Did I Block That?

Five (or so) Things Organizations Botch During a Compromise

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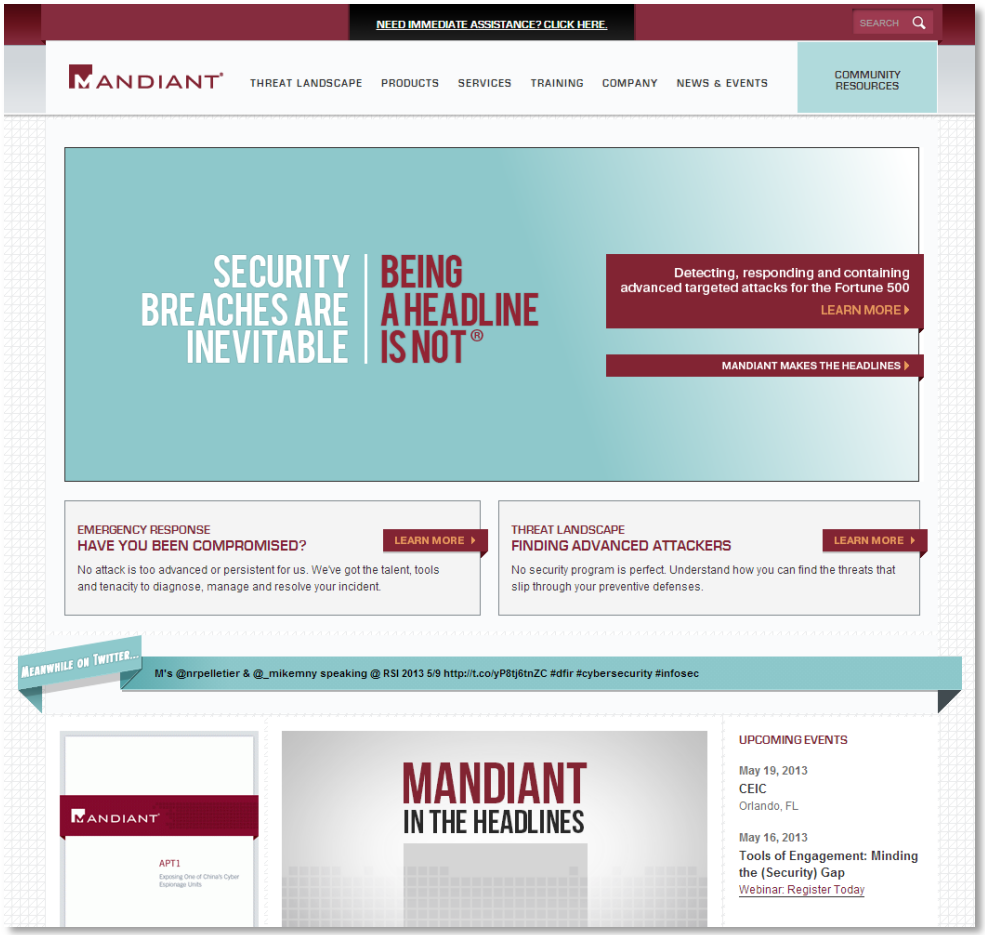
Agenda

- Introduction
- Common Incident Response Mistakes
  - Data
  - Leadership
  - Focus
  - Intensity
  - Information Management
  - Remediation
- Conclusion

Introduction

We are MANDIANT

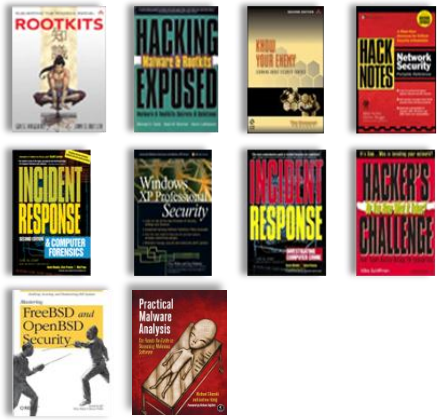
- VISA Qualified Incident Response Assessor (QIRA)
- Targeted Threat and CDT experts
- Located in
  - Washington
  - New York
  - Los Angeles
  - San Francisco
- Professional and managed services, software and education



Our Team: Industry Leaders

- Extensive information security experience, primarily focused on incident response
- 10 security books authored or co-authored
- Testified about targeted threats to the Permanent Select Committee on Intelligence

Books



Articles and interviews

Presentations

Common Incident Response Mistakes

Data

ISSUE

- Forensic and log data can be the source of issues
  - Quality
  - Quantity
  - Blind spots
  - Accessibility

RECOMMENDATION

- Move from getting data to getting the right data
  - Find your blind spots and address them
  - Identify the data that matters and collect it
  - Make the data that matters easily accessible
  - All team members have access to data sources

Leadership

ISSUE

- Organizations struggle with IR leadership
  - No leaders
  - Too many leaders
  - Ineffective leaders
  - Groups or individuals “going rogue”

RECOMMENDATION

- Assign a single IR lead
  - Knowledge of IR not IT or security
  - Full spectrum authority
  - Final decision maker
  - Decisions made with consultation, not agreement

Focus

ISSUE

- Participant focus can be misdirected
  - Resources not dedicated to response
  - Individual on periphery focusing on IR
  - Investigating hunches not leads

RECOMMENDATION

- Dedicate an investigative team during an incident
  - Sole focus on the incident
  - IR lead directs team efforts exclusively
  - Team members have necessary authority during incident

Intensity

ISSUE

- Organizations don't manage the intensity of the incident
  - Investigation and response are too intense
  - IR fatigue
  - Leadership does not take incidents seriously enough

RECOMMENDATION

- Manage efforts and expectations effectively
  - Set realistic expectations with management
  - Ensure leadership is aware but not overly informed
  - Monitor workload and length of shifts, enforce balance as necessary

Information Management

ISSUE

- Large amounts of IR data is not properly managed
  - Information is not normalized for efficient consumption
  - Information is provided without context
  - Incomplete information leads to incorrect conclusions

RECOMMENDATION

- Build mechanisms to manage information
  - Settle on a standard time zone for **all** timestamps
  - Develop an information tracking tool before an incident
  - Create a mechanism for information sharing
  - Set a standard for minimum context

Remediation

ISSUE

- Remediation activities can make investigation efforts meaningless
  - Misunderstanding scale of compromise
  - Inappropriate remediation activities
  - Overreaching remediation activities
  - Failure to verify

RECOMMENDATION

- Take a measured, complete remediation approach
  - Full-scale compromise means full-scale remediation
  - Targeted remediation for targeted compromises
  - Test, test, and test again
  - Set a date, miss it, set a second date, make it

Conclusion

Takeaways

- Organizations make mistakes in a number of areas
  - Data
  - Leadership
  - Focus
  - Intensity
  - Information management
  - Remediation
- Once an incident happens, it's too late to fix your issues
- Understanding what happens during an incident is key

M-Trends 2013

Download the full report
http://www.mandiant.com

Mandiant Webinars

STATE OF THE HACK

- Designed for all technical levels
- Case study format
- Illustrates the latest attacks we are seeing

FRESH PRINTS OF MALWARE

- Designed for the technical user
- Case study format
- Digs deeper into the technical aspects of the incidents we respond to

Interact

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Facebook	www.facebook.com/mandiantcorp
YouTube	www.youtube.com/mandiantcorp

Free Software

IOCFinder	look for evil on your endpoints
Redline	answers the question: are you compromised?
Web Historian	browser analysis
Memoryze	memory forensics
Mac Memoryze	memory forensics for MacOS
Highlighter	log analysis
IOCe	indicator of compromise editor
OpenIOC	common language to describe IOCs
Heap Inspector	detect heap spray in memory
Shim Cache Parser	look for trace evidence of executing evil

Mandiant is Hiring

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- http://www.mandiant.com/careers

Questions?

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