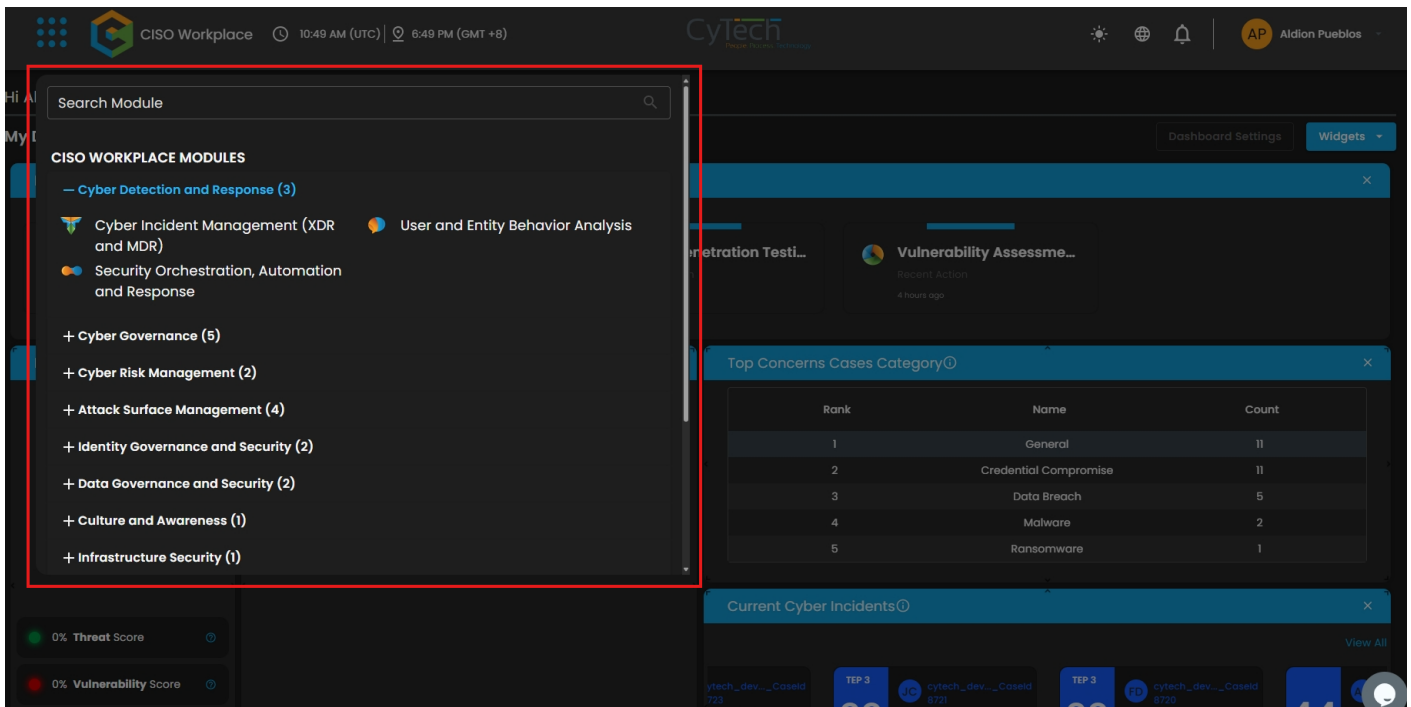


Daily Update: September 2

Here are the main updates of the CISO Workplace:

General Improvement Updates:

Updated the menu to show only currently supported menu items



Compliance Updates:

Bug Fix on Task Creation

Enter title

Description:

Enter description

Assignees

Assignees

Task Framework

Date

09/02/2024

To Date

Reoccurrence

Daily

Status

In-progress

Affected Framework

Affected Framework

CIM Updates:

Support for Incident Response in New Look

Go back

Case:

CyTech : Medium - O365 - Secure Link Used by External User

An event occurring when a secure link is utilized to access resources, often indicating controlled and secure access.

Case Playback

Alerts

Reports

Incident Response

←

Mark as Benign

Incident Response

Approve

End User

During the detection phase, the end user may report suspicious behaviors or issues and system/service disruptions.

Question

1. Did I receive a suspicious email?
2. How do I resolve the issue with my endpoint?
3. Why is a system or service not available or behaving abnormally?
4. Is my device possibly lost or stolen?
5. Why can't I access my data or account?

Action

Report a suspected incident or issue to the help desk.
Examples include: 1. Data is missing/alttered. 2. Passwords aren't working. 3. Experiencing significant number of pop-up ads. 4. Computer keeps crashing. 5. Account/network cannot be accessed.

Input Response

Case Details

Information

Provides you with a brief overview of the case.

Severity

Low

Status

Pending

Assignee

+1 Assignees

Category

General

Time Created

02 September 2024 09:24

Time Resolve

Closing Reason

Closing Reason

CRAM™ Details

Provides you the information about the affected business processes.

Notes

Communicate and Collaborate here.

Revision #1

Created 2 September 2024 10:47:20 by Aldion Pueblos

Updated 2 September 2024 11:02:14 by Aldion Pueblos