Security Incident Response Implementation Training

COURSE CONTENT

About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

The Security Incident Response Implementation Training offered by Multisoft Systems is an intensive course designed to equip IT professionals with the crucial skills necessary for effective management and mitigation of cybersecurity threats. Participants will learn to swiftly identify, assess, and respond to various types of security incidents, thereby minimizing the impact on their organizations.

Module 1: Security Incident Response Overview

- ✓ Identify the goals of Security Incident Response (SIR)
- ✓ Discuss the importance of understanding customers and their goals
- ✓ Discuss how Security Incident Response meets customer expectations

Module 2: Create Security Incidents

- ✓ Determine how to create Security Incident Response incidents
- ✓ Setup Assistant
- ✓ Using the Service Catalog
- ✓ Manual Creation, and Via Email Parsing

Module 3: Security Incident and Threat Intelligence Integrations

- ✓ Discuss different integration capabilities
- ✓ Describe the Three Key Security Incident Response Integrations: Custom, Platform, Store & Share

Module 4: Security Incident Response Management

- ✓ Describe the Security Incident Response Management process and components
- ✓ Assignment Options
- ✓ Escalation Paths
- ✓ Security Tags
- ✓ Process Definitions and Selection

Module 5: Risk Calculations Post Incident Response

- ✓ Identify Calculators and Risk Scores
- ✓ Be able to post Incident Reviews

Module 6: Security Incident Automation

- ✓ Discuss the Security Incident Response Automation processes available on the ServiceNow Platform
- ✓ Workflows
- ✓ Flow Designer
- ✓ Playbooks

Module 7: Data Visualization

- ✓ Explain the different Security Incident Response Dashboards and Reports available in the ServiceNow platform
- ✓ Data Visualization
- ✓ Dashboards and Reporting
- ✓ Performance Analytics

Module 8: Security Incident Response

- ✓ Family Release DELTA
- ✓ Learn about the new, enhanced, and/or deprecated features of the current Security Incident Response family release

Module 9: Capstone Project

- ✓ There is a final take-home Capstone project where participants provision a Developer instance and complete directed tasks to reinforce the concepts learned in class.