



| Internet Security Systems

 INTERNET|SECURITY|SYSTEMS®
Ahead of the threat.

Managed Security Services

Global Security Operations

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Global Security Operations Centers

- Brisbane, Australia
- Tokyo, Japan
- Bangalore, India
- Brussels, Belgium
- Hortolandia, Brazil
- Atlanta, USA
- Southfield, USA
- Toronto, Canada
- Boulder, USA



Managed Security Services

- Monitoring
 - Security Events
- Management
 - Security Devices
 - Logs
- Real-time Reporting
 - Portal

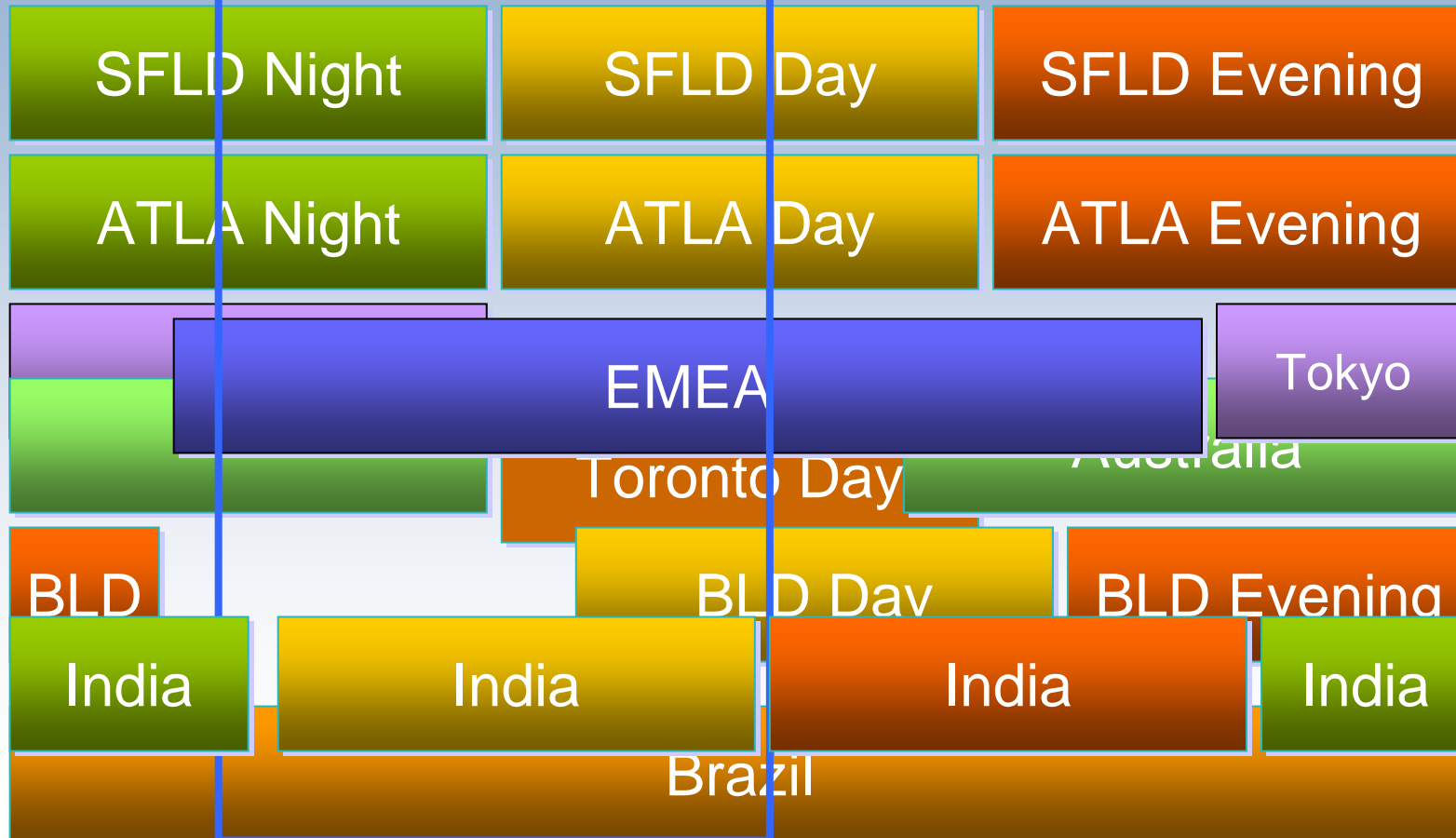


Global SOC Structure

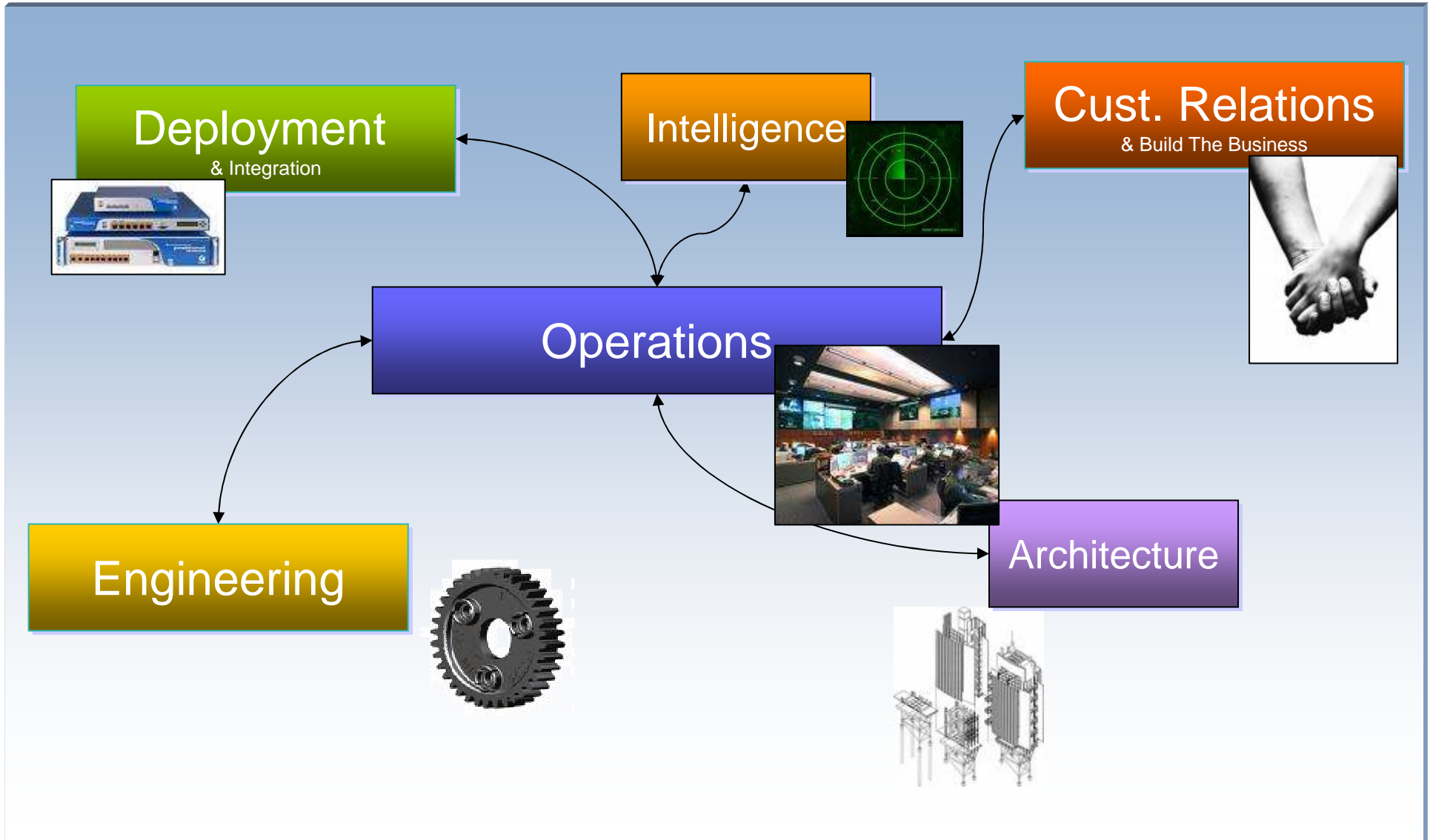


SOC 24/7/365 Global Coverage

“Follow The Sun” x 3 and more



MSS Structure



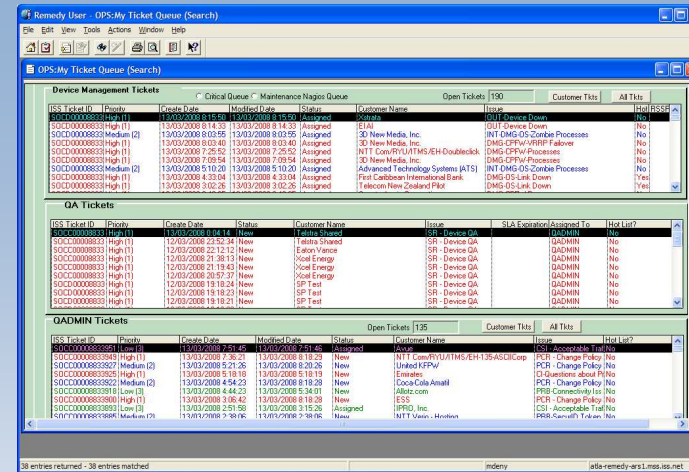
Supported Security Devices – Best Of Breed

- IBM ISS
- Cisco
- CheckPoint
- Juniper
- McAfee
- Crossbeam
- TippingPoint
- BlueCoat
- ...



SOC Methodology

- Every SOC “task” is a ticket.
 - This ranges from a firewall change to a simple question.
- Every single action is documented in the ticket’s worklog.
 - Worklog is read-only, only adding is allowed.
- All tickets, including full worklog is available to the customer through the portal.
 - Makes real time follow-up by customer possible.



Contact the SOC 24/7

- **Portal Ticketing System**

- <https://portal.mss.iss.net>

- **Telephone**

- +1 404 236 3290
 - Local numbers available

- **Email**

- Mss.support@iss.net

- **Chat**

- Webbased, through Portal

- **Customer Relations**

