



CenturyLink®

MSS-Mobile-2017

Outline

MSS-Mobile

The purpose for the MSS mobile was to provide a way for Users to be able to keep track, and be notified of incidents when on the go. A smaller subset of the full features that the desktop version provides, have been included; but unlike the desktop version the mobile MSS has used this opportunity to present the user with a different graphical user interface to streamline the process of providing more focus on the investigation in a way that is easier to navigate and manage.

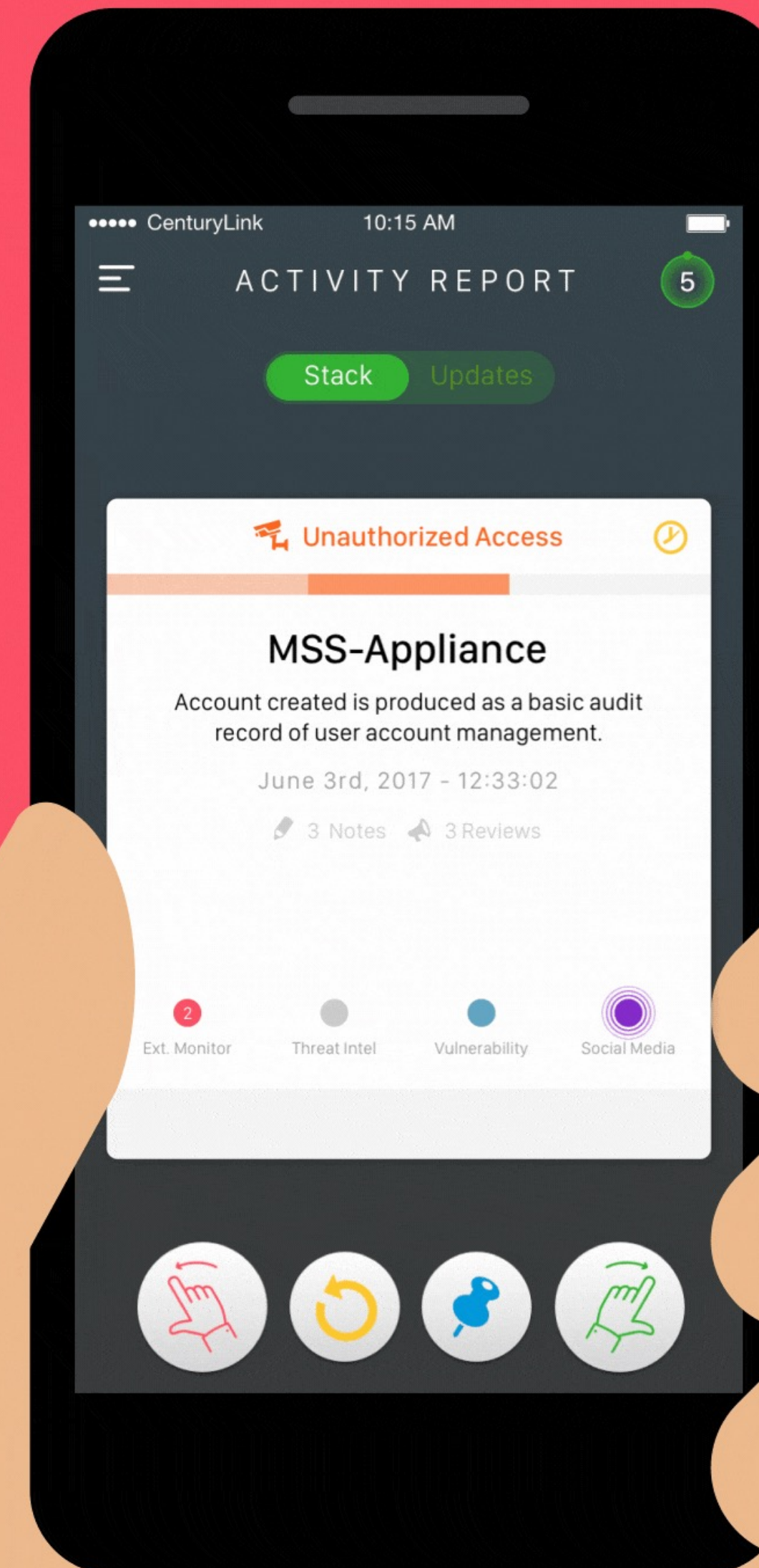
Dismiss Investigations

Remove items not relevant to you.

Dismissed items are generally investigations that a user may determine is not an urgent matter or even a problematic incident. The user can dismiss an incident by swiping left or pressing on the Dismissed button in the Action bar.

Review Activity Report

Dismiss items irrelevant to your needs



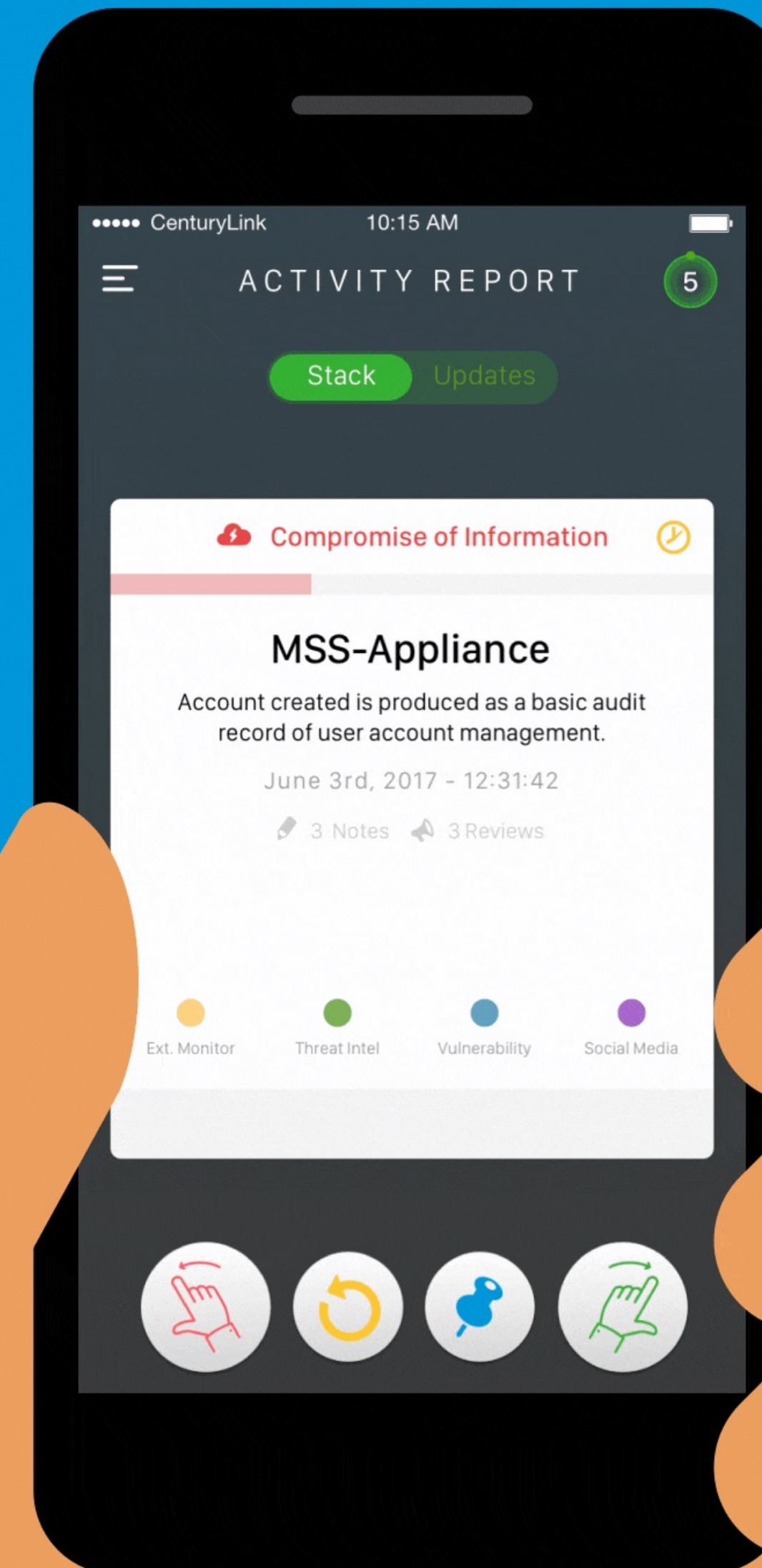
Pin Investigations

Save items for later

Pinned items can be used as a means of saving for later review. All pinned items are placed in the “Pinned” List in the drawer menu. Pinned items on the list, can be “Dismissed” or “Promoted”.

Pin investigations for later

Items you pin are stored in your “pinned” list



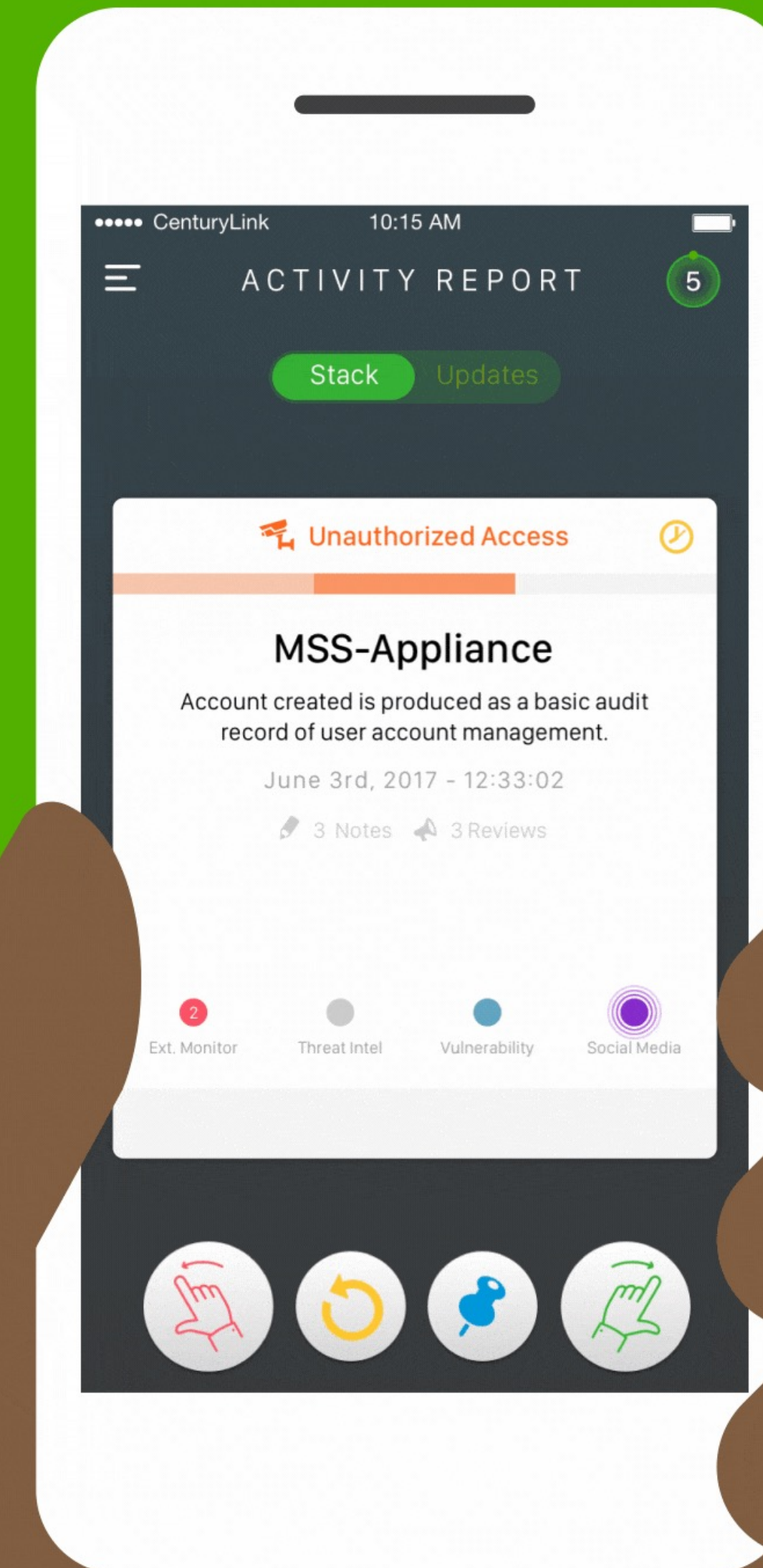
Promote Investigation

Raise tier of items relevant to you

Promoting an incident prompts its investigation (pending SLA). At this point an analyst will review the item, and all promoted incidents are moved to the “Updates” view. A user can access the “Updates” by pressing on “Updates” from the segmented switch.

Promote what matters to you

Items promoted are sent to analysts for review



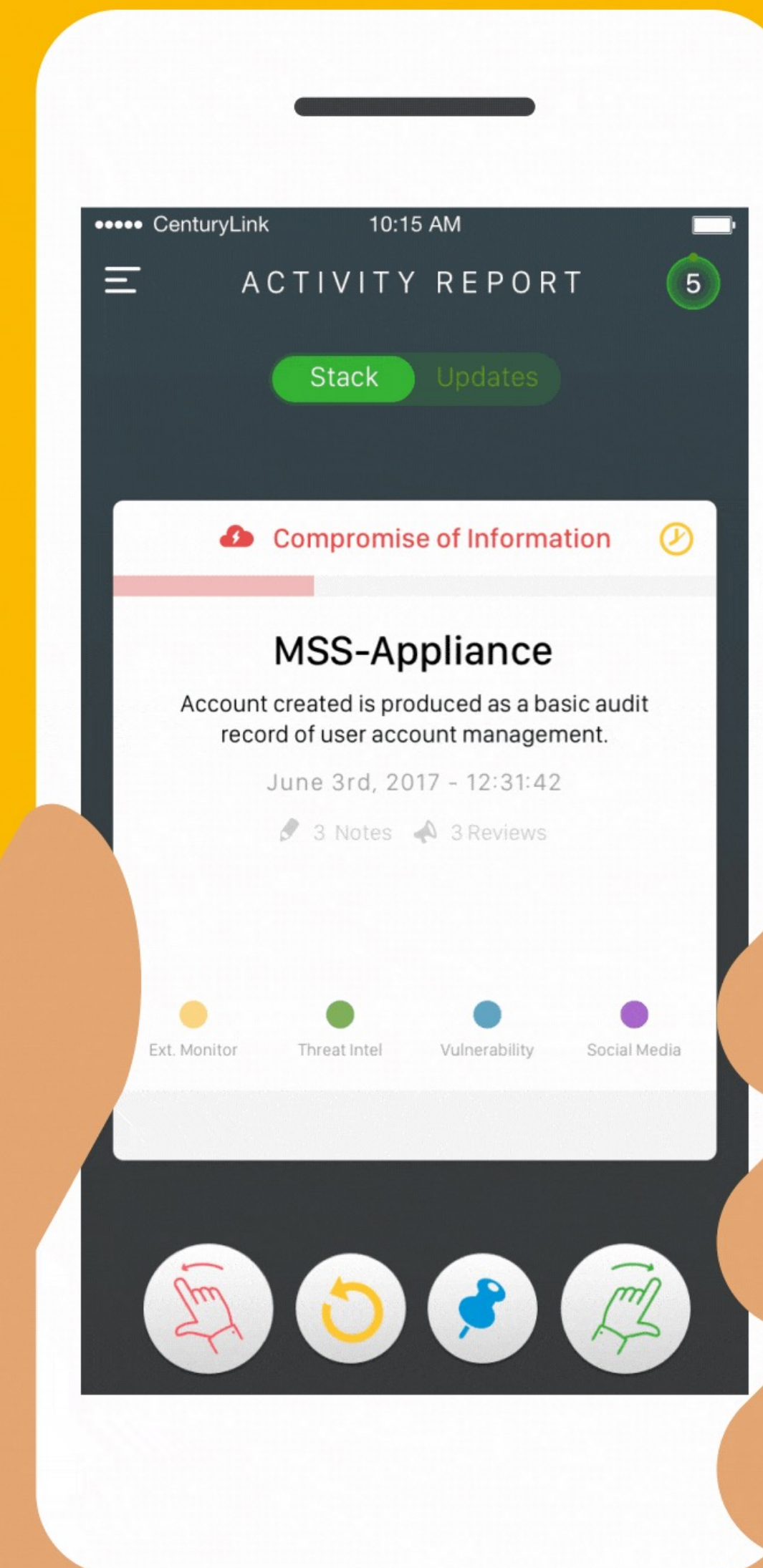
Revert Investigation

Bring back a dismissed item

If a user dismisses an incident they can revert that incident back on to the stack, by pressing on the “Revert” yellow/gold button on the Action bar. Only dismissed incidents can be reverted.

Dismissed by accident?

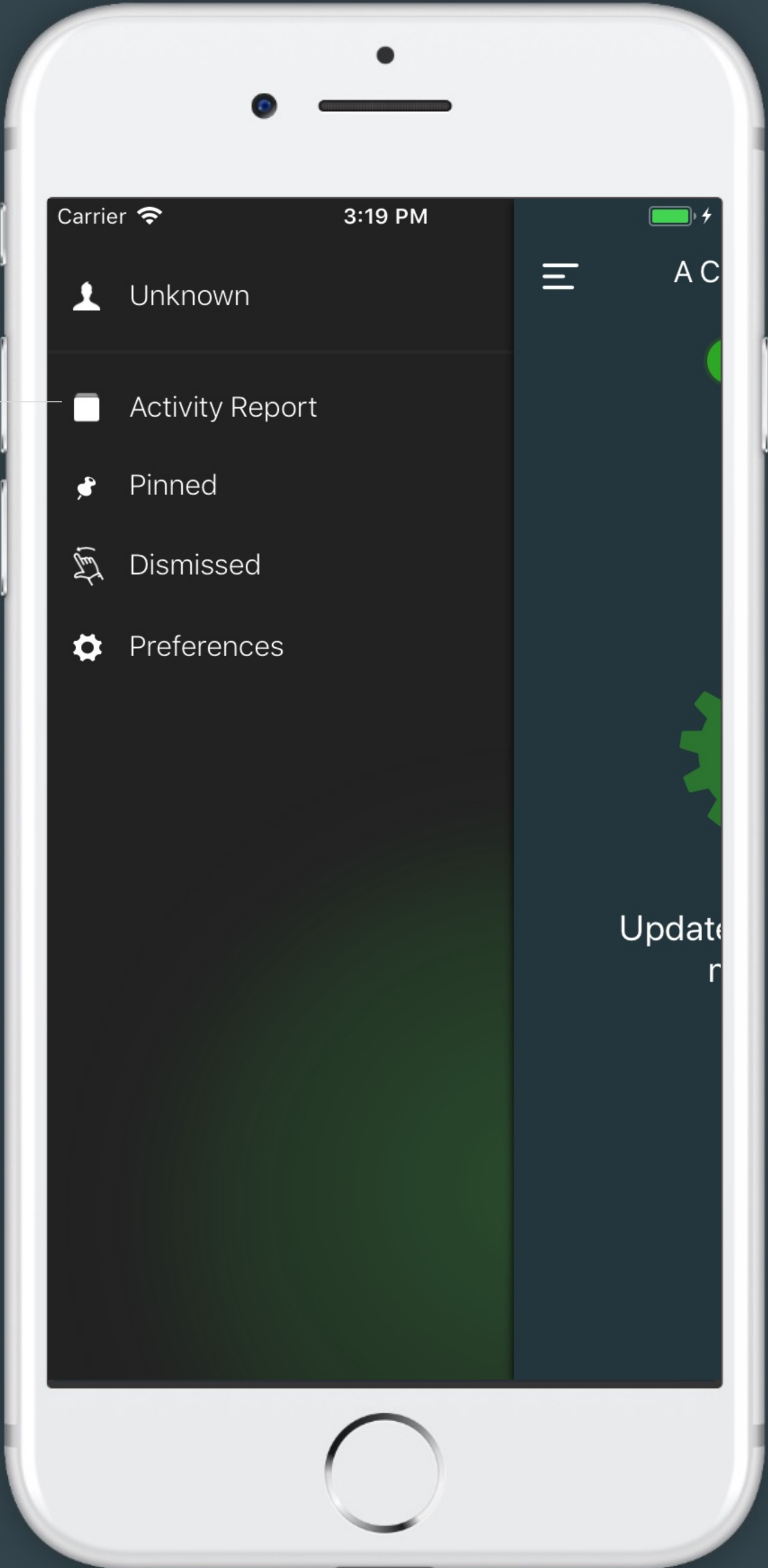
Revert dismissed investigations



Navigation Menu

Where to access all views

Drawer menu to easily navigate views

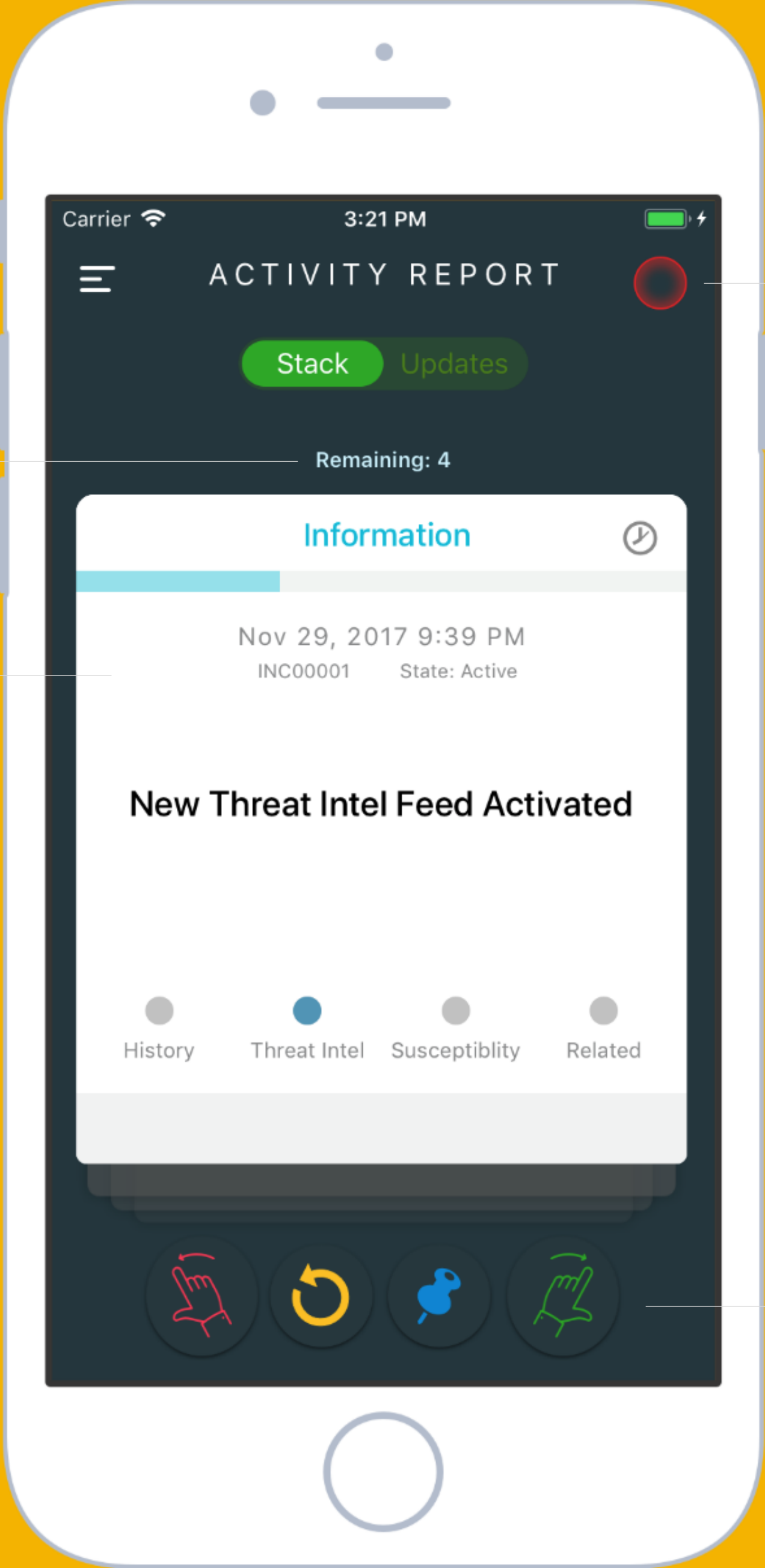


Activity Report

Incident Card Stack

Count of remaining cards in the stack

Macaw Engine Generates each lead as a card

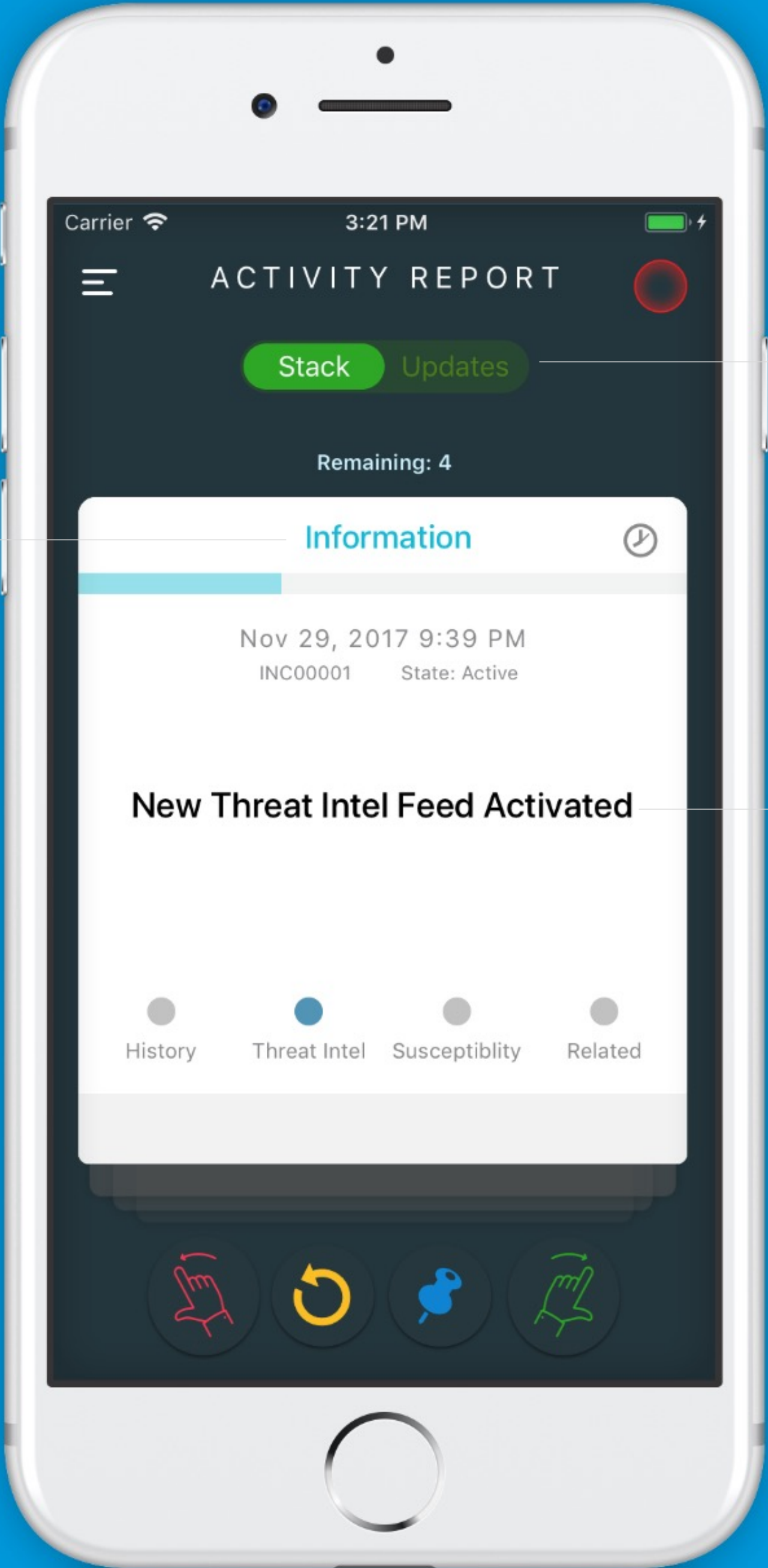


Security Posture configuration

Action Bar

Activity Report

Incident Card Stack



Switch between:

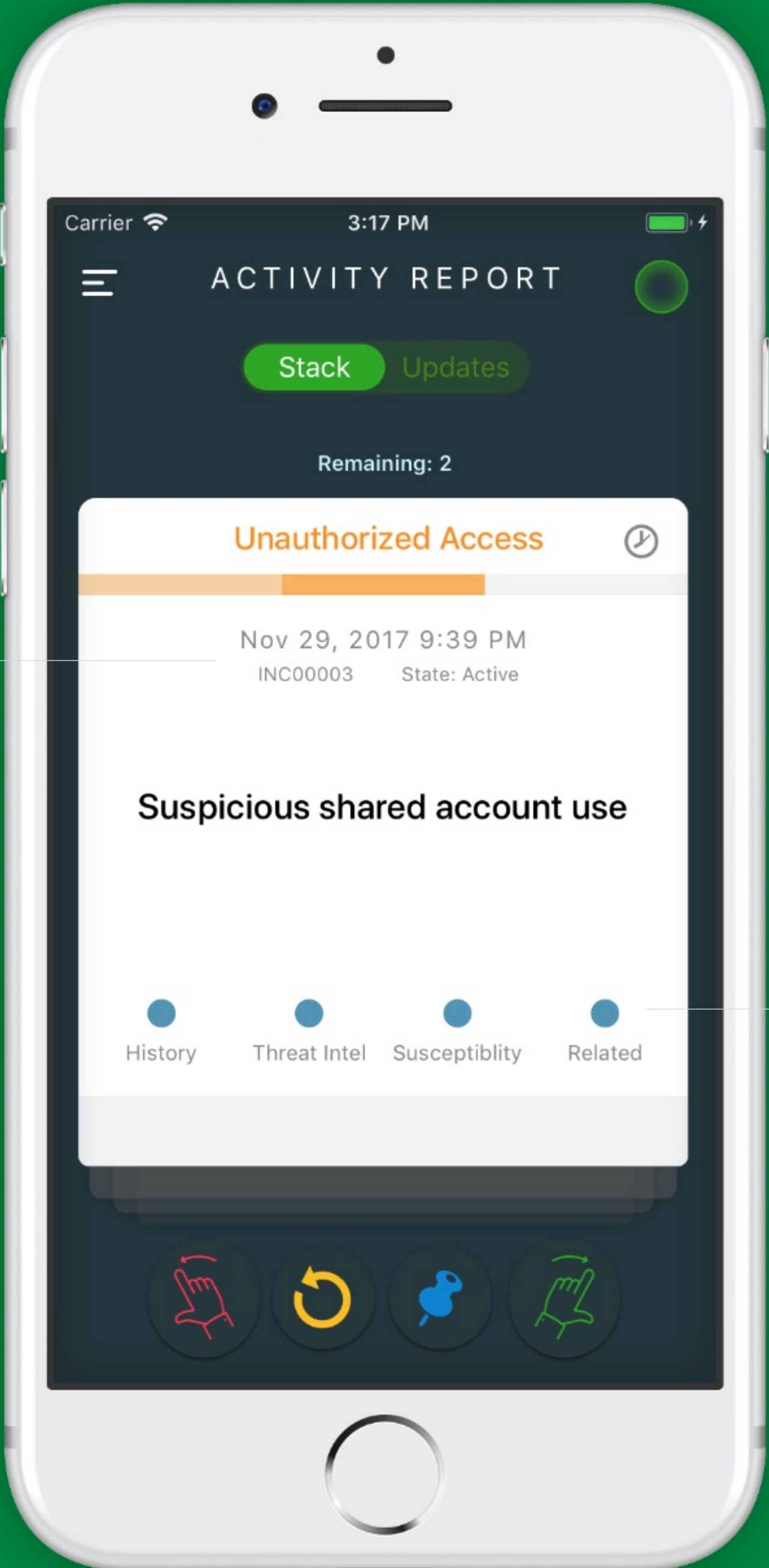
- Card Stack
- Updates

Each card generated, has an incident title

A description is generated for every incident card to provide more context.

Activity Report

Incident Card Stack



Timestamp of incident, along with an ID#, and investigation state.

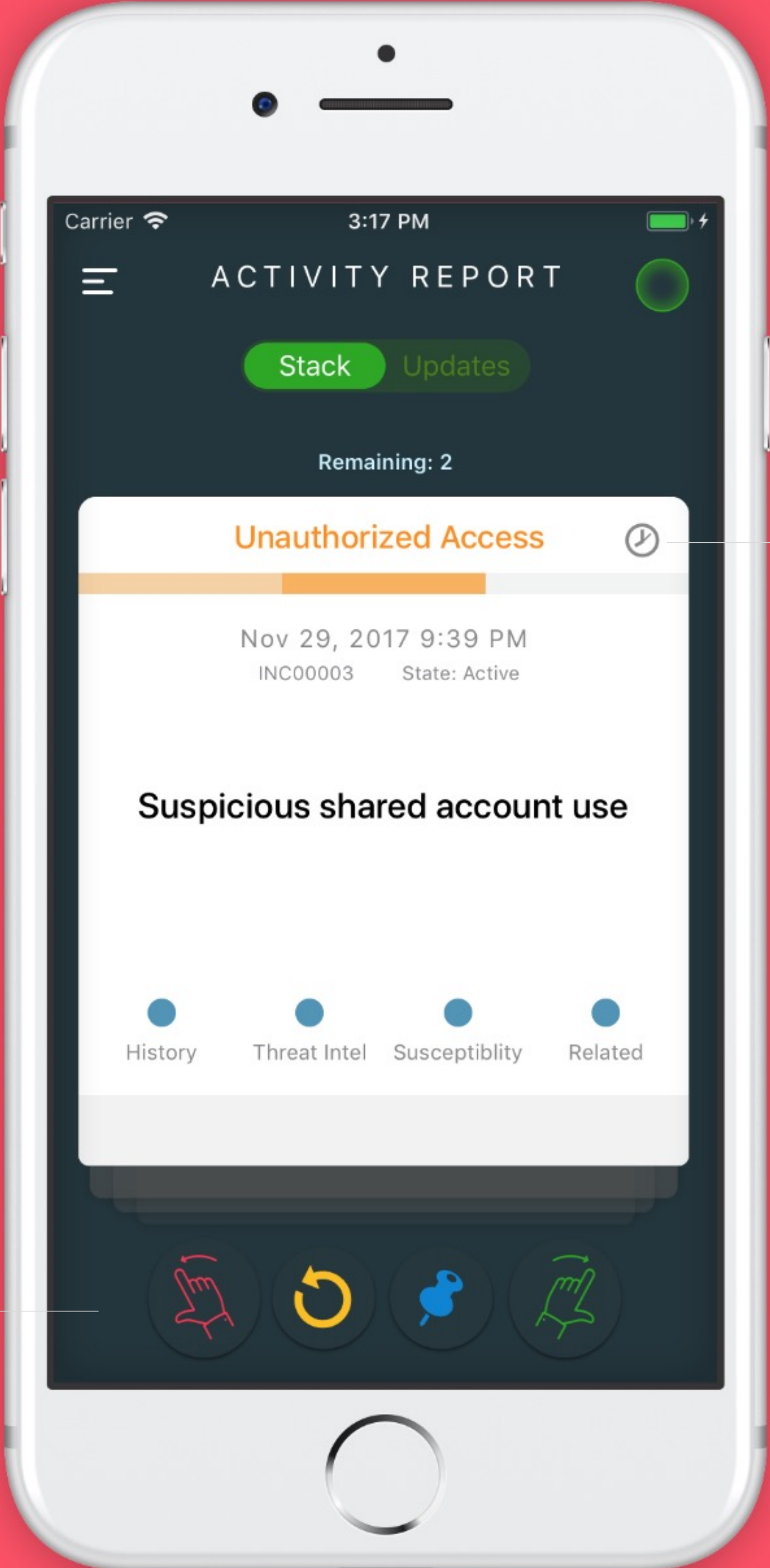
Incident Flags triggered by details of the investigation.

Activity Report

Incident Card Stack

Action Bar allows these actions:

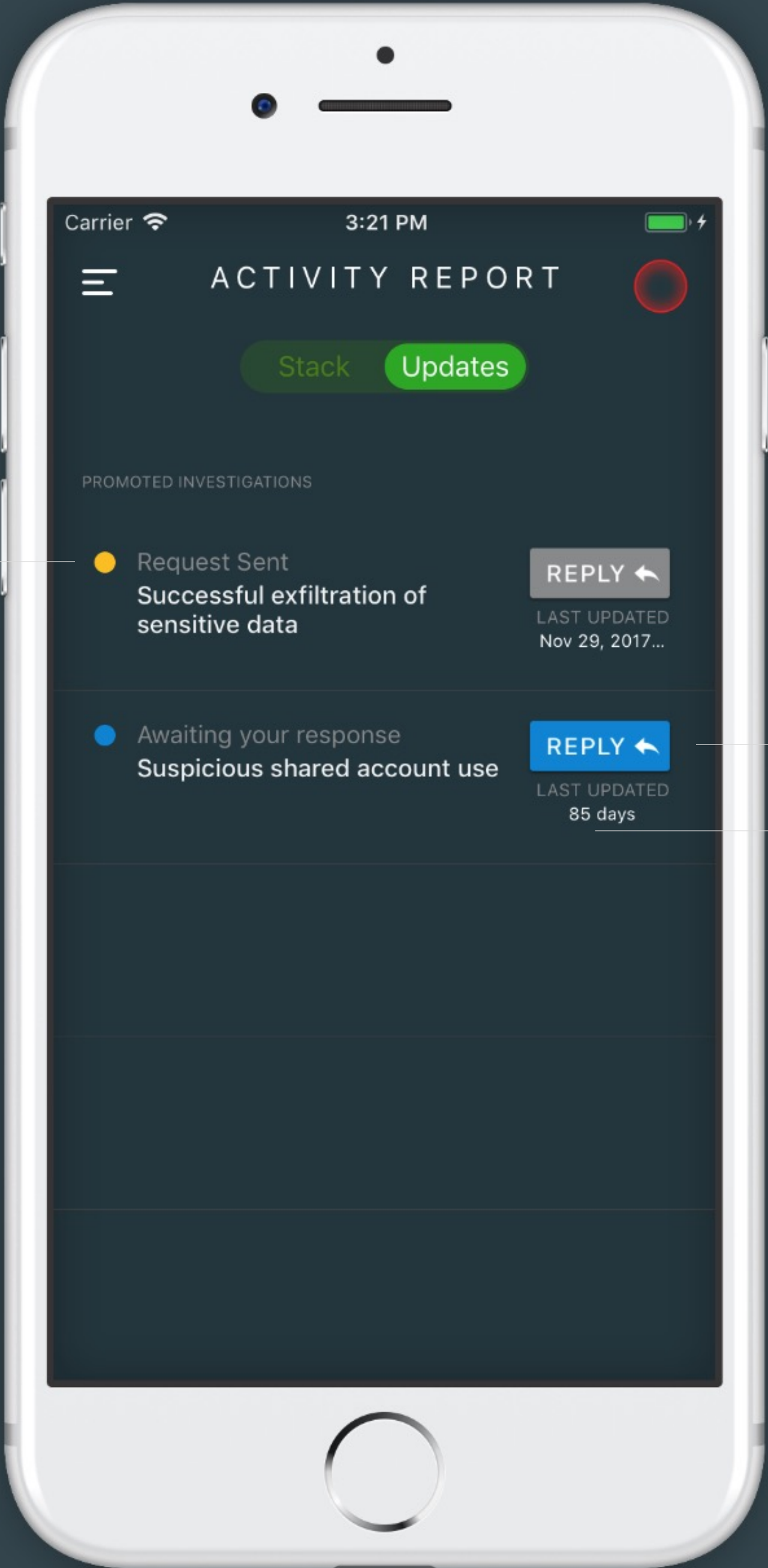
- Dismiss
- Revert
- Pin
- Promote



Press to get average occurrence rate, and last time an incident of similar type happened

Activity Report

Incident Card Stack



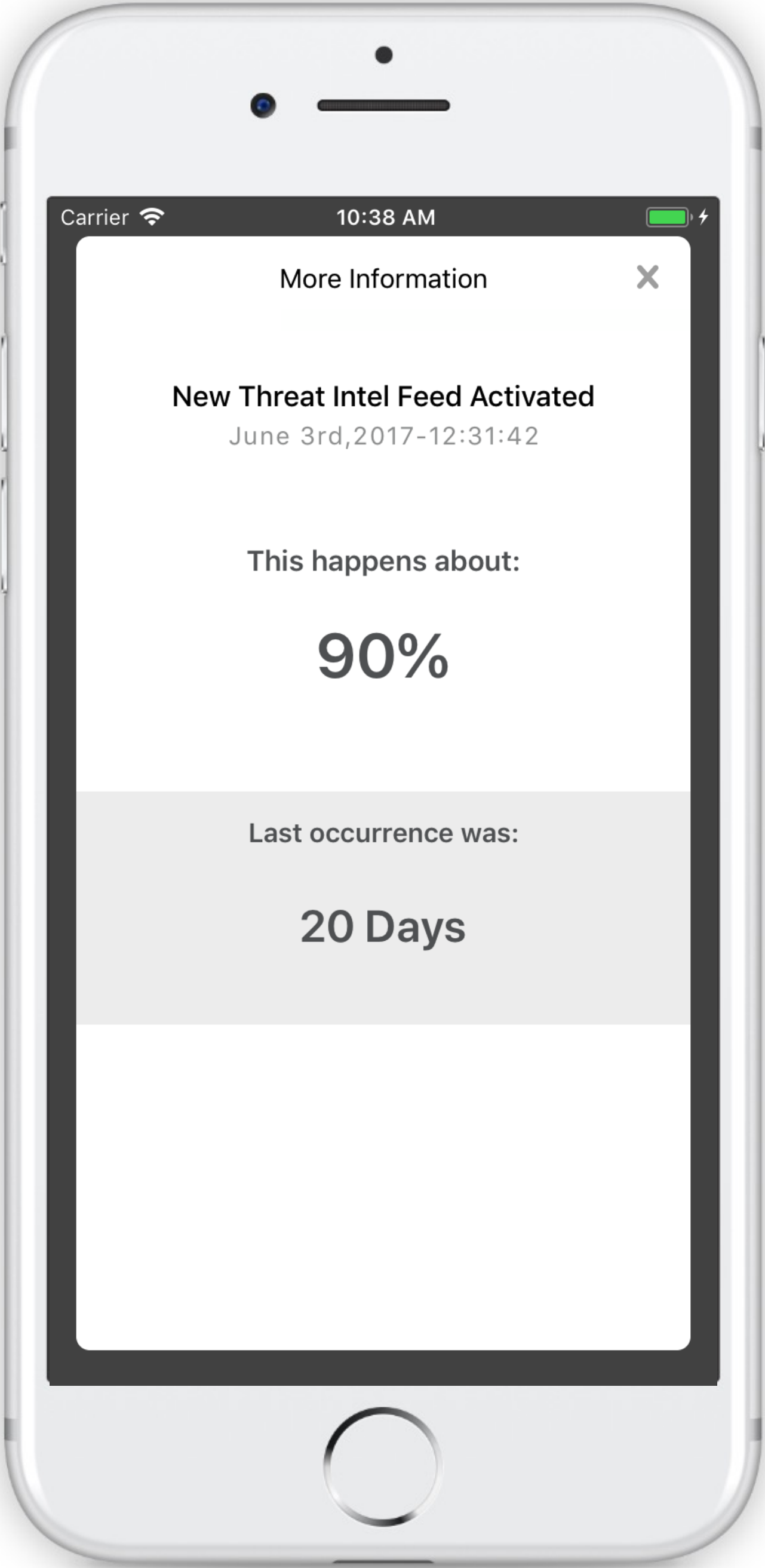
Yellow: Indicates a message the user sent to analyst (pending SLA)

Row items in blue are awaiting a user's response

Indicates last time either party replied

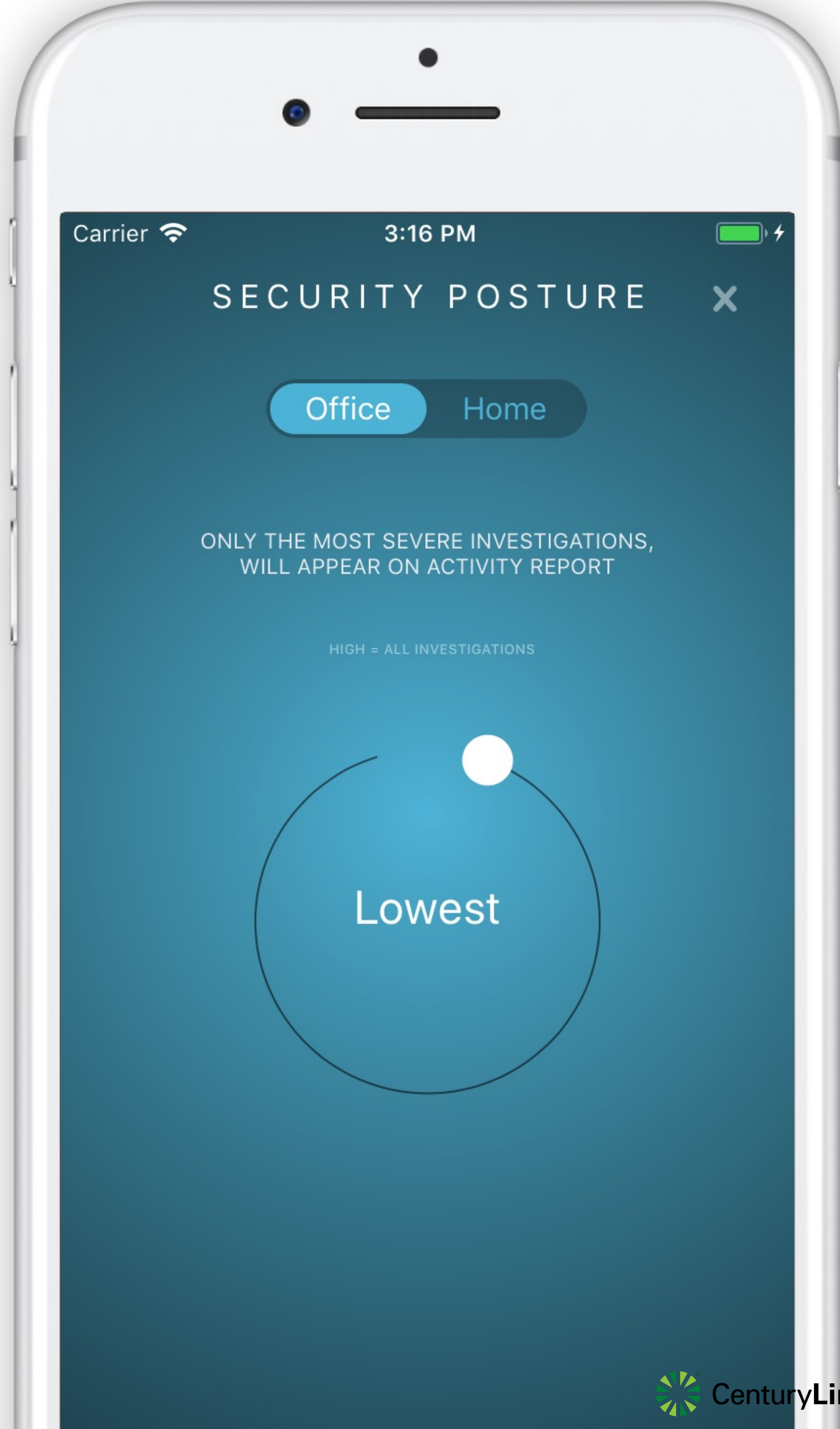
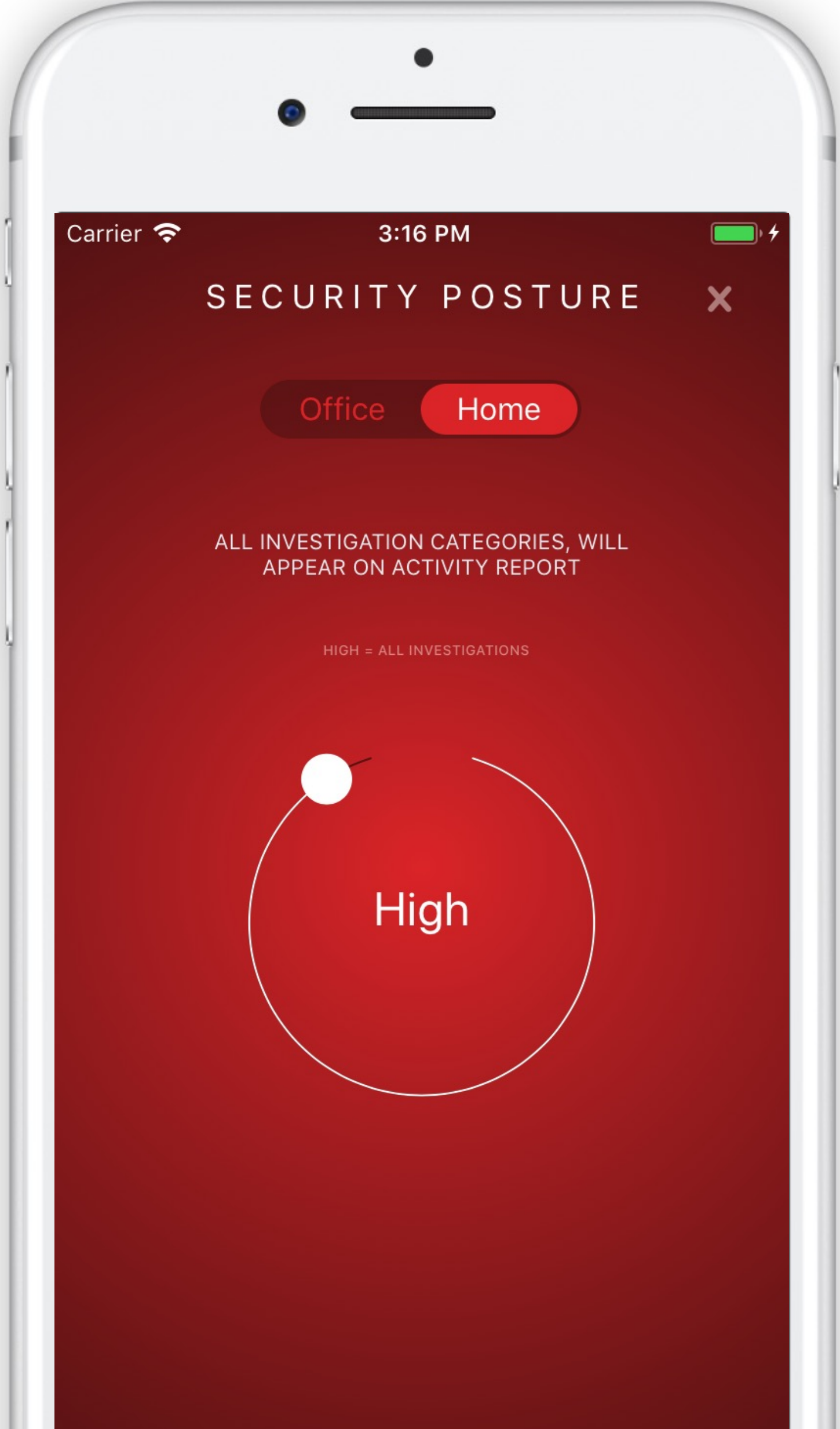
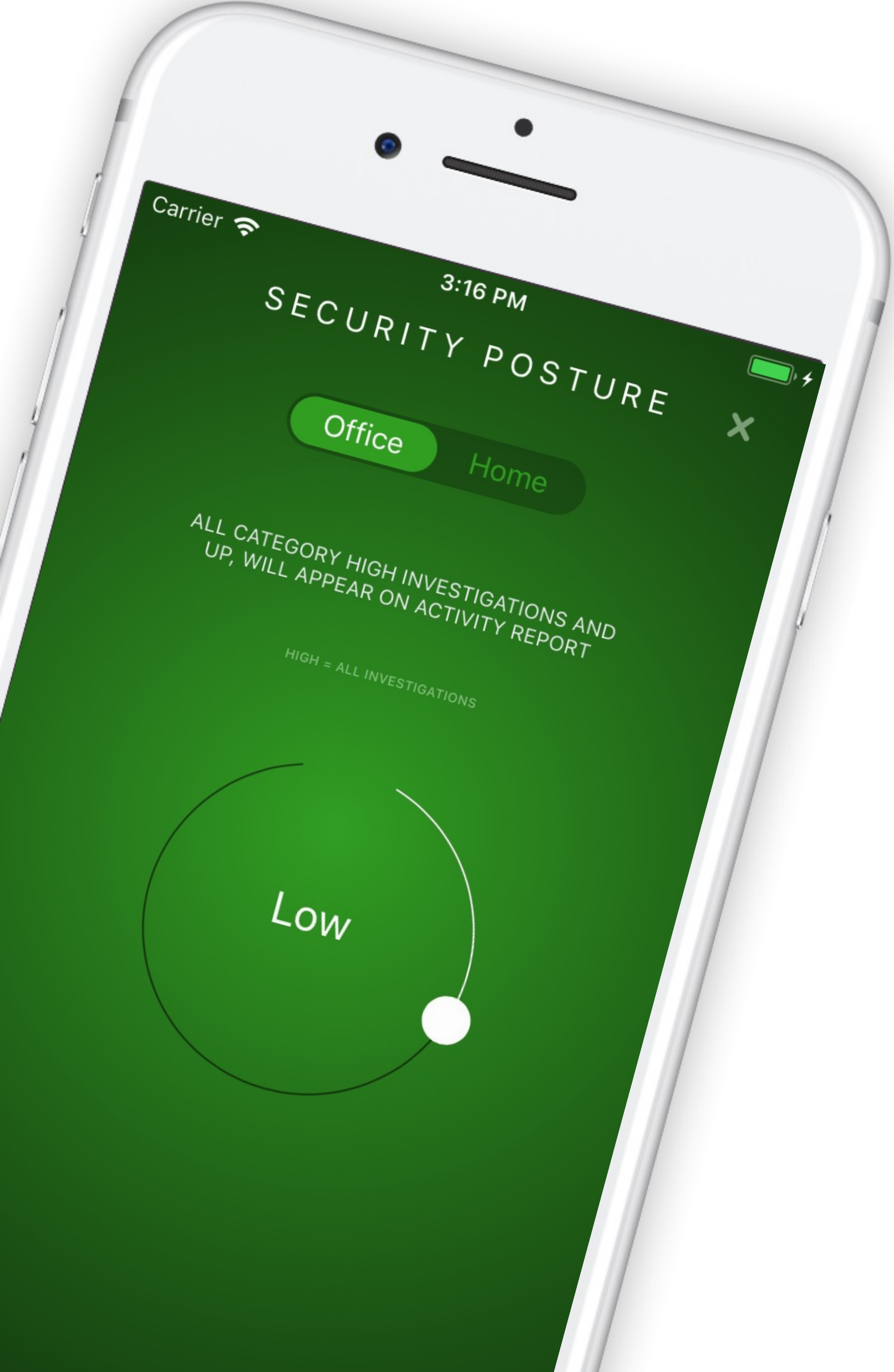
Occurrence percentage

Find out how often certain events happen



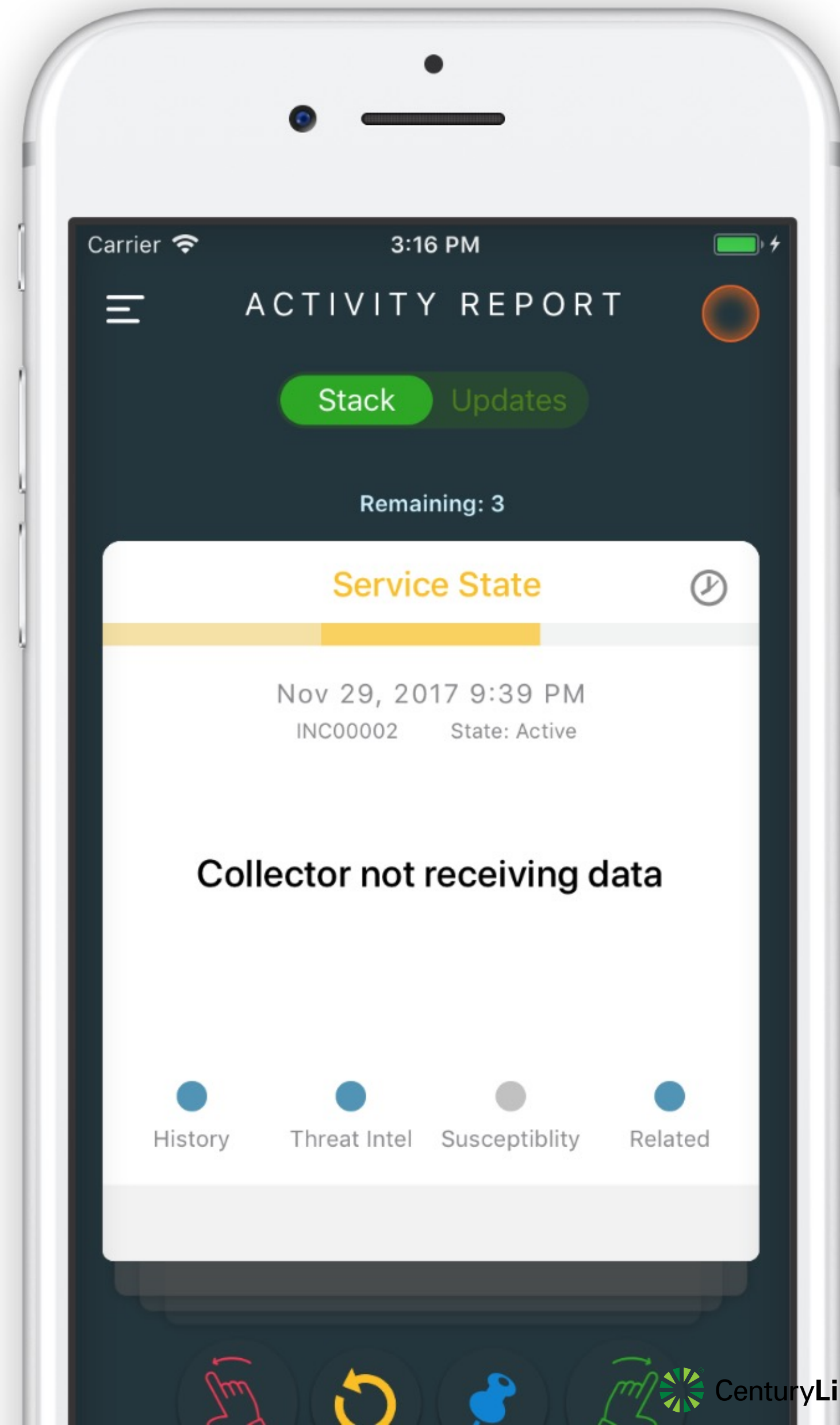
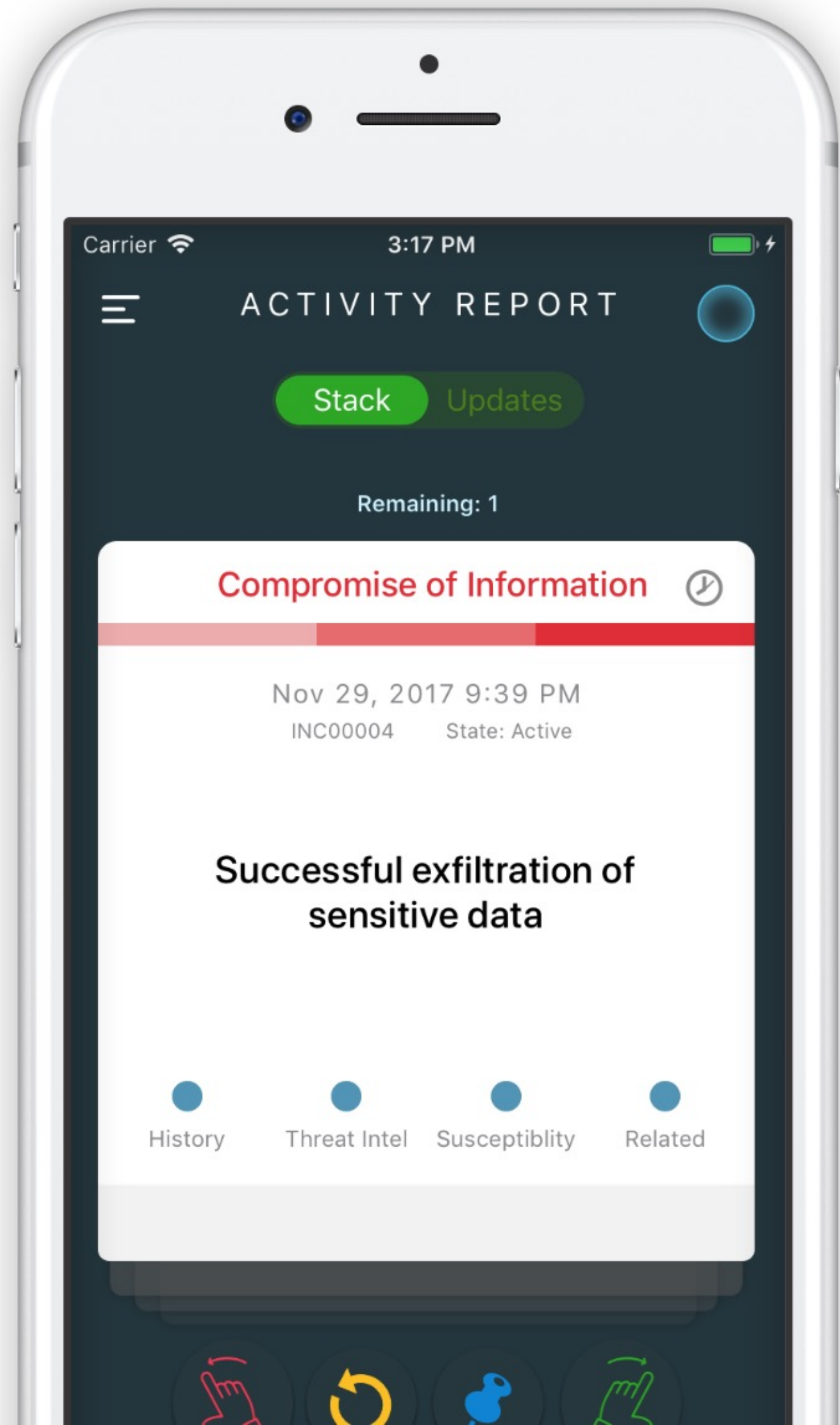
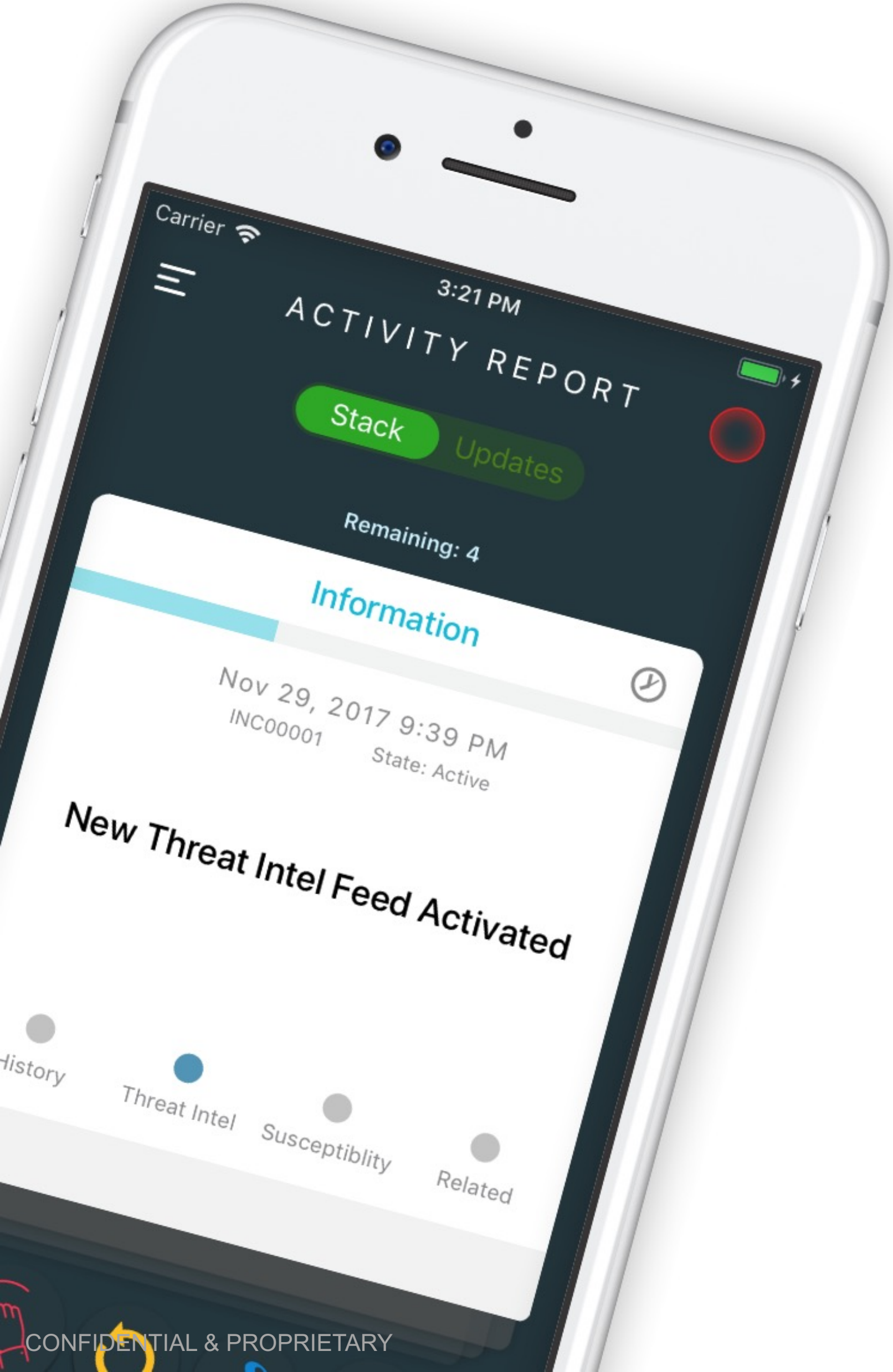
Security Posture

5 Levels of security to monitor incidents



Context colored categories

Card's category styling based on 5 severity levels

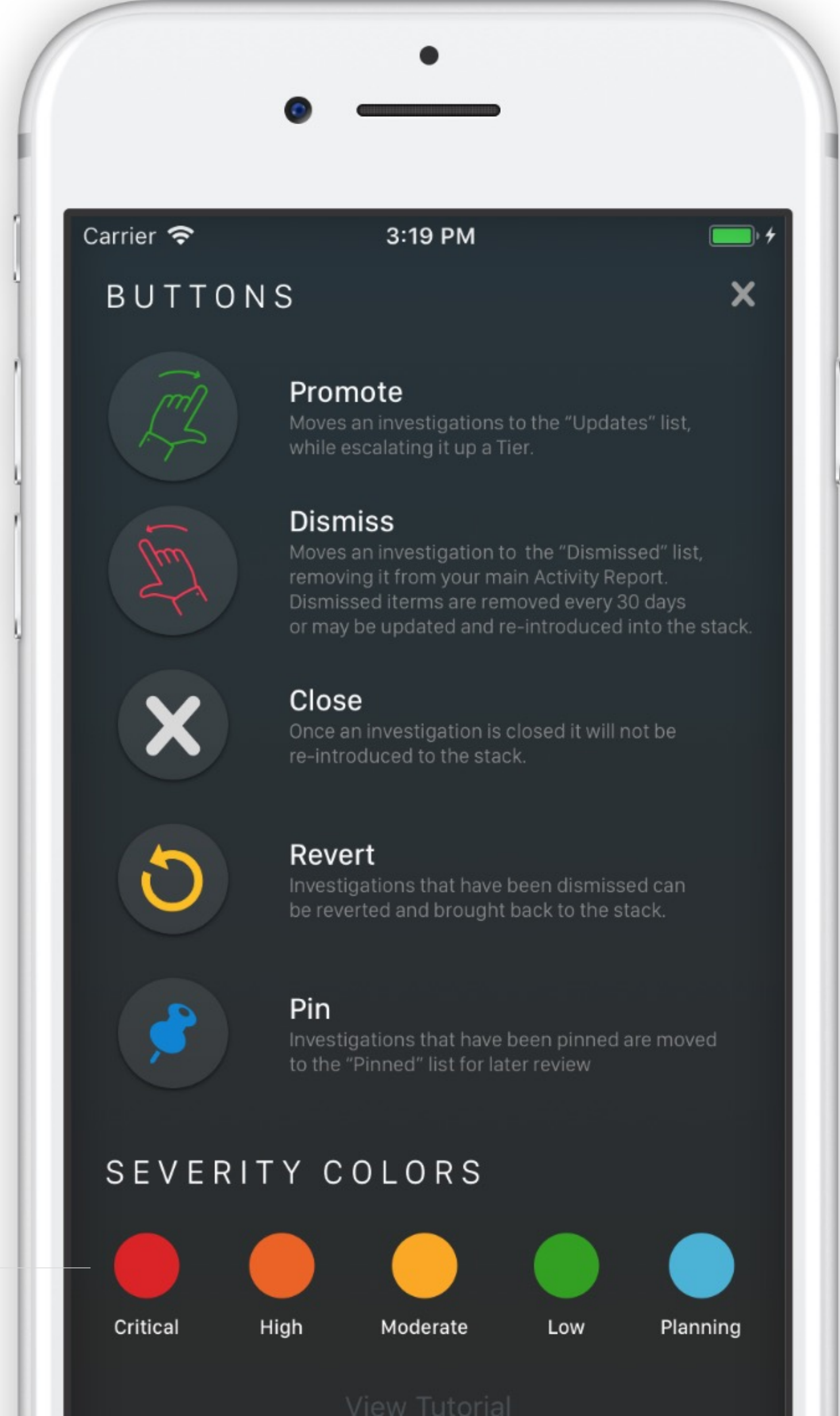


Breakdown

Buttons available & Severity Colors/Levels

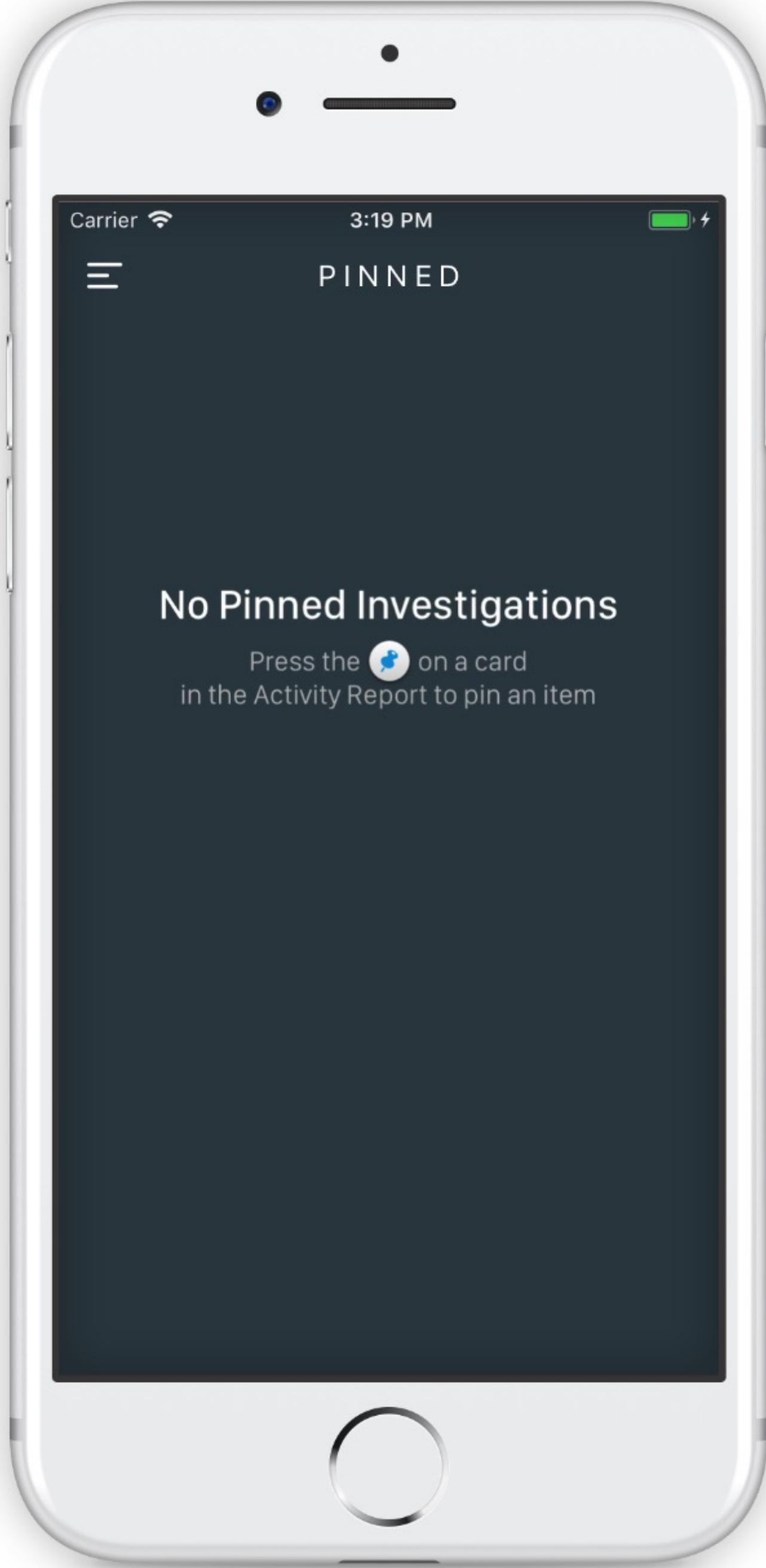
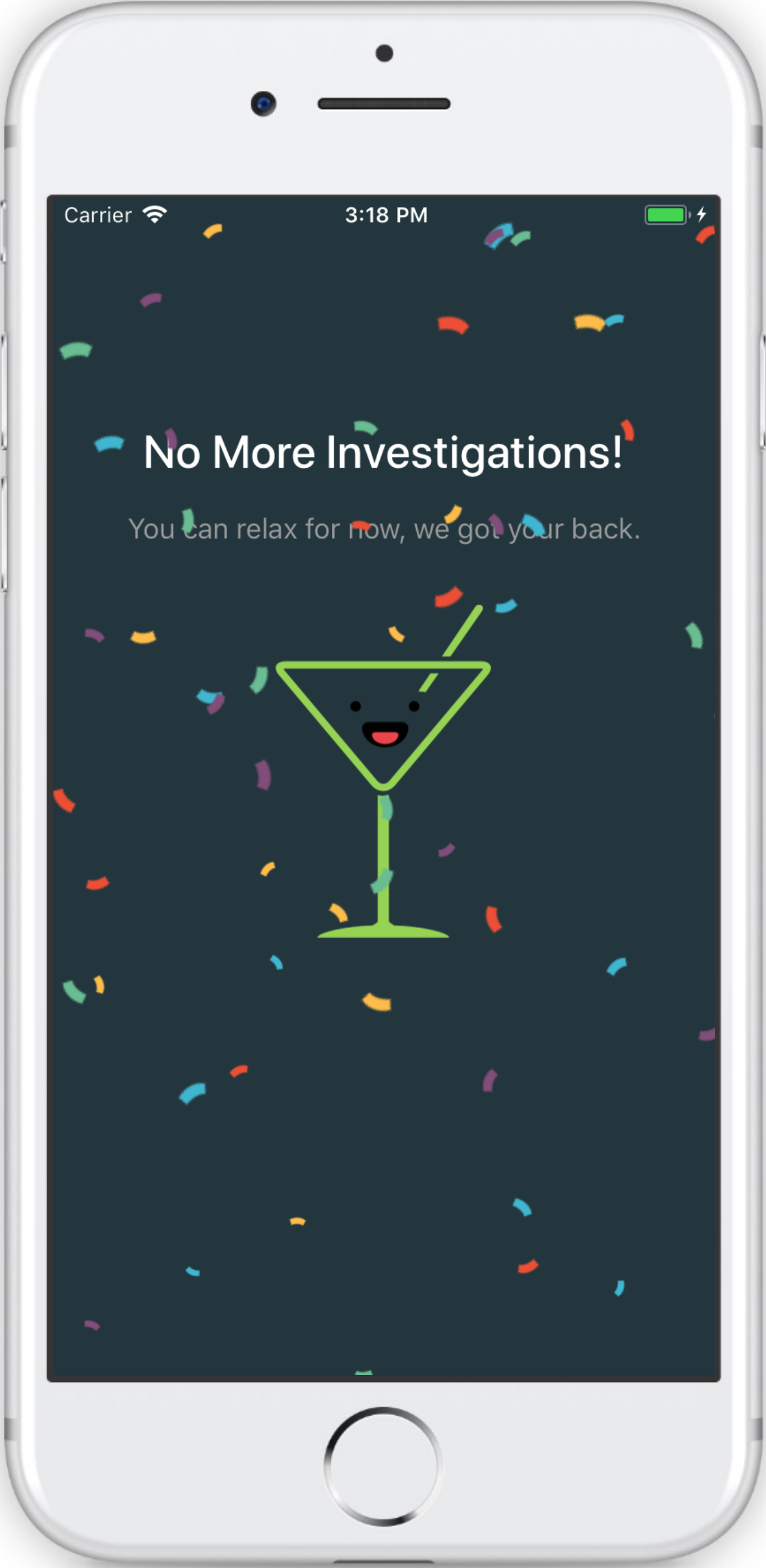
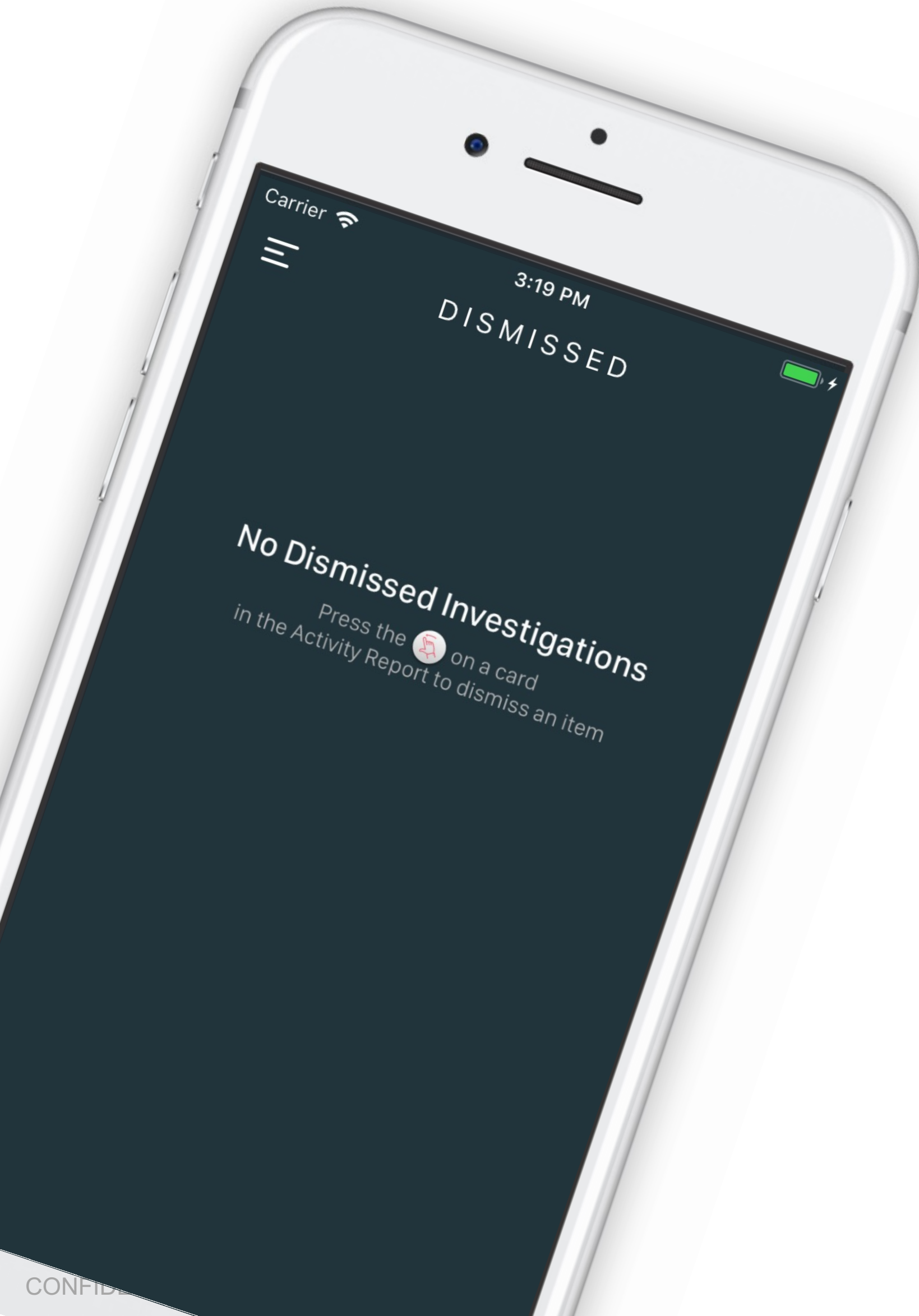
Severity Colors/Levels

- Red = Critical
- Orange = High
- Gold = Moderate
- Green = Low
- Blue = Planning

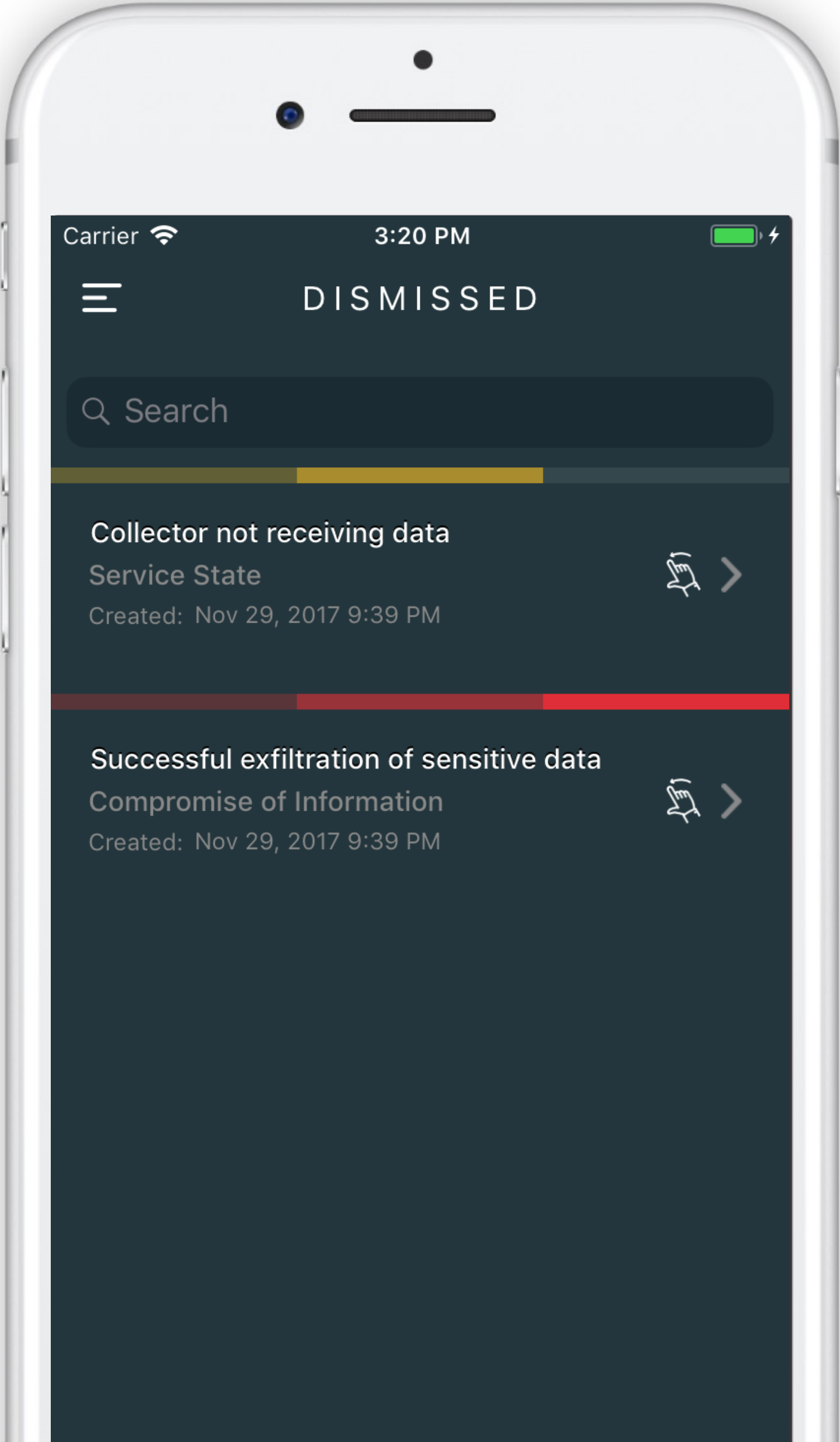
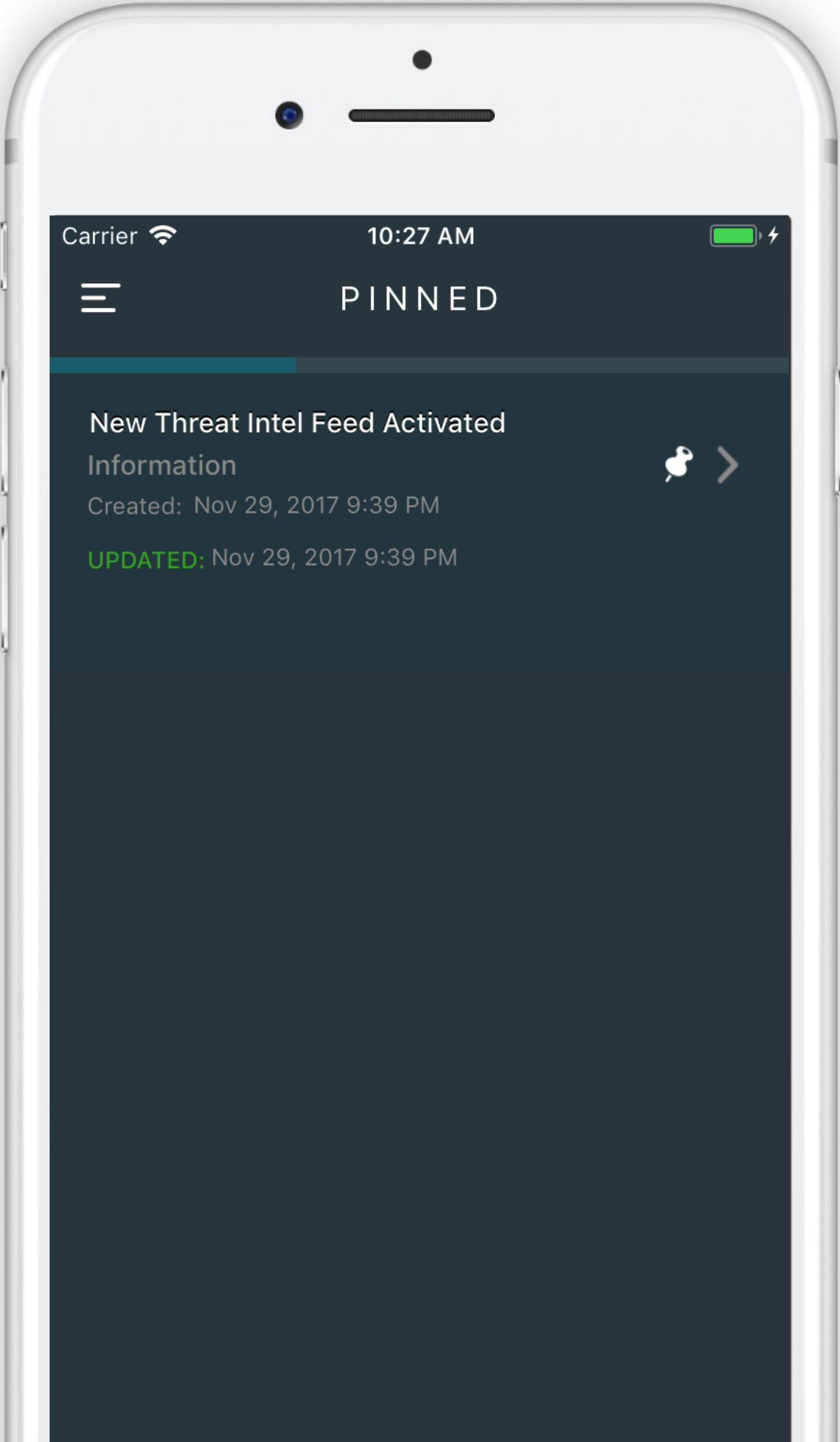


User friendly 😊

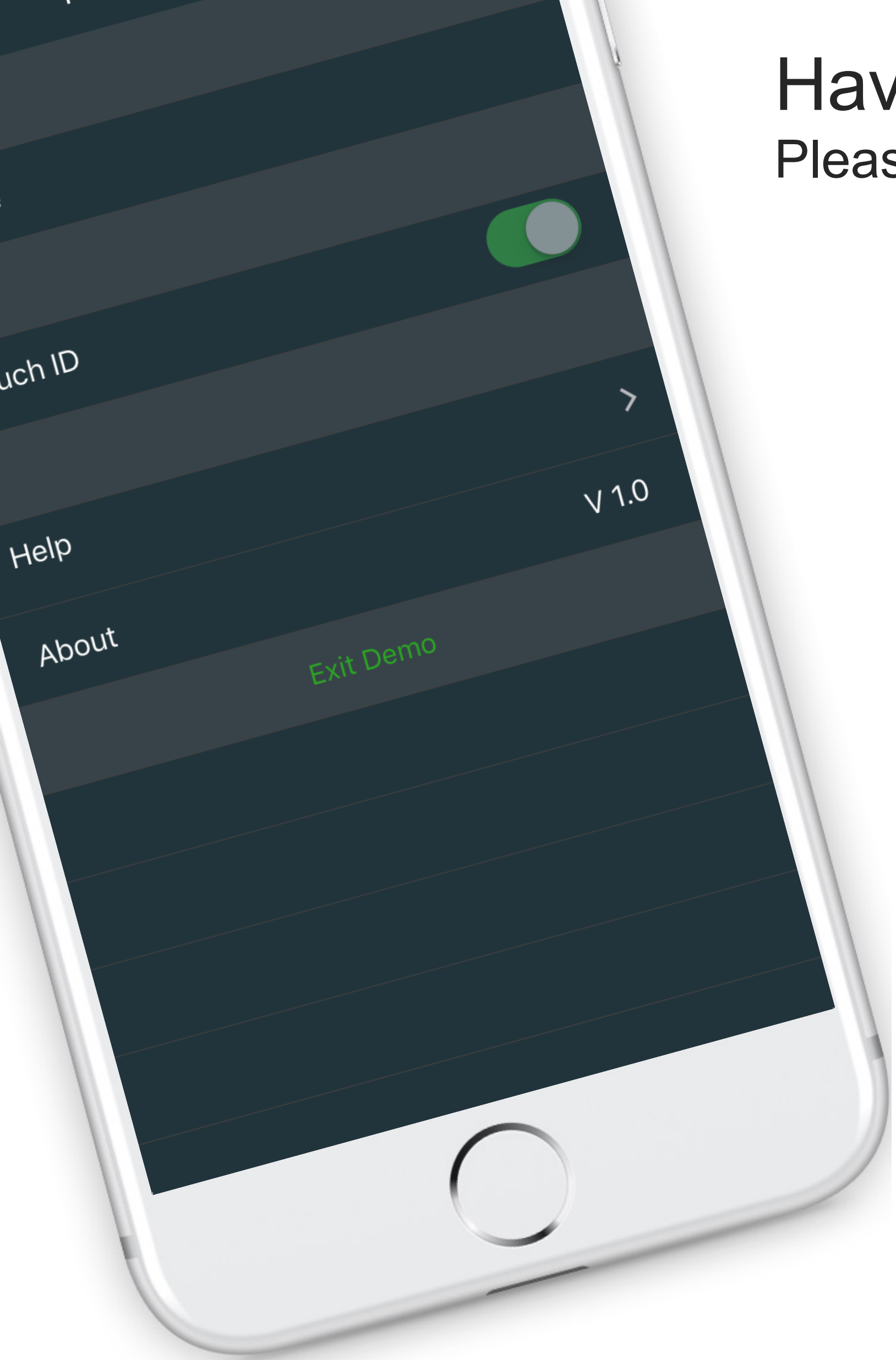
Empty states, that don't leave you feeling empty.



Store Pinned and revisit Dismissed investigations



Have questions?
Please contact your MSS Rep





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