

HAWKEYE

CSOC (Security Operations Center) WIKI

Cyber-attacks are evolving on a daily basis, so does CSOC capabilities. **HAWKEYE CSOC solution** powered by **DTS Solution** uses advanced security analytical tools along with a team of experts who breath security to monitor and kill cyber-attack attempts at ground level.

One of the major challenges for any Managed Security Service Provider (MSSP) is managing customer data. Customers are different and each customer deserves their data to be protected and kept private while still managed well. At **HAWKEYE**, we religiously follow these principles and believe that TRUST is what drives our business.

Meet **HAWKEYE CSOC WIKI**, a platform developed internally to manage customers data and incidents with utmost privacy and security.

CSOC WIKI is a product of lot of brain storming on concerns regarding how to manage customers data separately while ensuring faster Responses to Incident. So, we embraced multi tenancy. **SOC WIKI** enables us to track each customer incident separately and follow the incident response workflows, playbooks and escalation procedures efficiently.

Key Features:

Start to End Process Flow:

CSOC WIKI tracks and guides the complete SOC process life cycle from onboarding till offboarding. Every bit of communication is documented for future reference.

Multi-Tenancy:

CSOC WIKI stores and manages each customer's data separately. SOC analysts have access to the incidents and documents specific to the assigned customers.

Management Dashboards:

CSOC WIKI Management Dashboards enable SOC Managers to have a bird's-eye view of all the incidents and Threat Case requests for each customer and engage the right resources to respond to the requests faster.

Threat Case Tracking:

Each Threat/Use case will have different requirements and thresholds. CSOC WIKI tracks Threat Case requests for each user and enables to follow the threat case deployment work flow from data collection to deployment efficiently.

Incident Tracking:

CSOC WIKI's Incident Tracking system enables in tracking each incident whether it was reported by the SIEM solution or customer and systematically respond to the incidents at the earliest.

Shift Handover:

SOC Monitoring and Analysis is a round the clock process, involving multiple analysts. This may cause the risk of miscommunication between analysis when the shift is handed over to the next analyst. CSOC WIKI's Shift Handover feature and procedure ensures that any tasks or incidents which need to be handed over to the next analyst is communicated well. All the tasks to be handed over is documented and passed on as part of the Shift Handover process.

Escalation Matrix:

Each organization has different incident response workflows and escalation procedure. CSOC WIKI tracks the Escalation Workflow for each customer which enables analysts to report priority incidents through the right channel without any room for confusion.

CSOC WIKI Library:

CSOC WIKI features a library to store all the SOC processes and playbook documents at the fingertip. Analysts can refer to these documents and workflows and respond faster without any uncertainty.

Operations Management:

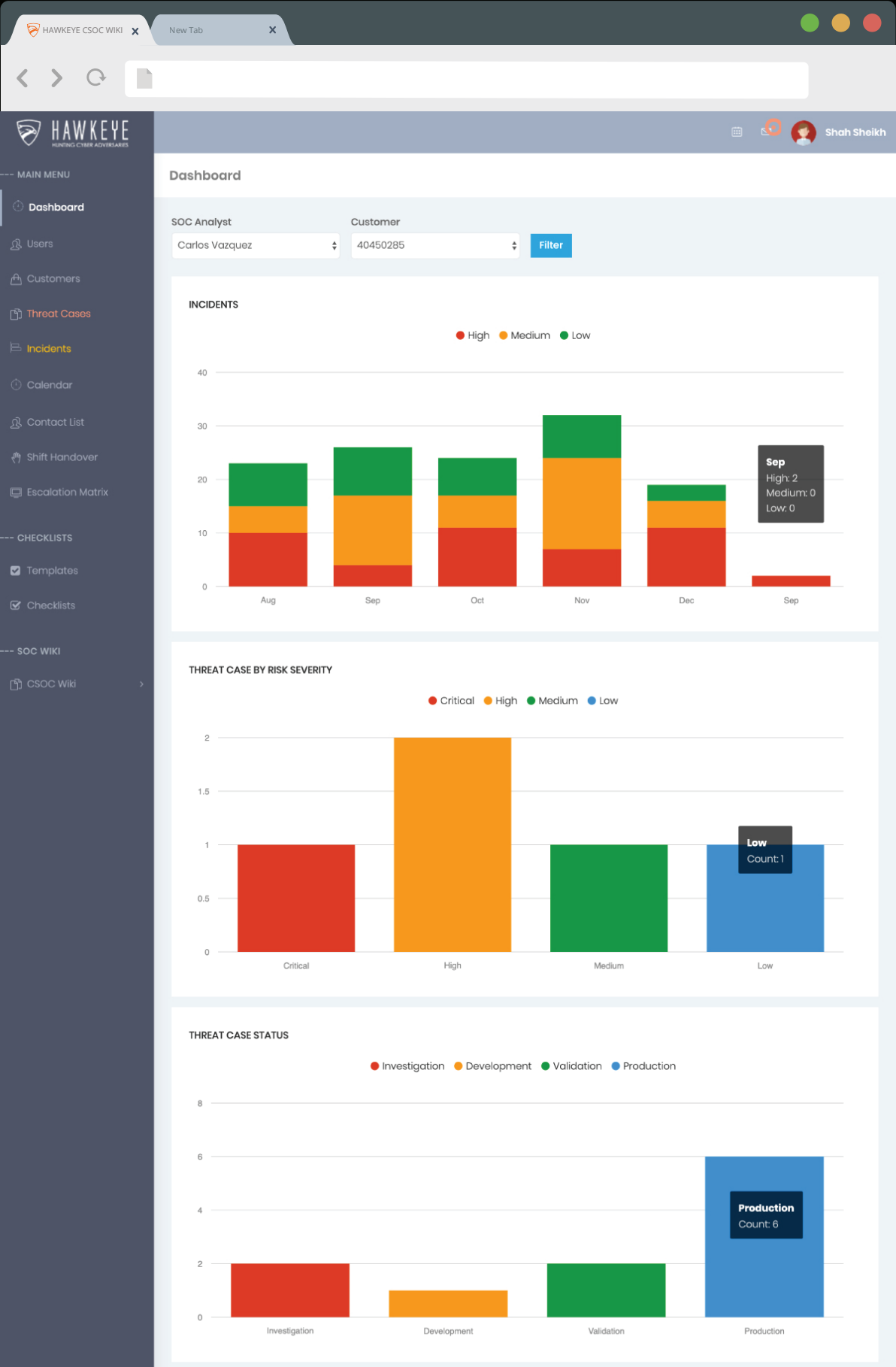
The complete SOC process with HAWKEYE will be managed by CSOC WIKI. Process flows like Change Management, Configuration Management and Communication Management is tracked and practiced for the clients.

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HAWKEYE CSOC WIKI DASHBOARD



HAWKEYE CSOC WIKI DASHBOARD

HAWKEYE CSOC WIKI

New Tab

HAWKEYE

HUNTING CYBER ADVERSARIES

MAIN MENU

Dashboard

Users

Customers

Threat Cases

Incidents

Calendar

Contact List

Shift Handover

Escalation Matrix

CHECKLISTS

Templates

Checklists

SOC WIKI

CSOC Wiki

Shah Sheikh

Dashboard

SOC Analyst

Customer

Carlos Vazquez

40450285

Filter

NEWEST CUSTOMERS

ID	Contract Number	SOC Analyst	Created At
24	2242424	Ranjith Kesavan	2019-06-18 10:58:31
23	27863526	Tarik	2019-06-18 10:56:20
22	27863526	Tarik	2019-06-18 10:54:30
21	40660517	Rabia Bajwa	2019-06-17 05:30:56
14	74246823	Imran Kamal	2018-12-22 16:29:33
15	88948638	Tarik	2018-12-22 16:29:33
16	23071438	Thomas Kettig	2018-12-22 16:29:33
17	59720218	Tarik	2018-12-22 16:29:33
18	36980567	Thomas Kettig	2018-12-22 16:29:33
19	57413723	Imran Kamal	2018-12-22 16:29:33

LATEST UPDATED INCIDENTS

ID	Customer	Reported Date	Initiated Response Date	Status	Classification	Updated At	
302	40660516	2019-09-21	2019-06-17 06:26:21	Assigned	High	2019-06-17 06:26:21	Edit
301	40660516	2019-09-21	2019-06-17 06:25:26	Open	High	2019-06-17 06:25:26	Edit
246	74246823	2018-08-29	2018-12-22 16:29:59	Assigned	High	2018-12-22 16:29:59	Edit
250	37659974	2018-12-14	2018-12-22 16:29:59	Assigned	High	2018-12-22 16:29:59	Edit
251	59720218	2018-05-10	2018-12-22 16:29:59	Open	High	2018-12-22 16:29:59	Edit
253	59720218	2018-12-11	2018-12-22 16:29:59	Open	High	2018-12-22 16:29:59	Edit
254	36980567	2018-03-25	2018-12-22 16:29:59	Assigned	High	2018-12-22 16:29:59	Edit
1	23071438	2018-10-28	2018-12-22 16:29:58	Open	High	2018-12-22 16:29:58	Edit
6	40660516	2018-12-11	2018-12-22 16:29:58	Open	High	2018-12-22 16:29:58	Edit
239	37659974	2018-08-23	2018-12-22 16:29:59	Under Investigation	High	2018-12-22 16:29:59	Edit

[illegible]

The screenshot shows a web browser window displaying the Hawkeye CSOC Wiki application. The browser's address bar shows "HAWKEYE CSOC WIKI" and "New Tab". The application has a dark blue sidebar menu on the left with options like "MAIN MENU", "Dashboard", "Users", "Customers", "Threat Cases", "Incidents", "Calendar", "Contact List", "Shift Handover", "Escalation Matrix", "CHECKLISTS", "Templates", "Checklists", and "SOC WIKI". The main content area is titled "CSOC Procedures" and includes a search bar, a "CREATE" button, and a table listing procedures such as "Access Control Procedure", "Capacity Management Procedure", "Change Management Procedure", "Shift Management Procedure", and "Risk Management Procedure". Each procedure entry includes its title, ID, a document icon, and an "Edit" button.