DEFEND Guardian XDR for Enterprise

The success of a security operations service depends on the ability of the service partner to understand organisational context, what assets are important to the organisation, the resultant threats and likelihood of those threats eventuating.

This is really where most operational outsources fail – the contract starts in the wrong place, with unclear expectations and the team never quite gains the level of business context needed to be effective. Security operations are best blended – combining specialist technical skillsets and know how (external), with organisation knowledge and context (internal).

With that in mind we propose our DEFEND Guardian XDR for Enterprise service.

DEFEND works in partnership with its customers, essentially becoming an extension of your existing security team. DEFEND's customers find this approach delivers better outcomes as this not only improves the cybersecurity posture within you but achieves shared knowledge via security operations manual that we work on together.

As we embed into your team, we will quickly demonstrate our value and how we collectively identify and respond to incidents through proactively tuning your environment in alignment to the enablement of existing operating policies and frameworks. DEFEND provide best of breed Security Operations to New Zealand government entities and organisations of national significance.

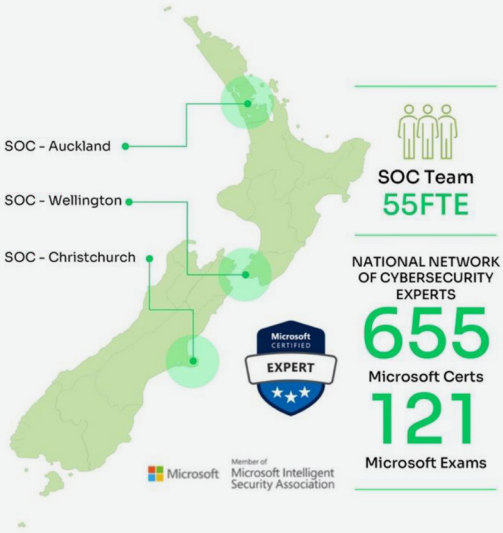
Our service offering compromises eight modules. At its core we utilise Microsoft Sentinel for SIEM/SOAR capability. This sits within your tenant, is owned by you, and we manage, maintain, and run security operations as a managed service.

Contact Us

0800 2 DEFEND | sales@defend.co.nz | defend.co.nz

DEFEND Guardian XDR for Enterprise

- Fully remote working enabled = 24 x 7 x 365 Support
- Award winning, globally recognised
- Current portfolio of 55+ leading/ nationally significant NZ organisations across public & private sector
- Track Record – All clients are referenceable



DEFEND Guardian XDR for Enterprise

Service Modules

DEFEND Guardian XDR for Enterprise provides a modular ecosystem that imbeds, complements, and strengthens your existing capability. It delivers real-time monitoring, correlation, and expert analysis of activity in your environment, by detecting and alerting on valid threats. The DEFEND Guardian XDR for Enterprise team will act as an extension of your internal teams to deliver effective Security Operations enabling maximum value and continuous improvement.

DEFEND Guardian XDR for Enterprise provides the flexibility you require in delivering successful security operations.

- **Incident Management, Handling & Response**
  24x7x365 proactive tuning, monitoring, and responding to alerts and incidents.
- **Advanced Incident Response**
  Escalation of any major incidents to our skilled response team to manage and coordinate response activities end to end for you.

Detect

Flexible
Works with your existing technology landscape to maximise your return on investment and operational effectiveness.

Available
24x7x365 monitoring of security alerts. We triage these alerts to determine if response or tuning is required.

Proactive
We perform threat hunting and are armed with Sherlock Threat management to identify abnormal behaviours, indicators of compromise, and potential threats beyond standard alerts.

Protect

Visible
Weekly health check reports provide activity insights and progress via seamless and constant communication.

Optimise
Our analysts fine tune logging, alerting and incident identification continually optimising your environment.

Improve
We provide status updates on continuous improvement actions, adoption of new capability, and work with you to ensure that you receive the best possible service that adapts with your business.

Respond

Escalate
24x7 senior response provided for any incident escalations. Giving you a safe pair of hands to rely upon.

Investigate
Rapid investigation, analysis and containment is provided by our senior responders ensuring eradication is achieved.

Remediate
We support ongoing recovery steps and perform remediation to improve control effectiveness and posture hardening, reducing risk.

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DEFEND Guardian XDR for Enterprise

Service Overview

Feature	Description
Security Event Monitoring	We will monitor all incoming security alerts generated in your Microsoft Sentinel instance 24/7.
Security Event Triage and Analysis	We triage events received via incoming security alerts and those logged by the customer in the DEFEND service management portal, or directly via our 0800 2 DEFEND phone number. The events will be reviewed, contextualising them within the system and determining if they are an incident requiring response and remediation activities or an event which we can look to tune out where appropriate.
Security Incident Response and Remediation	We will respond to security alerts based on their priority and provide updates when incidents are closed. Where an incident is deemed a high priority, additional incident communications and escalation will be provided. Our engineers will manage the incident response process and engage with you to prioritise implementation and remediation.
Threat Hunting	We will perform proactive threat hunting activities within Sentinel which would allow for the identification of anomalous behaviour, threat indicators, and entities that would be outside the scope of generating alerts. Threat Hunting capability may also be leveraged as a reactive activity off the back of any verified incidents.
Tuning and Optimisation	Threat playbooks are used to fine tune logging, alerting and incident identification rules against the agreed threat scenarios that are aligned and relevant to your business. Event tuning covers the analysis and investigation, including event correlation to ensure that security alerts which are tuned out are done so in a structured manner to ensure no loss of visibility. Further improvements may be related to automating incident response where defined repeatable actions need to be undertaken.
Configuration Assistance	Daily health checks are performed to ensure the Microsoft Sentinel service and data connectors are functioning normally. In addition to this, quarterly configuration review and new feature implementations will be performed
Reporting	Reporting will be created and provided by our cybersecurity engineers on both a weekly and monthly basis. Weekly health check reports will provide a summary of items like BAU coverage and ticket handling numbers, as well as any outstanding items awaiting attention. Monthly Dashboard reports will provide a summary of items like security alert, incident and near miss volumes and details, continuous improvements action statuses, and SLA response time coverage. Post Incident reports will also be provided as appropriate for advanced incident response to highlight a timeline, summary of activities, remediation activities and recommendations, and any lessons learnt.
Meetings	A regular cadence (fortnightly initially, can be reassessed once processes, familiarity, and rapport are well established and practiced) security operations meeting will be scheduled between our team and your operations representatives, with an agenda covering a high-level review of the Sentinel environment, any outstanding tuning and continuous improvement propositions and actions, any changes to operational processes, and discussion around any upcoming work or roadmap items.

DEFEND Guardian XDR for Enterprise

Service Scope

We are responsible for the ongoing operational management of your Azure subscription and Sentinel instance (where the subscription being used is provisioned solely for the purposes of hosting the managed Sentinel instance). This includes:

Configuration and management of workbooks, runbooks, analytics rules, logic apps.

Configuration and management of connectors to source systems. Configuration of source systems to work with Microsoft Sentinel is the responsibility of the customer. We will provide guidance and assistance where possible.

Configuration of the underlying Log Analytics workspace, including retention parameters.

Operational ownership and management of source systems remain your responsibility and are not included in scope. We can of course help to guide and advise your team, and our Security Capability Management module is designed to offer this support should you wish additional ongoing support.

Service Management - Incident Notification & Response

Incidents within Microsoft Sentinel will be sent to our service management system to allow for notification to our team. Representatives specified by you will be provided access to our service management portal, allowing for direct creation of incidents in the system if required. The mechanism, process, and conditions for this will be developed as part of service establishment.

Specified representatives can also raise incidents directly with our team by calling 0800 2 DEFEND (0800 233 3363). We recommend that in the event of a suspected major breach or incident that you notify us directly by calling 0800 2 DEFEND.

Response Hours: We will respond to incidents according to the below table:

Task	Coverage
Incident Response – Sentinel High & Medium severity	24x7x365
Incident Response – Customer initiated Severity 1-3 incidents	24x7x365
Incident Response – Sentinel Low & Informational severity	Business Hours
Incident Response – Customer initiated Severity 4+ incidents	Business Hours

* Standard business hours are defined as 09:00-17:00 inclusive

Included Response Allowance:

Type	Incident Retainer	Support cap
Incidents	2 hours per incident	While this is uncapped, a fair use condition does apply. We will work with you to identify the cause for high alert volumes and ensure additional tuning is performed at source to reduce alert volumes in the first instance, followed by development/improvement of Sentinel Analytics
Major Incidents	Time & Materials	This is uncapped and once the two hours are consumed and when a major incident is declared we will seek your approval to support and if required manage the major incident for you.

DEFEND Guardian XDR for Enterprise

Service Requests

Your nominated contacts can engage our team via agreed methods to log service requests in relation to the service provided to you. Service requests are categorised according to the below table:

Priority	Response Time	Support Hours	Definition
Standard Request	8 Hours	Business Hours	Standard configuration tasks taking less than 2 hours to complete. Can be pre-approved
Urgent Request	2 Hours	24/7/365	High priority standard changes that are not part of an active incident. Fair use policy applies. Time spent responding to urgent requests will incur a fee.
Major Request	2 Days	Business Hours	Complex configuration tasks requiring specific approval. Can often result in an independent project, SoW (Statement of Work) or Work Order.

Service requests within the Sentinel environment requiring changes such as implementation of additional analytics rules or automation of playbooks will follow internal DEFEND Change Management process.

Service Requests may also arise at the suggestion of configuration changes from our team for the supporting services or platforms providing data to Sentinel. These requests will be submitted to you, to be implemented following your change management process. We can of course assist you and provide skilled specialists to help make changes in your environment.

Our team will continually look to improve the service through tuning and optimisation activities within Sentinel. Generally, minor tuning is performed, and we will advise you either in the next weekly report, or the next fortnightly meeting

Standard Service Requests are included in the service and are subject to a fair use condition. Additional work will be performed on a T&M basis once approved by you.

We recommend that anything which requires the immediate attention of our team is raised by calling the 0800 2 DEFEND number.

Grey Area Support

We recognise that the root cause of technology problems or issues cannot always be immediately identified. It may be hard to identify if an issue is security or technology related. We will work in good faith with you and your other support partners to help triage and investigate issues until they can be identified as either being security related or outside of our area. Fair use policy applies to this, and we will reach out and advise you if the effort is putting our ability to deliver the wider service at risk.

Service Level Target

We aim to respond to incidents generated in Sentinel within agreed SLA targets, 100% of the time, however our ability to respond is limited by availability of the services used to provide this overall service.

Specifically, we operate two separate notification systems to enable us to continue to direct alerts to responders when they occur in your environment, however Microsoft Log Analytics and Microsoft Sentinel are provided by Microsoft with a 99.9% Uptime SLA. Any outage or incident affecting availability of these services will impact our ability to meet this target.

For the avoidance of doubt, the timestamp of when an alert or incident is generated in Sentinel will be used as T=0 when calculating response time for an incident.

DEFEND Guardian XDR for Enterprise

Incident Response Targets

The following table specifies incident severity mapping, response times and support hours:

DEFEND ITSM Severity	Sentinel Severity	Response Time	Support Hours	Definition
1	N/A – raised only after triage and validation	Based on originating Sentinel Incident Severity	24/7/365	Escalation within 30 minutes of triaged and validated security alert or notification indicating an uncontained and active threat within the environment, or a major breach of confidentiality, integrity, and/or availability of/to monitored critical systems, and/or priority accounts leading to a critical security incident
2	High	30 Minutes	24/7/365	Response within 30 minutes of received Security Alerts or notifications indicating a probable policy breach or major impact to confidentiality, integrity, and/or availability of monitored systems and accounts.
3	Medium	2 Hours	24/7/365	Response within 2 hours of receiving Security Alerts or notifications indicating a suspected policy breach or significant impact to confidentiality, integrity, and/or availability of monitored systems and accounts.
4	Low	4 Hours	Standard Business Hours	Response within 4 hours of receiving Security Alerts or notifications indicating a potential policy breach or minor impact to confidentiality, integrity, and/or availability of monitored systems and accounts
5	Informational	8 Hours	Standard Business Hours	Response within 8 hours of receiving Security Alerts or notifications indicating a noteworthy event which could highlight anomalous behaviour for further investigation but does not pose any immediate threat.

As part of service onboarding, and the process of formalising our service processes, we will ensure alignment between our incident severity and your internal incident severity or priority classifications.

Security Operations Meetings

A regular (usually fortnightly) security operations meeting will be scheduled with DEFEND cybersecurity engineers and your key security stakeholders, and consist of the following items:

- Status update on continuous improvement actions
- Review and update of any operational processes if required
- Roadmap around other log sources for ingestion and expansion of security coverage

DEFEND Guardian XDR for Enterprise

Reporting

Reporting will be created and provided by DEFEND cybersecurity engineers to the customer on both a weekly and monthly basis. This reporting will take the form of both a written management overview report and implementation our Monthly Report Workbook dashboard in Sentinel for near-real time oversight reporting, for relevant/agreed management stakeholders.

Monthly Reports will be provided to the customer within 5 business days from the 1st of the month.

Weekly health checks will provide a summary of items like BAU check coverage, and ticket handling numbers

Monthly dashboards will provide a summary of items including alert, incident, and near miss handling numbers, status of continuous improvement actions, and any other relevant content

Post Incident reports will provide a summary of activities that occurred during a high priority incident, remediations activities, and lessons learnt.

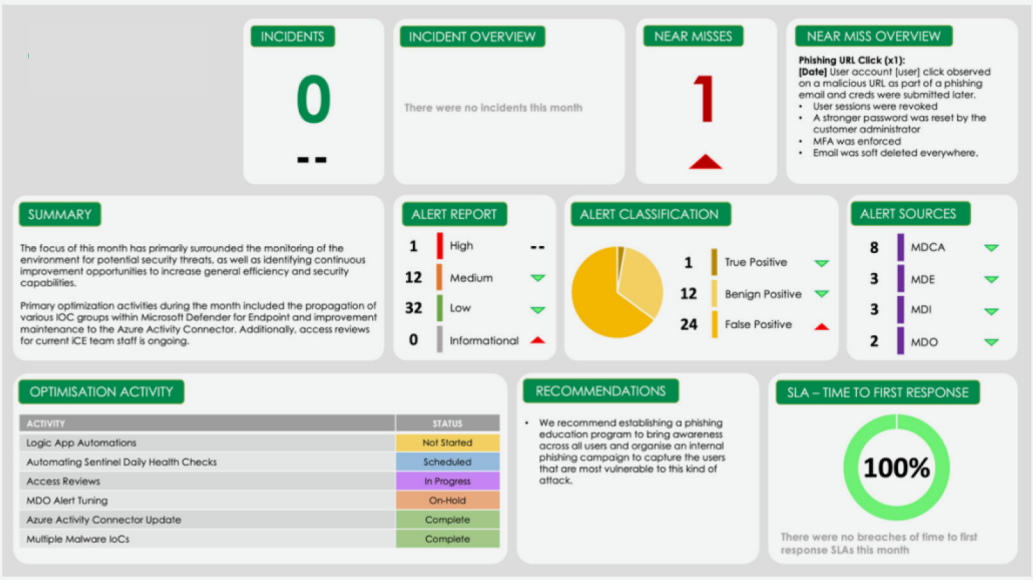

Figure 1: Example Reporting(s) [customisable]

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Advanced Incident Response

This service integrates into your existing operational environment and provides a seamless escalation and transition point from daily Incident Management to dealing with major security incidents (MIM). Our Senior Responders will be available for any incident escalations. Rapid triage and effective assignment to skilled and experienced personnel is key to this service.

Direct integration of DEFEND's resources into your incident and major incident management processes, providing responsive support for major security incidents, as required.

Description	Benefit
24/7 Response	Senior Responders available for any incident escalations. We have skilled responders across New Zealand and while most organisations are now geared for remote response, it is sometimes still valuable and necessary to go onsite. Our service target is that within 30 minutes of calling, our customers are engaged by a senior responder that will provide direction and leadership. We achieve this through rapid triage and escalation through our 24x7 team.
Management & Coordination	Support to existing your process including rapid investigation and containment, as required.
Communications & Updates	Supporting establishment of incident communications (e.g. war rooms) and providing regular updates to technical and senior stakeholders as required.
Detailed Investigation & Analysis	Leveraging existing customer technologies for investigation or deploying specialist technologies as required.
Stakeholder Coordination	Liaising with internal technical and senior stakeholders to ensure a coordinated and managed response.
Expert Technical Leadership & Surveillance	Support ongoing MIM investigation and recovery activities including the deployment of additional monitoring tools and providing ongoing surveillance to ensure eradication is achieved.
Recovery & Reporting	supporting ongoing recovery steps including providing detailed reports and analysis for review and improvement.