



## Alert Handling Quick Reference Guide

**Escalations**

1 Total alerts    67 Total Escalated    533 Open Escalations

Search for escalations

Alert ID	Case Number	Artifact of Interest	Host/Device name	Priority	Severity	Trigger Product	Assigned to	Timestamp	Status
SIR0024607	CS0001484	OpticsCaeVmlEvent	WindowsServer-2K19	P5	High	Protect		2021-09-11 12:07:30	New
	CS0001583	OpticsCaeRegistryEvent	LAB001-SERVER		Medium			2001-09-15 15:40:40	New
SIR0022834	CS0001061	OpticsCaeFileEvent	BSTATION-78653	P5		Optics	Joe MacDonald	2021-08-30 15:34:53	New
	CS0001582	ScriptControl on MLE-2K19	TESTLAB007		High			2021-09-15 09:24:31	New
	CS0001581	Threat on PWILSON-W2K19-01	PWILSON-2K19		Medium	Protect	Evan M	2021-09-15 09:23:51	New

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1. On the **Escalations** page, view the list of alerts that were escalated to your organization. The appropriate team in your organization is also notified through email when an analyst escalates an alert.
2. Open a case that you want to investigate.

State: New

Priority: P5

Severity: High

Category: CAT 0 - Exercise/Network Defense Testing (Stop TIR/TID)

Assignee: [User]

Assigned group: Priority - High

Organization: Always Good Inc

Alert ID: SIR0010019

Created: 2021-08-31 08:46:12

Triggered Events (15)    Observations (0)    Whitelisted Events (0)

Description: (OPTICSCAFRREGISTRY) GUARD: Registry Run Key Persistence (V2)

Investigating Process Artifact Type: Process

Investigating Process End Date: 1970-01-01T00:00:00.000Z

Investigating Process Name: svchost.exe

Created: 2021-08-31 14:03:03

Activation Time: 2021-08-31 20:47:48Z

Investigating Process Integrity Level: -1

Resolved Time: 2021-08-31 20:47:48Z

Investigating Process Owner Name: SYSTEM

Guard Platform Region ID: US

Detection Rule Policy Group: CylanceOfficialDetectionRuleset

Target Registry Key: File

Referenced File Type: File

Detection Rule ID: 3800dd22-75f4-40ef-a83c-9a9490301e1

Status: New

Activity (2)    Attachments

Type your message here... [Send]

Activity list:

- 4 [User] [Initial comments] test
- 5 [User] Work notes Added as a child of SIR0010019

3. If you can respond to the escalation, assign it to yourself to take ownership.

4. Review the trigger events and comments.
  - For example, a CylanceGUARD analyst may have left a comment asking you to verify suspicious activity. "We have seen a PowerShell script running on System A that is connecting to the following IP address, is this behavior expected on this system?"
5. Investigate the issue and gather any relevant information.
  - For example, identify the host computer, users, and application owner and investigate whether there is unusual or unexpected system behavior.
6. If you require more information from a CylanceGUARD analyst and want to escalate back to them, add a comment to notify them of your request. You can continue to use the comment box to communicate with analysts.
7. Once you have gathered enough information about the alert and determined whether it is expected behavior, leave a comment for the CylanceGUARD analyst to inform them about the next steps.
  - **Example 1:** If this is expected behavior, or you can resolve the issue through the IT department in your organization, add a comment to inform the CylanceGUARD analyst so that they can take appropriate action in the console to exclude this alert in the future.
  - **Example 2:** If this is unexpected behavior, review any recommendations provided in the comments. Add a comment to the alert and state that this is not expected behavior and communicate any actions, next steps, and if incident response is needed. If needed, initiate an incident response plan which might involve engaging with an incident response team (such as BlackBerry Security Services).
  - **Example 3:** If no action is required, add a comment to the alert to notify the CylanceGUARD analyst and confirm the case can be closed with no action required.
8. When you consider an alert to be resolved or when no further action is required, you can change the status to "Closed".

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