GLOBAL SECURITY
RESPONSE TEAM

Powering Prevention

Lessons Learned from Building a Global Security Response Team

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Many Brilliant People, Many Small Silos

Rapid organic growth in products and customers

Effort duplication, inconsistencies, and internal focus

Connect the dots and deliver holistic prevention

Proactively detect and respond to threat evolutions

Develop countermeasures, reporting, and technical solutions

Faster, Better, and Globally Impactful

Define Mission, Build Processes, Hire Team and Internalize Response in <12 months

250m+ Attacks, 31k+ Customers, 10k+ Engagements, 600+ Threats Identified

Agenda

Building a Global Security Response Team

Stakeholder Empowerment

Strategic Hiring

Mission over Metrics

Communication & Collaboration

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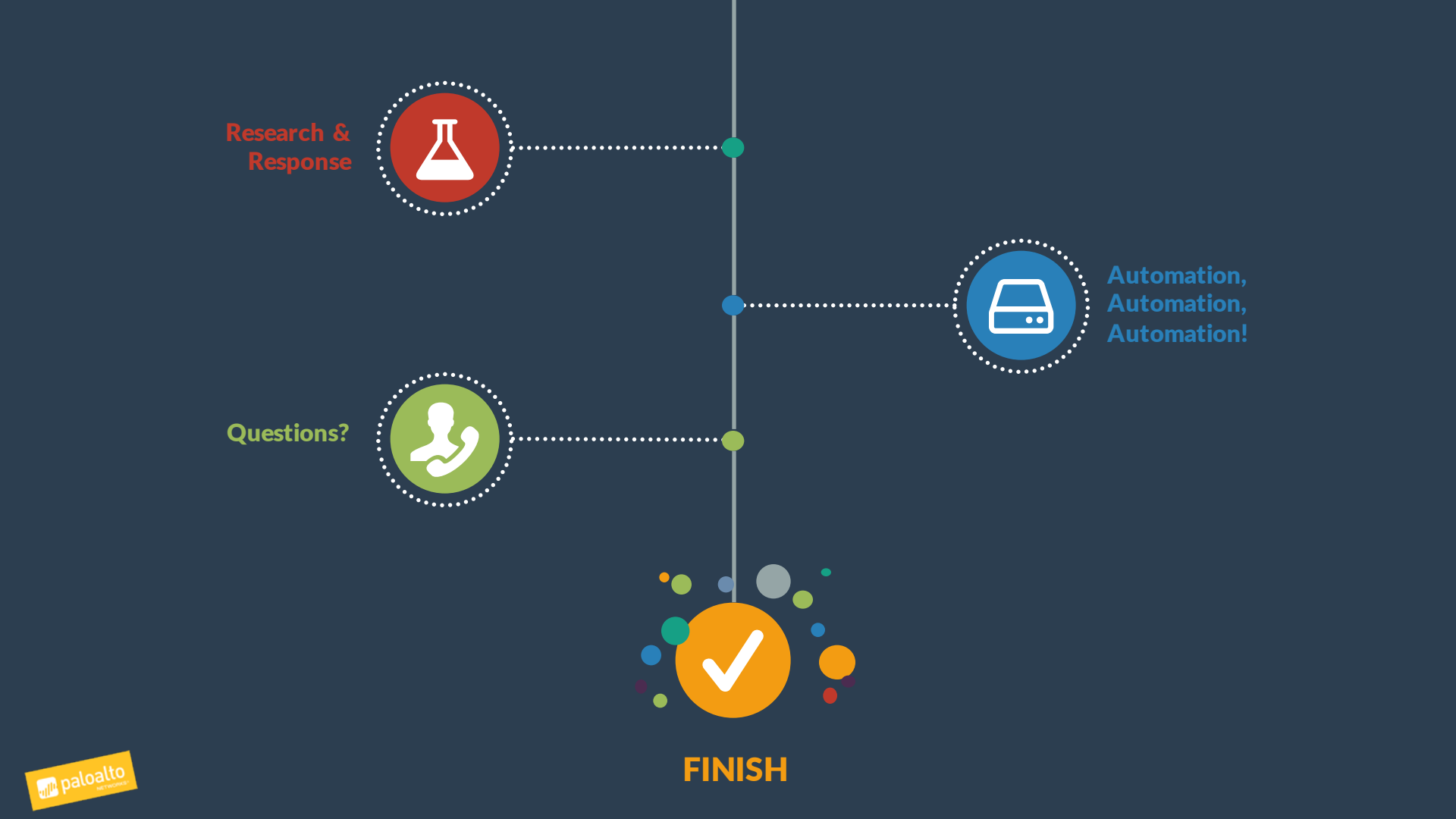
Research &
Response
Automation,
Automation,
Automation!
Questions?
FINISH
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Stakeholder Empowerment

Proactively Engage *Everyone*

Seek out, Sit down (in person), and LISTEN

Understand the current reality and pain points

Access stakeholder resources and capabilities

Plan for unknown unknowns (then double it!)

Education is the MOST important job

Skip the details, tell the story

Be a trusted resource and teach up, down, left and right

Know the “NO” Monster

Leverage expertise to prioritize security resource expenditure

Identify fires before they start and protect the team

Strategic Hiring

Strategic Talent Capture

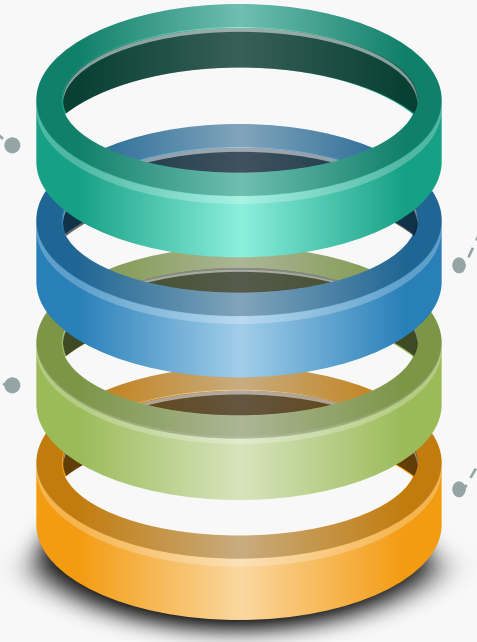
Start at the core and identify key functional areas

Acquire and empower proven leaders

Functional Teams with Matrixed Deliverables

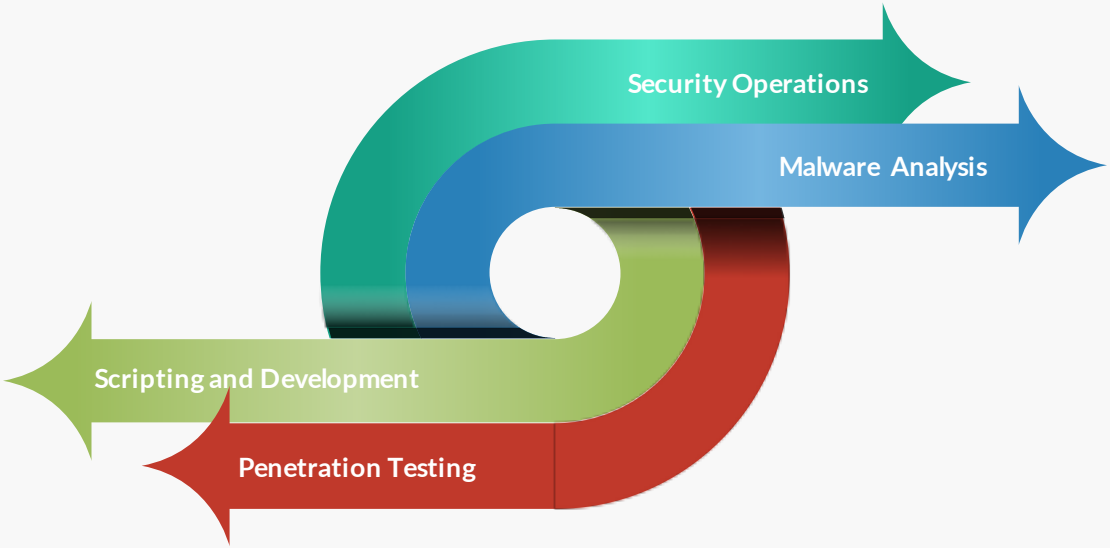
Threat Analysis Unit
First line of triage, Conducting Analysis of Adversaries, Campaigns, and TTPs

Malware and Countermeasures Unit
Provide Actionable Malcode Analysis and Deployable Countermeasures



Vulnerability and Exploit Unit
Provide Actionable Vulnerability and Exploit Intelligence. Coverage for delivery Methods and Hack / Post Exploitation tools.

Tools and Technology
Develop and Enhance Collection, Analysis, and Detection Capabilities, as well as DevOps support for existing tools.



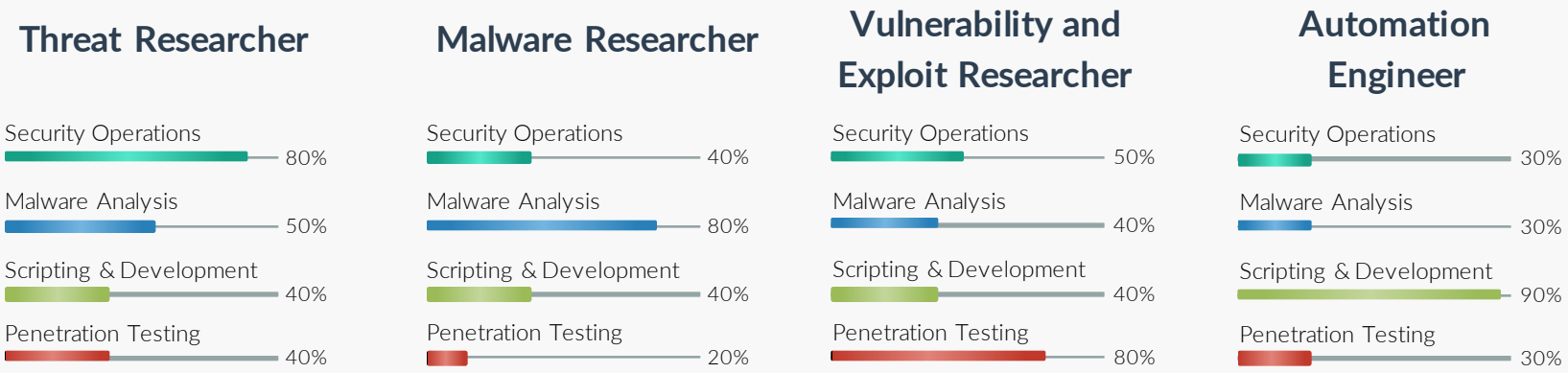
Identify and Ensure Critical Skillsets

Improved communication and operational efficacy

Eliminate single points of failure

Career progression and cross training

Team Member Critical Skillset Continuum



Regional Threat Expertise

Cultural and Linguistic Knowledge

Improved Response Speed and Quality

Mission over Metrics

Metrics are an indicator, not the goal

Progress is achieved through failure

Culture is the key

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PASSION: believe in the mission and what you can do

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CAPACITY: learn. share. ask for help

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INNOVATION: rules are a finite construct

AGILITY: change is constant, be multi-disciplinary

HUMILITY: ego-less execution

- Bryson Bort, CEO GRIMM

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Communication & Collaboration

Great Communication is *required* for Great Security

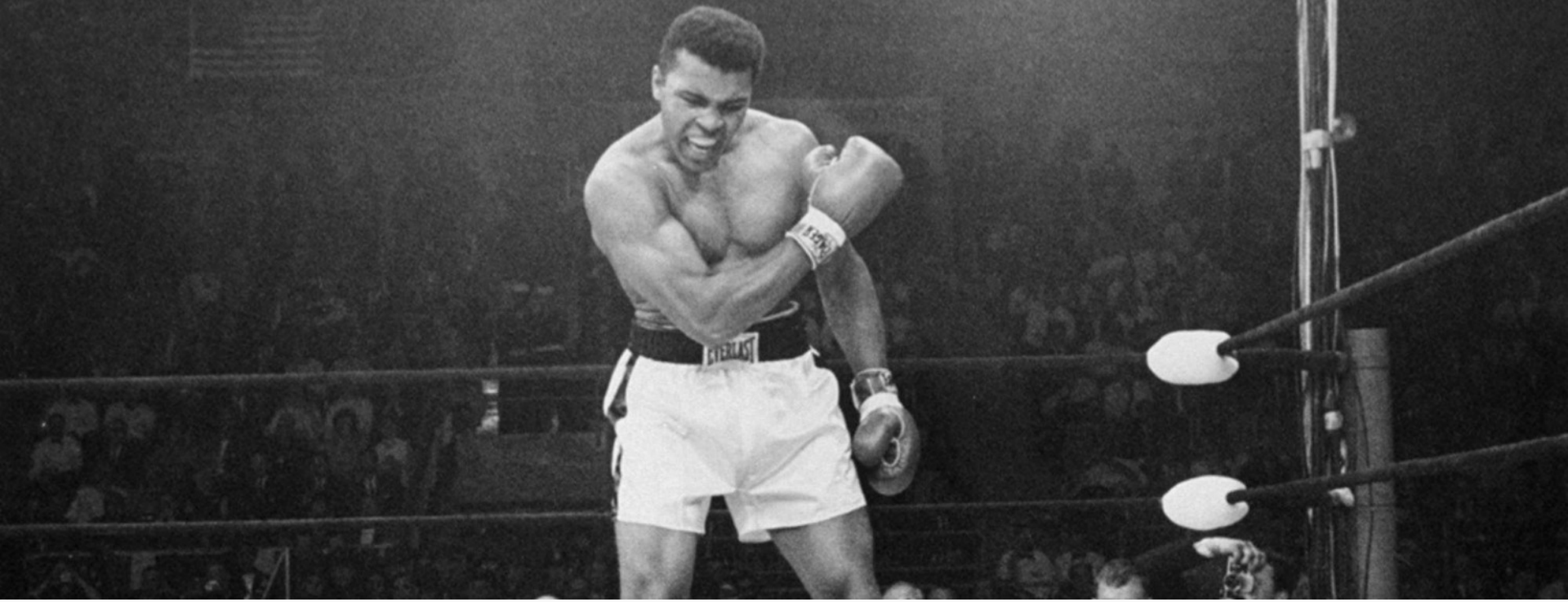
"Remote by default" ensures expansion, flexibility, and data retention

Trust is formed in person and grows through transparency

Remove (or Connect) Data and Operational Silos

Normalize processes and remove effort duplication

Transparent and accessible data and deliverables



Vertical and Horizontal Status Reports

Deliver regular status reports on both research and response goals

Ensure broad delivery to all team members and stakeholders

Research & Response

Encourage Research and Response from All

Diversity of experience drives new approaches

Innovation is born from operations

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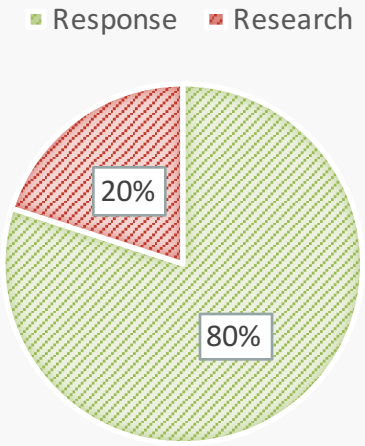
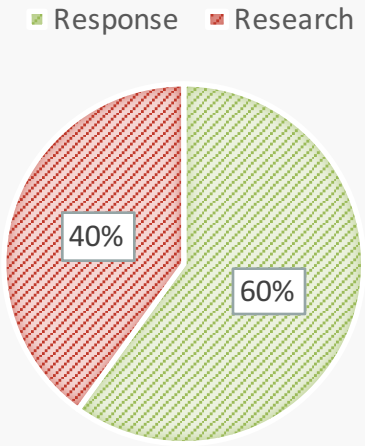
Research and Response Mix

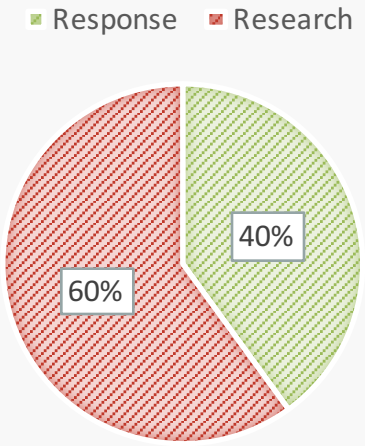
Junior Researcher



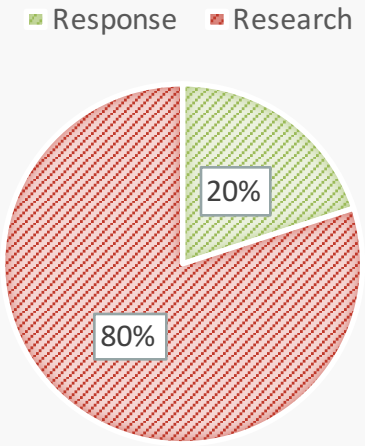
Researcher



Senior Researcher

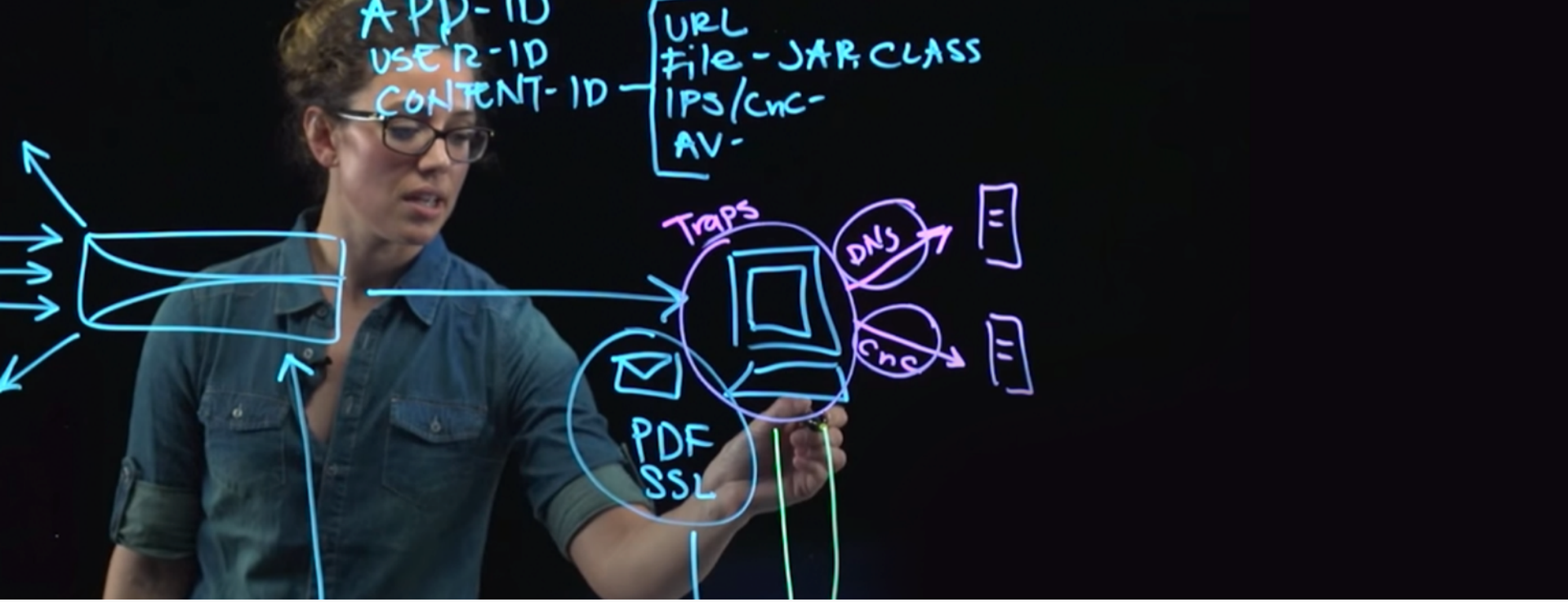


Principal Researcher



Response must be efficient, Research must be impactful

Publications (Reports or Code), Presentations, or Products

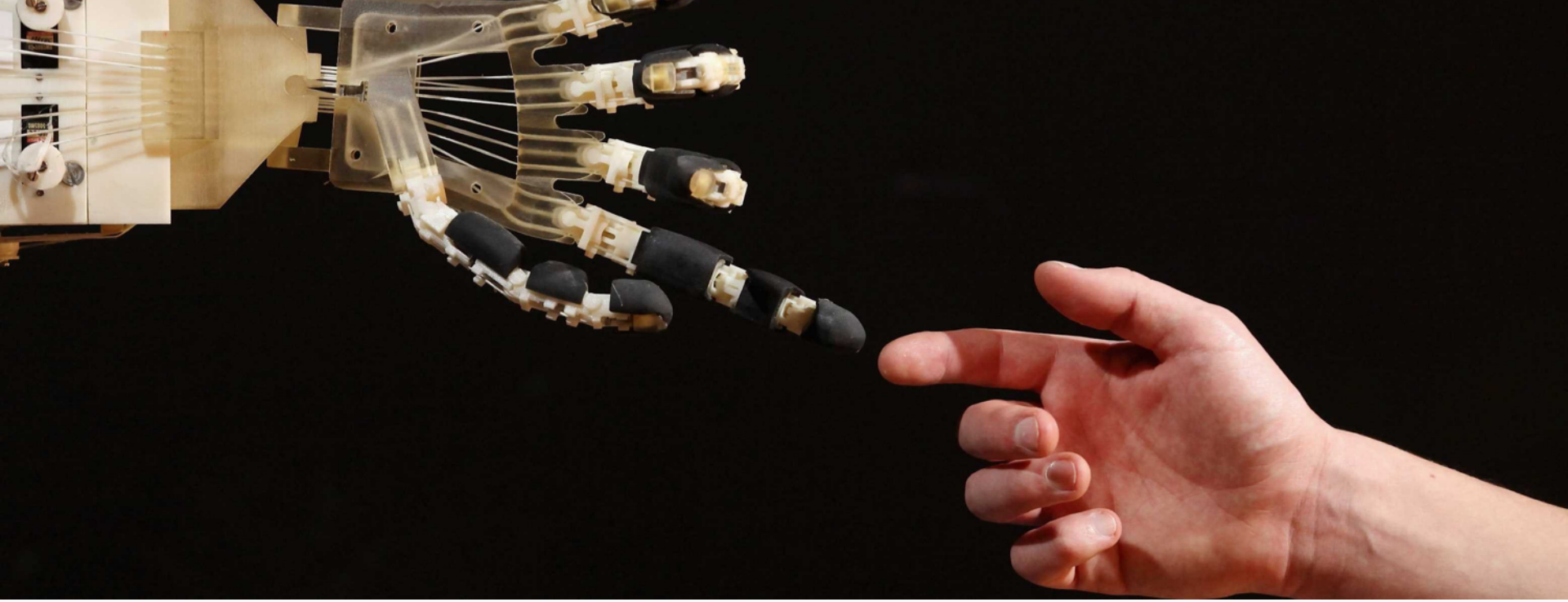


Security Innovation *is* Distilled Threat Intelligence

Prevention is driven by heuristics refined through research

Targeted research is made possible by intelligent response

Automation, Automation, Automation!



Automation is critical to efficacy and scale

POC by researchers, maturation and upkeep by automation engineers

“Do it three times? Automate it!”

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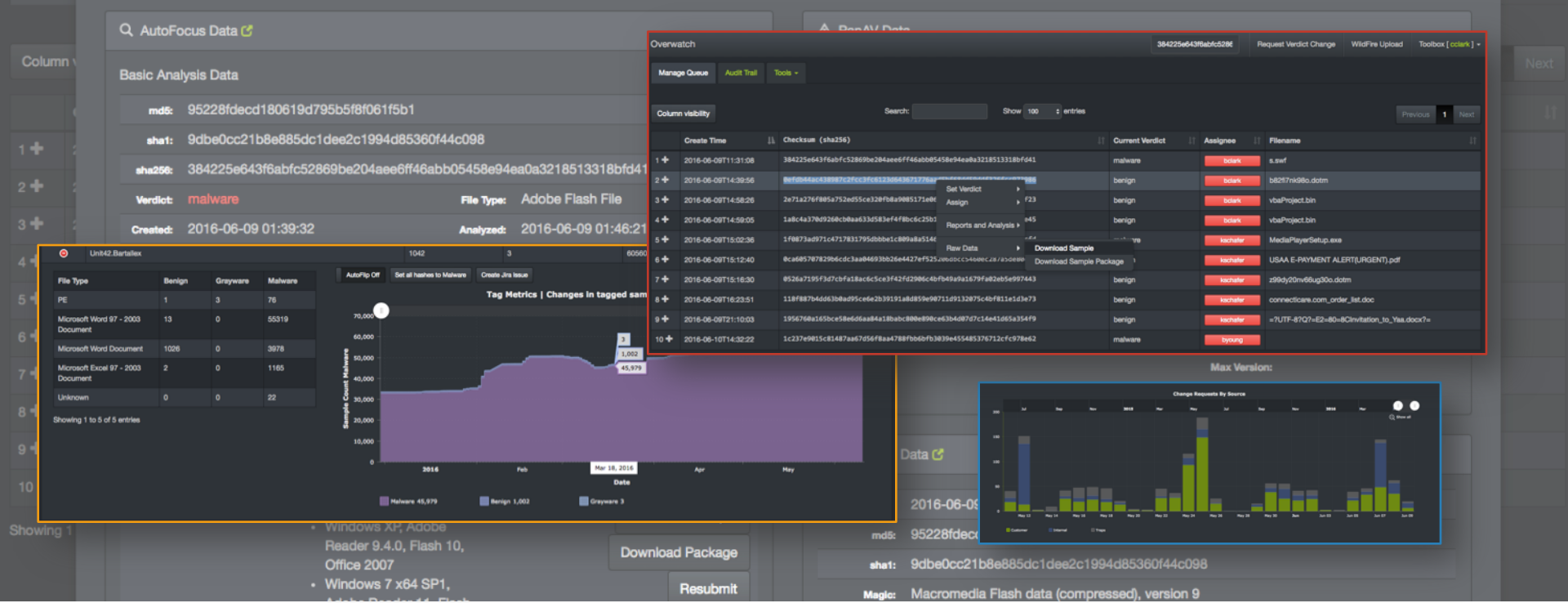

Enable and Liberate Researchers

Centralize response tool stack and maximize data density

Ensure complete auditable transparency

Develop Integrations and Orchestration

Connecting existing detection, analysis, workflow and collaboration platforms

Powering Prevention - Review

Building a Global Security Response Team

Stakeholder Enablement

Actively engage with all stakeholders, understand their needs. Educate non-security teams, and protect your resources.

Strategic Hiring

Identify required talent and proactively recruit it. Ensure all team members possess key skills.

Mission Over Metrics

Culture is the most important part of the team, never compromise on fit and ensure Metrics are a guide not a target.

Communication & Collaboration

Leverage technology to expand coverage, improve efficacy, and reduce effort duplication.

Research & Response

Ensure staff is focused on short and long term research projects as well as operational triage.

Automation!

Dedicate resources to automating processes and tools once they have been proven.

Questions?

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