COMPLIANCE DATASHEET

NYDFS Part 500 and Your ServiceNow Data

How Rezilient Restore helps covered entities back up, protect, test and evidence ServiceNow data under 23 NYCRR Part 500.

23 NYCRR PART 500 | SECTIONS 500.2, 500.6, 500.15, 500.16 AND 500.17 | MAPPED TO REZILIENT RESTORE

WHY SERVICENOW IS IN SCOPE

Backups your CEO and CISO sign for

Part 500 applies to banks, insurers and other entities licensed, registered or chartered by the New York Department of Financial Services. It requires protected backups, a yearly restore test and an annual certification signed by the highest-ranking executive and the CISO.

ServiceNow often runs the incident, change and vendor-risk processes a covered entity depends on. 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 the instance is your responsibility.

> "Each covered entity shall maintain backups necessary to restore material operations. The backups shall be adequately protected from unauthorized alterations or destruction."
>
> 23 NYCRR · §500.16(E)

April 15
Annual certification of material compliance is due.
§500.17(b)

72 hours
To notify the superintendent after determining an incident occurred.
§500.17(a)(1)

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

REQUIREMENT TO CAPABILITY

Sections 500.15 to 500.17 · continued on page 2

SECTION	NYDFS REQUIREMENT	REZILIENT RESTORE CAPABILITY
§500.16(a)(2)(v)	**Back up essential information** Back up essential information "with sufficient frequency" and store it offsite.	**Continuous capture, stored off the platform.** Every change to protected tables is captured as it happens, so frequency is a setting you choose.
§500.16(d)(2)	**Test the restore every year** At least annually, test the "ability to restore its critical data and information systems from backups".	**A restore test you can run every year.** Record, field or table restore with minimal load on the instance, with the result exported as evidence.
§500.16(e)	**Protect the backups** Backups needed to restore material operations, protected from unauthorized alteration or destruction.	**WORM-grade, outside single-admin control.** No admin, script, agent or attacker inside the instance can alter or delete the copy.
§500.15(a)	**Encrypt nonpublic information** Industry-standard encryption, "both in transit over external networks and at rest".	**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.
§500.17(a)(1)	**Notify within 72 hours** Notice within 72 hours, including for incidents at "a third-party service provider".	**Pre-state and post-state for every record.** Point-in-time history shows what changed and when, so the notice rests on facts.

REQUIREMENT TO CAPABILITY, CONTINUED

Sections 500.2, 500.6 and 500.17

SECTION	NYDFS REQUIREMENT	REZILIENT RESTORE CAPABILITY
§500.17(b)	**Certify material compliance** By April 15, certify the entity "materially complied with the requirements set forth in this Part during the prior calendar year".	**Evidence behind the signature.** Signed chain-of-custody exports, restore test results and coverage reports for the certification file.
§500.6	**Keep the records** Systems that reconstruct material financial transactions and keep audit trails, with records kept "for not fewer than five years".	**Change history with the retention you set.** Every change to protected tables is kept with its history, and retention is configurable per table.
§500.2(b)(5)	**Recover and restore** A program designed to "recover from cybersecurity events and restore normal operations and services".	**Undo the change, not the instance.** Restore at record, field or table level without rolling back everyone else's work.

Four questions an examiner could ask

Q1
Frequency
How often is ServiceNow data backed up, and who set that frequency? A platform default is hard to present as a decision about what is essential.

Q2
Restore test
When did you last restore ServiceNow data, and where is the evidence? §500.16(d)(2) asks for the test, not the capability.

Q3
Protection
Could an instance administrator, a script or an attacker with admin rights alter or destroy the backup? §500.16(e) says they must not be able to.

Q4
Certification
Did the risk assessment behind the April 15 certification examine whether the backup you rely on can restore what §500.16 requires?

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. Regulators have announced 11 public actions and settlements that cite NYDFS Part 500 against 10 organizations we have confirmed as ServiceNow customers, about $63 million in total (2021 to 2025). 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 a covered entity compliant with Part 500 on its own. Rezilient Restore supports the backup, restore testing, encryption and evidence controls listed here for ServiceNow data. The risk assessment, governance, access controls, incident response plan and annual certification remain part of your wider cybersecurity program.

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 →

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Back Up Now. Restore Anytime. Always Rezilient.