

A decorative horizontal band of various-sized squares in shades of blue, green, and yellow is positioned above the main title.

**SERVICE
& RISK
MANAGEMENT
FORUM 2011**

A stylized icon to the left of the text features a blue padlock, a purple ribbon, and a green figure with arms raised, all set against a background of orange and yellow curved shapes.

Security Operations Center *¿construir o contratar?*

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- **SOC** – ¿construir o contratar? ¿Qué **aspectos** considerar?
- El **Portafolio** de Servicios MSS de IBM
- Visión integrada: Portal **Virtual-SOC**

- Necesito **estructurar** un proceso formal para gestionar y supervisar mi infraestructura de seguridad.
- **¿Qué hacer?**
 - ¿Construir la estructura **internamente**? o
 - ¿Adquirir el servicio a través de **MSSPs**?

- *build x buy...*
 - Cobertura **24x7**
 - Designación del **Equipo de Seguridad**
 - **Ámbito**
 - **Reducción de costos** de la Infraestructura tecnológica
 - **Procesos Internos** estructurados
 - *Experiencia en **Outsourcing***

- Al establecer el requisito de supervisión 24x7, pretendo:
 - Contratar,
 - capacitar constantemente, mantener políticas de retención, estructura organizativa propia, 6 analistas por puesto
 - 0
 - Dejarlo todo a cargo del MSS Provider

- **Su organización:**

- ¿**No cuenta con personas** capacitadas en seguridad de la información?
- ¿Quiere que los **recursos existentes se concentren en** actividades **estratégicas**?



La contratación de un MSSP:

- **Elimina la carga operacional** de gestionar y supervisar los componentes de seguridad de los hombros de su equipo
- **Reducirá los costos** de contratación y capacitación
- **Liberará al equipo de seguridad** para actividades de mayor valor agregado



Servicios Administrados de Seguridad



- Un MSSP típico es capaz de ofrecer la gestión de los siguientes procesos de seguridad:
 - Monitoreo y Gestión **remotas**
- Un MSSP típico **NO** ofrece:
 - Implantar **correcciones de vulnerabilidades** de equipos **no gestionados**
 - **Recuperación de desastres** generados por incidentes
- El cliente **autoriza los cambios** de configuración en los dispositivos gestionados



Reducción de costos de la Infraestructura tecnológica



- Poca diferencia con los costos relacionados a los **componentes de seguridad**.
- **Gran reducción de costos** en herramientas de back-office:
 - *trouble-tickets*, correlación de eventos, generadores de informes, portal web, storage, backup-offline, etc.
 - El MSSP reduce el costo de estas herramientas para el cliente al **compartirlas** y utilizarlas en mayor **escala**.

¿Tiene su organización un proceso **de respuestas a incidentes estructurado**?

- **En caso positivo**, tendrá capacidad de aprovechar todos los beneficios de conocer más rápida y profundamente los potenciales incidentes de seguridad.
- **Sin este proceso** internamente estructurado, **se reducen los beneficios de la empresa** al contratar un MSSP.

- Outsourcing = **desistir** de determinados controles en pro de la **eficacia / efectividad** y del **expertise** ofrecido por el proveedor de servicios.
- El Outsourcing de la seguridad, a veces, trae la **impresión de desistimiento** de controles importantes de la organización.
- ¿Tiene usted **experiencia en outsourcing** de otras tareas operacionales?, por ejemplo, gestión de redes, servidores:
 - ↳ entonces, su experiencia va a simplificar la tarea de gestionar un outsourcing de infraestructura de seguridad.

Otras consideraciones importantes...

- **¡¡Atención!!** No existe **SOC in a BOX** (aunque algunos proveedores de productos SIEM traten de convencerte de ello...)
 - SOC es... **Personas** capacitadas + **Procesos** bien definidos y probados + **Tecnología**
 - Por lo tanto: Al comparar costos de MSS versus SOC interno, **piense en:**
 - Infraestructura **Tecnológica**: Producto SIEM + HW + Servicios de implantación y personalización + infraestructura de DR
 - Definición e implantación de **procesos**
 - Costos de **personal**: contratación + capacitación constante + retención

Los Managed Security Services de IBM





Infraestructura Global Integrada



- +3.700 Clientes MSS Worldwide
- +13 Mil Millones de Eventos/Día
- X-Force

CPE Managed Security Services



Cloud Security Services

Managed Firewall Services

Managed Secure Web Gateway

Managed IPS and IDS Services

Managed UTM Services

Managed Protection Services for Networks and Servers



Vulnerability Management Services

Security Event and Log Management Services

Hosted Application Security Services

Hosted Email Security Services

Mobile Security Services



Soporte a distintos vendedores y equipos





“Full-Services”



CPE Managed Security Services

Managed Firewall Services

Managed Secure
Web Gateway

Managed IPS and
IDS Services

Managed
UTM Services

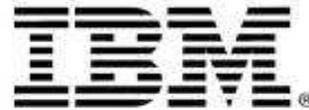
Managed Protection
Services for Networks and
Servers



- **Multivendor** (IBM, Cisco, Juniper, Checkpoint, etc.)
- **Supervisión de Eventos**
 - Sistema de Analistas calificados+Procesos
 - Notificación de incidentes
 - SLAs
- **Gestión de las Plataformas**
 - Updates y Patches
 - Backup Diario
 - Device Health y Disponibilidad
- **Almacenamiento de Logs hasta por 7 años**
- **Portal Virtual-SOC**
- **Servicio 24/7/365**



- Modelo IaaS SaaS
- **Vulnerability Mgmt Service (VMS)**
 - Internal & External
 - Vulnerability Remediation Workflow
 - PCI ASV (Approved Scanning Vendor)
- **Security Event & Log Management (SELM)**
 - Syslog, Universal Logging Agent (ULA)
 - Alertas Automatizadas
- **Application Security**
 - Analisis Pre-producción / Producción
- **Email Security**
 - AV, AS, Content Protection
 - Sin instalación de HW/SW
- **Mobile Security**
 - AV, AS, VPN, App Control, device lock/wipe, backup



Cloud Security Services

- Vulnerability Management Services
- Security Event and Log Management Services
- Hosted Application Security Services
- Hosted Email Security Services
- Mobile Security Services

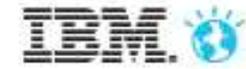


*Visión Integrada y
Centralizada*
Portal *Virtual-SOC*





Portal Virtual SOC



- **Visión Centralizada**
- **Visión Consolidada**
- **100% web-based: ningún equipo en el cliente**

Virtual Security Operations Center

KnowledgeBase • Bulletins (2) • Chat Online • Settings • Logout

ALERTCON 1

Home Device Manager Suspicious Hosts X-Force Threat Analysis Security Event Manager

Welcome [Fernando.Guimaraes] of Demo Customer

Incidents and Alerts • Sensor Activity • Operations • Management • News

Notifications

- IBM Content Update XPU 31.110 (30 October 2011)
- X-Force Threat Insight Quarterly Podcast - Q4 2010 (17 May 2011)
- IBM X-Force Threat Intelligence: Content Update XPU 31.053 (10 May 2011)
- IBM X-Force Threat Intelligence: Hacktivism & Anonymous Webinar (18 April 2011)
- IBM X-Force Threat Intelligence: Content Update XPU 31.041 (15 April 2011)

Changes in Sensor Activity

Sensor name	% C...	Co...	Newest Log (B...
all-stgosp-01	218	278.9	11/14/11 09:59

Most Active IDS IPS Events (Grid)

Event name	% Total	Count
SSH_Brute_Force	39	365
nbsc_decoder: NBSS Invalid Frag...	29	276
TCP Control Segment Anomaly	8	74
web_client: MS IE Malformed IFRAME...	7	70
Inbound TCP SYN or FIN Volume To...	5	49

IPSIDS Top Sources

View By: All Devices

View By	SOX-managed devices	Customer-managed devices	SELM licenses used	Total devices	Storage used	Monitoring available
All Devices	17	10	7 of 34425	27	19.02 GB	6000 hrs

Managed By	Application	Site	Machine Host Name	Customer Device N...	Platform	Status	Newest Log	Tickets
SOX	Anti-Virus / Firewall / ...	Atlanta	ati-lab-pafw1	ati-lab-pafw1	PA-4020	Agent is healthy	11/14/2011 09:59:59 BRST	1
SOX	IDS	Main Office	ati-stg-prosvr-01	STG PROSVR	Generic IBM Server	Agent is healthy	11/14/2011 08:59:59 BRST	19
SOX	IDS	Atlanta	ati-stg-g400-01a	Demo G400	ISS Proventia G400	Agent is healthy	11/14/2011 09:59:59 BRST	11
SOX	IDS	Atlanta	ati-sp-ec7a		System x3250	Agent is healthy		2
SOX	IDS	Atlanta	ati-stg-ef-01		Sourcefire Sensor IS...	No recent logs from device (3 d)	11/10/2011 12:59:59 BRST	4
Customer	IDS / System Activity	Atlanta	ati-stg-vsp-01	ati-stg-vsp-01	Generic IBM Server	Agent is healthy	11/14/2011 10:59:59 BRST	16
SOX	Firewall / IDS	Main Office	ati-stg-asa-01a		Cisco ASA 5510	Agent is healthy	11/10/2011 12:59:59 BRST	17
SOX	Anti-Spam / Anti-Viru...	Atlanta	ati-stg-mx-01	ati-stg-mx-01	ISS Proventia MX3006	Agent is healthy (91 d)	11/14/2011 09:59:59 BRST	7
SOX	Firewall / IDS	Atlanta	ati-stg-srx-01		Juniper SRX 210	Agent is healthy (19 d)	11/14/2011 09:59:59 BRST	5
Customer	IDS	UNKNOWN	host-207.231.140.62	SELM Server S	Other	Agent is healthy	09/18/2011 19:59:59 BRST	1
SOX	Firewall	Atlanta	ati-stg-ns204-01a	bla3	NetScreen 200	Agent is healthy	11/14/2011 09:59:59 BRST	5
SOX	Firewall	Atlanta	ati-stg-ssg-01		NetScreen SSG 5	Agent is healthy	11/14/2011 09:59:59 BRST	4
SOX	IDS	Main Office	ati-lab-tp-sensor		TP-50	No recent logs from device (3 d) Agent is healthy (45 d)	11/10/2011 12:59:59 BRST	2
Customer	IDS	Southfield	DEMO	ati-stg-provdsk	Generic Intel	Agent is healthy	11/14/2011 08:59:59 BRST	9
Customer	System Activity / ULA	Atlanta	ati-stg-linux-ula-0	ati-stg-linux-ula-02	Generic Intel	Agent is healthy (2 d)	11/14/2011 09:59:59 BRST	7
SOX	Anti-Spam / Anti-Viru...	Main Office	proventia-m	proventia-m1	ISS Proventia M50	Agent is healthy		12
SOX	Anti-Spam / Anti-Viru...	Atlanta	ati-stg-fip-01a		Fortigate-100A	Agent is healthy	11/14/2011 09:59:59 BRST	7
Customer	IDS	Atlanta	ati-stg-mids-01a		ISS Proventia A201	Agent is healthy (91 d)	11/10/2011 12:59:59 BRST	5
Customer	IDS	UNKNOWN	host-207.231.140.63		Other	Agent is healthy	10/10/2011 12:59:59 BRST	1
SOX	Anti-Spam / Anti-Viru...	Atlanta	ati-stg-cp-w-01	CP-UTM	CP UTM-1 270	Agent is healthy (2 d)	11/14/2011 09:59:59 BRST	3
Customer	IDS	UNKNOWN	host-207.231.140.81		Other	Agent is healthy	07/06/2011 15:59:59 BRST	1
Customer	System Activity / ULA	UNKNOWN	IBM-47C24445683		Other	No recent logs from device (9 d) Agent is healthy (28 d)	10/17/2011 23:07:13 BRST	3
Customer	System Activity / ULA	Atlanta	ati-stg-win-ula-01	demo ula	Generic Intel	Agent is healthy (2 d)	11/14/2011 09:59:59 BRST	2

Displaying 1 - 27 of 27

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11/14/11 10:52 BRST - 11/14/11 12:52 GMT

Last Login: 11/07/11 15:17 BRST #02.62831

Búsquedas Customizadas

- En equipos de distintos vendedores

Start Over · Hide query criteria

Query Criteria

Select saved criteria

1. Date/Time

Start Date: 11/16/2011
Start Time: 17:26:27
End Date: 11/16/2011
End Time: 21:26:27
Time Interval: Range of time
Timezone: (GMT-03:00) Brasilia

2. Devices Included in Query

- Firewall
- all-sls-pgw-1
- all-sls-asa-01a
- all-sls-fg-01a
- all-sls-ir-01a
- all-sls-mx-01
- all-sls-srx-01
- all-sls-ssg-01
- sa3
- CP-UTM
- proventia-m1

3. Applications

- Firewall
- IDS/IPS
- SMS
- Anti-Virus
- Anti-Spam
- URL Filtering
- Universal Log
- System Activity

4. Options

Logs per page: 100
Resolve DNS: No
Sort Type: Oldest on top
 Schedule CSV download
 Save this criteria

5. Full Text Search

Submit Query

Type	Timestamp	Device	Source IP	S. Port	Destination IP	D. Port	Action	Count
FW	11/16/11 17:26:41 BRST	all-sls-fg-01a	10.200.1.6	50001	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:26:41 BRST	all-sls-fg-01a	10.200.1.6	50001	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:08 BRST	all-sls-fg-01a	10.200.1.6	50024	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:08 BRST	all-sls-fg-01a	10.200.1.6	50024	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:18 BRST	all-sls-fg-01a	10.200.1.6	62896	209.134.187.5	53	ACCEPT	1
FW	11/16/11 17:27:18 BRST	all-sls-fg-01a	10.200.1.6	52301	209.134.187.5	53	ACCEPT	1
FW	11/16/11 17:27:18 BRST	all-sls-fg-01a	10.200.1.6	55268	209.134.187.5	53	ACCEPT	1
FW	11/16/11 17:27:18 BRST	all-sls-fg-01a	10.200.1.6	59128	209.134.187.5	53	ACCEPT	1
FW	11/16/11 17:27:18 BRST	all-sls-fg-01a	10.200.1.6	62896	209.134.187.5	53	ACCEPT	1
FW	11/16/11 17:27:18 BRST	all-sls-fg-01a	10.200.1.6	52301	209.134.187.5	53	ACCEPT	1
FW	11/16/11 17:27:18 BRST	all-sls-fg-01a	10.200.1.6	55268	209.134.187.5	53	ACCEPT	1
FW	11/16/11 17:27:18 BRST	all-sls-fg-01a	10.200.1.6	59128	209.134.187.5	53	ACCEPT	1
FW	11/16/11 17:27:30 BRST	all-sls-fg-01a	10.200.1.6	50027	66.135.210.100	80	ACCEPT	1
FW	11/16/11 17:27:30 BRST	all-sls-fg-01a	10.200.1.6	50027	66.135.210.100	80	ACCEPT	1
FW	11/16/11 17:27:32 BRST	all-sls-fg-01a	10.200.1.6	50026	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:32 BRST	all-sls-fg-01a	10.200.1.6	50026	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:33 BRST	all-sls-fg-01a	10.200.1.6	50029	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:33 BRST	all-sls-fg-01a	10.200.1.6	50028	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:34 BRST	all-sls-fg-01a	10.200.1.6	50030	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:34 BRST	all-sls-fg-01a	10.200.1.6	50030	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:35 BRST	all-sls-fg-01a	10.200.1.6	50031	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:35 BRST	all-sls-fg-01a	10.200.1.6	50031	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:36 BRST	all-sls-fg-01a	10.200.1.6	50032	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:36 BRST	all-sls-fg-01a	10.200.1.6	50032	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:38 BRST	all-sls-fg-01a	10.200.1.6	50033	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:38 BRST	all-sls-fg-01a	10.200.1.6	50033	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:39 BRST	all-sls-fg-01a	10.200.1.6	50034	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:39 BRST	all-sls-fg-01a	10.200.1.6	50034	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:40 BRST	all-sls-fg-01a	10.200.1.6	50035	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:40 BRST	all-sls-fg-01a	10.200.1.6	50028	66.135.200.161	80	ACCEPT	1
FW	11/16/11 17:27:40 BRST	all-sls-fg-01a	10.200.1.6	50035	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:40 BRST	all-sls-fg-01a	10.200.1.6	50028	66.135.200.161	80	ACCEPT	1
FW	11/16/11 17:27:41 BRST	all-sls-fg-01a	10.200.1.6	50036	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:27:41 BRST	all-sls-fg-01a	10.200.1.6	50036	66.211.181.181	80	ACCEPT	1
FW	11/16/11 17:28:07 BRST	all-sls-fg-01a	10.200.1.6	50037	66.135.200.161	80	ACCEPT	1



Informes



- Más de 20 tipos de **informes**
- Pueden generarse en **HTML, CSV y PDF**

The image displays several screenshots of the IBM Virtual Security Operations Center (VSOC) interface, showing various reports and data visualizations. The interface is accessed via a Microsoft Internet Explorer browser.

Reports Overview: The main dashboard shows sections for General Service Related (Service Level Agreement, Service Overview, Security Manager Overview), Firewall (Firewall Service Overview, Traffic Analysis - Denied, Traffic Analysis - Email, Traffic Analysis - Web Activity by IP, Protocol Usage - Allowed, Protocol Usage - Denied), and IDS/IPS Sensors (Global Attack Metrics, Your Attack Metrics).

IDS/IPS Sensor Event Counts by IP Summary: This report compares event counts for March 21, 2007, against the period from March 14, 2007, to March 20, 2007. It includes a table with columns for Sensor ID, Sensor Name, Event Name, Priority, IP Address, First Event, Last Event, % Total, Count, and Trend.

Visited Web Site Report: This report compares visited web sites for March 21, 2007, against the period from March 14, 2007, to March 20, 2007. It includes a table with columns for Rank, Host IP, Site Name, CC, %, Count, and Trend. A pie chart titled "Top 10 Outbound Web Destinations" is also shown.

IDS/IPS Event Trend: This report compares event trends for the current reporting period (03/20/07) against the previous reporting period (03/07/07). It includes a bar chart showing event counts for High, Medium, Low, and Security Incidents.

Current Reporting Period Top Events: This report lists the top events for the current reporting period, including columns for Rank, Signature, Count, and Event Name.

- *Resultados para el Negocio*

- **Integración** del entorno *multivendor*
- **Visión centralizada** en tiempo real
- Exhibe rápidamente el retorno de la inversión
 - **bajo costo** de implementación
 - **muy rápida** implementación



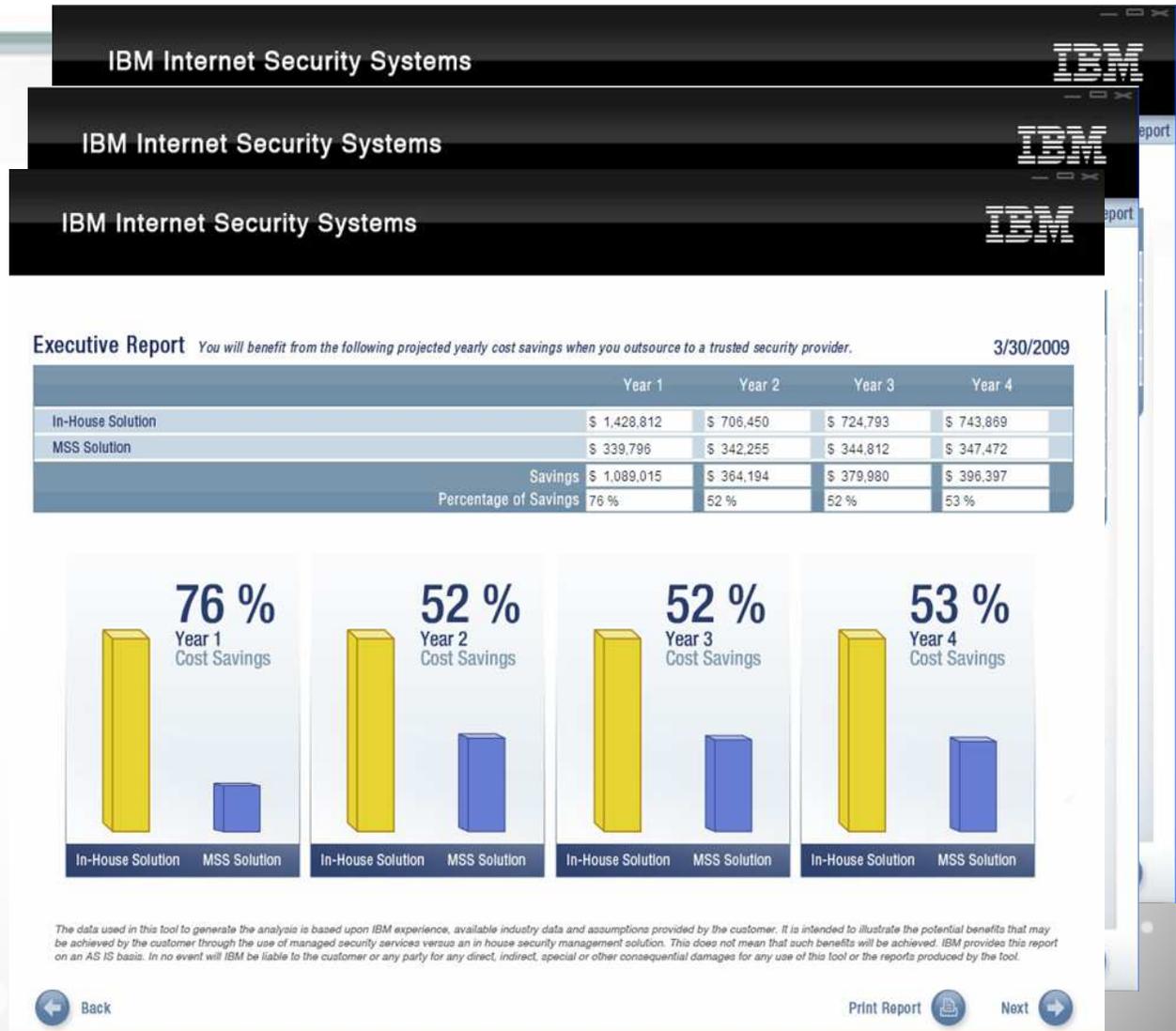
¡Beneficios Claros!



• Reducción de Costos

- Evita **inversiones** en recursos y tecnologías adicionales
- Reduce los **costos** operacionales
- Reduce las **pérdidas** por incidentes de seguridad

!!! Utilice el IBM TCO Tool!!!



Si no recuerda nada más...

**Reducción de
Costos**



**Simplificación de la
gestión de infraestructuras
complejas**



**Protección de su negocio /
marca / reputación**



**Muchas Gracias
México!**

Fernando Guimarães

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Referencias:

<http://www-935.ibm.com/services/us/en/it-services/managed-security-services.html>

<http://www.csoonline.com/article/220328/guidelines-for-choosing-to-outsource-security-management?page=1>