

CUSTOMER

SUCCESS STORY



Department for Work & Pensions

Department for Work and Pensions (DWP) is the UK's largest public service department. Responsible for welfare, pensions and child maintenance policy, DWP administers the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers and has over 80,000 employees.

Industry : Public Sector

Location : United Kingdom

Size : 90,000 employees

Initial Project Timeline : 9 months



WRANGU

PRODUCTS DEPLOYED

- Security Operations
- Configuration Compliance
- Threat Intelligence
- Security Incident Response
- Performance Analytics
- Vulnerability Response
- Policy and Compliance
- Advanced Risk Management

PRODUCTS DISPLACED

Microsoft Excel

ACHIEVEMENTS



UK Government
Secure by Design framework
implemented.



CIS - Critical Security Controls
v8 deployed across 300+
technical services.



Up-to-date visibility across
digital security/cyber security
risks.



Improvement in risk visibility.

EXECUTIVE SUMMARY

The DWP Adaptive Security Programme (ASP) aims to enhance security controls across the Department's Digital Services to minimize cyber-attack risks. In January 2022, DWP chose ServiceNow's Security Operations platform as a core solution, implementing Security Incident Response (SIR) and Integrated Risk Management (IRM) with initial capabilities in place.

This approach is maximizing the value of their ServiceNow investment by creating a unified platform.

A key outcome is the development of a roadmap based on the early stages of ServiceNow's maturity model, extending DWP's capabilities with the Vulnerability Response module. This has automated the monitoring and mitigation of software vulnerabilities, while mapping processes, workflows, and risks, significantly increasing DWP's cyber security maturity.

Wrangu's expertise, combined with Now Create and Now Value methodologies, has allowed DWP to benefit from phased implementation using agile sprints, delivering valuable features to users quickly and achieving a return on investment within weeks.

SUCCESS FACTORS

By linking the ServiceNow methodology with DWP's platform governance and best practices we were able to collaborate as one team. The decision to align the program of work to the recommended ServiceNow implementation sequence, allowed for an agile deployment of value to end users in manageable increments fostering user adoption. The ambition of DWP combined with the energy of the teams created room for a strong sense of partnership, engagement and ultimately value delivery.

STRATEGIC OBJECTIVES

"We started a journey to improve security controls for the department a few years ago and have made great progress using the NIST-Cyber Security Framework and CIS Critical Security Controls as reference models to track capability. We've now made the next leap with the implementation and Go-Live of our next ServiceNow Security-Operations service, improving our software vulnerability management processes. A massive step in understanding and managing our IT estate and helping to improve the integrity and security of our services." – John Keegan

1. Improve and evolve the vulnerability response programs.
2. Run proactive and secured digital operations.
3. Create a single unified platform.

DWP continues to develop systematic defences for the entire DWP IT estate against today's and tomorrow's cyber security threats. Delivering a single vision and a joined-up technology approach will represent the foundation of the protection against these external threats.