A Day in the Life of a Security Analyst

October 24, 2019

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Rob Truesdell

Sr. Director, Product Management

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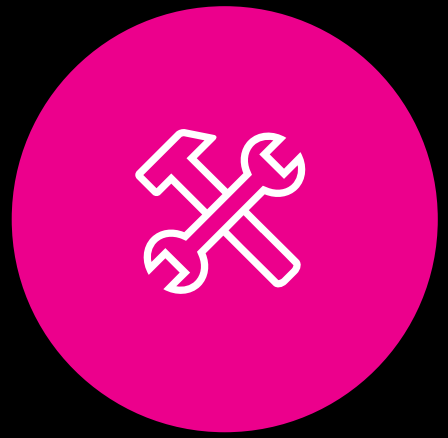
AGENDA

Why we are gathered here today

Typical Day



Typical Day with Splunk Mission Control

Demo

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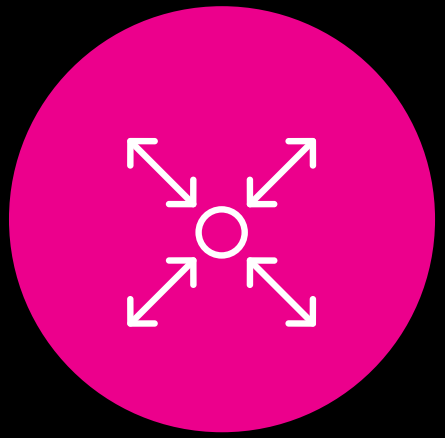
AUDIENCE POLL

Show of hands, who here has…



Investigated or responded to an incident?

Managed a SOC?

A fuzzy head this morning?

Atom Coffman

Manager of Global Cybersecurity Operations
Starbucks

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What is a CSOC?

A Cyber Security Operations Center is a centralized unit that deals with security issues on an organizational and technical level.

So what does a day in the life of an analyst look like?

What are some of the primary challenges of a CSOC?

What does a day in the life of an analyst at Starbucks look like?

How did we solve some of the traditional CSOC problems?

Overview to success

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A Typical Analyst's Day

This time with **Splunk Mission Control**

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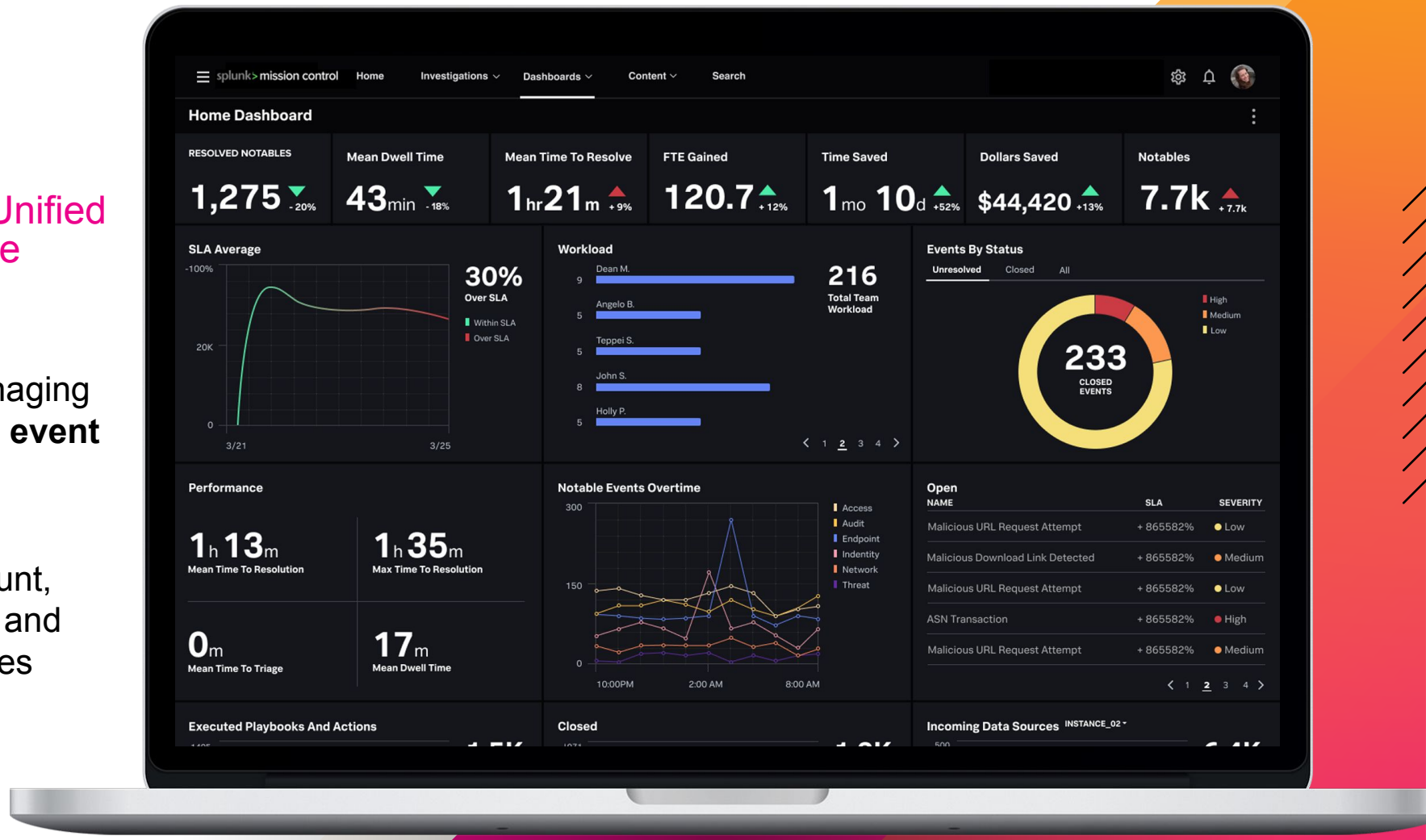
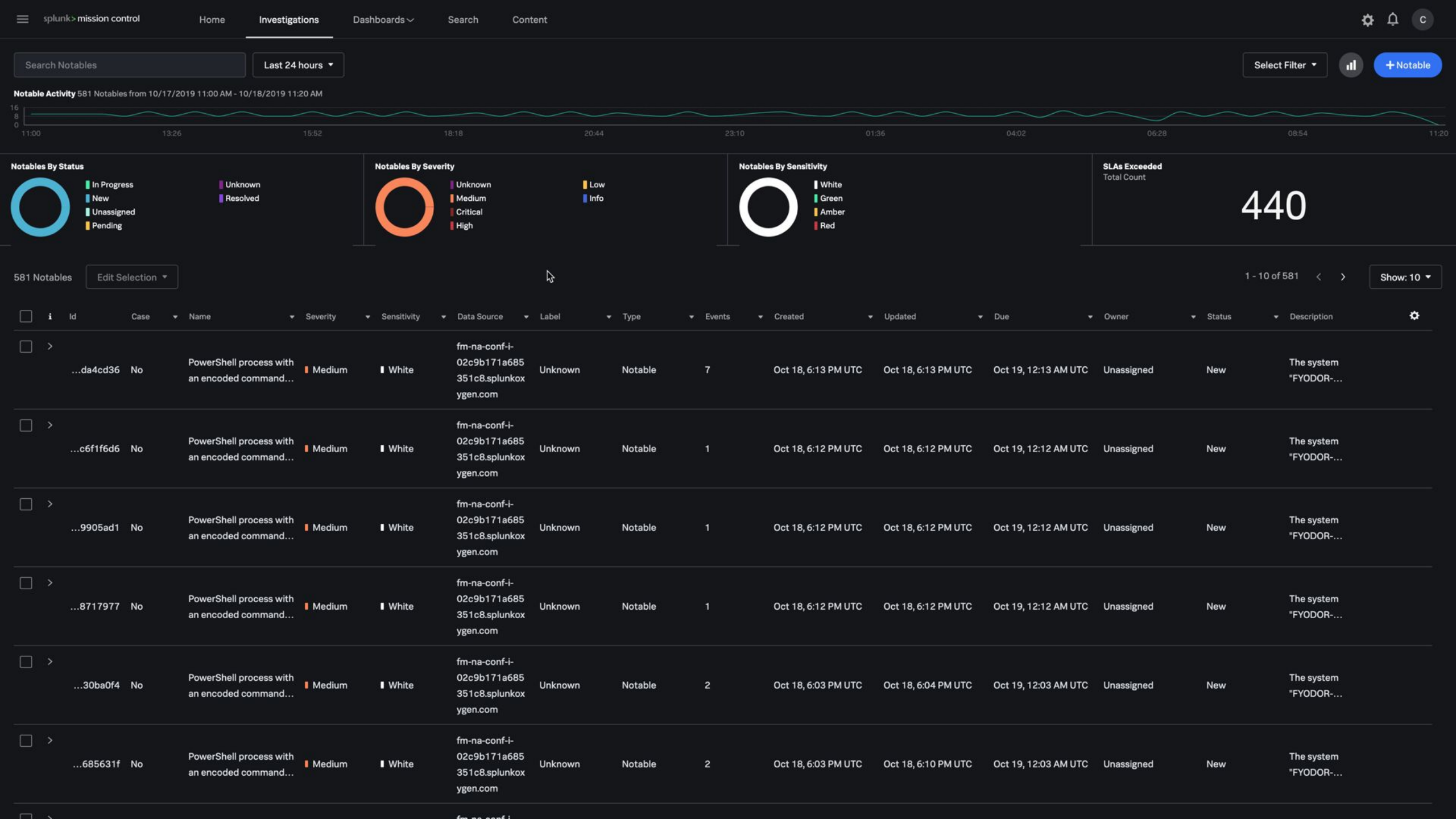
Splunk Mission Control

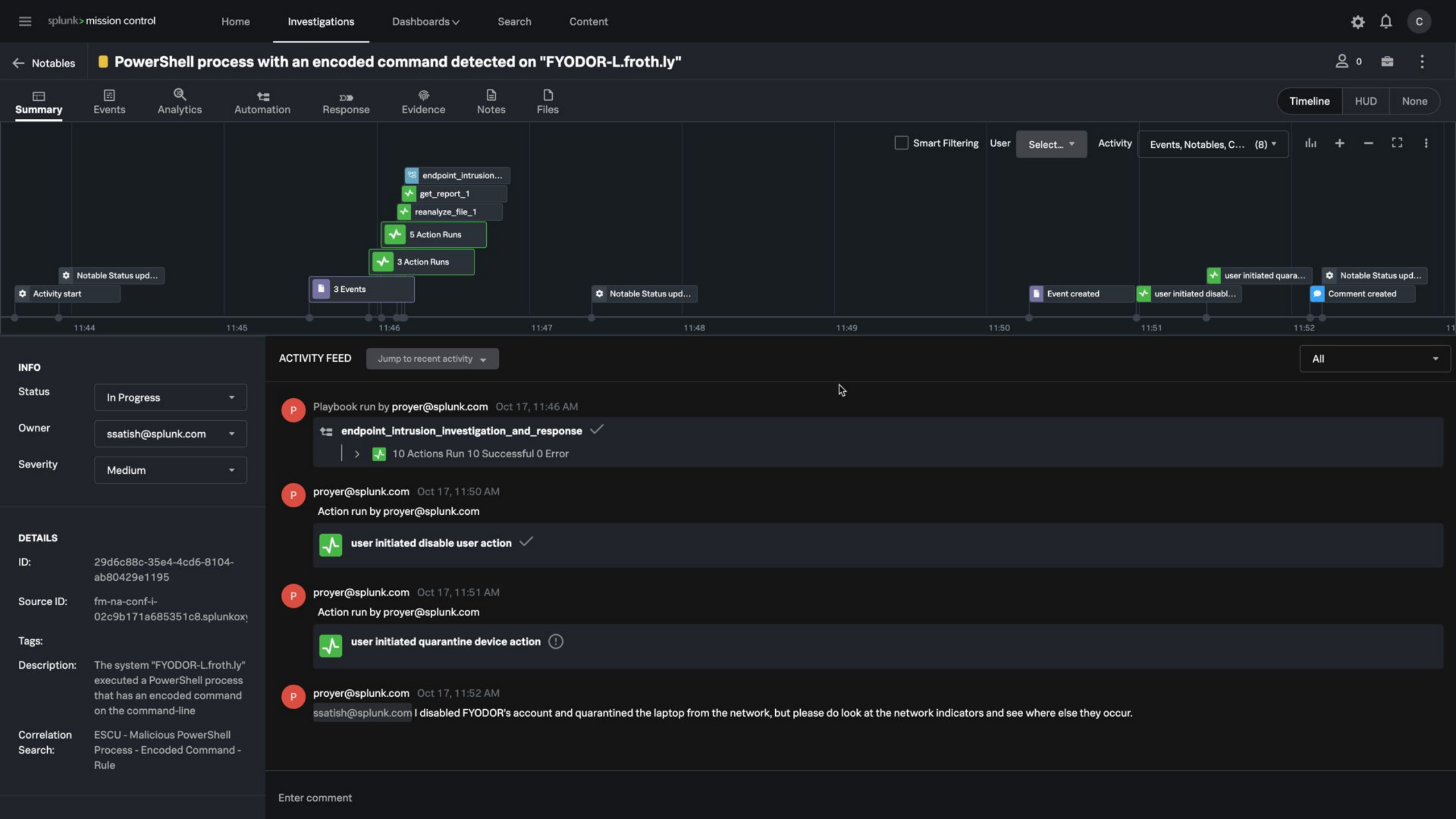
A Modern, Cloud-Based, and Unified Security Operations Experience

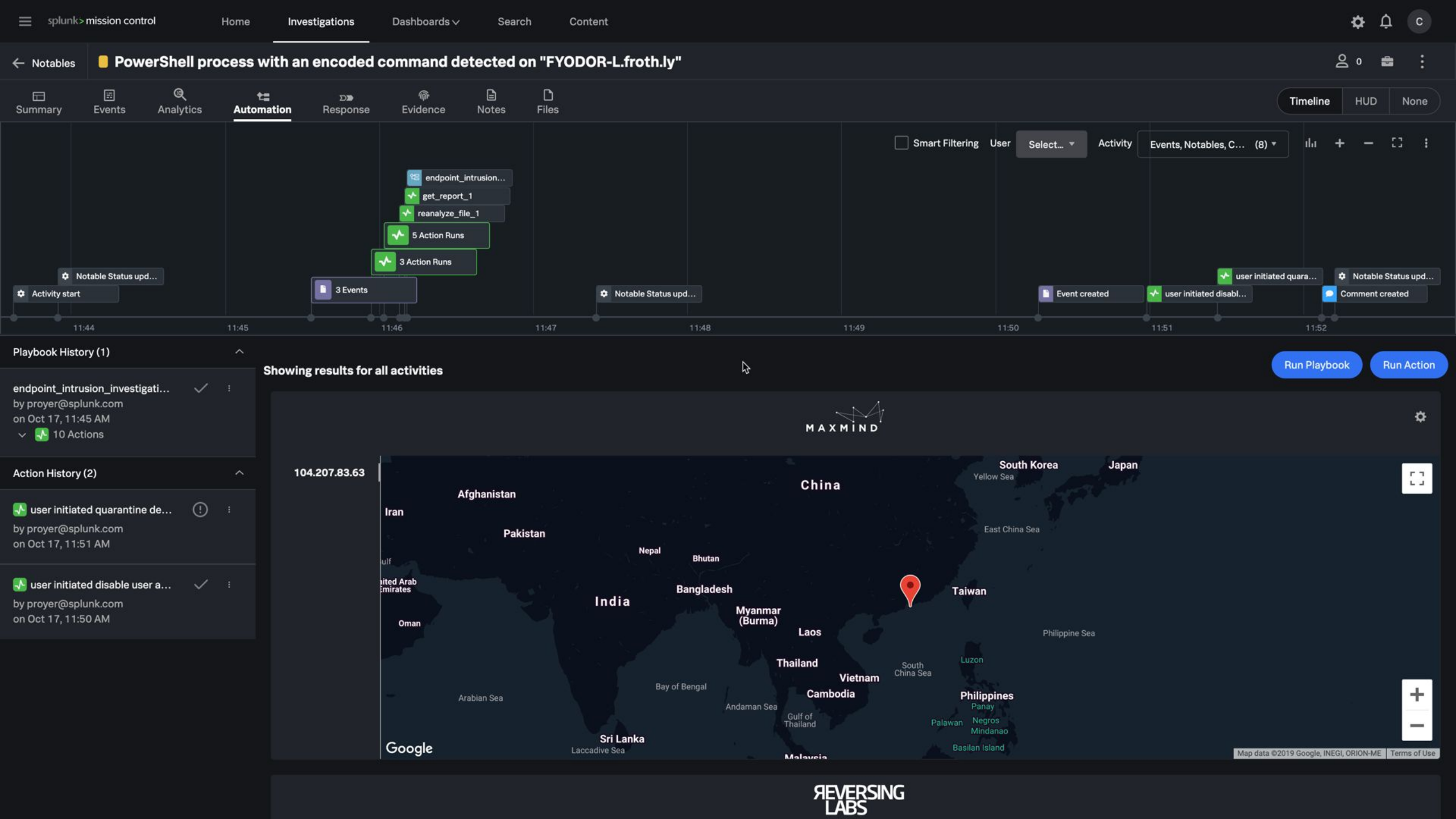
- A new user experience for managing the entire **security operations event lifecycle** from a common work surface
- Detect, manage, investigate, hunt, contain, and remediate threats and other high-priority security issues





Id	Case	Name	Severity	Sensitivity	Data Source	Label	Type	Events	Created	Updated	Due	Owner	Status	Description
...da4cd36	No	PowerShell process with an encoded command...	Medium	White	fm-na-conf-i-02c9b171a685351c8.splunkoxygen.com	Unknown	Notable	7	Oct 18, 6:13 PM UTC	Oct 18, 6:13 PM UTC	Oct 19, 12:13 AM UTC	Unassigned	New	The system "FYODOR-...
...c6f1f6d6	No	PowerShell process with an encoded command...	Medium	White	fm-na-conf-i-02c9b171a685351c8.splunkoxygen.com	Unknown	Notable	1	Oct 18, 6:12 PM UTC	Oct 18, 6:12 PM UTC	Oct 19, 12:12 AM UTC	Unassigned	New	The system "FYODOR-...
...9905ad1	No	PowerShell process with an encoded command...	Medium	White	fm-na-conf-i-02c9b171a685351c8.splunkoxygen.com	Unknown	Notable	1	Oct 18, 6:12 PM UTC	Oct 18, 6:12 PM UTC	Oct 19, 12:12 AM UTC	Unassigned	New	The system "FYODOR-...
...8717977	No	PowerShell process with an encoded command...	Medium	White	fm-na-conf-i-02c9b171a685351c8.splunkoxygen.com	Unknown	Notable	1	Oct 18, 6:12 PM UTC	Oct 18, 6:12 PM UTC	Oct 19, 12:12 AM UTC	Unassigned	New	The system "FYODOR-...
...30ba0f4	No	PowerShell process with an encoded command...	Medium	White	fm-na-conf-i-02c9b171a685351c8.splunkoxygen.com	Unknown	Notable	2	Oct 18, 6:03 PM UTC	Oct 18, 6:04 PM UTC	Oct 19, 12:03 AM UTC	Unassigned	New	The system "FYODOR-...
...685631f	No	PowerShell process with an encoded command...	Medium	White	fm-na-conf-i-02c9b171a685351c8.splunkoxygen.com	Unknown	Notable	2	Oct 18, 6:03 PM UTC	Oct 18, 6:10 PM UTC	Oct 19, 12:03 AM UTC	Unassigned	New	The system "FYODOR-...


splunk> mission control
Home
Investigations
Dashboards
Search
Content
Notables
PowerShell process with an encoded command detected on "FYODOR-L.froth.ly"
Summary
Events
Analytics
Automation
Response
Evidence
Notes
Files
Timeline
HUD
None
Smart Filtering
User
Select...
Activity
Events, Notables, C... (8)
endpoint_intrusion...
get_report_1
reanalyze_file_1
5 Action Runs
3 Action Runs
3 Events
Notable Status upd...
Activity start
Notable Status upd...
user initiated quara...
Notable Status upd...
Event created
user initiated disabl...
Comment created
11:44
11:45
11:46
11:47
11:48
11:49
11:50
11:51
11:52
INFO
Status
In Progress
Owner
ssatish@splunk.com
Severity
Medium
DETAILS
ID:
29d6c88c-35e4-4cd6-8104-ab80429e1195
Source ID:
fm-na-conf-i-02c9b171a685351c8.splunkox
Tags:
Description:
The system "FYODOR-L.froth.ly" executed a PowerShell process that has an encoded command on the command-line
Correlation Search:
ESCU - Malicious PowerShell Process - Encoded Command - Rule
ACTIVITY FEED
Jump to recent activity
All
Playbook run by proyer@splunk.com Oct 17, 11:46 AM
endpoint_intrusion_investigation_and_response
10 Actions Run 10 Successful 0 Error
proyer@splunk.com Oct 17, 11:50 AM
Action run by proyer@splunk.com
user initiated disable user action
proyer@splunk.com Oct 17, 11:51 AM
Action run by proyer@splunk.com
user initiated quarantine device action
proyer@splunk.com Oct 17, 11:52 AM
ssatish@splunk.com I disabled FYODOR's account and quarantined the laptop from the network, but please do look at the network indicators and see where else they occur.
Enter comment


splunk> mission control
Home
Investigations
Dashboards
Search
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PowerShell process with an encoded command detected on "FYODOR-L.froth.ly"
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None
Smart Filtering
User
Select...
Activity
Events, Notables, C... (8)
endpoint_intrusion...
get_report_1
reanalyze_file_1
5 Action Runs
3 Action Runs
3 Events
Notable Status upd...
Activity start
Notable Status upd...
Event created
user initiated disabl...
user initiated quara...
Notable Status upd...
Comment created
11:44
11:45
11:46
11:47
11:48
11:49
11:50
11:51
11:52
Playbook History (1)
endpoint_intrusion_investigati...
by proyer@splunk.com
on Oct 17, 11:45 AM
10 Actions
Action History (2)
user initiated quarantine de...
by proyer@splunk.com
on Oct 17, 11:51 AM
user initiated disable user a...
by proyer@splunk.com
on Oct 17, 11:50 AM
Showing results for all activities
Run Playbook
Run Action
MAXMIND
104.207.83.63
China
South Korea
Japan
Yellow Sea
Afghanistan
Iran
Pakistan
East China Sea
Nepal
Bhutan
India
Bangladesh
Myanmar (Burma)
Taiwan
Oman
Laos
Philippine Sea
Thailand
Vietnam
Cambodia
South China Sea
Luzon
Philippines
Panay
Palawan
Negros
Mindanao
Basilan Island
Bay of Bengal
Arabian Sea
Andaman Sea
Gulf of Thailand
Sri Lanka
Laccadive Sea
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REVERSING LABS

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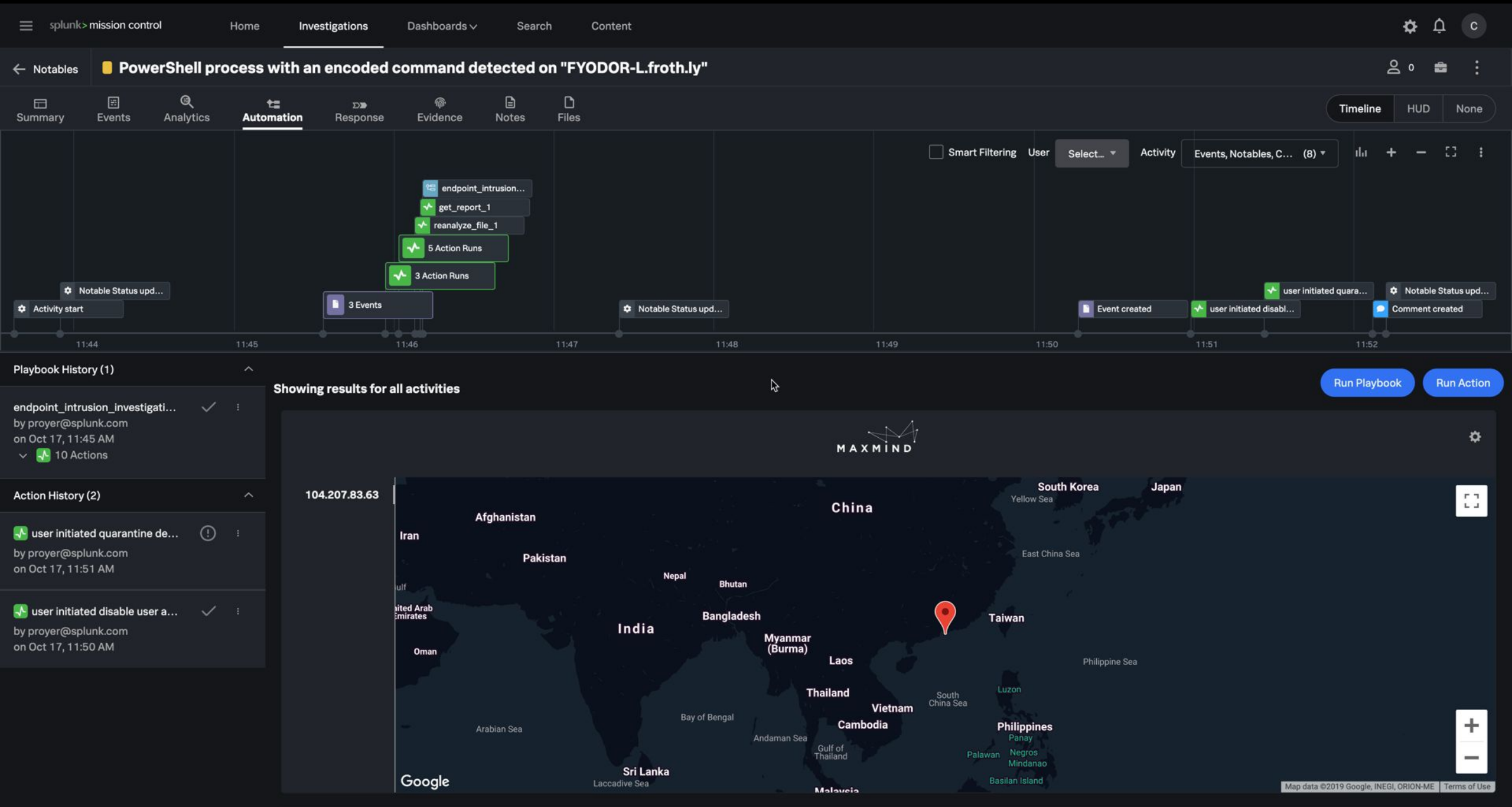

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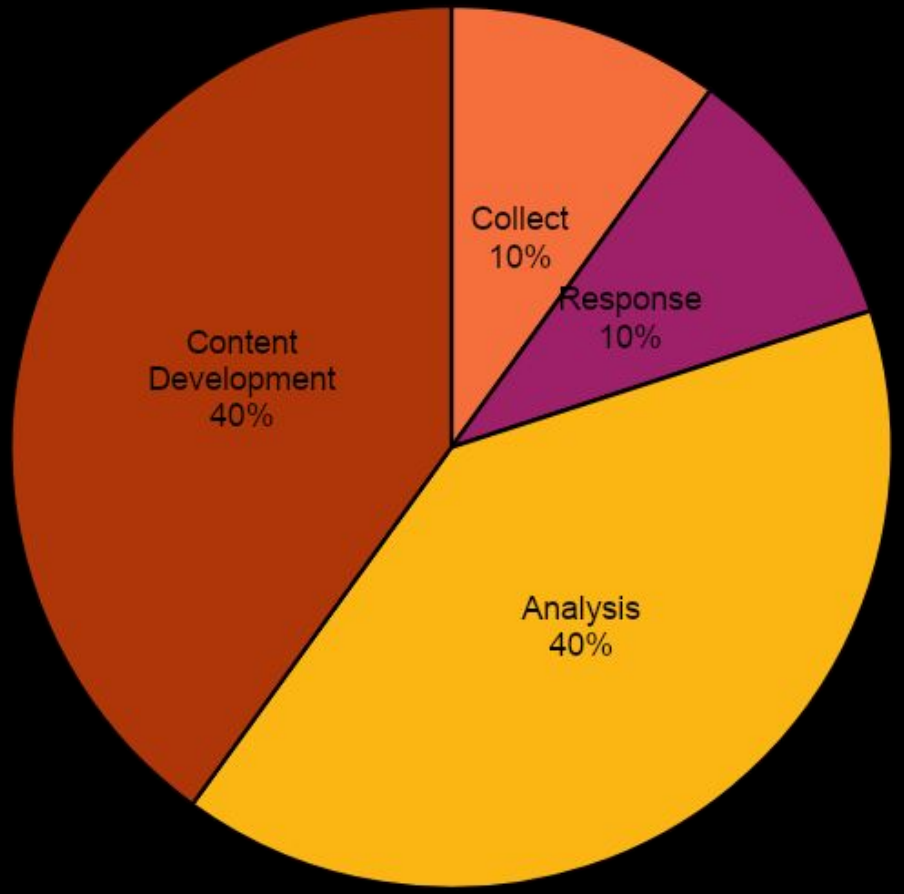
Analysts' Time Spent

The *ideal* scenario



Source: Mark Cooke, GE

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The SOC Manager Point of View

With Splunk Mission Control

A Players

Continue to be superstars

Executes the same steps

Better Visibility

Quantity + Quality of Work

Accountability Between Analysts

Consistent Reporting + Metrics

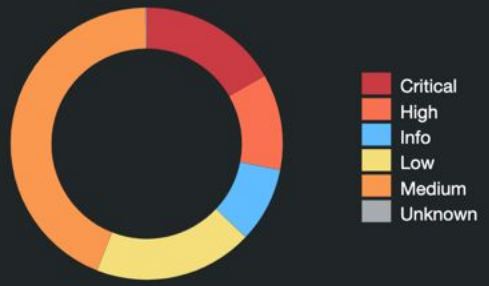
“Eh” □ B Players

Leveling up skill sets

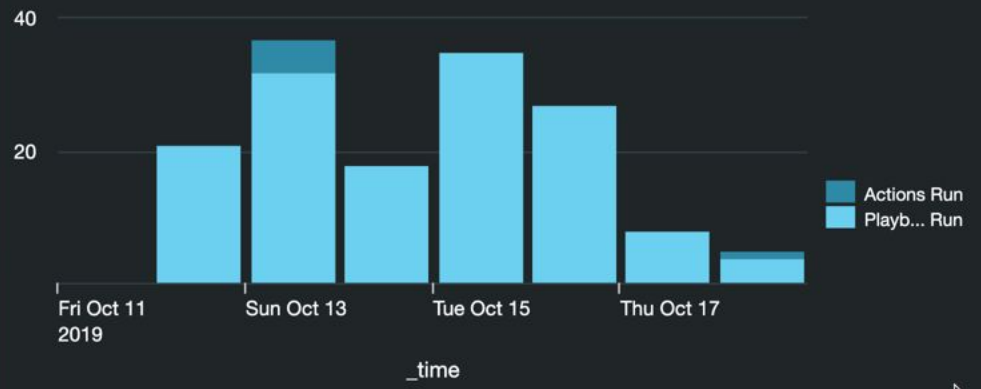
Executes the same steps

Operational Digest

Notables by Severity



Playbooks and Actions Run Over Time



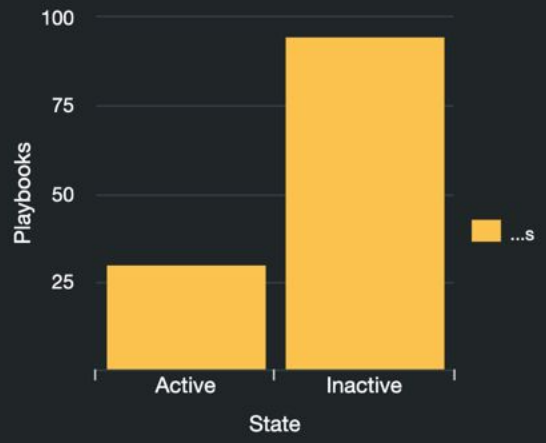
Notables Closed by Automation

112

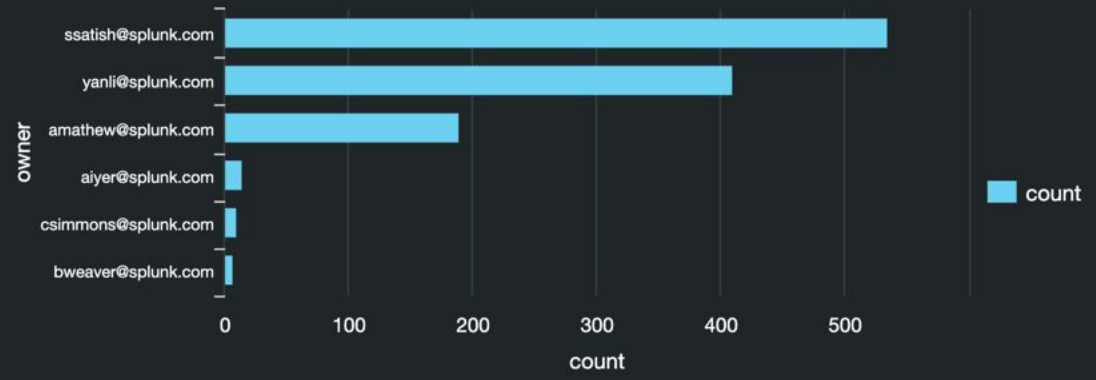
Active Playbooks

30

Playbook State

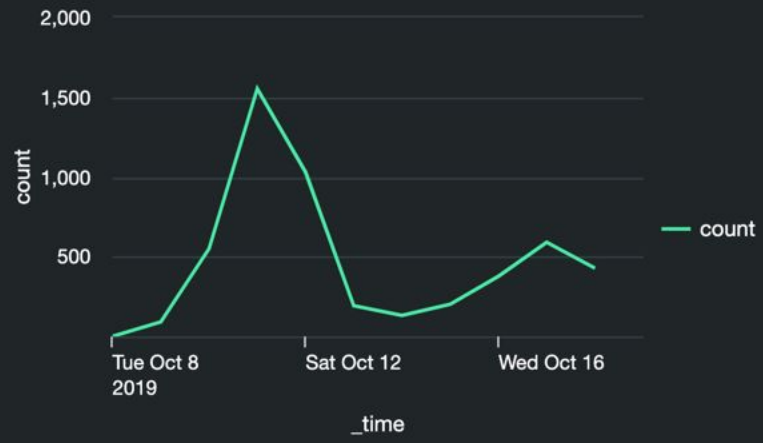


Workload by Owner



< Prev 1 2 Next >

Created Notables over Time



Notables by Label

Notables by Sensitivity

Notables by Status

Top Playbooks

Name	Executed

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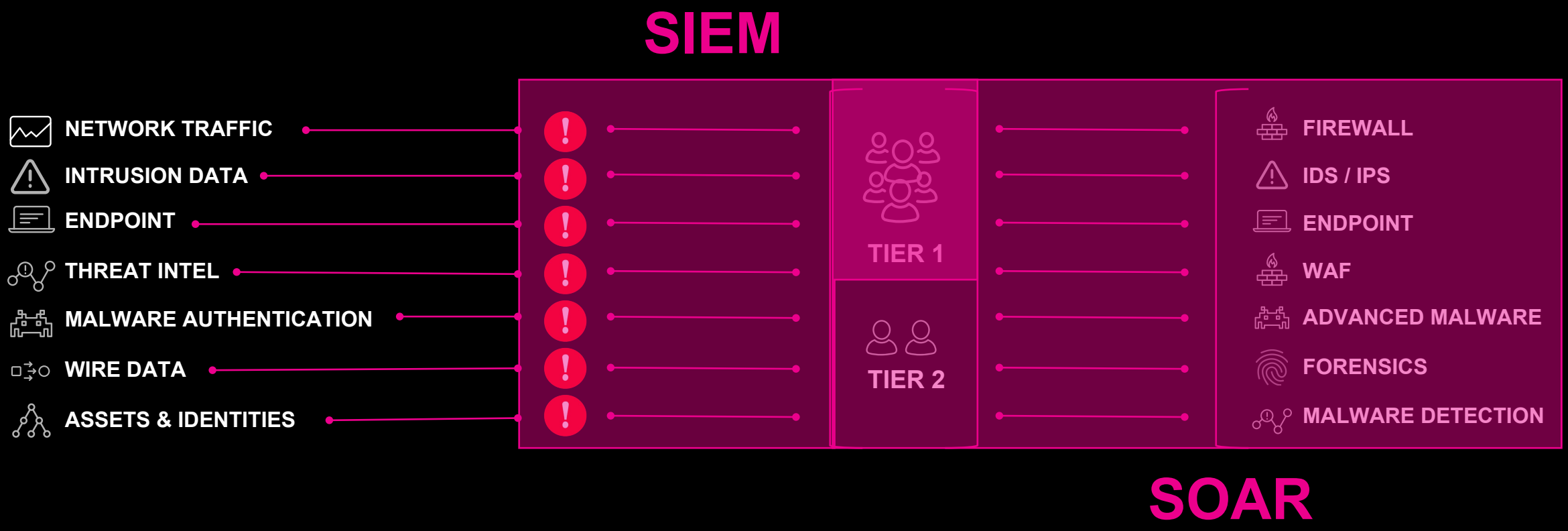
Security Operations Workflow

An optimized process



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The Security Event Lifecycle

Security Operations is a Team Sport

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Demo

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Key Takeaways

1. Simplification of the analyst workflow
2. Gain better reporting and metrics from the team
3. Get started by leveraging a SIEM and SOAR today
4. Get a demo at the Security App Showcase located in the source=*Pavilion

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Credits

Special thanks to these **awesome** individuals!

- Marke Cooke
  - .conf18 talk: Automating Incident Response with Splunk Phantom https://static.rainfocus.com/splunk/splunkconf18/sess/1522866348976001BbdK/finalPDF/Automating-Incident-Response-Splunk-1272_1538858708484001CCIn.pdf
- Mhike Funderberk
- Splunkers:
  - Aisha Nazam
  - Robin Burkett
  - Sam Hays
  - Brian Gentz

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Q&A

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