COMPLIANCE DATASHEET

NIS2 and Your ServiceNow Data

How Rezilient Restore helps essential and important entities manage, test and evidence ServiceNow backup under Directive (EU) 2022/2555.

DIRECTIVE (EU) 2022/2555 | ARTICLES 20, 21 AND 23 | MAPPED TO REZILIENT RESTORE

WHY SERVICENOW IS IN SCOPE

Backup management is now a listed measure

NIS2 applies to essential and important entities in 18 sectors, from banking and energy to health and public administration. Article 21 lists the cybersecurity risk-management measures they must take, including backup management and disaster recovery, and Article 20 makes management bodies accountable.

Most of these entities run incident, change, asset and case management on ServiceNow. ServiceNow protects the platform, and its native backup is built for infrastructure disaster recovery, with a 14-day window and full-instance restore. The data inside it is your responsibility.

> Required measures include “business continuity, such as backup management and disaster recovery, and crisis management”.
>
> NIS2 · ARTICLE 21(2)(C)

18 Oct 2024
Member States apply their NIS2 measures from this date.
Article 41(1)

24 h / 72 h
Early warning, then incident notification, after a significant incident.
Article 23(4)

14 days
ServiceNow's native backup window, built for platform disaster recovery.
ServiceNow platform documentation

REQUIREMENT TO CAPABILITY

Article 21, risk-management measures · continued on page 2

ARTICLE	NIS2 REQUIREMENT	REZILIENT RESTORE CAPABILITY
Article 21(2)(c)	**Manage backups** Business continuity measures, “such as backup management and disaster recovery”.	**A backup you manage.** Choose the tables to protect, capture every change continuously, and keep an immutable off-platform copy with retention you set.
Article 21(2)(f)	**Assess effectiveness** Policies and procedures to assess the effectiveness of cybersecurity risk-management measures.	**Restore tests you can actually run.** Record, field or table restore with minimal load, so an effectiveness check is routine rather than a full-instance rollback.
Article 21(2)(d)	**Secure the supply chain** Supply chain security, including the relationship with each direct supplier or service provider.	**Closes the shared responsibility gap.** An independent copy of the data, configuration and evidence that stays your responsibility when the platform is a supplier.
Article 21(2)(h)	**Use cryptography** Policies and procedures on the use of cryptography and, where appropriate, encryption.	**Keys stay with you or ServiceNow.** AES-256 (NIST FIPS 197) in transit and at rest, with keys held only by you or ServiceNow. Rezilient can never read your data.
Article 21(2)(b)	**Handle incidents** Incident handling as part of the cybersecurity risk-management measures.	**Undo the change, not the instance.** A bad import, script or compromised account is reversed at record or field level, without rolling back everyone else's work.

REQUIREMENT TO CAPABILITY, CONTINUED

Articles 20, 21 and 23

ARTICLE	NIS2 REQUIREMENT	REZILIENT RESTORE CAPABILITY
Article 21(2)(i)	**Manage assets** Human resources security, access control policies and asset management.	**Coverage you can see.** The Coverage Gaps dashboard shows which tables, attachments and applications are in or out of the backup set.
Article 23(4)	**Notify in 24 and 72 hours** Early warning within 24 hours and an incident notification within 72 hours of becoming aware of a significant incident.	**Pre-state and post-state for every record.** Point-in-time history shows what changed and when, so the notification rests on facts.
Article 20(1)	**Answer at board level** Management bodies approve the measures, oversee implementation and can be held liable for infringements.	**Evidence a board can sign off.** Signed chain-of-custody exports and a compliance evidence pack showing the measure exists and was tested.

Four questions a supervisor could ask

Q1
Backup management
Which ServiceNow tables are backed up, how often, and who approved the policy? A schedule you did not set is hard to present as your own measure.

Q2
Effectiveness
When did you last restore ServiceNow data, and what did the test show? Article 21(2)(f) asks for the assessment, not the intention.

Q3
Supply chain
Is there a copy outside the supplier's platform, beyond the reach of an instance administrator?

Q4
Accountability
Can the management body show it approved and oversaw the measure, with evidence it would stand behind?

How it works

01
Connect
Install in ServiceNow and link off-platform storage. Live in under one business day.

02
Capture
Continuous, schema-aware change capture across ITSM, CMDB, HRSD, CSM, GRC, SecOps and custom tables.

03
Restore
Record, field, table or workflow level, inside the native ServiceNow experience.

04
Prove
Chain-of-custody exports and audit-ready evidence on demand.

Enforcement screen. No public regulator action in our screen cites NIS2 by name; 10 actions against ServiceNow customers concern conduct that NIS2 now covers. These are evidence of regulatory exposure, not a claim that ServiceNow data was involved. Source: Rezilient review of public regulator records, 31 Oct 2026.

What this datasheet does not claim. No product makes an entity NIS2 compliant on its own. Rezilient Restore supports the backup management, disaster recovery and effectiveness-assessment measures in Article 21 for ServiceNow data. Governance, incident handling, supply chain security and training remain part of your wider risk-management framework.

Run a real restore test in 30 days

The 30-day Rezilient Restore trial runs in your non-production instance, live in under one business day, with no commitment. You keep the evidence.

Back Up Now →

rezilient.co/contact-us

Requirement text is summarized from Directive (EU) 2022/2555 (Official Journal L 333, 27.12.2022), which applies through national law; quoted text is verbatim. This datasheet is for information only and is not legal advice. ServiceNow and Now Assist are trademarks of ServiceNow, Inc. © 2026 Rezilient Corp. · Naples, FL · info@rezilient.co · rezilient.co/compliance/nis2 · v1.4 · 2 / 2

Back Up Now. Restore Anytime. Always Rezilient.