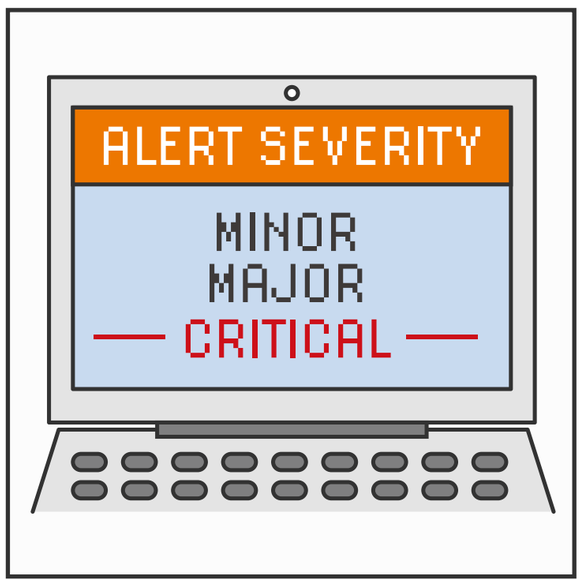
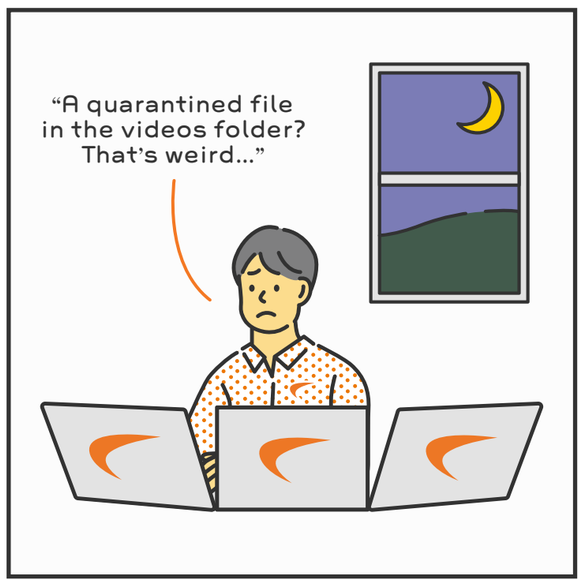
SOC in Action: The Lifecycle of a Cyber Threat

The SonicWall Security Operations Center (SOC) defends our customers 24 hours a day, 7 days a week. When an alert or threat comes in to the SOC, the team jumps into action. Here's how.

SonicWall's Security Operations Center monitors for alerts and abnormal behavior 24 hours a day to protect our MSP partners and their clients from cyber threats. When alerts come in from security tools, a SOC analyst investigates.



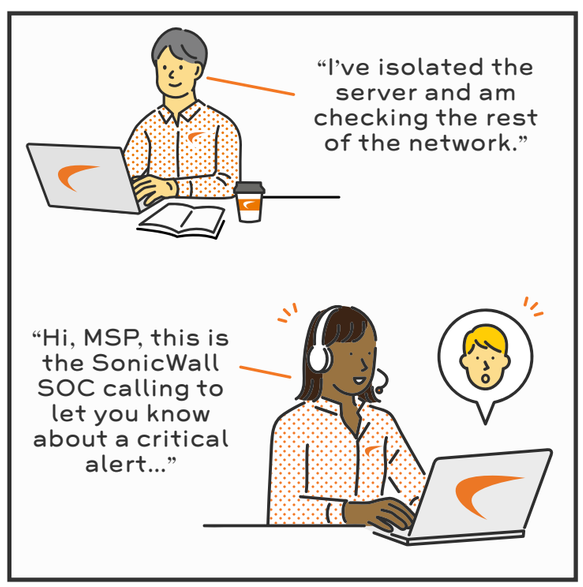
Alerts are classified as minor, major, or critical alerts. The SOC team sets rules and configurations that automatically classify alerts, and then the SOC analyst can upgrade or downgrade the alert as necessary.



Minor alerts are used for abnormal activities on endpoints, such as files being quarantined in unusual folders. They have a high likelihood of false positives. The SOC will contact you by email if further investigation is recommended.

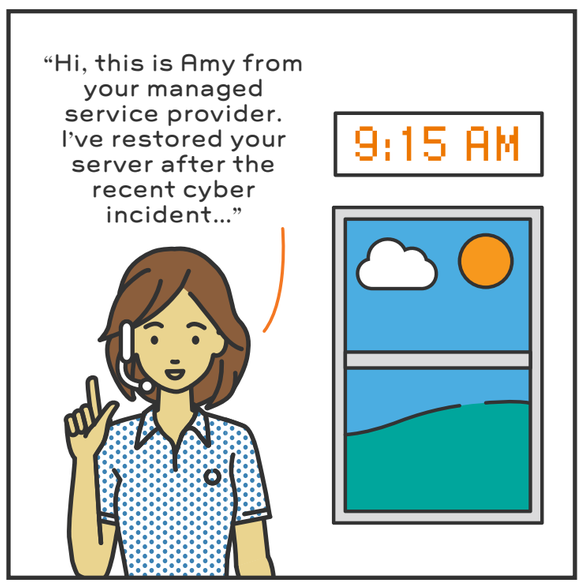
Major alerts are used when there is confidence of malicious activity on the endpoint. Often this activity was stopped by security tools, such as malware being quarantined automatically by a next-generation antivirus. The SOC will contact you by email with recommended follow-up, such as additional phishing training for end users.

When there is high confidence of a breach or compromise actively occurring, that's a critical alert. The SOC team jumps in to quickly minimize the damage and keep the compromise from spreading further across your network.



During a critical alert, the SOC team will call the emergency phone number you provided every 15 minutes for the first hour, then every hour after that if you don't answer. However, they won't wait for you to answer to begin defending you; they will immediately take whatever actions are necessary to stop the attack and protect the rest of your environment, typically by isolating endpoints.

The SOC analyst will create a report to document what happened, the scope of the incident, and any other areas of impact. The SOC will also make recommendations for your next steps.



Once the active threat is removed, you can work with your customer to repair their network, restore any isolated endpoints to a known-good state, and follow through on any other remediation needs.