

# 2021 ServiceNow® state of security

The security of our customer's 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 24x7 site reliability
- 25+ 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 |      |
| FedRAMP High                   | Health Data Hosting (HDS) | C5             | DoD IL-4        | AGID |
| UK Cyber Essentials Plus       | IRAP OFFICIAL             | IRAP PROTECTED | MTCS - Level 3  |      |

## Our approach

