SIEM the Skyscanner Way

Integrating Splunk into our security practice

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Senior Security Engineer | Skyscanner



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Key Takeaways

- 1. Splunk versatility allows to customize it to your needs
- 2. Infrastructure as Code can prove very useful on a Splunk environment
- 3. Automation is very helpful in alerting and monitoring

Best Practice Sharing from Skyscanner

Integrating Splunk in Skyscanner

- 1) Splunk analytics as code
 Infrastructure as Code for Splunk Cloud searches
- 2) Automating alert processing
 Automating processing of Splunk alerts via AWS Lambda
- 3) How we monitor our alert pipeline
 TTD/TTR dashboards, error monitoring, sources and alert health
- 4) KVStore and log enriching
 Correlating company information with Splunk resources
- 5) Favorite controls

In Skyscanner we use Infrastructure as Code (IaC) to manage our Cloud resources

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Contextuality	Include info that cannot be easily added like tool related, links to internal docs of the log source or its procedure,
Usability	Have more control over our 225+ Splunk scheduled searches, allowing for an easier review of them



How?

Splunk API is very powerful and allows to check/modify many configurations

- https://docs.splunk.com/Documentation/Splunk/latest/RESTREF/RESTsearch#saved.2Fsearches
- https://docs.splunk.com/Documentation/Splunk/latest/RESTUM/RESTusing#Access Control List

We use GitHub as our code repository and store our scheduled searches in separate files with a folder per each Project/Source

We have defined a script as part of our Splunk IaC that for each Splunk scheduled search

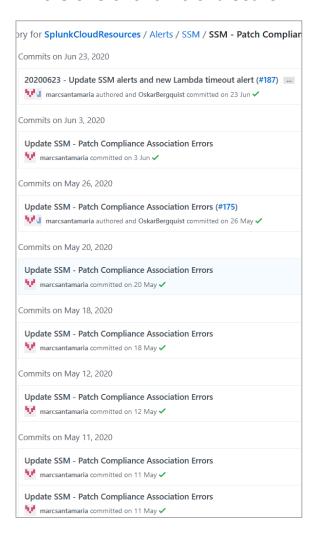
- Parses the template defined
- Encodes any needed field
- Create/updates the scheduled search in Splunk Cloud
- Updates permissions of the scheduled search



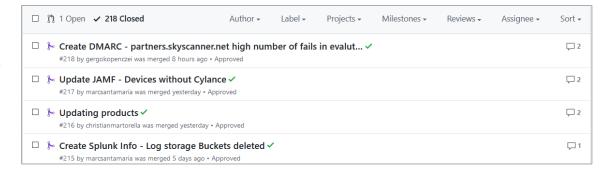
Our alert template allows to define any **Splunk** parameter we need and also to include custom ones

```
'name': 'Template - Webhook action with Cron', #Name of the alert in Splunk Cloud
'url tool': 'https://
'url_source': 'https://
'url_alert': 'https:// #Link to the documentation of this ale
'url procedure': 'https:// ________/display/SEC/Splunk+AWS+CloudTrail+Procedures', #Link to the documentation of t
'description': 'Template of an alert with webhook action and scheduled via cronjob', #Description of this saved search
'search': 'index="test"', #Specifies a field used by Splunk Web to denote the app this search should be dispatched in.
'request.ui dispatch app': 'search', #App where this alert is stored
'request.ui_dispatch_view': 'search', #Specifies a field used by Splunk Web to denote the view this search should be displayed in.
'cron schedule': '8 * * * *', #The cron schedule to execute this search https://
'dispatch.earliest time': '-2h@m', #A time string that specifies the earliest time for this saved search
'dispatch.latest time': '-1h@m', #A time string that specifies the latest time for this saved search
'is scheduled': 1, #Indicates if this search is to be run on a schedule.
is visible: 1. #Specifies whether this saved search should be listed in the visible saved search list.
'disabled': 0, #Specifies whether this saved search is enabled or not.
'alert.digest mode': 1, #Specifies whether alert actions are applied to the entire result set or on each individual result.
'alert.severity': 3, Sets the alert severity level. [1 DEBUG, 2 INFO, 3 WARN, 4 ERROR, 5 SEVERE, 6 FATAL]
'alert type': 'number of events', #What to base the alert on, overriden by alert condition if it is specified. Valid values are: always
'alert comparator': 'greater than', #One of the following strings: [greater than, less than, equal to, rises by, drops by, rises by per
'alert threshold': 0, #Specifies the value to compare before triggering the alert actions
'actions': 'slack, webhook', #A comma-separated list of actions to enable.
'action.webhook': 1, #Speficies whether the action webhook is enabled or not
'action.webhook.param.url': ' #Sets the URL of the destination we
'action.slack': 1, #Speficies whether the action slack is enabled or not
'action.slack.param.message': 'Alert *$name$*', #Sets the content of the Slack message field
'action.slack.param.webhook_url_override': ' "Sets the
'perms.read': 'cloudtrail user,power,api user,sc admin', #Properties that indicate resource read permissions.
'perms.write': 'api user.sc admin', #Properties that indicate write permissions of the resource.
'sharing': 'app' #Indicates how the resource is shared. Required for updating any knowledge object ACL properties.
```

Versions over time of a search



Requests to make changes on searches

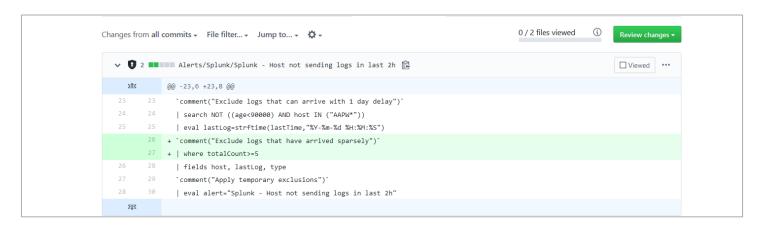


Classification of searches

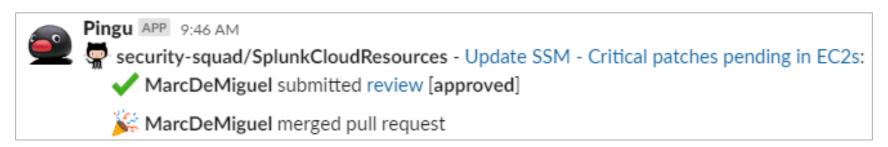
Branch: master - SplunkC	loudResources / Alerts /	Create new file	Upload files	Find file	History
gergokopenczei Create DM	ARC - partners.skyscanner.net high number of fails in evalut	L	atest commit o	51dfe0 8 h	ours ago
AWS	Update AWS - Errors detected in Kinesis Firehose			19 0	lays ago
Aerohive	Create Security Alerts Info (#24)			10 mor	nths ago
Akamai	Add api_user in permissions			11 mor	nths ago
Auth0	Add api_user in permissions			11 mor	nths ago
Azure	Create Azure - Failed signin due to user at risk			2 mor	nths ago
CloudAppSecurity	Update CloudAppSecurity All - Alerts			15 c	lays ago
CloudTrail	Create CloudTrail Info - SCP policy configuration has changed			12 0	lays ago
Cylance	Alert changes review (#25)			10 mor	nths ago
DMARC	$\label{lem:condition} \textbf{Create DMARC - partners.skyscanner.net high number of fails in evalut}$			8 h	ours ago
■ DomainControllers	Disable alert for password never expires			10 mor	nths ago
GitHub	Update GitHub - Removal of protected branches Quarterly			4 mor	nths ago
■ GuardDuty	Update GuardDuty - SSH Brute Force attack			5 mor	nths ago
■ JAMF	Update JAMF - Devices without Cylance (#217)			V	esterda



Modification of a scheduled search



Slack notification of repository change



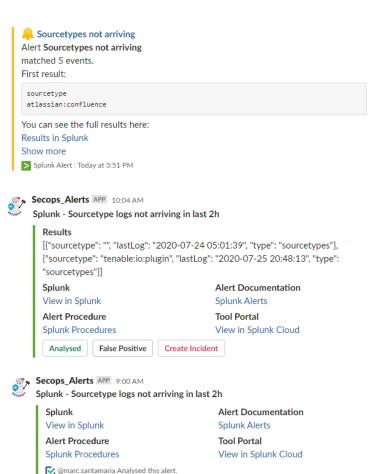


Automating Alert ProcessingWhy?

Slack is our standard way of managing requests

We have some needs that are difficult to cover with Splunk by default Slack integrations

- Show as many results as Slack message limit allows
- Capability to process alerts from Slack and reduce size without losing access to results
- Create a JIRA ticket from a Slack message
- Include documentation to internal procedures, tool that generates the source log and other relevant info
- Do pre-processing in specific alerts to extract information from other systems or automate analysis





Automating Alert Processing

How?

Slack allows to create apps that bring interaction to messages

https://api.slack.com/messaging/interactivity

AWS Lambda allows us to create a serverless function with an API

https://docs.aws.amazon.com/lambda/latest/dg/welcome.html

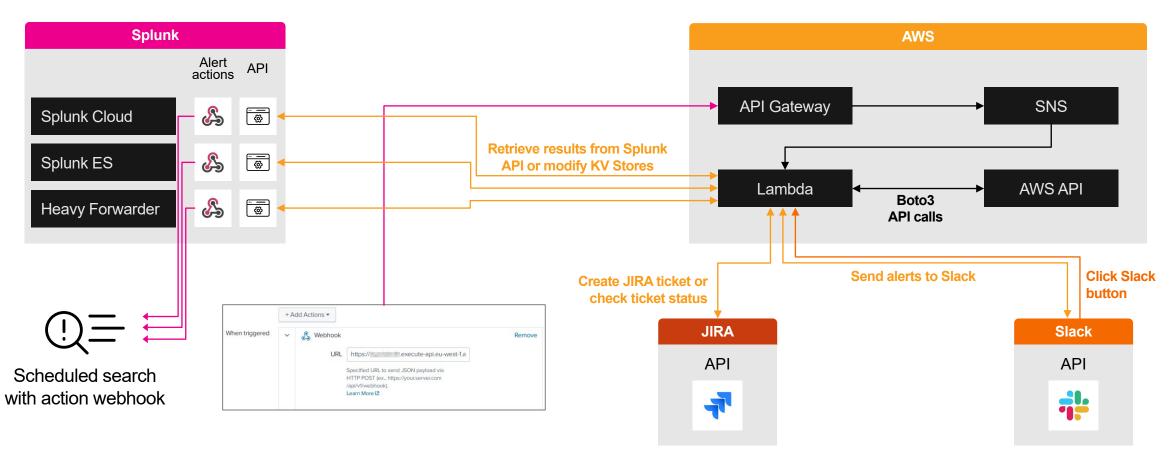
We have defined a Python Lambda that does the following:

- Processes requests from both Splunk and Slack
- For each Splunk alert, retrieves all results from Splunk API and depending on each case does automated checks, creates a ticket, updates info on another tool, sends a Slack message, ...
- We classify alerts for the main source that drives them and add context info to Slack messaged



Automating Alert Processing

Diagram





Sea	arch Save as	s					
o r	eporter = <u>svc_sr</u>	olunk ORDER BY created DESC					
1–50	of 1667 ()						
Т	Key	Summary	Assignee	Reporter	Р	Status	Resolution
	K1-344	Review S3 bucket	Non-Designation	svc_splunk	₩	DONE	Done
		Insecure Security Group in AWS	Not bear to come	svc_splunk	*	NEW	Unresolved
×	1000.000	*Splunk - Host not sending logs in last 2h*	their betterfolio	svc_splunk		DONE	Done
F	0.00	SOX - New Member in SOX group of Active Directory	(honigen)	svc_splunk	0	NEW	Unresolved
×	Name and	SOX - New Member in SOX group of Active Directory	Barrel Botton	svc_splunk		DONE	Done
	NUMBER OF	Review S3 bucket	Dept Special	svc_splunk	₩	NEW	Unresolved
•	84.463	Review S3 bucket	Person Repressive	svc_splunk	*	NEW	Unresolved
•	SECURE STATE	Review S3 bucket	Sarrya Emparation	svc_splunk	*	NEW	Unresolved
	81.00	Insecure Security Group in AWS	Drya Capenari	svc_splunk	*	NEW	Unresolved
	NAME OF TAXABLE PARTY.	Insecure Security Group in AWS	Person Reservoire	svc_splunk	*	NEW	Unresolved

JIRA tickets created by the Lambda

Example of different functions/integration s of the Lambda

```
alert functions.py:def sox new member ad(resultsJSON, authorization, context):
alert functions.py:def sox admin change onion(resultsJSON, authorization, context):
alert functions.py:def sox admin change strudel(resultsJSON, authorization, context):
alert functions.py:def sox strudel logs not arriving (resultsJSON, authorization, context):
alert functions.py:def aws ssm databricks multiple ami(resultsJSON, bodyJSON, authorization, context):
alert functions.py:def aws ssm critical patches(resultsJSON, bodyJSON, searchname, authorization, splunk api, context):
alert functions.py:def aws ssm session no project(resultsJSON, authorization, context):
alert functions.py:def aws breakglassadmin access splunk(resultsJSON, authorization, context):
alert functions.py:def aws identity account access splunk(resultsJSON, authorization, context):
 elert_functions.py:def aws_insecure_security_groups_splunk(resultsJSON, authorization, context):
alert functions.py:def aws_open_s3_buckets_policy_splunk(bodyJSON, resultsJSON, authorization, context):
alert functions.py:def aws open s3 buckets acl splunk(bodyJSON, resultsJSON, authorization, context):
alert functions.py:def slack button(bodyJSON, authorization, context):
ooto3.py:def get instance project tag(auxinstance, auxaccount, auxregion, context):
 ooto3.py:def get security group tag(auxsg, auxaccount, auxregion, context):
 oto3.py:def get bucket tagging(auxbucket, auxaccount, auxregion, context):
jira.py:def jira api create splunk comment(jira ticket, table, authorization, alertid, context):
jira.py:def jira api get issue status(authorization, issueid, context):
jira.py:def jira api create splunk issue(auxuser, table, authorization, alertid, context):
jira.py:def jira api create incident(requestJSON, authorization, context):
slack.py:def generate slack message(bodyJSON, results, authorization, context):
splunk.py:def add_kvstore_entry_ssm_tickets(kvstore, kvstoreentry, splunk_api, jira_ticket, status, context):
splunk.py:def update kvstore entry ssm tickets(kvstore, splunk api, jira ticket, status, context):
splunk.py:def get search results(bodyJSON, bodyRequest, results link, sid, splunk api, authorization, context):
```



How we Monitor our Alert Pipeline

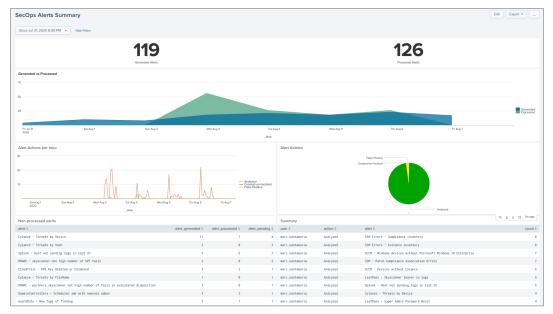
Systems always can fail and with alerts depending on different systems we need to ensure that issues in all steps are detected (log source system, Splunk, Lambda, ...)

- Detect if logs are arriving as expected into Splunk (both by host or sourcetype)
- Detect issues with Splunk (processing or integration errors, unexpected changes, ...)
- Detect issues with the Lambda (timeouts, errors/exceptions caught, alerts not processed, ...)

We have also built a Splunk dashboard that correlates Splunk audit information and Lambda logs

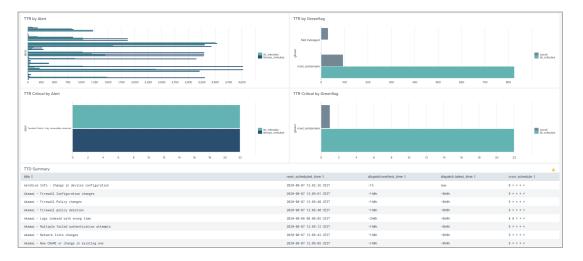
- Offers visibility on TTD and TTR of alerts (Time to detect and time to response)
- Allows us to do quarterly alert reviews knowing which alerts raise more often, which ones are ignored or false positives, which ones take longer to process, ...





Alert review dashboard

TTD/TTR dashboard



Monitoring searches in Splunk

i	Title *
>	Splunk - Alert not processed by Lambda
>	Splunk - Alert not processed by Splunk
>	Splunk - Apps pending to be updated
>	Splunk - DBConnect error
>	Splunk - DBConnect query failed
>	Splunk - Delete permission changes
>	Splunk - Error in Python scripts
>	Splunk - Error in Slack Lambda
>	Splunk - Error in alert execution
>	Splunk - Host not sending logs in last 2h
>	Splunk - License of 100GB surpassed
>	Splunk - Multiple failed login attempt
>	Splunk - Multiple failed login attempt followed by sucessful one
>	Splunk - New host sending logs
>	Splunk - New sourcetype sending logs
>	Splunk - Possible logs deleted in Splunk Cloud
>	Splunk - SecOps Lambda has timedout
>	Splunk - Skyscanner leaver in logs
>	Splunk - Sourcetype logs not arriving in last 2h
>	Splunk - Summary of alerts not managed by GF yesterday
>	Splunk Info - Alert changes
>	Splunk Info - App changes
>	Splunk Info - Log storage Buckets deleted
>	Splunk Info - Object changes
>	Splunk Info - Server restarted
91	



Alert review template

Attendees

• Type attendees here using "@"

Discussion items

Review:

- Alerts with summary dashboard
 - /en-US/app/search/secops_alerts_summary
- Suggestions on Confluence page
 - Alert Review Suggestions
- Review pending tasks from previous Alert Reviews
- · Review top hosts/sourcetypes not sending logs
 - /en-US/app/search/analysis_of_resources_not_sending_logs
- · Review current temporary exceptions
 - /en-US/app/search/alerts_exceptions

Gather feedback on:

- · Which alerts create more noise
- Reason to not action some alerts
- · Alerts which management/procedures is not clear
- · Comments on Splunk alerts

Decide

- Alerts that should be disabled/changed
- · Alerts that we should work on
- Alerts that will be migrated first into Hefesto for automation
- ...

Action items General tasks Type your task here, using "@" to assign to a user and "//" to select a due date Alerts to be created Type your task here, using "@" to assign to a user and "//" to select a due date Alerts to be modified Type your task here, using "@" to assign to a user and "//" to select a due date Alerts to be deleted ☐ Type your task here, using "@" to assign to a user and "//" to select a due date New VictorOps alerts ☐ Type your task here, using "@" to assign to a user and "//" to select a due date Alerts to be automated Type your task here, using "@" to assign to a user and "//" to select a due date Exceptions ☐ Type your task here, using "@" to assign to a user and "//" to select a due date Procedures to be modified ☐ Type your task here, using "@" to assign to a user and "//" to select a due date



KVStore and Log Enriching

We ingest into Splunk data from multiple sources but some of it is specially useful to include in KV Stores to enrich Splunk alerts and dashboards on search time

- Skyscanner office IP ranges
- Skyscanner Cloud accounts info and IP ranges
- Ownership of Projects by Skyscanner teams
- Status of tickets opened
- Old employees
- Temporary exceptions in alerts

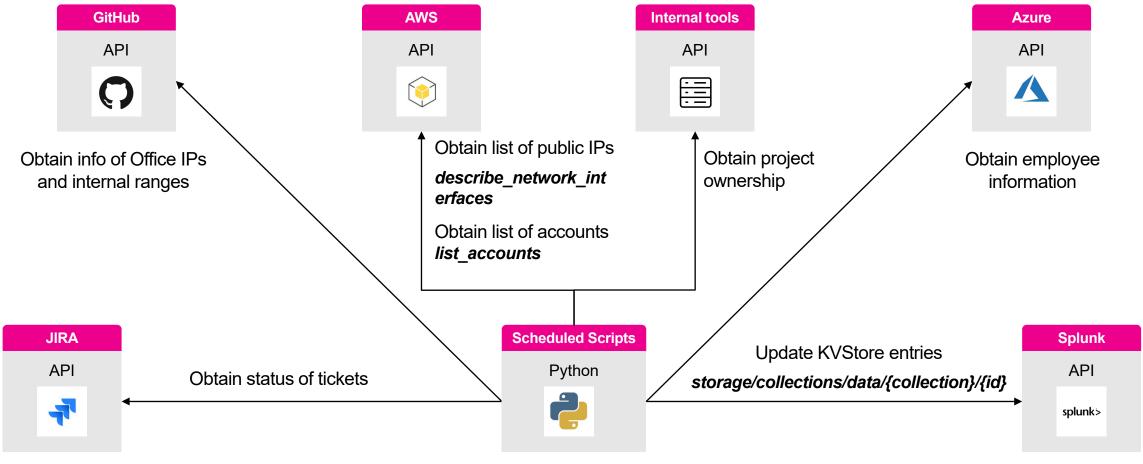
We automatically manage our KVStores via Splunk API and keep them up to date

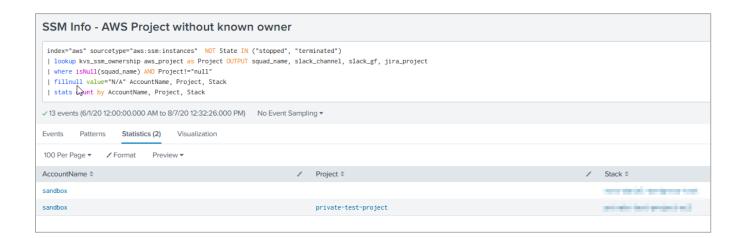
https://dev.splunk.com/enterprise/docs/developapps/manageknowledge/kvstore/usetherestapitomanagekv/



KVStore and Log Enriching

Diagram





Temporary exceptions on kvs_alert_exceptions		
alertname \$	exceptionfield \$	expirationtime \$
Splunk - Host not sending logs in last 2h	10.7100-0-0-0-0	2020/09/01 09:00:00
Splunk - Host not sending logs in last 2h	100000000000000000000000000000000000000	2020/09/01 09:00:00
Splunk - Host not sending logs in last 2h	10.00,000.00	2020/09/01 09:00:00
Splunk - Host not sending logs in last 2h	DOMESTICAL PROPERTY.	2020/09/01 09:00:00
Splunk - Host not sending logs in last 2h	100000000000000000000000000000000000000	2020/09/01 09:00:00
Splunk - Host not sending logs in last 2h	NUMBER OF STREET	2020/09/01 09:00:00
Splunk - Host not sending logs in last 2h	10.0070.000	2020/08/10 09:00:00
Splunk - Host not sending logs in last 2h	-	2020/09/01 09:00:00
Splunk - Host not sending logs in last 2h	19 10 10 10 10	2020/09/01 09:00:00
Splunk - Sourcetype logs not arriving in last 2h	Nilse	2020/09/01 09:00:00

Lookups			
All Global Mine	Type: All ▼	App: Search & Reporting ▼	kvs
Name ‡		Type ^	
kvs_skyranges_internal		KV Sto	re Lookup
kvstore_alert_exceptions		KV Sto	re Lookup
kvstore_leavers		KV Sto	re Lookup
kvstore_mimecast_pgs		KV Sto	re Lookup
kvstore_skyaws		KV Sto	re Lookup
kvstore_skyip		KV Sto	re Lookup
kvstore_skyranges		KV Sto	re Lookup
kvstore_ssm_ownership		KV Sto	re Lookup
kvstore_ssm_tickets		KV Sto	re Lookup

Usage of KVStore kvs_alert_exceptions				
type \$	app \$	title ≑	owner 🕏	
search	search	JAMF - Devices without Cylance	security@skyscanner.net	
search	search	SCCM - Devices without Cylance	security@skyscanner.net	
search	search	Splunk - Host not sending logs in last 2h	security@skyscanner.net	
search	search	Splunk - Sourcetype logs not arriving in last 2h	security@skyscanner.net	
dashboard	search	alerts_exceptions	marcsantamaria@skyscanner.net	



Favorite Controls

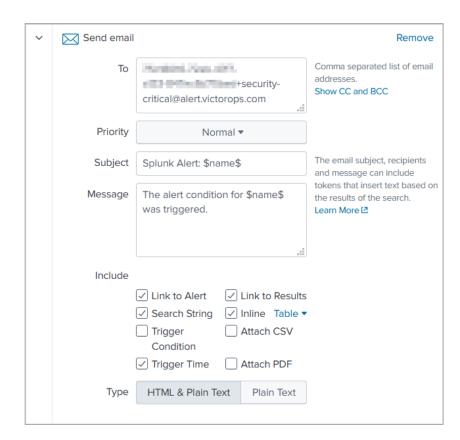
VictorOps

For Out of Hours (OOH) notifications in Skyscanner we use VictorOps

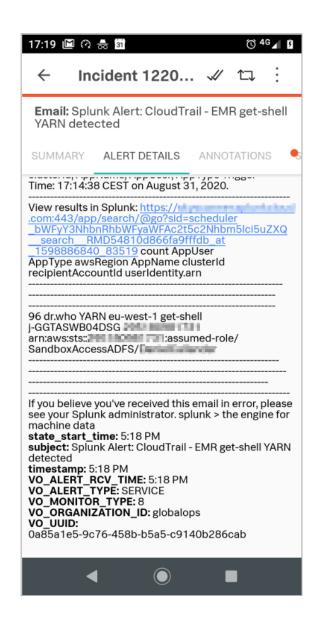
Splunk and VictorOps can be integrated in several ways

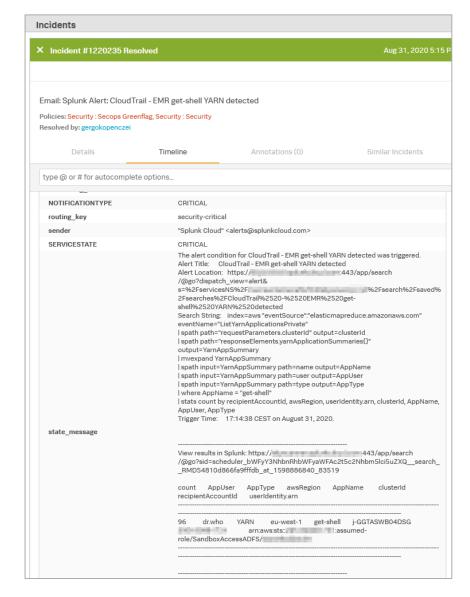
- Via Splunk app for VictorOps
- Via VictorOps API
- Via mails to VictorOps
 - {Tenant}+{Routing Key}@alert.victorops.com

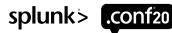
Allows to notify OOH support in an easy way with all the data needed to handle the alert











Favorite Controls

DMARC

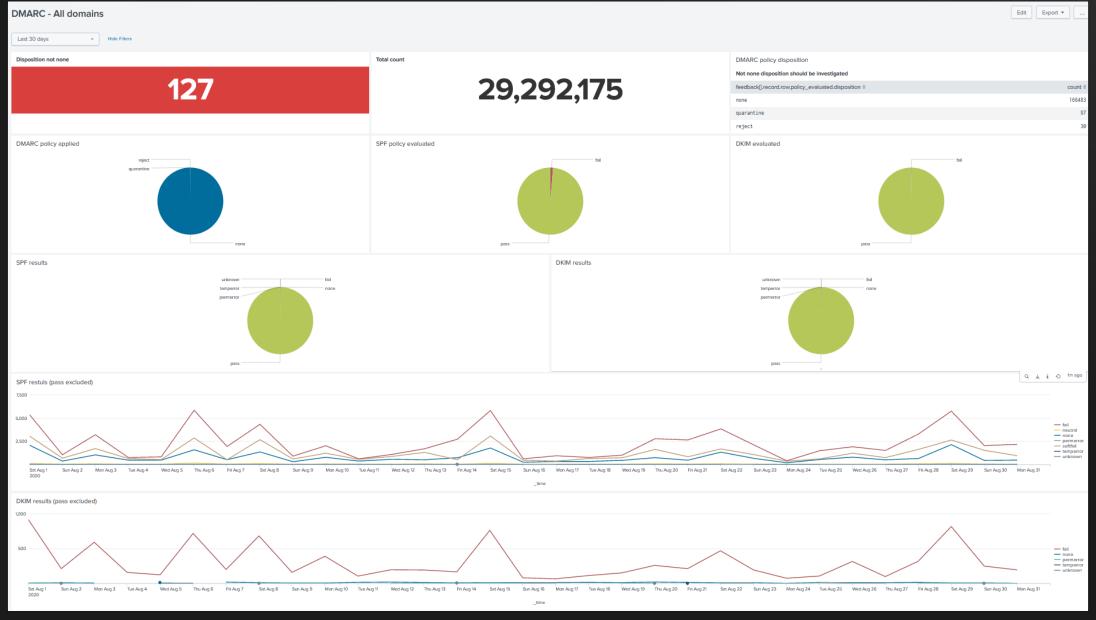
DMARC allows to protect your email domains and prevent unauthorized usage for phishing, spoofing and other scams

Managing and monitoring multiple email domains usually is a hassle or too expensive

Splunk allows you to easily ingest the data and prepare your own dashboards and controls

- TA-dmarc add-on for Splunk https://splunkbase.splunk.com/app/3752/
- SEC1106 of .conf19 https://conf.splunk.com/files/2019/slides/SEC1106.pdf





What's Next with Splunk in Skyscanner?

Improve our Operational Threat Intelligence with Splunk Enterprise Security

Migrate more Splunk configurations to Infrastructure as Code

Replace the Lambda that processes Splunk Alerts with a microservice shared between all the Security members to unify automations and reuse integrations

Correlate information from our Vulnerability DBs and scanners with our inventories of both servers and workstations to revamp our Vulnerability Management

Links Related with the Presentation

Application	Links	
Splunk	https://docs.splunk.com/Documentation/Splunk/latest/RESTREF/RESTsearch#saved.2Fsearches https://docs.splunk.com/Documentation/Splunk/latest/RESTUM/RESTusing#Access_Control_List https://dev.splunk.com/enterprise/docs/developapps/manageknowledge/kvstore/usetherestapitomanagekv/https://conf.splunk.com/files/2019/slides/SEC1106.pdf https://splunkbase.splunk.com/app/3752/	
AWS	https://docs.aws.amazon.com/apigateway/latest/developerguide/welcome.html https://docs.aws.amazon.com/sns/latest/dg/welcome.html https://docs.aws.amazon.com/lambda/latest/dg/welcome.html	
Boto3	https://boto3.amazonaws.com/v1/documentation/api/latest/index.html https://boto3.amazonaws.com/v1/documentation/api/latest/reference/services/organizations.html#Organizations.Client.list_account s https://boto3.amazonaws.com/v1/documentation/api/latest/reference/services/ec2.html#EC2.Client.describe_network_interfaces	
Slack	https://api.slack.com/start https://api.slack.com/messaging/interactivity	
JIRA	https://developer.atlassian.com/server/jira/platform/rest-apis/	
GitHub	https://developer.github.com/v3/	
Active Directory	https://docs.microsoft.com/en-us/powershell/module/addsadministration/get-aduser https://docs.microsoft.com/en-us/powershell/module/addsadministration/get-adobject	





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