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Session ID: B9407 **Speaker:** Tammy Torbert

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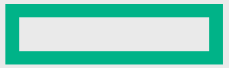

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Realizing value from your SIEM investments

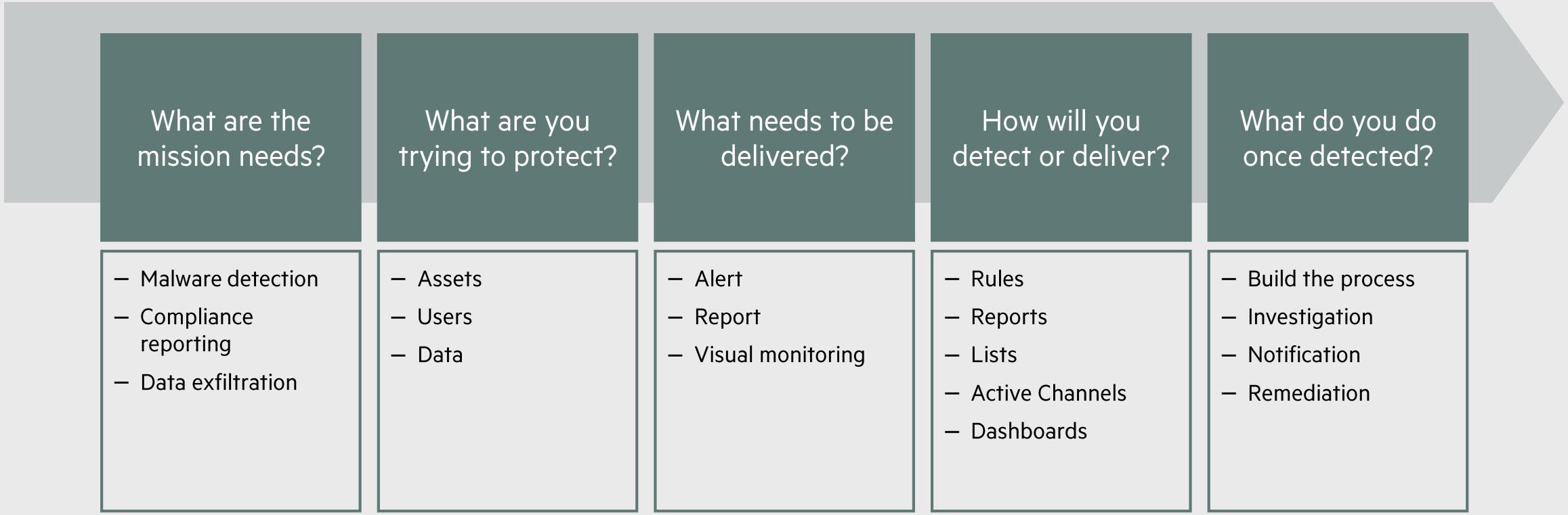
Tammy Torbert, Worldwide Solution Architect

Where does it go wrong?

It all starts with understanding the requirements

- What's the business or agency mission?
- Can everyone on the team articulate the SOC mission?
- Is the focus on compliance, perimeter, insider threat, application monitoring or some combination thereof?
- What type of use cases support the mission needs?
- Do you have the data feeds to support the mission requirements?
- Do I have the right resources and time allocated to make sure this project is a success?

What makes a use case?



What is the mission?

— Can everyone on the team articulate the SOC mission? Can they articulate the business or agency mission?

— Is the focus on compliance, perimeter, insider threat, application monitoring or some combination thereof?

— What type of use cases support the mission needs?

— Do you have the data feeds to support the mission requirements?

Mission focus

Perimeter

- Internet connection monitoring
- Malware detection
- Connection monitoring to partners

- Typical data feeds include
  - Firewall
  - VPN
  - IDS/IPS
  - Proxy
  - Sandboxing
  - Malware detection
  - Mail gateway

Mission focus

Insider threat

- Privileged user monitoring
- User activity monitoring
- Shared account usage
- Data exfiltration

- Typical data feeds include
  - Operating system logs
  - Authentication logs (RADIUS, LDAP, TACACS, etc.)
  - Application logs for user activities
  - Data loss prevention logs

Mission focus

Application monitoring

- Web application monitoring
- Database activity monitoring
- In-house application monitoring

- Typical data feeds include
  - Web server logs
  - Application middleware logs
  - Database server logs
  - Database activity monitoring logs
  - Custom application logs

What are you protecting?

- Assets
  - Do you know which assets are critical in your infrastructure?
  - Do you know what assets present the greatest risk to your infrastructure?
- Users
  - What users present the greatest risk if compromised?
  - Are you aware of the scope of access of user permissions?
  - Do you monitor user accounts that are not assigned to a person?
- Data
  - Do you know where your critical data resides?
  - How is this data accessed?
  - Do you have logs monitoring the access of this critical data?

What do I deliver?

- Do I need to alert on a specific event or series of events?
  - What alert needs to be generated?
  - When do they need to be generated?
  - Is there a threshold for the alert?
  - What actions need to be taken when the alert occurs?
- Do other items require reporting?
  - If yes, over what period of time? Daily, weekly, monthly?

Building the detection

- Build the mission relevant content
- This can include the rules, reports, active channels, lists, etc.
- Rules
  - Use these when you need an action taken
  - Use these when you need to update a list, generate an alarm
- Reports
  - Use these when you need to deliver something to another party, the customer, the business unit
- Lists
  - Use this for tracking; tracking bad guys, tracking recent infections
- Active Channels
  - Use this for watching the live stream

Build the process

The ‘now what’ moment?

– What do you do when something happens?

– What’s the process to classify an event as incident?

– What’s the incident handling procedures for every type of incident that occurs?

– How are events investigated?

– How do you handle events that span across a shift?

Recommended actions

The up front investment

- Take the time to build your network model (at least the zones portion)
  - The network model defines the IP ranges within your environment along with the assets
  - This can be used to drive permissions
  - This can help analysis and incident response activities
  - This can help with rule detection and reporting
- Take the time to establish mission relevant asset categories and attach to zones and/or assets
  - Asset categories can be used to help characterize the model
  - This information can be used in detection, reporting, analysis and incident response activities
- Consider your service offerings outside of the SOC
  - Do you have capabilities that you could extend to other IT support organizations?
  - Can you provide value to ISSO and ISSM staff in your organization?
  - Build some “standard” offering reports and/or dashboards that you can share with others

Recommended actions

The quick wins

- Build content that provides a quick return on value
  - If you are just getting started, don't focus on the edge cases or the tougher use cases
  - Start with the items that are known bad and provide quick value
    - Items like malware infections that are not remediated (failed clean)
    - Unallowed services being used in the environment
    - Unauthorized use of a service account, i.e. service accounts being used for interactive logins
    - Group membership updates to critical security groups
  - After building some quick return content, move on to tougher use cases
    - Items that require multiple data sources for correlation
    - Use cases that require refinement and testing to reduce the false positive rate
    - Use cases that require coordination with outside groups to define detection criteria or follow-on actions

Recommended actions

Measuring success

- Build a program to measure your success. **Metrics are key**
  - How many incidents do you create?
  - How many events do you investigate that never get declared an incident?
  - What is the breakdown of incidents/investigations per business unit?
  - How many total events are collected? Consider representing the number of investigations/incidents versus total events collected
  - What type of incidents are you detecting?
  - How many incidents per analyst hour are addressed? How many investigations per analyst hour are addressed?
  - What is the effectiveness of the rules you have deployed? Of the total rule fires, how many become declared incidents?
  - How many incidents/investigations are handled per shift? How many incidents/investigations are handled per hour? Are there differences in the typical outcome for the same type of event per analyst?

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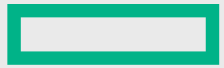

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Thank you

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