



TF-CSIRT

TRANSITS I

Operational Module

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TF-CSIRT

Section 1: Introduction to Incident Management

Olivier Caleff, Sven Gabriel, Przemyslaw Jaroszewski, Andreas Muehlemann, Roeland Reijers, Marius Urkis

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Section 1: Introduction to Incident Management

Basic Terminology



TF-CSIRT

- Incident Handling
- Incident Response
- Incident Management
- Crisis Management



2. Incident Handling

1 – Incident Response *versus* Incident Handling



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- Complementary roles
 - Incident Response
 - Analysis and Containment
 - Incident Handling
 - Logistics and Communication
 - Planning and Coordination
 - Processes and Procedures
 - Incident Management
 - More high-level view, covers response and handling
 - Ability to provide and ensure start-to-finish management of incidents in repeatable, effective manner, in align with the enterprise strategy.
- Different skill sets
- The bigger the incident, the more complex it will be:
 - Organize the activities
 - Hands-on analysis and technical work requires a dedicated mind
 - Provide support to the Incident responder



2. Incident Handling

2 – Incident Response *versus* Incident Handling



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- Real-time activities
 - Detection
 - Incident Handling
 - Incident Recovery
 - Investigation
 - Management
 - Legal
 - Communications
- Off-line activities
 - Policy
 - Preparation
 - Procedures for incident information tracking, incident reporting and handling
 - Post-mortem



2. Incident Handling

3 – Passive vs. Active defense



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- **Passive defense:**

- Firewalls
- AV Solution, EDR, XDRs
- SIEM
- WAF

- **Active defense is NOT 'hacking back'**

- We act / react to the current threat
- But we stay within the legal boundaries

- **Active defense:**

- Adapting to the current threat
- Adjusting filters upon analysis results
- Threat intelligence



2. Incident Handling

4 – For smaller teams



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- Some incident handling teams are **as little as 2 people**
 - Simple tools for coordination and logging
 - No dimensioning issues
 - Excel spreadsheets, Wiki
- Split between Incident Response and Incident Handling
 - IR: Technical matters
 - IH: taking care of the constituency/executive/management
- Coordination
- Even more important to protect Incident Responder(s) from everything else
 - Don't bother "hands-on" staff
 - Remember fire-workers or police officers

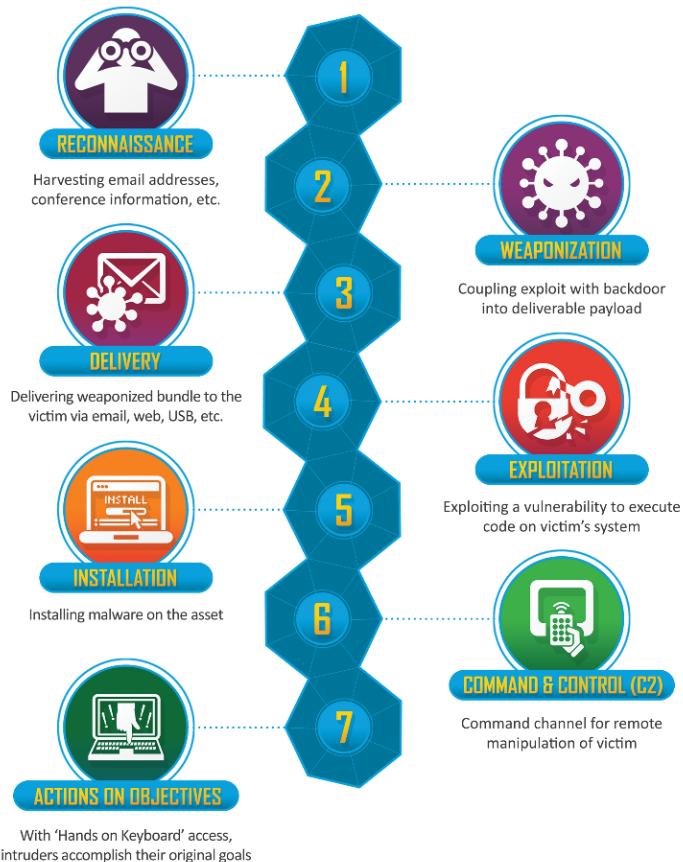


2. Incident Handling

5 – Cyber Kill Chain



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- **Crisis** is an unexpected threat to your constituency that demands decisions to be taken quickly and out of usual procedures.
- Incident response can be a part of the larger crisis management plan.
- The ultimate goals of the organisation are to keep essential services running and limit damages.
- Crisis will affect:
 - Roles in incident management
 - Level of services provided
 - Who you respond to
 - Decision making process
 - Availability of resources

Section 1: Introduction to Incident Management

Incident Management Models



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- Various flavors
 - Observe Orientate Decide Act (OODA loop) → June 1995, John R. Boyd
 - “Computer Incident Response Guidebook” → US Navy, August 1996
- 3 best known models
 - SANS “6-steps Incident Handling” → Early 1990s
 - NIST SP800-61 “Computer Security Incident Handling Guide”
 - January 2004, latest update in August 2012 (release v2)
 - ENISA “Good Practice Guide for Incident Management” → December 2010

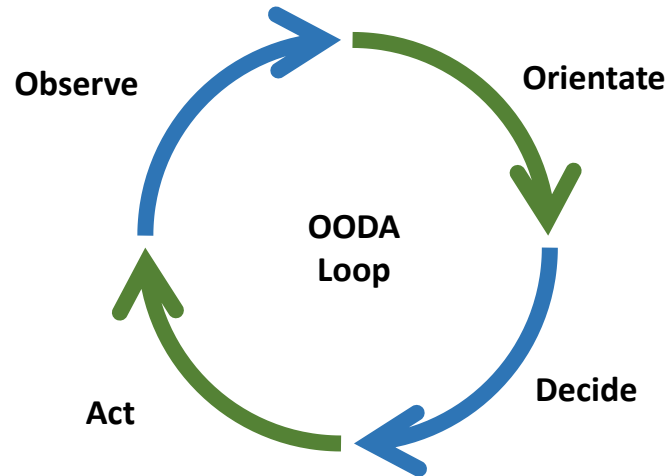
Section 1: Introduction to Incident Management

Incident Management Models – OODA Loop



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OODA Loop: Observe - Orientate - Decide - Act



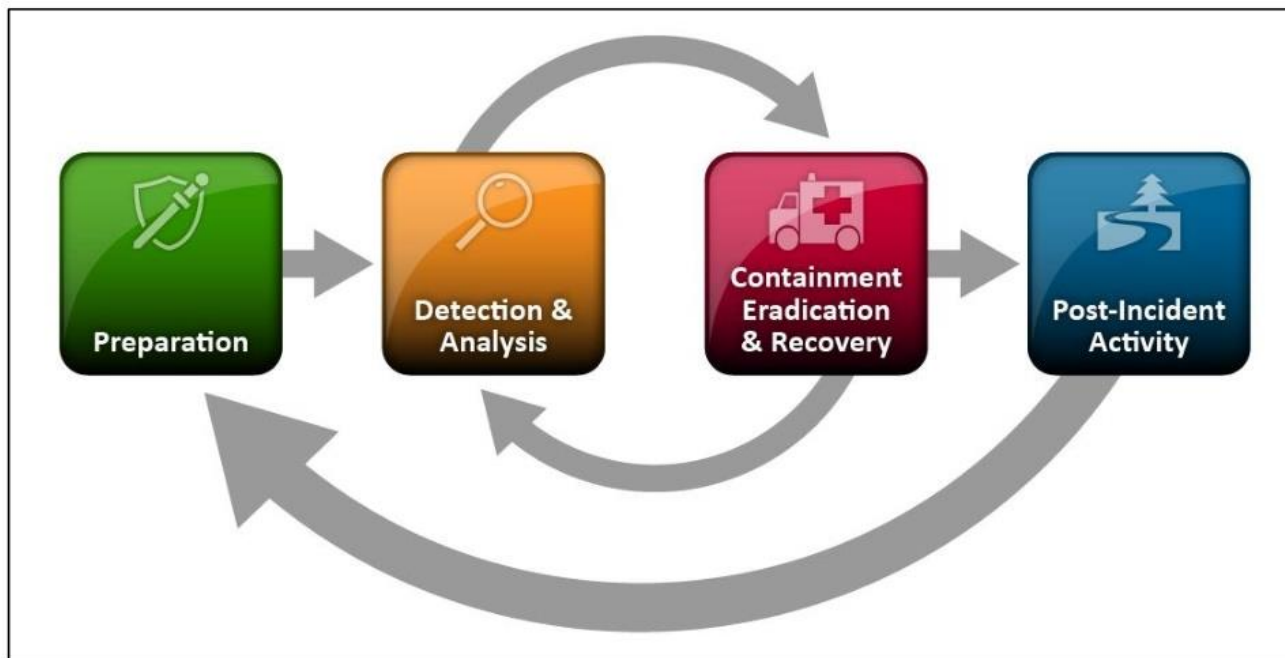
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Incident Management Models - NIST



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NIST SP 800-61 rev 2 (2012)



© NIST

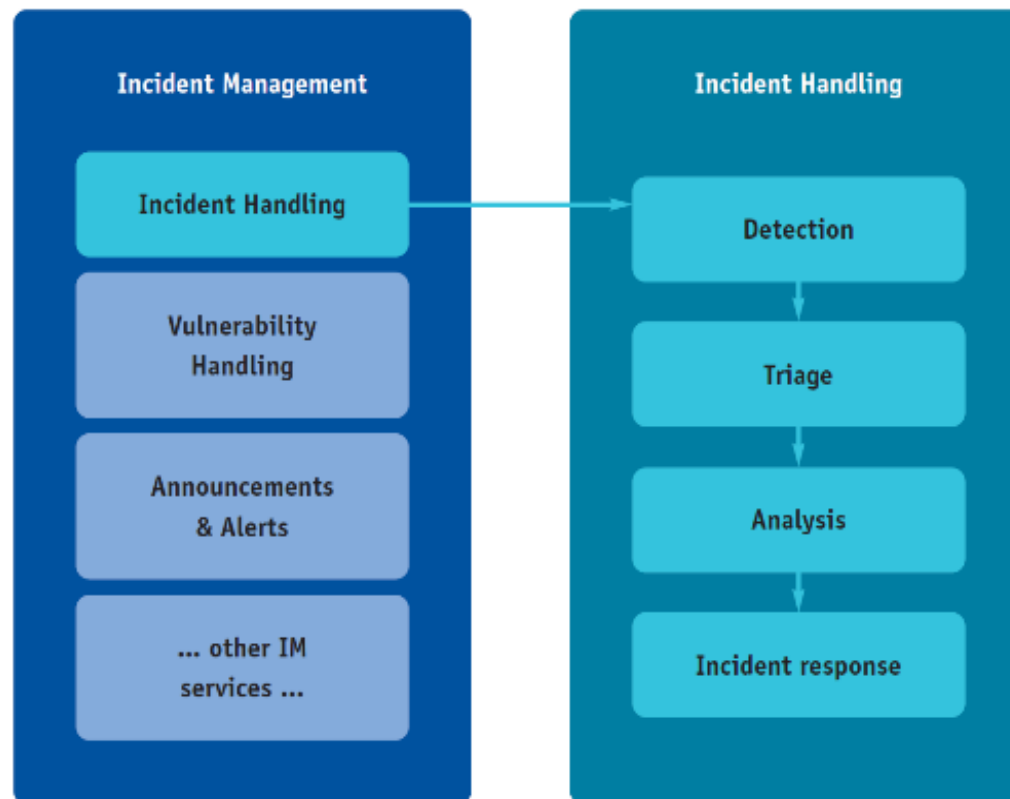
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Incident Management models – ENISA Model



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ENISA Model for Incident Management



© ENISA

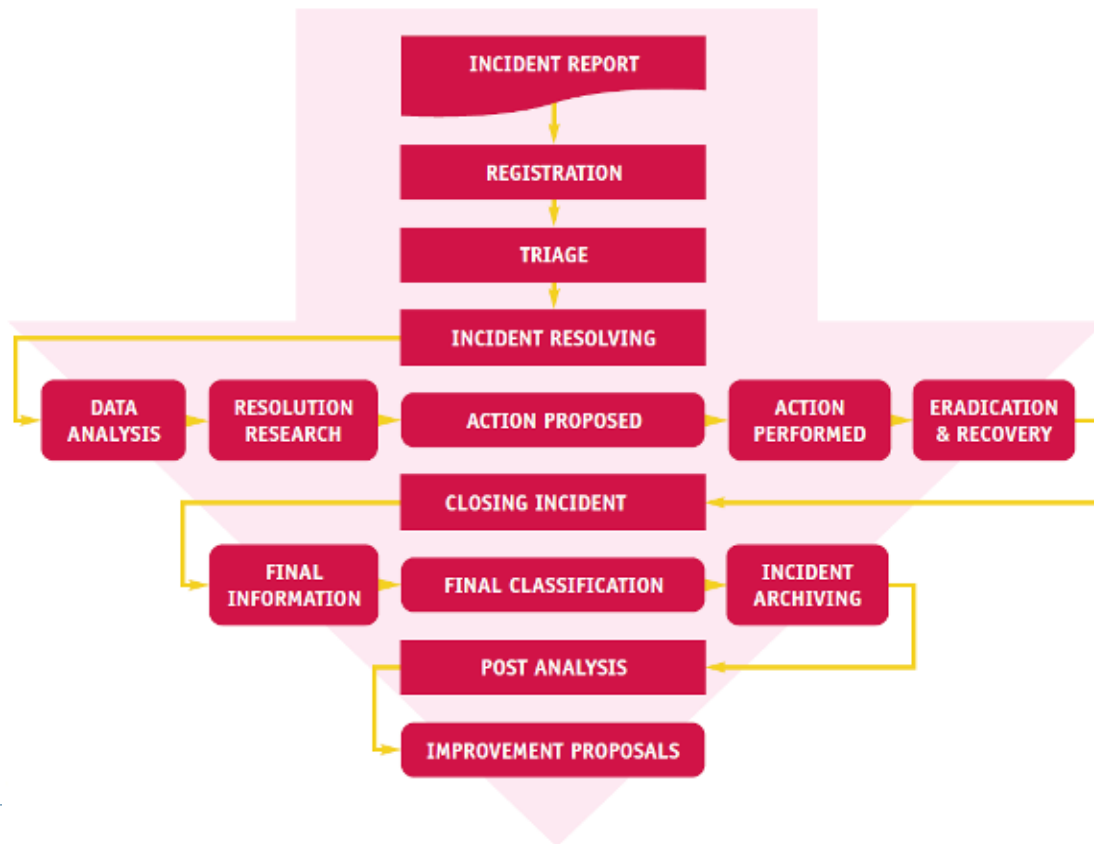
Section 1: Introduction to Incident Management

Incident Management Models – ENISA Good practice guide



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ENISA “Good Practice Guide for Incident Management” (p.34)



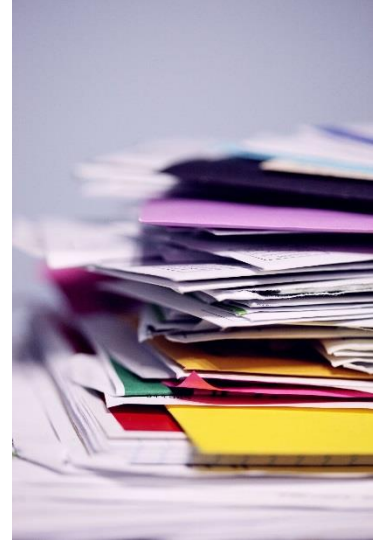


- Understand Incident handlers' work

- *Know your team*
- *Know your perimeter*
- *Know the processes*

- 3 Stages

- *Preparation* → be ready
- *Run* → follow the rules
- *Capitalize* → improve the preparation and process(es) – get faster





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Section 2: Incident Handling

ENISA Approach

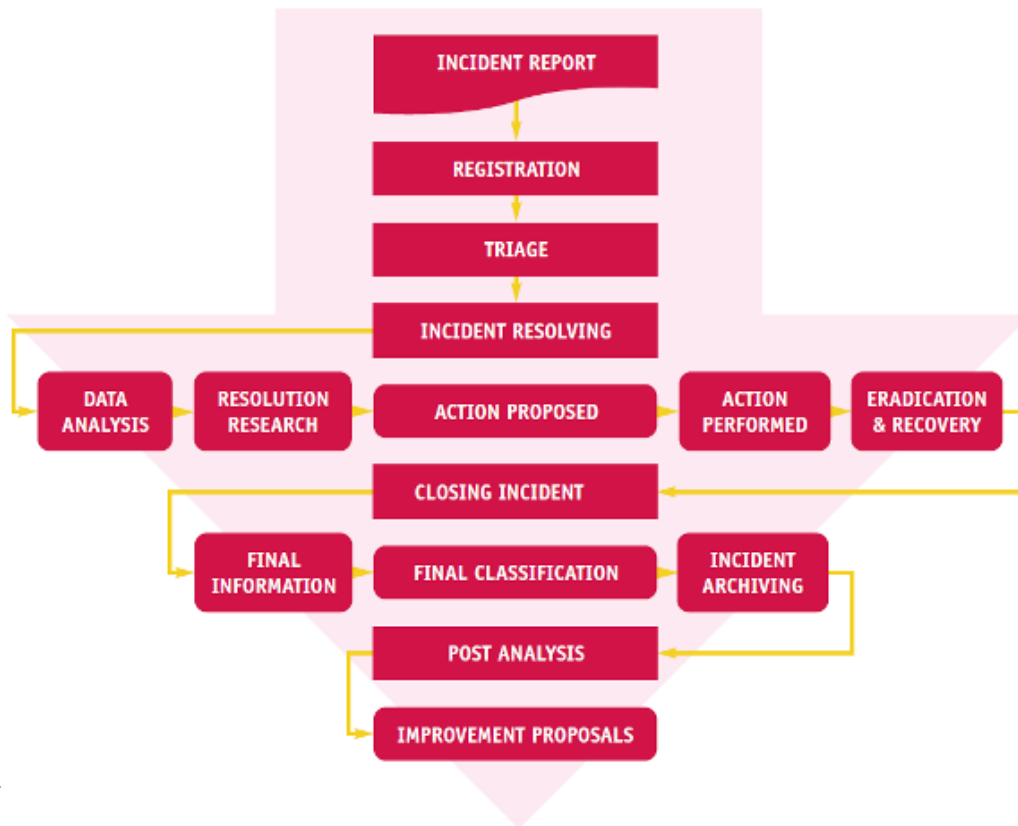
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Section 2: Incident Handling ENISA Workflow Overview



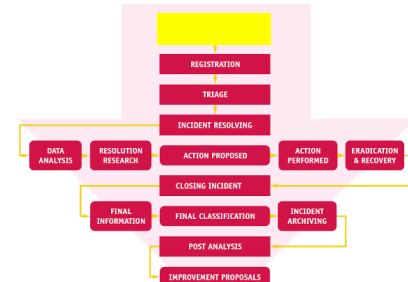
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- Initial input
 - Issue/problem/incident received by the CSIRT
 - Must offer multiple way to reach the CSIRT, in case of outages, attacks...
- Aim:
 - Getting the best at first
 - Aggregating data fast
 - Keep it easy for the submitters, read “simple emails”

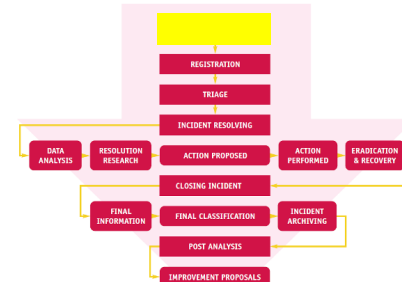
INCIDENT REPORT





- Automate the incident report intake process as much as you can.
- Full automation to input of incident details looks like a dream... but
 1. Needs to find a commonly agreed terminology that fits everyone, every case, every tool...
 2. Evaluate the number of incidents reported on a standard day... and see if it's worth it

INCIDENT REPORT



Section 2: Incident Management Models – ENISA

1 – Incident Report

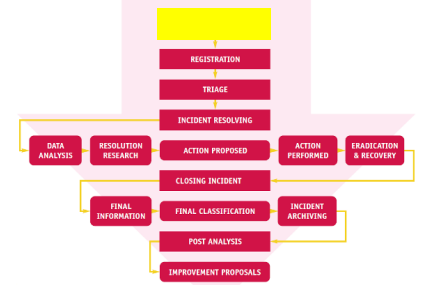


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- Feeds (detection, threat intelligence...)
- Noise reduction
- Integration with ticketing system – set-up a link between the email handling system and incident handling system
- Move from a **reactive posture** (waiting for e-mails) to a **proactive one**:
 - Integrate tools (IDS probes, scanners, feeds, ...)
 - Integrate third-parties to (automatically) report incidents
 - Integrate information collected on the web (forums, file repository, ...)

This is a SOC

INCIDENT REPORT



TBA CSIRT OPERATIONS EXERCISE: CSIRT/SOC Report Intake Channels Exercise

In this exercise, you will identify and analyze all possible channels through which reports can be received by a Computer Emergency Response Team (CERT) and Security Operations Center (SOC). Understanding these channels is crucial for effectively capturing and responding to security incidents.

1. Understanding intake channels

Intake channels are the various means through which CERTs and SOCs receive reports about potential security incidents. These channels are vital for the initial detection and subsequent management of incidents.

2. Brainstorming session

- Individually or in small groups, brainstorm all potential intake channels that CERTs and SOCs might use. Think broadly and consider both traditional and innovative methods.
- Consider channels that vary in formality, speed, and source.

3. Listing possible channels

- Compile a comprehensive list of these channels. Examples might include email alerts, phone calls, ...
- Analyze each channel for its effectiveness, reliability, speed of communication, and the type of information typically received through it.

4. Discussion and presentation:

- Discuss within your group and Prepare your findings, highlighting the most effective channels for different types of incidents and events.

Section 2: Incident Management Models – ENISA

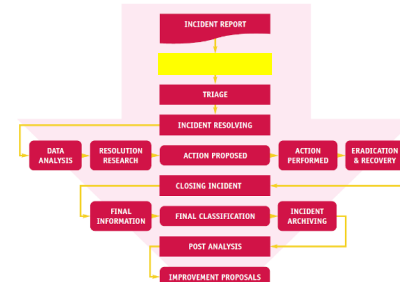
2 – Registration



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- Registration process is easier with an incident report registration form and ticketing system
 - Define the most useful/required fields
- Assign a unique number for tracking
- Leave ground for aggregating/merging various tickets dealing with a single incident...
- ... but what appears to be a single incident at first may turn out to be different cases
- What if we have a lot of systems where we can register an incident? (ticketing system, SIEM, SOAR, spreadsheets?!)

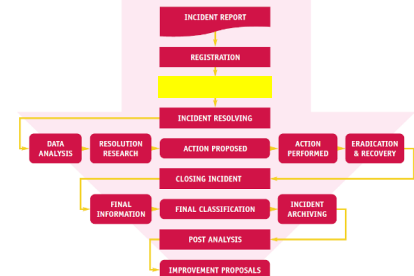
REGISTRATION





- Triage comes from a French medical term
 - When confronted with a massive arrival of victims, with only a few medical resources
 - You need a way to handle all cases in the best way
 - In a limited amount of time

TRIAGE



Section 2: Incident Management Models – ENISA

3 – Triage

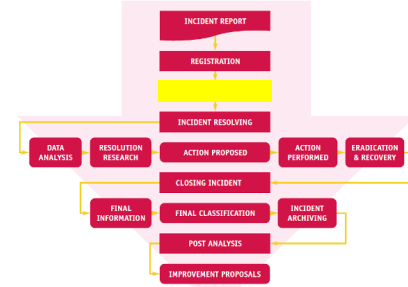


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- Triage has 4 Steps
 - Verification
 - Initial Classification
 - Assign severity and priority
 - Assignment to an incident handler (or self-assessment...)



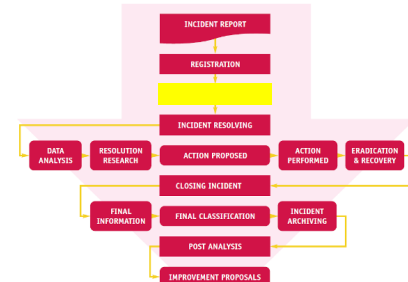
TRIAGE





- Verification
 - Is it out of scope / out of perimeter
 - Messages written in a foreign or cryptic alphabet
 - Event not considered an incident by CSIRT standards
 - Component is not part of the CSIRT constituency
 - Dubious source of the notification
 - What is the policy for notification of no interest?
- **Are you ready to send an ACK?**
- **Do you need additional details?**

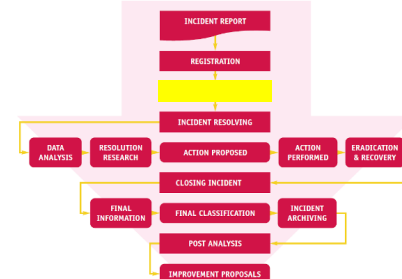
TRIAGE





- Incident Initial Classification
- Severity Assessment
- The Initial classification may not be the right one
 - Additional details may suggest to change classification
- Possible to send an ACK to the notification reporter
 - Ticket number
 - Hints on the following steps
- Prioritization
 - Dealing with the most severe cases first

TRIAGE



Section 2: Incident Management Models – ENISA

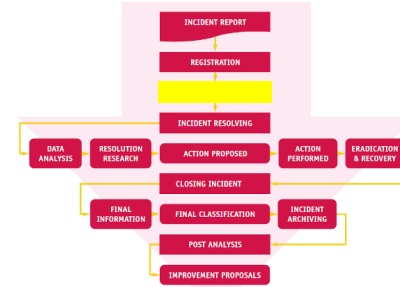
3 – Triage



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- Incident initial classification / severity assessment / prioritization
 - Some criteria for prioritization
 - Security requirements of the target
 - Business impact
 - Type of attacks
 - Strength of the attacks
 - Standalone attack or multiple attacks
 - SLA with the constituency
- Criteria may vary depending on the CSIRTs role and activities
 - Gov CSIRT versus commercial CSIRT
 - Internal CSIRT versus product-oriented CSIRT
- Classification may decide on the amount of effort that will be allocated to the handling of the incident

TRIAGE



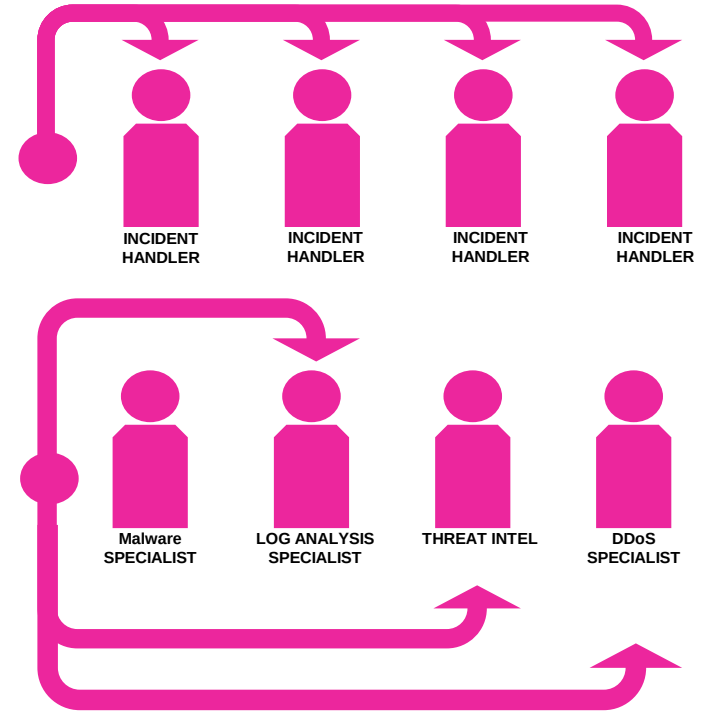
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3 – Triage



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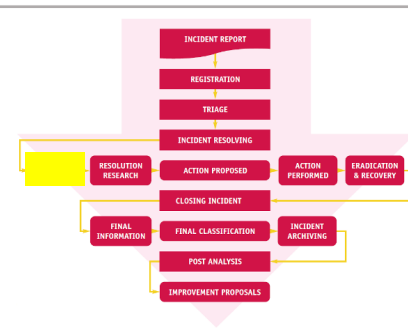
- Incident Assignment
 - The Ticket can be assigned to an Incident Handler
 - Criteria for assignment
 - Expertise or capabilities,
 - Resource availability
 - Knowledge
 - Soft vs hard skills
- Roles and tasks
 - Must be defined according to the procedures – who decides on what?
 - Split technical, reporting and/or communication roles





- Gather more data:
 - Look for details to support the effort of incident handling
 - Readily available data in the notification form, including point of contacts, date, targeted environments
 - Incident knowledge base
 - Live data from sensors and monitoring systems
 - Logs from security components
- May discover other victims that are not yet aware of the incident
- May deduce the next potential victim

INCIDENT RESOLUTION - DATA ANALYSIS



Section 2: Incident Management Models – ENISA

5 – Data Analysis



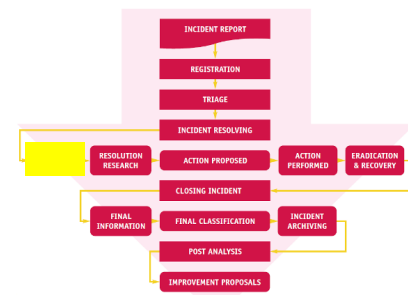
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- May require to liaise with **technical** partners
 - Hosting companies, ISP, content providers
 - HW/SW suppliers, application vendors
 - Service providers
- May require to liaise with **business** partners
 - Partners, sub-contractors
 - Service providers
- May require to liaise with **authorities**
 - Law enforcement agencies (LEA)
- Airport approach, fast overlook, more and more detailed when reaching the point of interest



Digging and analyzing down to details *versus* adapting the level of analysis

INCIDENT RESOLUTION - DATA ANALYSIS



Section 2: Incident Management Models – ENISA

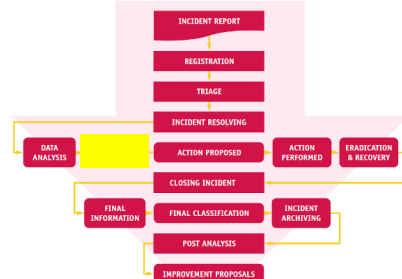
6 – Resolution Research



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- Review data, analyze and see if it points to a resolution
- SOPs: Standard Operations Procedures (aka playbooks)
- Be prepared to get more expertise onboard
- Usually collection of 20-30% of possible information gives you potentially about 80% of answers
- Global research approach with tracks
 - Independent tracks and researches
 - Project management, brainstorming, tasks, meetings
- Review sessions are very important
 - Key role of the incident manager

INCIDENT RESOLUTION - RESOLUTION RESEARCH



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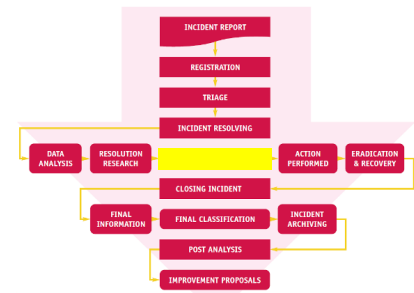
7 – Action Proposed



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- Present the next steps to the business managers or decision makers
- Proposed actions must be explained according to the audience
 - Technical, business, legal, human resources, ...
- Examples:
 - Looking for the origin of the attack
 - Stopping versus mitigation an attack
 - Moving to a backup environment

INCIDENT RESOLUTION - ACTIONS PROPOSED



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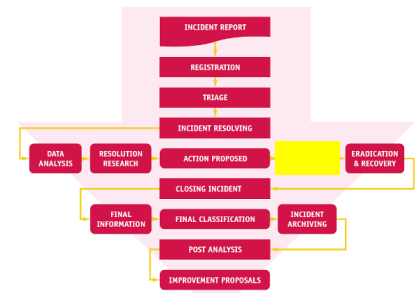
8 – Actions Performed



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- Actions can be performed by incident team, responders (e.g. administrators) or subcontracted to third-parties
- In all cases, everyone must stick to the plan
- Results may influence choices
- Check if an action has been performed (correctly)
- Document (what has been done and when)
- Communicate

INCIDENT RESOLUTION - ACTIONS PERFORMED



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9 – Eradication & Recovery



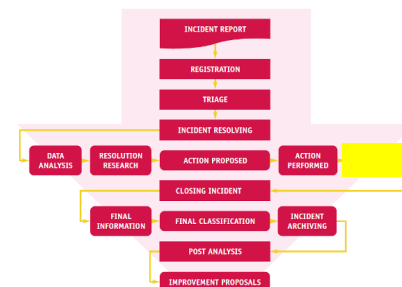
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- Main goal: getting rid of the incident
- Eradication
 - No more effects
 - No risk of new compromise
- Recovery
 - Getting back to the pre-incident context
- Business restoration
 - RTO: recovery time objective
 - RPO: recovery point objective

INCIDENT RESOLUTION

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ERADICATION & RECOVERY



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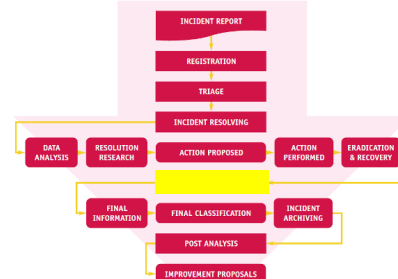
4 – Incident Resolution



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- Keep an eye on open tickets or updated events updates might change the game.
- Spend 10 seconds more on data gathering, diagnosing and team planning and save time and improve safety for the next 10 minutes.

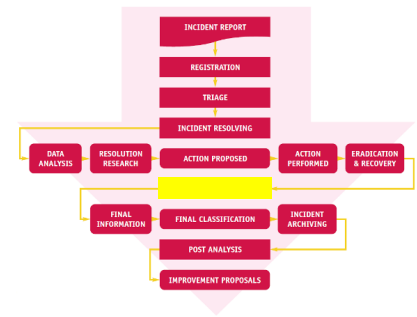
INCIDENT RESOLUTION





- Last but not least, this is the end of the incident
- No longer an issue
- Who decides the incident is closed?
- What if there is a legal action?
- Were sensors and attack detectors added and/or tuned?
Should you keep the current settings or change them?

INCIDENT CLOSING



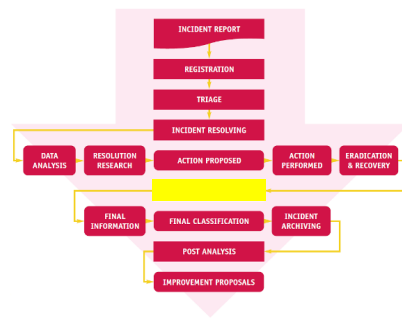
- ## INCIDENT CLOSING





- An incident is finished for the **victim**, when ...
 - Business is back to usual
 - The victim
 - Knows the basic actions to take if ever the same incident (or similar) happens again
 - Knows for sure who to contact if ever the same incident (or similar) happens again
 - The victim receives a formal notification of the closure

INCIDENT CLOSING

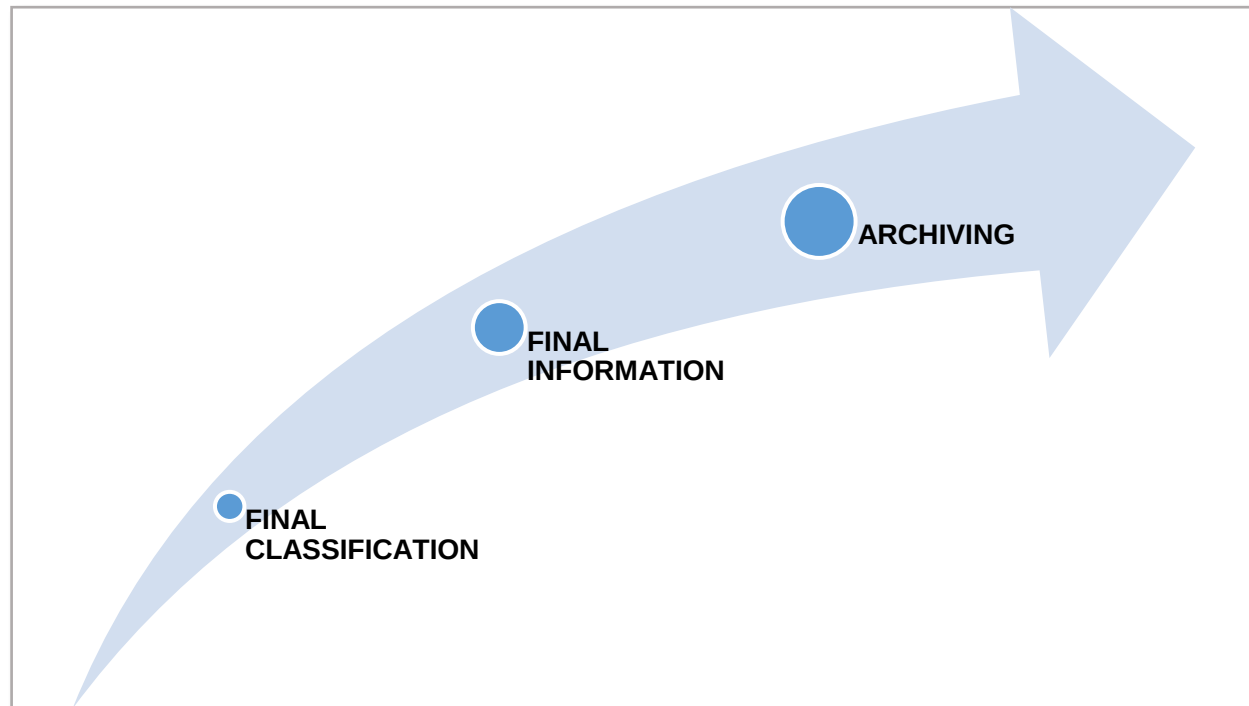


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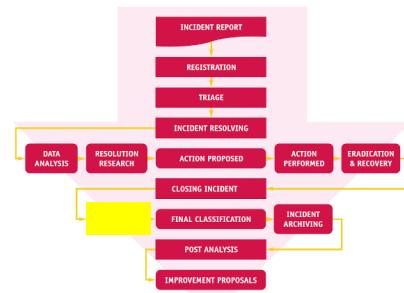
10 – Incident Closing



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INCIDENT CLOSING



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- ```

graph TD
 A[INCIDENT REPORT] --> B[REGISTRATION]
 B --> C[TRIAGE]
 C --> D[INCIDENT RESOLVING]
 D --> E[ACTION PROPOSED]
 D --> F[ERADICATION & RECOVERY]
 E --> G[CLOSING INCIDENT]
 F --> G
 G --> H[FINAL CLASSIFICATION]
 H --> I[POST ANALYSIS]
 I --> J[IMPROVEMENT PROPOSALS]
 D --> K[DATA ANALYSIS]
 D --> L[RESOLUTION RESEARCHER]
 H --> M[INCIDENT ARCHIVING]

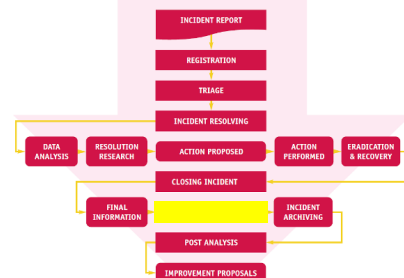
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- The flowchart illustrates the Incident Response Process. It begins with 'INCIDENT REPORT', followed by 'REGISTRATION', 'TRIAGE', and 'INCIDENT RESOLVING'. From 'INCIDENT RESOLVING', the process branches into 'ACTION PROPOSED' and 'ERADICATION & RECOVERY'. Both lead to 'CLOSING INCIDENT', which then leads to 'FINAL CLASSIFICATION'. From 'FINAL CLASSIFICATION', the process branches into 'POST ANALYSIS' and 'INCIDENT ARCHIVING'. 'POST ANALYSIS' leads to 'IMPROVEMENT PROPOSALS'. Additionally, 'INCIDENT RESOLVING' has a feedback loop to 'DATA ANALYSIS' and 'RESOLUTION RESEARCHER', which then feed back into 'INCIDENT RESOLVING'.





- Final classification may be different from the initial one
  - Initial: based on elements available at the start
  - Resolution step: during the action phase, while tackling the issue
  - Final: global and final understanding of the incident
- Classification can be useful to speed up the triage phase
  - Helps starting in the right direction thanks to additional details
- Risk of final classification
  - Focusing on the classification sub-categories
  - Instead of spending time on extending the criteria and details that help classify

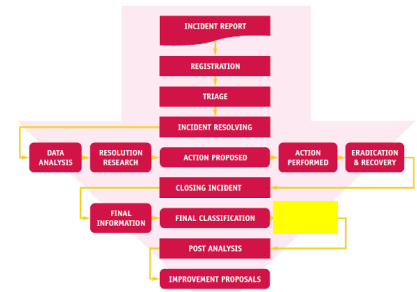
## INCIDENT CLOSING - FINAL CLASSIFICATION





- Archives
  - Accessible for the team members
  - If an incident occurs again, easier to follow a path that worked
  - Archive contain all steps to solve the incident
- Built-in function
  - vs. CSIRT dedicated solution
  - vs. Organization-wide solution
- Privacy regulations and data retention aspects

## INCIDENT CLOSING - ARCHIVING

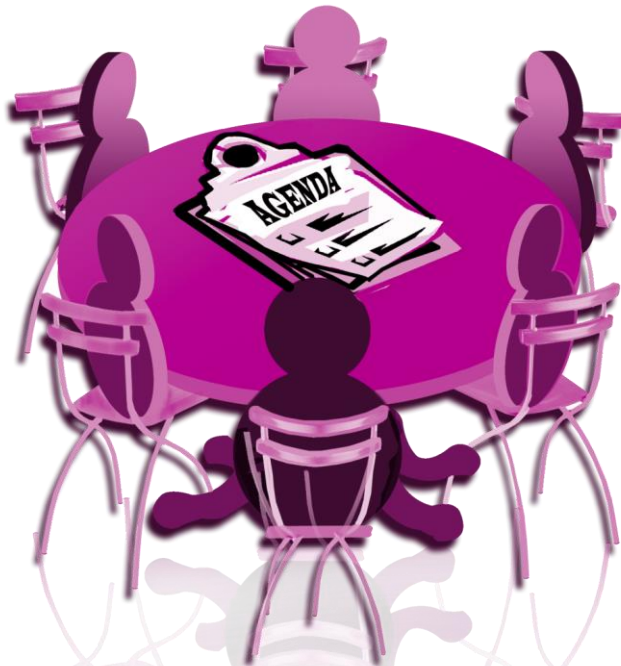


## Section 2: Incident Management Models – ENISA

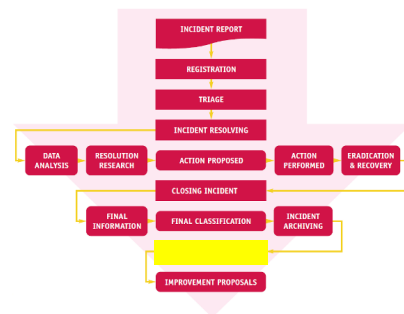
### 14 – Post Analysis



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## POST ANALYSIS



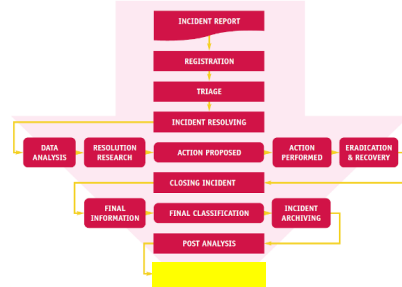
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graph TD
    A[INCIDENT REPORT] --> B[REGISTRATION]
    B --> C[TRIAGE]
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    E --> H[CLOSING INCIDENT]
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    H --> K[INCIDENT ARCHIVING]
    I --> L[IMPROVEMENT PROPOSALS]
    J --> L
    K --> L
  
```
- The flowchart illustrates the Incident Management Process. It begins with an 'INCIDENT REPORT' box, which leads to 'REGISTRATION', then 'TRIAGE', and 'INCIDENT RESOLVING'. From 'INCIDENT RESOLVING', the process branches into three parallel paths: 'ACTION PROPOSED', 'ACTION PERFORMED', and 'ERADICATION & RECOVERY'. These three paths converge into a single 'CLOSING INCIDENT' box. From 'CLOSING INCIDENT', the process branches into three parallel paths: 'FINAL INFORMATION', 'FINAL CLASSIFICATION', and 'INCIDENT ARCHIVING'. These three paths converge into a single 'IMPROVEMENT PROPOSALS' box.



- Based on previous post-analysis sessions
 - What went wrong?
 - What should have been done to prevent that?
 - Who may benefit from these improvements?
 - Internal team
 - External team
- Benefits
 - Better incident handling process
 - Easier relationships with CSIRTs and other stakeholders

FINAL RECOMMENDATIONS



TBA CSIRT OPERATIONS EXERCISE: Developing Final Incident Report Template

Your goal is to create a final report template that is both comprehensive and practical. The report will be consulted both by technical people, business owners and management.

1. Team collaboration

- Work collaboratively within your group to discuss and decide on the key elements your template will include.
- Consider the flow of information in the report and how each section will contribute to a clear understanding of the incident. Use the knowledge and insights from the incident handling process explained by the trainee.

2. Developing the template

- Start by outlining the main sections and sub-sections your report will contain, discuss and define what specific information each section should capture.

3. Consideration of different scenarios

- Think about various incident types (e.g., data breaches, malware attacks) and ensure your template is versatile enough to accommodate different scenarios.

4. Presentation

- Prepare to present your template to the other groups, explain the rationale behind the structure and content choices in your template.



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Section 3: Incident Management

Real world challenges in Incident Management / Incident Handling

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Section 3: Real world challenges

CSIRT vs SOC



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CSIRT services (FIRST.org CSIRT service framework)

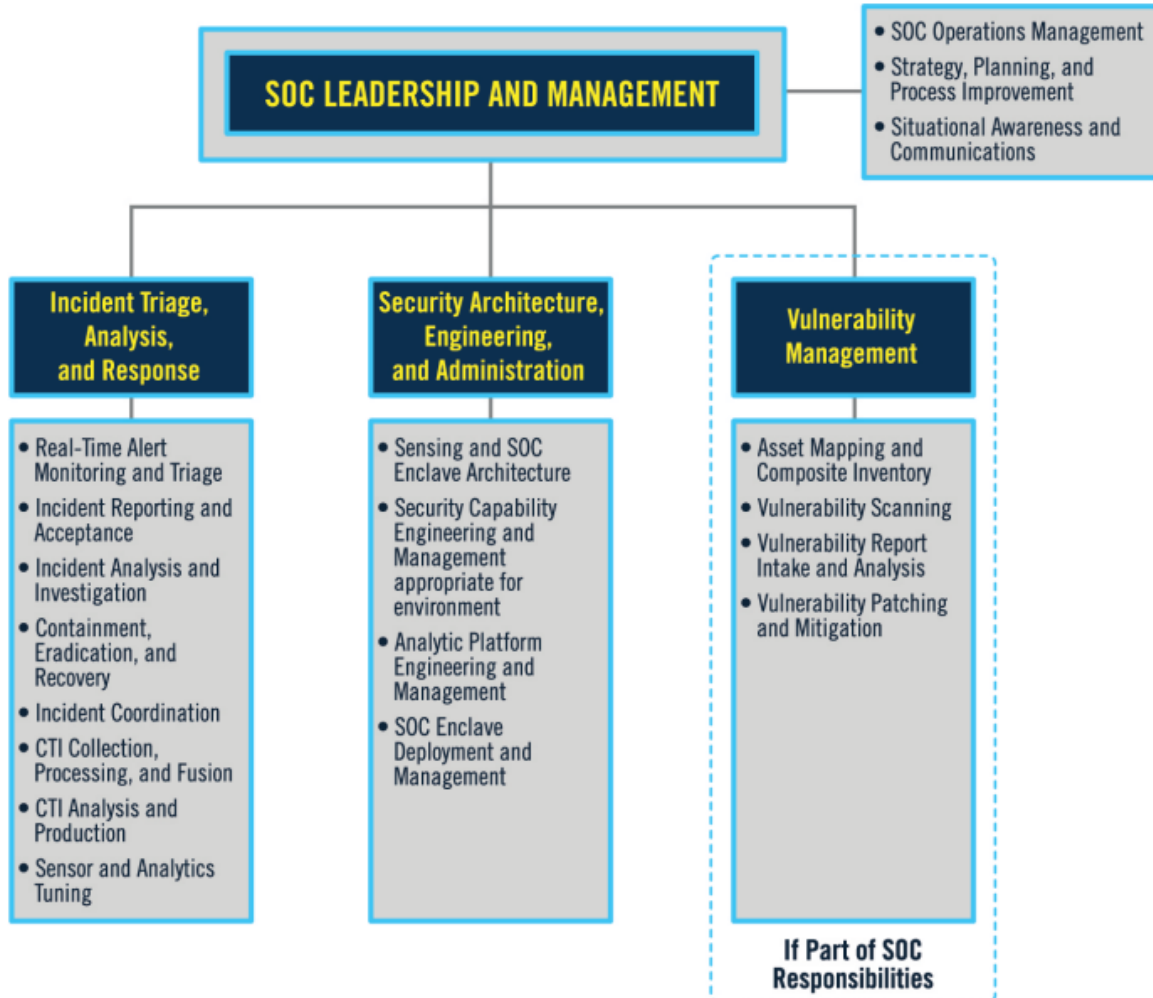
Information Security Event Management	Information Security Incident Management	Vulnerability Management	Situational Awareness	Knowledge Transfer
•Monitoring and Detection •Analyzing	•Accepting Reports •Analyzing Incidents •Analyzing Artefacts and Forensic Evidence •Mitigation and Recovery •Coordination	•Vulnerability Discovery •Report Intake •Analysis •Coordination •Disclosure •Response	•Data Acquisition •Analysis and Synthesis •Communication	•Awareness Building •Training and Education •Exercises •Technical and Policy Advisory

SOC services (SOC-CMM)

Security Monitoring	Security Incident Management	Security Analysis & Forensics	Threat Intelligence	Threat hunting	Vulnerability Management	Log Management
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Section 3: Real world challenges

CSIRT vs SOC

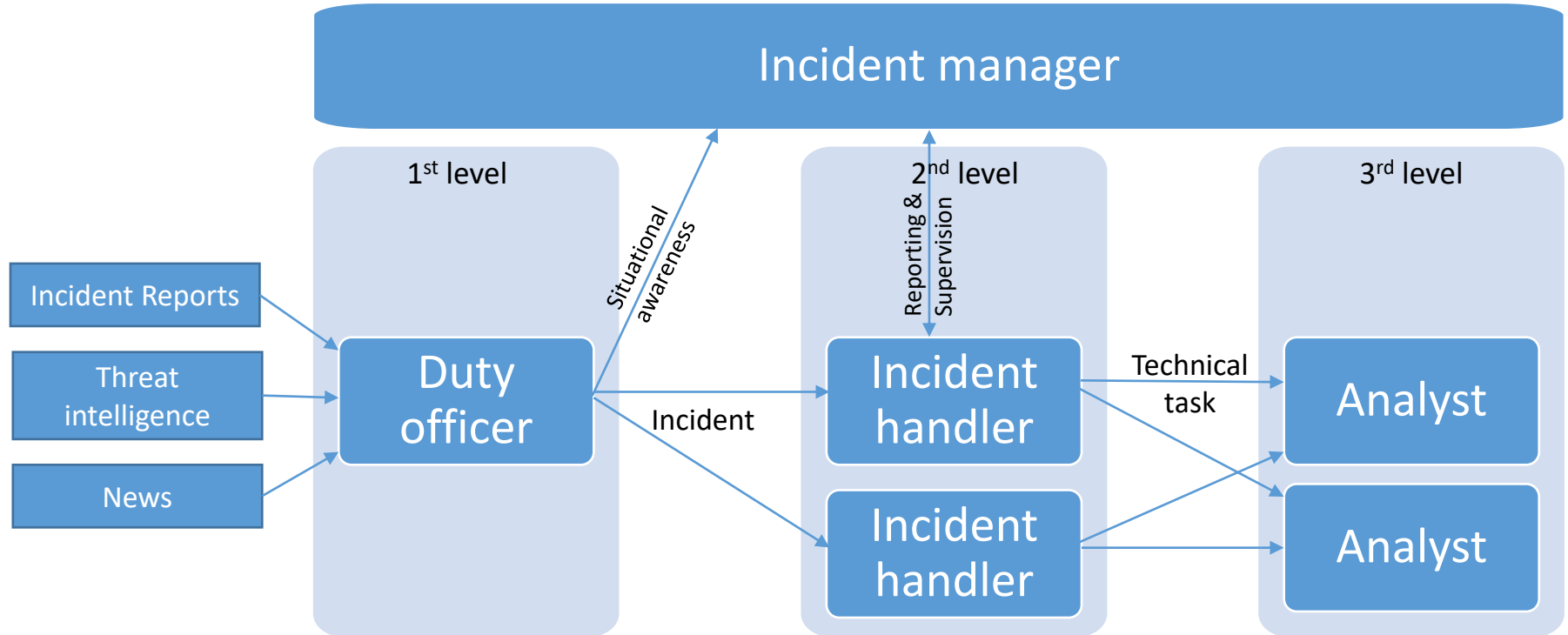


Section 3: Real world challenges

Roles



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- Triage officer
- Communication officer
- PR officer
- Legal officer
- Team Manager
- Any others?



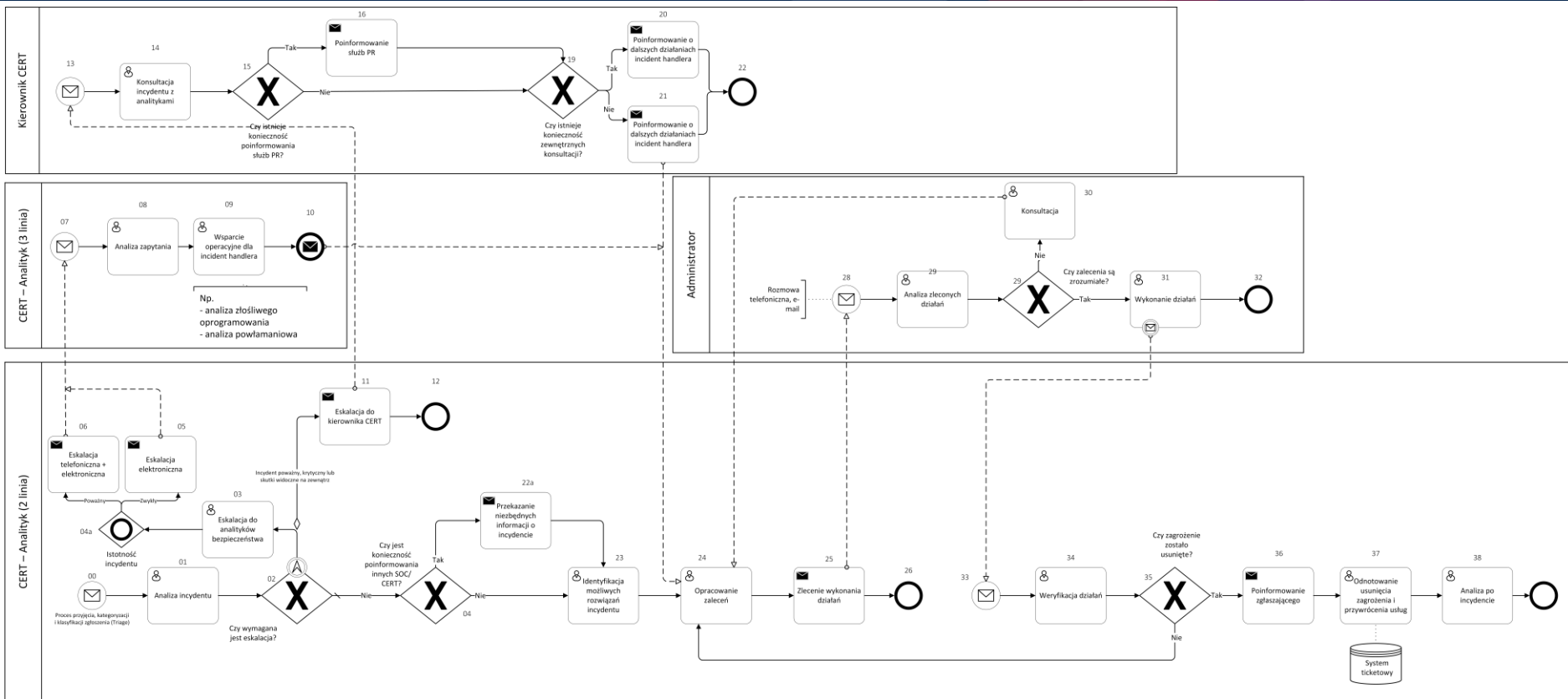
- Not all roles require strong technical skills – communication is essential, too!
- Split roles as the number of tasks and the size of the team grow.
- People are more motivated and efficient when they do what they are best at.

Section 3: Real world challenges

Detailed workflow



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Governance issue #1:

You want to handle the incident, but what does the victim want?

Incident handling may not be key to the victims
Victims may rather wish to restart operation ASAP...
...with the risk of deleting or spoiling artifacts

Business driven criteria & decisions – Management's enforcement



Governance issue #2:

What drives incident handling?

Recovering from the incident and going back to business?
Preventing the incident from spreading any further?
Determining the origin of the incident?

Business driven criteria & decisions – Management's enforcement



Governance issue #3:

What can be said about the incident?

Keep it under the carpet
(Possibly limited) Notification is compulsory by law or regulation
Share with peers
General public communication

Business driven criteria & decisions – Management's enforcement



Governance issue #4: Crisis Management

What if there is a crisis, what is the role of the CSIRT

Business driven criteria & decisions – Management's enforcement



Governance issue #5: Information leakage

What if some press agency announces a public report right now – or in the coming days – but you still want to investigate / monitor the attacker(s)?

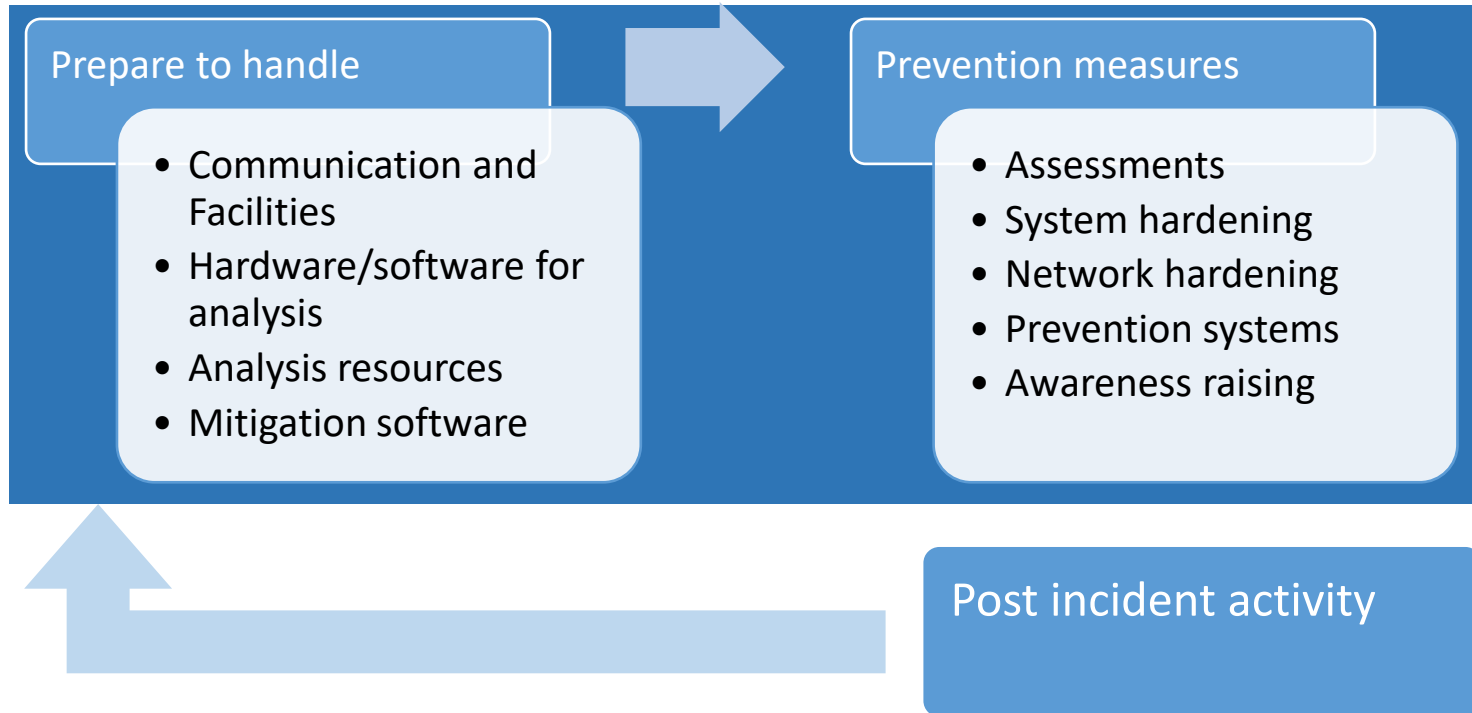
Business driven criteria & decisions – Management's enforcement

Section 3: Real world challenges

Preparation: NIST approach



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Section 3: Real world challenges

Preparation: Set some default rules



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- Establish ground rules
- Never pay for ransomware attack
- Always report to the police





- How to keep working when everything falls apart
- When not to keep working



Section 3: Real world challenges

Resilience - How to keep working when everything falls apart



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- If you are under attack you might not ...
 - be able to use e-mail
 - be able to use your phone system
- How do you communicate?
 - Think about address books and contacts
 - PGP keyrings
 - Access to your tools
- If your own tooling is the target?



- Or, how to continue working if the people can't anymore?
 - Look for signs of burned-out members
 - Plan for replacements
 - Prepare a hand-over process
- Sometimes resolving incidents takes time; hours, days, weeks.
 - Hours: Make sure to include breaks and provide food and drinks
 - Days: Think about replacing members; have replacement ready and up-to-date
 - Weeks: Set up a rotation schedule
- Be prepared you have to force members to stop working.

Section 3: Real world challenges

On-site and off-site Incident Handling



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- On-site
 - Local environment with full access to internet resources
 - If the incident is local or the teams are local
- Off-site
 - When handling incidents on call, working from home
 - Sometimes, staff must be sent to a remote site
 - Can be geographically far away, with different time-zones
 - **Need a logistical support**
 - Need standalone components
 - Need secured communications with the headquarters





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Section 4: Data Acquisition & Threat Intelligence

Olivier Caleff, Sven Gabriel, Przemyslaw Jaroszewski, Andreas Muehlemann, Roeland Reijers, Marius Urkis

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- **Threat intelligence** is evidence-based knowledge, including context, mechanisms, indicators, implications and actionable advice, about an existing or emerging menace or hazard to assets that can be used to inform decisions regarding the subject's response to that menace or hazard. (Gartner)
- Examples:
 - Feed of malicious URLs from a popular vendor
 - Analysis of *EvilStalker* malware
 - Report on *APT-1337* actor's TTPs (tactics, techniques, procedures)



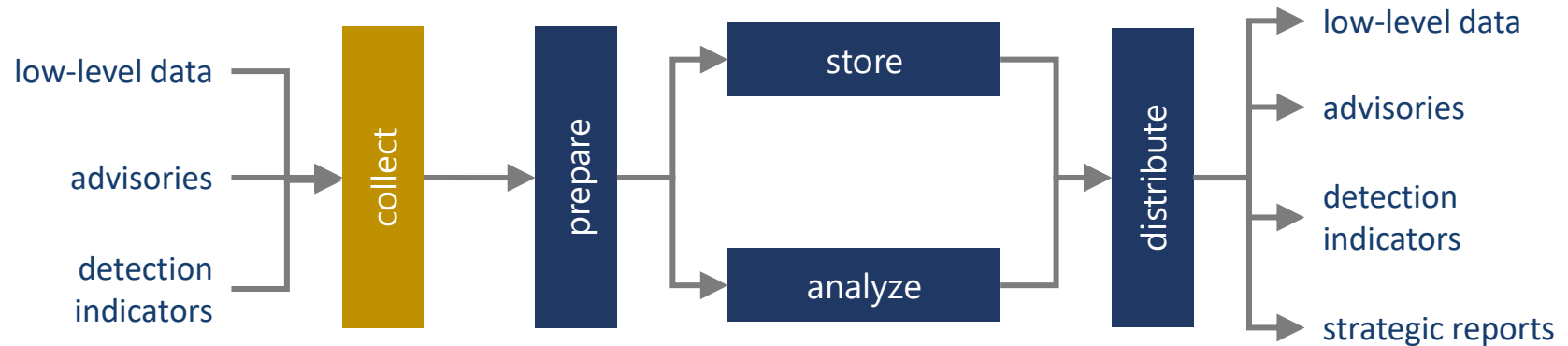
- **Actionable Information** is information that can be examined, expanded, and compared, leading to solid observations and conclusions. It should be *relevant, timely, accurate, complete* and *ingestible*. (ENISA)
- Examples:
 - Vulnerability advisory for a product you are using
 - Need for a new security control which addresses malicious software or tool
 - List of IP addresses in your network that looked up a known malicious domain name

Section 4 – Data Acquisition & Threat Intelligence

Data processing model



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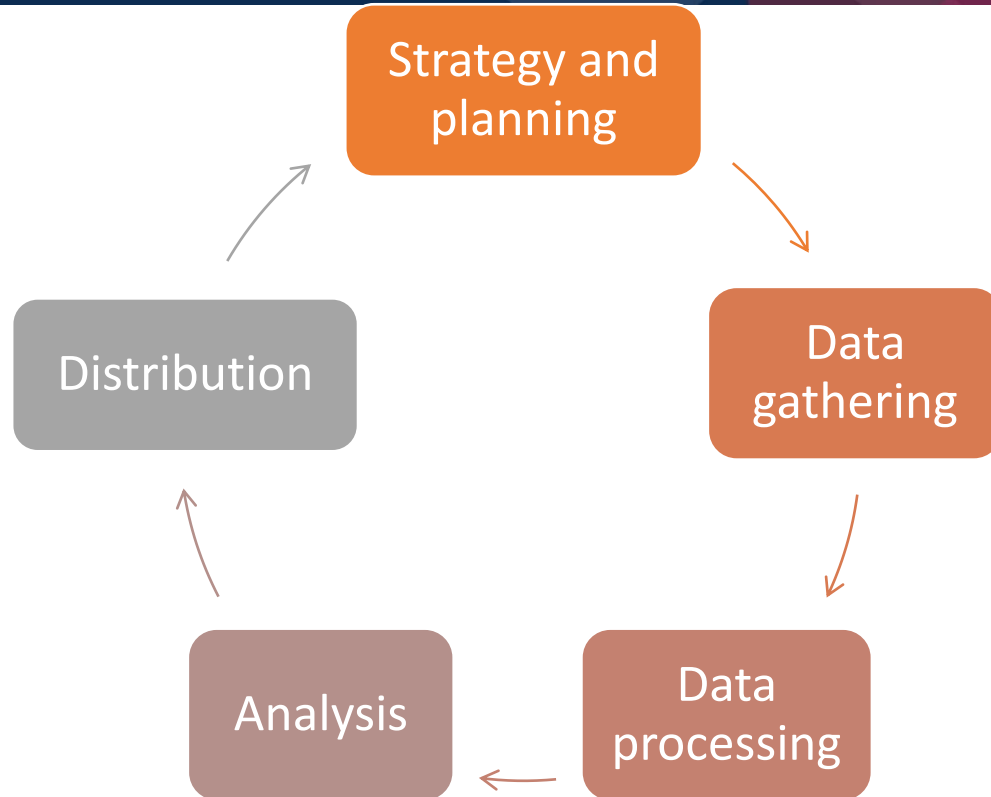


Section 4 – Data Acquisition & Threat Intelligence

Data processing model – Threat intelligence cycle

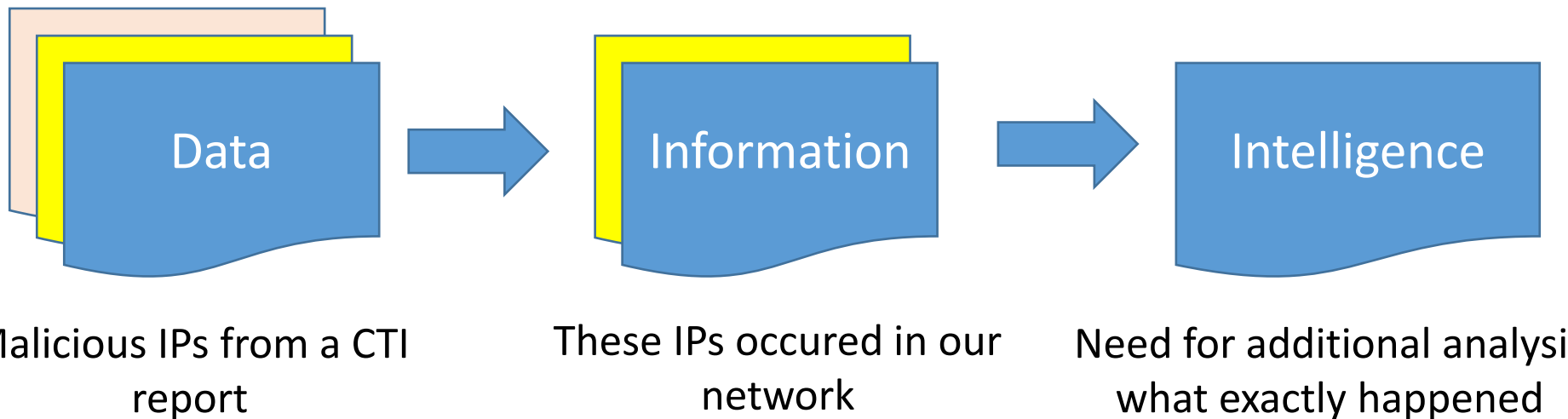


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Data processing and intelligence

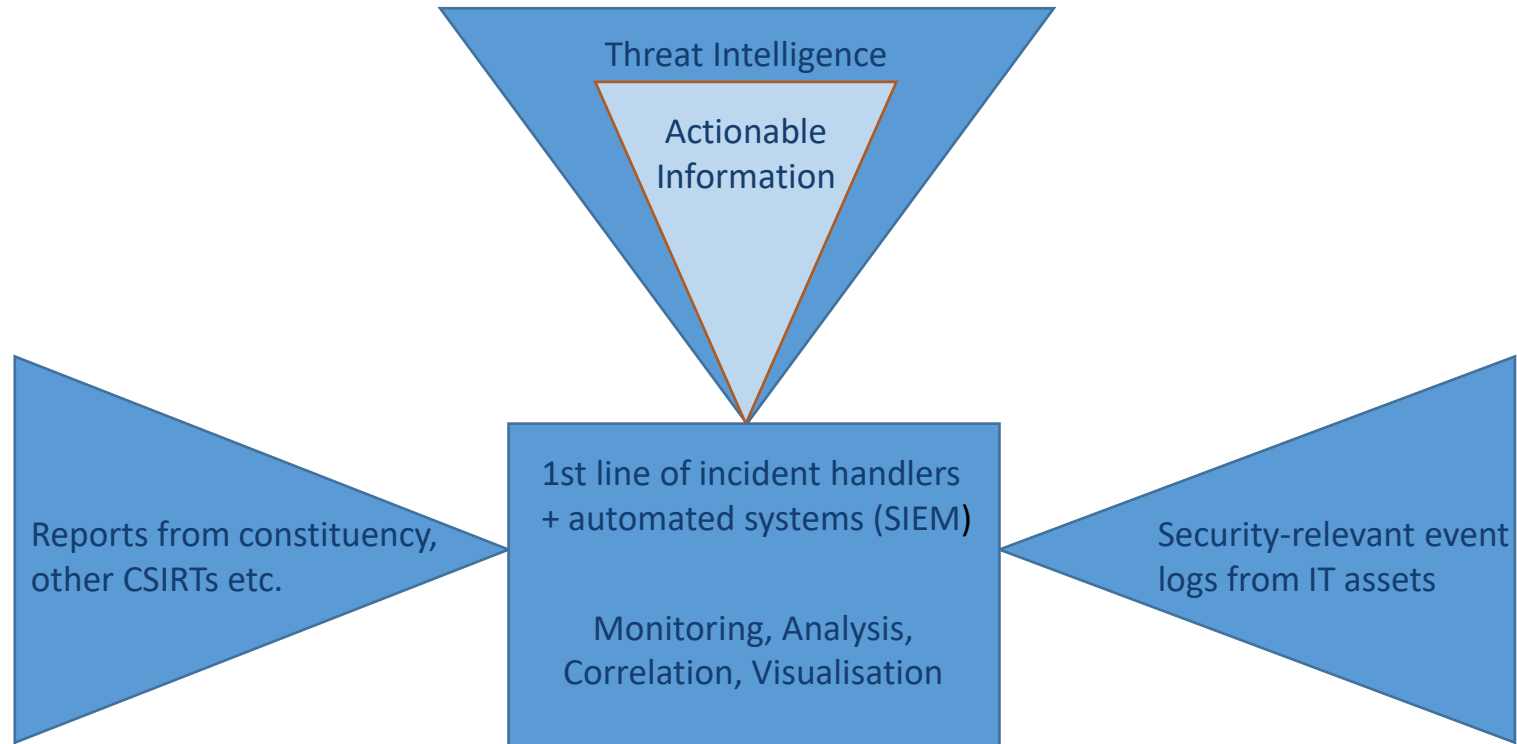


Section 4 – Data Acquisition & Threat Intelligence

From acquisition of data to detection of incidents



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Section 4 – Data Acquisition & Threat Intelligence

Detection and data gathering



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- CTI Platforms
- Threat Intel Feeds
- IoCs mailing lists
- Bulletins, newsletters
- Reports and white papers
- Pastebin, Google Dorks etc.
- Own tooling and scripting



Section 4 – Data Acquisition & Threat Intelligence

Detection and data gathering



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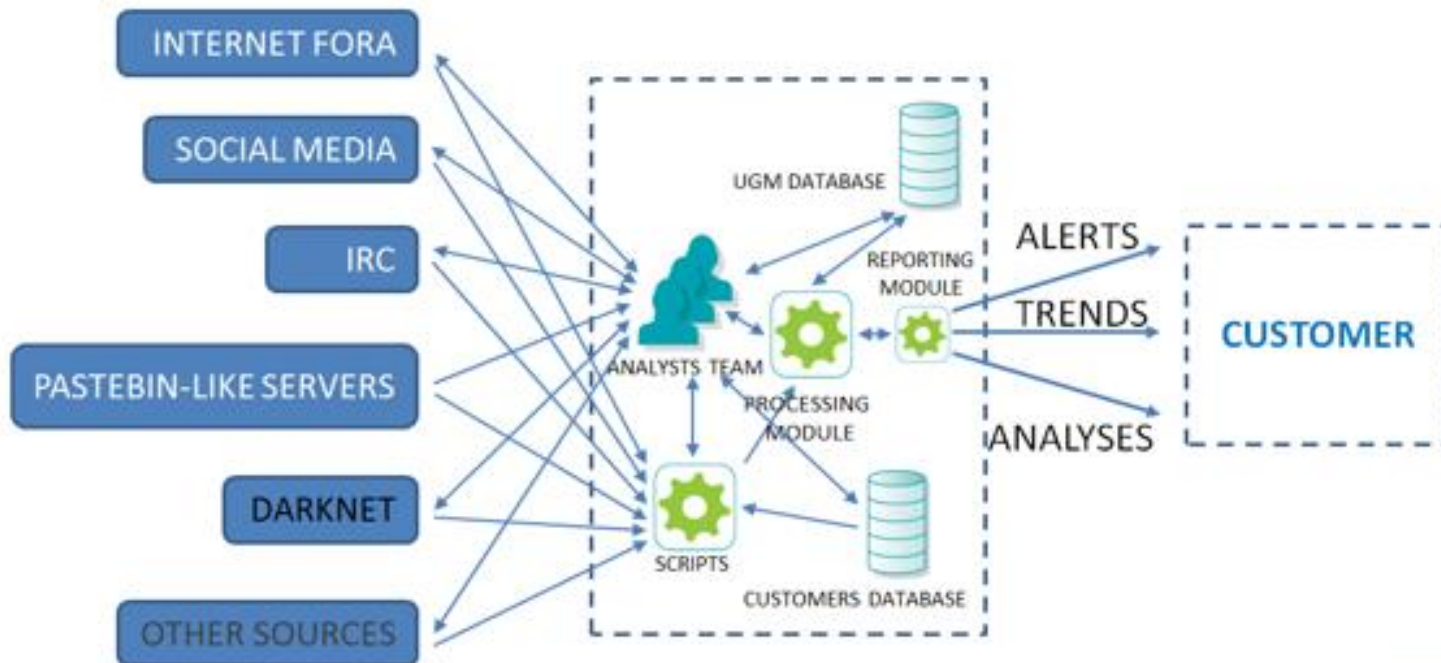
- Sensors
 - Intrusion detection (network, host)
 - File integrity checking
 - Honeypots
 - Anomaly detection (behavior analytics)
 - User – Network – System/application
- Vulnerability detection (passive/active)
- EDR, XDR, SIEM.



Section 4 – Data Acquisition & Threat Intelligence Detection - Monitoring infrastructure

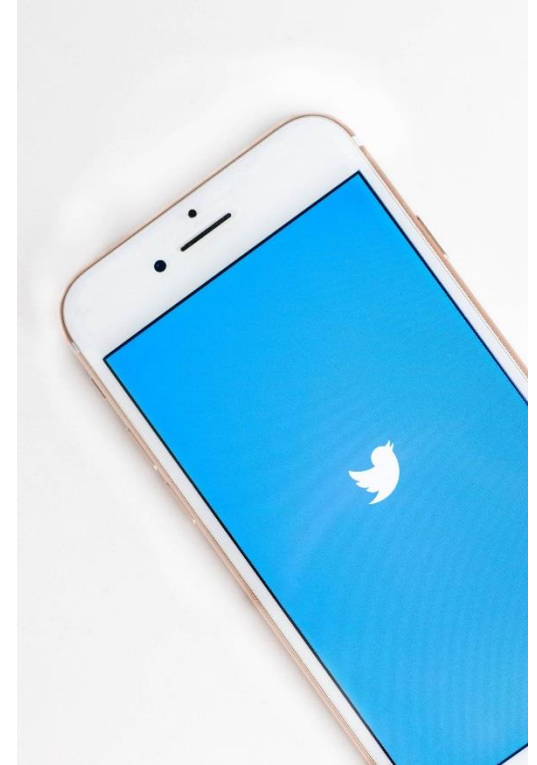


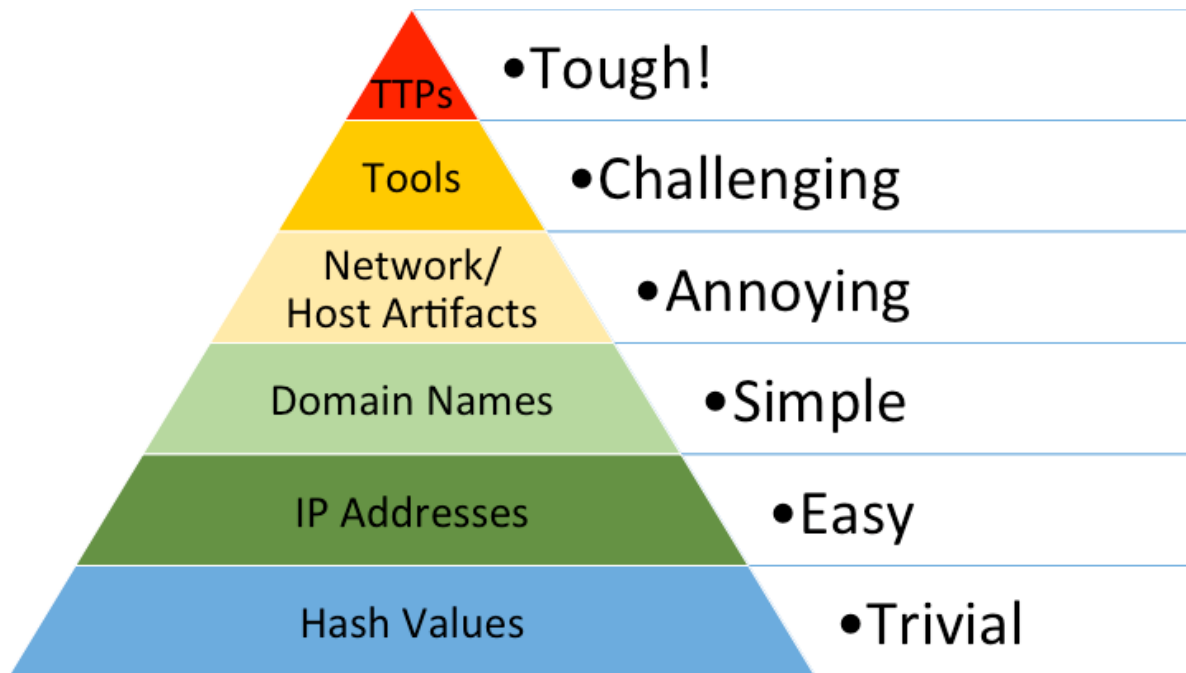
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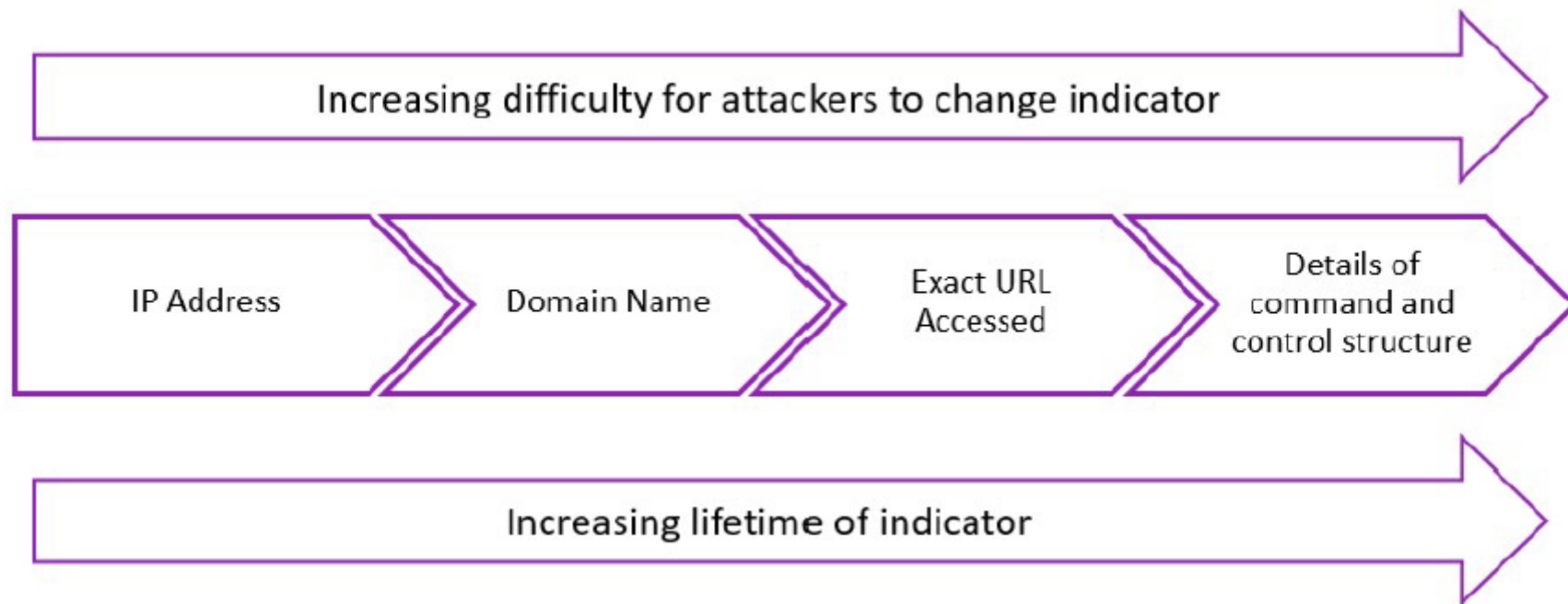


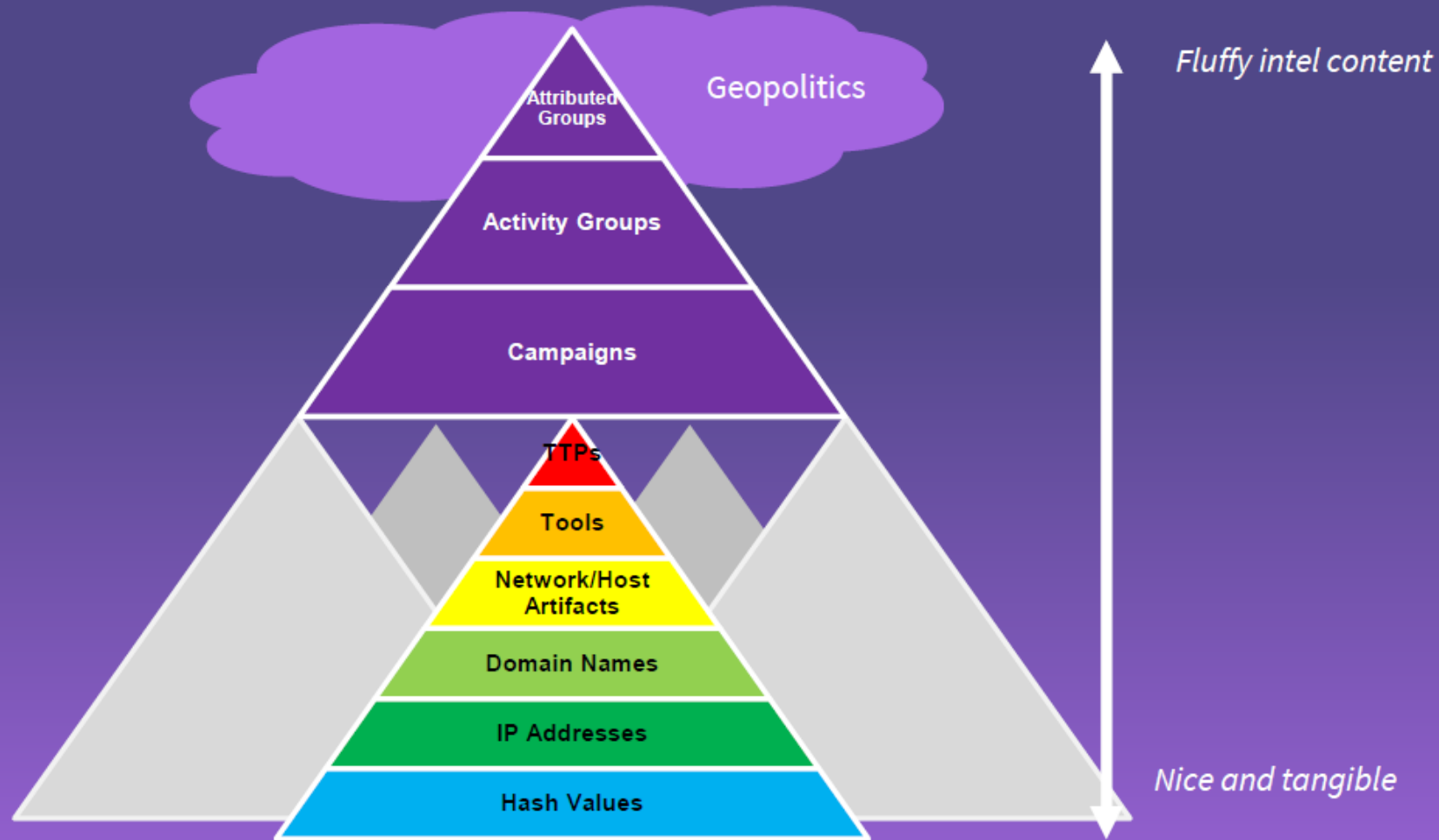


- Proactive gathering of information
 - Open-source intelligence (OSINT)
 - Third parties, service providers
 - Media
 - Blogs, Twitter, ...
- Outcome from other incidents
 - Output from forensics analysis
 - Incident tracking system









Extending the 'Pyramid of pain'

Section 4 – Data Acquisition & Threat Intelligence

Usable CTI – 4 dimensions



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- Once a data is gathered and processed, its time for analysis.
 - How the contextual data and information can be used?
 - Who needs it?
 - How this contribute to our situational awareness?
- CTI products can be:
 - Strategic
 - Operational
 - Tactical / technical

Strategic

- Actionable trends
- Threat summary report
- Contribution to the risk profile

Operational

- Phishing campaign notification
- Vulnerability advisory
- Low level security control recommendation

Tactical

- TTPs
- Malicious tools and services
- Modus operandi.

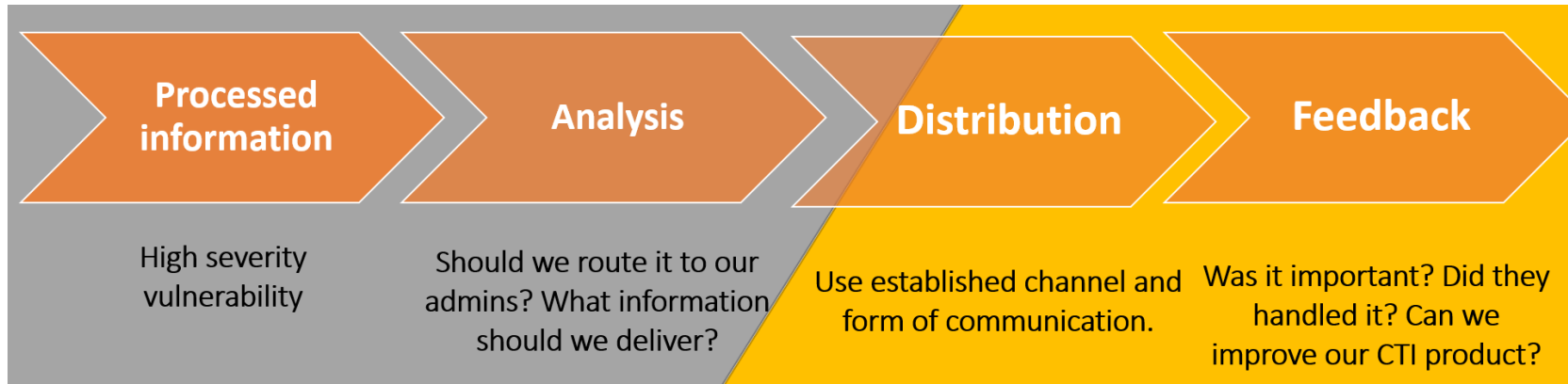
Technical

- Actionable IoCs (those that we can find context for)





- Analysis and distribution phase of CTI cycle – example.





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Section 5: Secure Communications (Messaging, PGP & TLP)

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- **TLP CLEAR**
Unlimited – no restrictions
- **TLP GREEN**
Community-wide, not public
- **TLP AMBER**
In-house (organization + clients), need-to-know distribution
- **TLP AMBER+STRICT**
In-house (organization ONLY), need-to-know distribution
- **TLP RED**
Personal, for named! recipients! only!



TLP WHITE



TLP GREEN



TLP AMBER



TLP RED

More information: <https://www.first.org/tlp>



When a meeting, or part thereof, is held under the Chatham House Rule, participants are **free to use the information** received,

but (!)

neither the **identity** nor the **affiliation** of the speaker(s), nor that of any other **participant**, may be revealed.



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Section 6: Wrap-up

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Operational Module

TRANSITS1 Materials

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