte brings cyber plus risk/controls domain experience to design practical governance and operating models—not just tooling. We help organizations implement, integrate, drive adoption and operate these workflows at enterprise scale so outcomes sustain beyond go-live.



Deloitte and ServiceNow: Strong governance, sharp controls, clear assurances

Deloitte and ServiceNow work together to help clients unify their security operations, risk/controls and asset workflows—enabling organizations to continually strengthen cybersecurity posture and resilience through scalable automation, visibility and control while driving operational efficiency.

WHAT THIS CAN LOOK LIKE IN PRACTICE



Modernized security operations with more consistent and measurable processes



Improved risk governance with clearer accountability and cross-functional transparency



Streamlined compliance and audit readiness through integrated workflows and evidence trails



Reduced complexity and cost by limiting fragmentation and redundant effort

OUTCOMES YOU CAN OPERATIONALIZE

1 Cyber, risk, and controls experience you can run with

Deloitte brings deep cyber experience and regulatory knowledge together with IRM and operating model capabilities—helping organizations strengthen governance; streamline evidence and control testing; and improve transparency for executives, regulators, and internal assurance functions.

2 Intelligent automation for unified security operations

By connecting asset, risk and security workflows on ServiceNow, organizations can automate repeatable tasks (intake, triage, escalation, evidence capture), strengthen coordination, and improve the speed and consistency of execution—especially where swivel chair activities and visibility gaps create risk.

3 Cyber resilience as a catalyst for growth

When security, risk and technology teams operate from shared data, organizations can make faster risk-informed decisions, improve stakeholder confidence and turn resilience into an enabler of innovation and growth.

Capabilities: How Deloitte and ServiceNow deliver value together



Technology Asset Management (TAM)

Gain real-time visibility and governance for digital assets across IT, OT and cloud to help reduce risk, improve spend management, and support smarter decisions—including identifying and addressing unmanaged risks such as shadow IT.



Security Operations

Unify and accelerate incident and vulnerability response with connected workflows and automation, so teams can respond faster and operate consistently across legacy and modern environments.



ServiceNow Integrated Risk Management (IRM): Risk, Controls, and Compliance

Implement and operationalize ServiceNow IRM workflows across risk, controls, audit and compliance—streamlining evidence and issue management, improving transparency and supporting near real-time monitoring and reporting.

Bring it to life: Real transformation with Deloitte and ServiceNow

Deloitte helps streamline global operations with ServiceNow Integrated Risk Management (IRM)

Deloitte is not only a strategic ServiceNow alliance—we are also a customer. By implementing ServiceNow IRM, Deloitte streamlined operations for 300,000+ professionals and realized double-digit productivity gains across multiple business units, demonstrating enterprise-scale workflow standardization and governance in Deloitte's own environment.

A telecommunications provider transforms risk and cybersecurity with an integrated risk platform

A global telecommunications provider engaged Deloitte to help it elevate its cybersecurity and risk posture through a ServiceNow-powered integrated risk platform. By unifying risk, privacy, and cybersecurity operations, the organization accelerated audit evidence requests by 50%, standardized 1,200+ control objectives and eliminated 125+ legacy customizations—improving audit responsiveness, reducing technical debt and supporting more continuous compliance.

The following use cases illustrate Deloitte and ServiceNow's cyber resilience approach across industries, including Deloitte's firsthand experience implementing ServiceNow IRM internally.

A global quick-service restaurant (QSR) company modernizes security and operational workflows

A QSR company unified cybersecurity and restaurant operations through a single global ServiceNow platform. Deloitte helped integrate security across 13+ domains, streamline digital workflows, and enable a more consistent experience across markets—connecting security and operations on one global platform across a distributed footprint.

A life sciences organization unifies eight ServiceNow environments to accelerate innovation

A life sciences organization engaged Deloitte to help it unify eight ServiceNow environments. The client was able to achieve 90% out-of-the-box adoption and improved governance, transparency, and user experience. By consolidating and standardizing, the organization simplified operations and increased adoption.

Demonstrated experience and delivery at enterprise scale

Deloitte brings the governance, delivery discipline, and run-state experience to help organizations not only implement workflows but sustain adoption and measurable outcomes at enterprise scale.

DELOITTE AND SERVICENOW OFFER EXPERIENCE AND SCALE IN HELPING CLIENTS UNIFY SECURITY, RISK, AND ASSET WORKFLOWS—SUPPORTED BY:

Award-winning scale and talent:

~2,000

practitioners

11,000+

certifications in the US

access to

11,000+

ServiceNow-certified practitioners

16,700+

certifications worldwide

including

25

Certified Technical Architects (CTAs)

11

Certified Master Architects (CMAs)

with presence in

150+

countries

13

regional and global delivery centers

Global Elite Partner status and long-standing transformation experience, including

10,000+

ServiceNow-led project implementations and

6,000+

clients served worldwide

Extensive delivery track record across thousands of ServiceNow-led implementations

Broad talent and certifications supporting enterprise deployments and operations

Recognition by leading industry analysts for cyber and risk-related services



Turning cybersecurity investment into measurable outcomes

OUR CLIENTS TYPICALLY MEASURE PROGRESS THROUGH OUTCOMES SUCH AS:



Faster and more consistent incident and vulnerability response



Improved audit responsiveness and compliance confidence



Better visibility into asset exposure and control coverage



Reduced manual effort and operational friction across teams



Increased executive transparency and decision support

Ready to unify cyber resilience with intelligent workflows?

Connect with the Deloitte ServiceNow alliance team to discuss your current security, risk, and asset operating model—and find out where unification and automation can drive the fastest value.



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Endnotes

1. Deloitte Global, The Global Future of Cyber Survey, 4th Edition: The Promise of Cyber, 2024.
2. Deloitte, US Annual Cyber Threat Trends Report, 2025. (Deloitte is currently compiling 2026 report data).

