Netskope Cloud Ticket Orchestrator

Create and manage alert-based service tickets

Netskope Cloud Ticket Orchestrator (CTO) lets you programmatically and automatically open tickets on IT service management (ITSM) and collaboration systems like ServiceNow, Slack, or Jira, from your Netskope cloud platform.

WHY IS NETSKOPE THE BEST CHOICE?

Netskope CTO is a module included with Netskope Cloud Exchange, our preferred platform for integrating with third-party solutions. CTO enables your organization to programmatically and automatically open tickets on ITSM and collaboration systems, streamlining how the tickets are made and effectively mapping them to workflows in those systems.

SIMPLIFIED, DYNAMIC AUTOMATIC TICKET CREATION AND MANAGEMENT

- Streamline how service tickets are generated. Set the business rules for intelligent service ticket creation, based on alerts issued by Netskope.

- Connect with your choice of services. CTO integrates with popular systems like PagerDuty, Slack, Twilio, Jira, and email, to name a few.

- Map to workflows. Automatically create tickets that map to specific workflows in your preferred ITSM or collaboration system.

- Minimize the noise. Curate the type and volume of ticket notifications you want to see, through Mute and De-duplication features.

- Keep it manageable. Sort and filter tickets created and even drill into each ticket.
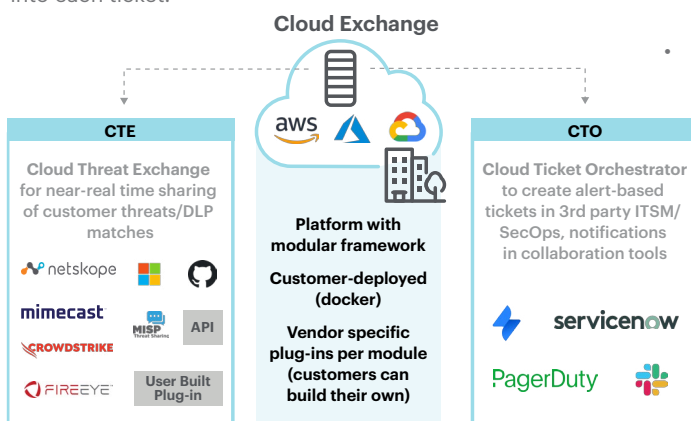
KEY BENEFITS AND CAPABILITIES

- Ticket creation simplified. Use alerts from Netskope to trigger the ticket creation in systems like ServiceNow, according to your policies and into your predefined workflows.

- Minimize the noise. Curate the type and volume of ticket notifications you want to see, through Mute and De-duplication features.

- Connect with your choice of services. CTO integrates with popular systems like ServiceNow and Jira Service Desk, or your notification management system like PagerDuty.

- Automate response. Improve process flows by turning threat and data protection alerts into tickets with curated event details to aid investigations and response.

"Netskope has reduced my security TCO by 30% while increasing my ability to protect our assets.[1]"

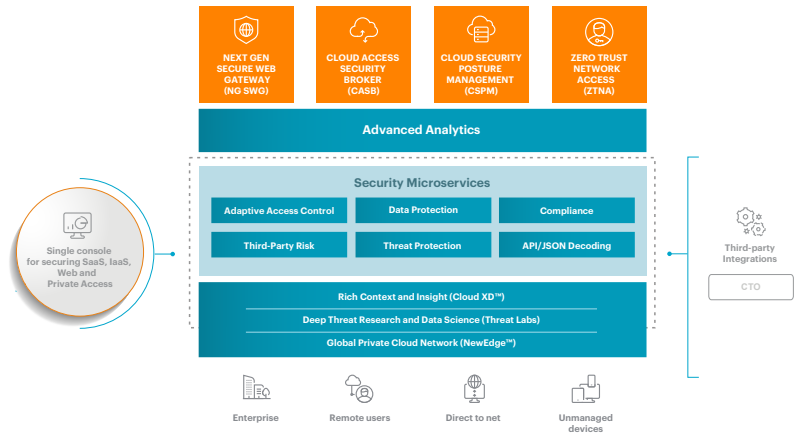**30%**

CISO, Multinational Healthcare organization

[1]ESG Economic Validation Report: Analyzing the Economic Benefits of the Netskope Security Cloud Platform, May 2021, by Nathan McAfee & Jack Poller

Cloud Exchange

CTE		CTO
Cloud Threat Exchange for near-real time sharing of customer threats/DLP matches	Platform with modular framework	Cloud Ticket Orchestrator to create alert-based tickets in 3rd party ITSM/SecOps, notifications in collaboration tools
netskope	Customer-deployed (docker)	servicenow
mimecast	Vendor specific plug-ins per module (customers can build their own)	PagerDuty
CROWDSTRIKE API		Slack
FIREEYE User Built Plug-in		

THE NETSKOPE DIFFERENCE

Fast everywhere, data-centric, and cloud-smart.

Netskope, the SASE leader, safely and quickly connects users directly to the internet, any application, and their infrastructure from any device, on or off the network. With CASB, SWG, and ZTNA built natively in a single platform, Netskope is fast everywhere, data-centric, and cloud-smart, all while enabling good digital citizenship and providing a lower total-cost-of-ownership.

FEATURE	NETSKOPE CTO CAPABILITY
Alerts	Ingest alerts from one or more Netskope tenants.
View Tickets	See list of all tickets or notifications created by CTO in connected systems, including metadata about ticket and a URL link to the ticket in the other system.
Mute	Use business rules to cease creating additional tickets for subsequent matching alerts.
Business Rules	Surface alerts of interest, either manually or by using filters provided in the alerts table.
De-duplication	Use business rules to combine duplicate alerts into a single ticket on the target platform.
Ticket Queues	Link business rules to ITSM and SecOps investigation queues so that the system can instantiate tickets at different places on a single platform without creating multiple configurations in CTO.
Connect to ITSM Workflows	Connect to ITSM workflows.
Plug-ins	• Netskope—Consumes alerts and can filter alerts of interest. • Service Now—Supports both ITSM and Security Operations modules in Snow. • Jira—Generate tickets into your projects. • Notifier—Send alerts to Slack, email, PagerDuty and more.
ServiceNow Helper App	Mute or acknowledge alerts for tickets that have been resolved from within ServiceNow.
Support for Third-party Systems	Integrate with notification-management systems, such as ServiceNow ITSM, Jira Service Desk, Slack, PagerDuty and Twilio.