PROJECT

Multi-tenant cybersecurity operations centre designed as an open cloud service with machine learning elements

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RECOVERY AND RESILIENCE PLAN

GOVERNMENT OFFICE OF THE SLOVAK REPUBLIC

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1. INTRODUCTION

1.1. Stakeholders

- Management (strategic decision-making, SLA)
- SOC team (operators, analysts)
- Customer's IT department
- Auditor
- Customers (tenants)
- Regulatory authorities

1.2. Solution intent

The intent of the project is to develop a technologically modern, open and scalable solution that will be capable of supporting organizations in effectively managing cyber threats in compliance with legislative requirements such as the NIS2 Directive and national cybersecurity laws. The project responds to the needs of, in particular, small and medium-sized organizations, which often lack sufficient expert capacity and budget to build their own security centre. The proposed solution will thus provide an affordable, high-quality alternative that will contribute to raising the level of cybersecurity at both national and European level. At the same time, it will support the education of experts in this field, deepen cooperation between academia and practice, and create room for further research and innovation in the field of cybersecurity.

1.3. Objectives of the solution

The main objective of the proposed solution is to build an open, multi-tenant and flexible SOC solution provided as a cloud service, which is able to respond to the growing demands on cybersecurity while also being affordable for organizations with limited capacities. This objective will be achieved through the integration of automation mechanisms, virtualization technologies and advanced machine learning algorithms based on deep neural networks, which will make it possible to detect and predict anomalous behaviour in systems in real time.

The specific objectives include the design of a SOC technological solution at TRL 3, the design of an intelligent monitoring system including parameters for tracking and responding to incidents, the design of the architecture of the elastic INNOSOC service with a proactive approach to the protection of information assets, the development of suitable machine learning algorithms, and the creation of an online platform for sharing the project results and supporting open science.

2. BUSINESS VIEWPOINTS

Chapter contents

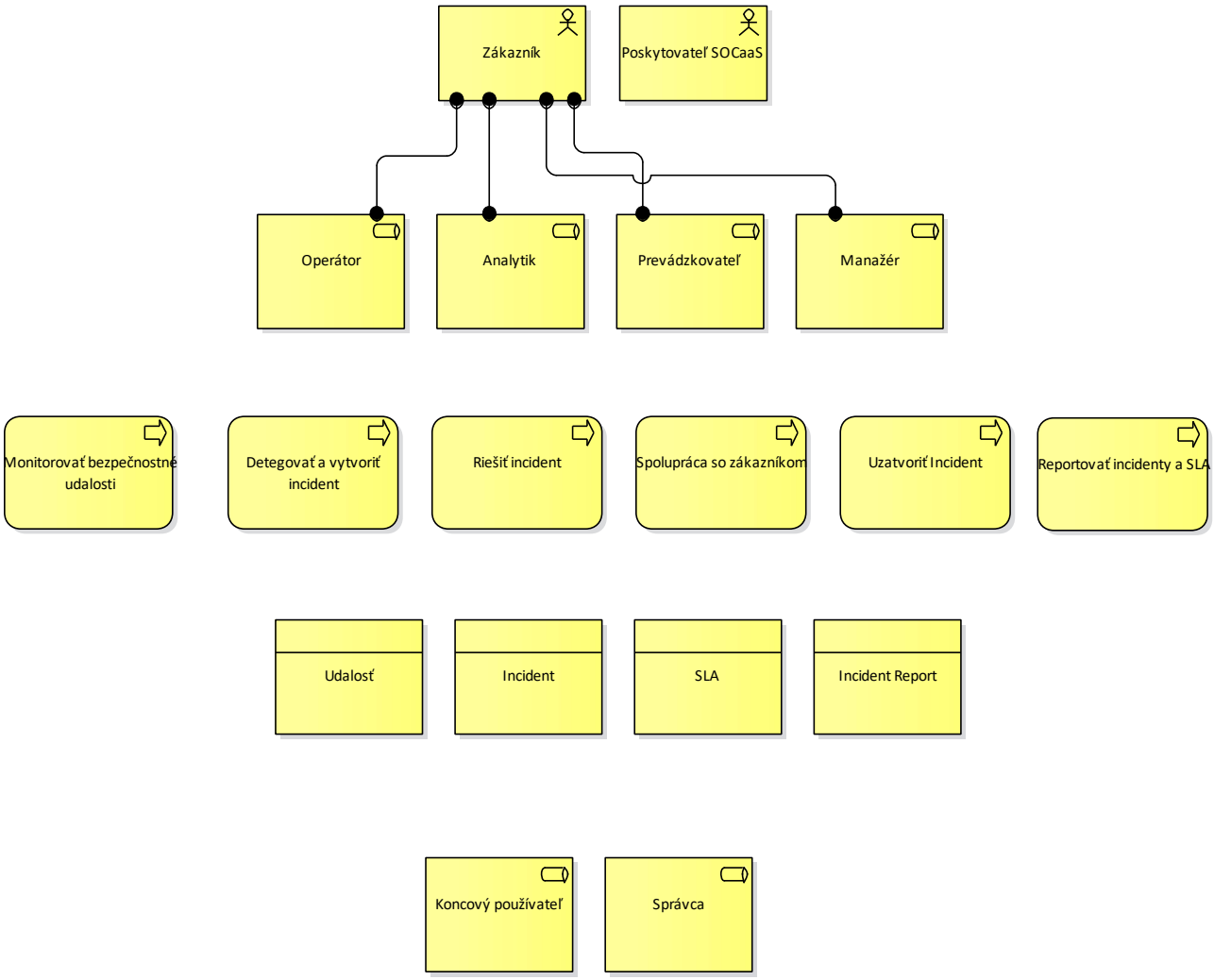


Figure 1 : ArchiMate 2 Business Layer Diagram

Description of the elements used:

Detect and create an incident - BusinessProcess
Monitor security events - BusinessProcess
Report incidents and SLA - BusinessProcess
Handle an incident - BusinessProcess
Cooperation with the customer - BusinessProcess
Close an Incident - BusinessProcess
Analyst - BusinessRole
Incident - BusinessObject
Incident Report - BusinessObject
End user - BusinessRole
Manager - BusinessRole
Operator - BusinessRole
SOCaaS provider - BusinessActor
Service operator - BusinessRole
SLA - BusinessObject
Administrator - BusinessRole
Event - BusinessObject
Customer - BusinessActor

Detection and correlation of security events (SIEM) - business realization of the service

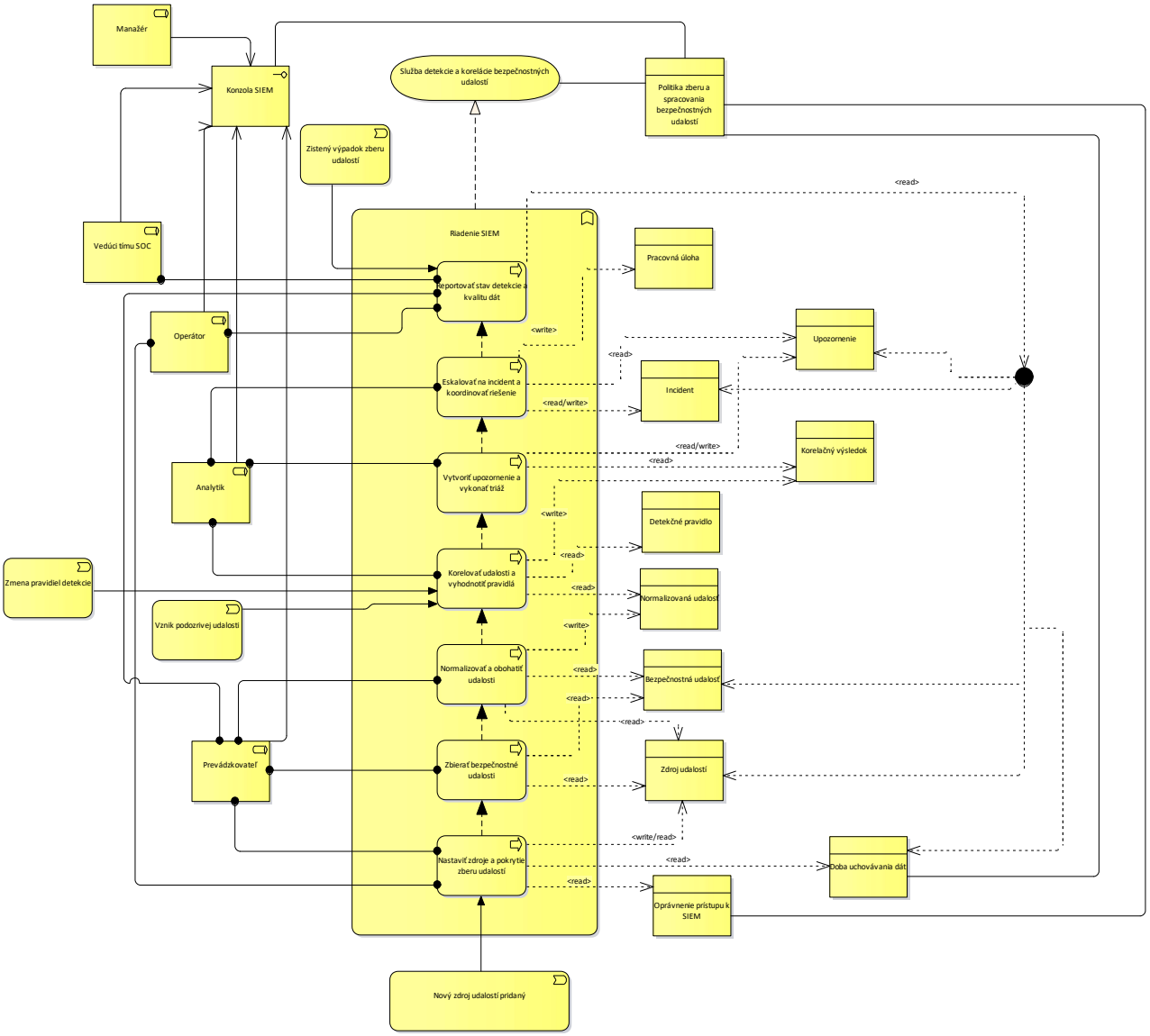


Figure 2: Detection and correlation of security events (SIEM) - business realization of the service

The diagram describes the management of the collection of security events from the customer's systems, their processing, normalization, correlation according to detection rules and the creation of alerts for triage and escalation. It includes roles, the processing policy, the SIEM console, business events as triggers and the access of processes to business objects

via read, write and update.

Description of the elements used:

New event source added - BusinessEvent
The event occurs when the customer adds a new system or service that is to forward events to detection. It requires extending collection coverage and checking the quality of the data received. It reduces the risk of blind spots in monitoring.

SIEM management - BusinessFunction
The business function covers event collection, data processing and correlation, alert creation, triage and escalation. It ensures that detection is consistent across customers and that rule changes are managed. The function creates the conditions for rapid response and retrospective traceability.

Security event detection and correlation service - BusinessService
The service ensures the collection of security events from the customer's systems, their processing and evaluation according to detection rules. The output consists of alerts ready for triage and possible escalation. The service is designed to be traceable, measurable and separated for each customer.

Occurrence of a suspicious event - BusinessEvent
The event represents the capture of an anomaly or behavioural pattern that may signal an attack. It triggers correlation and subsequent triage in order to confirm or rule out a security impact. It supports the rapid capture of incidents.

Detected event collection outage - BusinessEvent
The event occurs when the flow of events from one or more sources is interrupted. It triggers verification of source availability and corrective steps to restore collection. It minimizes the period during which detection works with incomplete data.

Change of detection rules - BusinessEvent
The event represents a change in the logic of rules, thresholds or correlation conditions. It triggers a check of the impact on false alerts and on threat coverage. It enables managed changes and retrospective verification of decisions.

Analyst - BusinessRole
Performs alert triage, verifies the context and decides on escalation to an incident. Uses the console to analyse events, timelines and relationships. Records the result of the assessment and prepares the basis for corrective steps.

Security event - BusinessObject
The object represents an individual activity record that may have security significance. It contains the time, origin, target and data needed for further processing. It is the basic input for normalization and correlation.

Detection rule - BusinessObject
The object defines the conditions under which an alert or a correlation result is created

from events. It contains the evaluation logic, thresholds and the expected output for triage. It is subject to change management so that it can be retrospectively verified why a result was produced.

Data retention period - BusinessObject

The object determines how long events, correlation results and alerts are retained for the purposes of retrospective analysis and audit. It takes into account data protection requirements and operational capabilities. It supports traceability and the comparison of trends over time.

Incident - BusinessObject

The object is used when an alert requires coordinated handling, recording of steps and closure with an outcome. It makes it possible to assign responsibility, status, impact and related work tasks. The link to outputs supports audit and retrospective analysis.

Correlation result - BusinessObject

The object combines multiple events into a single interpretation with an explanation of the conditions met. It captures which rules and data were decisive for the severity. It serves as the basis for triage and for retrospective verification.

Manager - BusinessRole

Uses the outputs to obtain an overview of risks, trends and the state of detection. Requires a comprehensible summary of impacts and handling priorities. Supports decision-making on changes to coverage, capacities and requirements on the customer.

Normalized event - BusinessObject

The object is an event after conversion into a unified structure and after the addition of context. It enables comparison across sources and reduces errors caused by differing formats. It contains the assignment of the customer and related assets.

Operator - BusinessRole

Ensures operational coordination and supervision of compliance with settings and agreements. Monitors the processing status and the availability of outputs, and handles routine operational requests. Supports escalation in the event of deterioration in quality or availability.

SIEM access authorization - BusinessObject

The object defines who can view events, alerts and exports according to role and customer. It prevents data from being mixed between customers and reduces the risk of information leakage. It is used for every access via the console and is bound to the policy.

Security event collection and processing policy - Contract

The policy determines which sources are collected, how they are processed and what minimum requirements apply to data quality and completeness. It defines access rules, customer labelling and data retention rules. It ensures a uniform procedure across customers and defensibility in an audit.

Work task - BusinessObject

The object represents a remediation or improvement task arising from an incident or from the need to adjust detection. It makes it possible to track the deadline, responsibility, status and outcome of implementation. It ensures that recommendations are turned into completed steps.

Service operator - BusinessRole
Is responsible for the technical coverage of event collection, the availability of data processing and the stability of operation. Monitors the status of sources, handles outages and sets the basic processing parameters. Ensures that data arrive in the required quality and at the required time.

Alert - BusinessObject
The object represents a finding that requires assessment by an analyst and possible further steps. It contains the severity, affected assets and references to related events. It makes it possible to record the triage status and the result of the assessment.

SOC team leader - BusinessRole
Manages the quality of detection and sets the direction for improving rules and processes. Approves significant changes that affect the number of alerts or threat coverage. Oversees the consistency of the team's work and the traceability of decisions.

Event source - BusinessObject
The object represents a system, device or service that produces security events. It carries information on type, ownership, criticality and assignment to a customer. It makes it possible to manage collection coverage and to identify missing parts of the infrastructure.

<read> - Junction

SIEM console - BusinessInterface
The interface provides a single place for working with alerts, correlation results and the event collection status. It enables filtering by customer, time, severity and affected assets. It supports retrospective verification by displaying links to incidents and work tasks.

Escalate to an incident and coordinate handling - BusinessProcess
The process ensures the creation of an incident when an alert requires coordinated handling and the recording of steps. It assigns responsibility and status and creates work tasks for corrective measures. It supports the traceability of handling and retrospective verification.

Correlate events and evaluate rules - BusinessProcess
The process combines related events into meaningful units and evaluates detection rules. It produces an explanation of why a pattern was matched and which conditions were decisive. It reduces overload by grouping events into interpretable results.

Set up event sources and collection coverage - BusinessProcess
The process determines which systems and services are to forward events and which event types are needed for detection. It ensures customer labelling, asset mapping and minimum requirements for time synchronization. The output is stable collection coverage without blind spots.

Normalize and enrich events - BusinessProcess
The process converts events into a unified structure and adds the context needed for

correlation. It assigns the customer, asset, criticality and other attributes that reduce the error rate of evaluation. It ensures the comparability of events across different sources.

Report detection status and data quality - BusinessProcess
The process assesses the completeness of collection, the quality of processing and the stability of the number of alerts over time. It identifies source outages, increases in noise and the need to adjust rules or coverage. The outputs are used to plan improvements and to review the service.

Create an alert and perform triage - BusinessProcess
The process creates an alert from a correlation result and assesses its relevance. It adds the severity, context and an initial recommendation of further steps. The aim is to quickly distinguish false alerts from real threats.

Collect security events - BusinessProcess
The process ensures the receipt of events from sources and their delivery to processing. It monitors availability, latency and basic transmission errors. The aim is for events to arrive completely, on time and without corruption.

Response automation management (SOAR) – business realization of the service

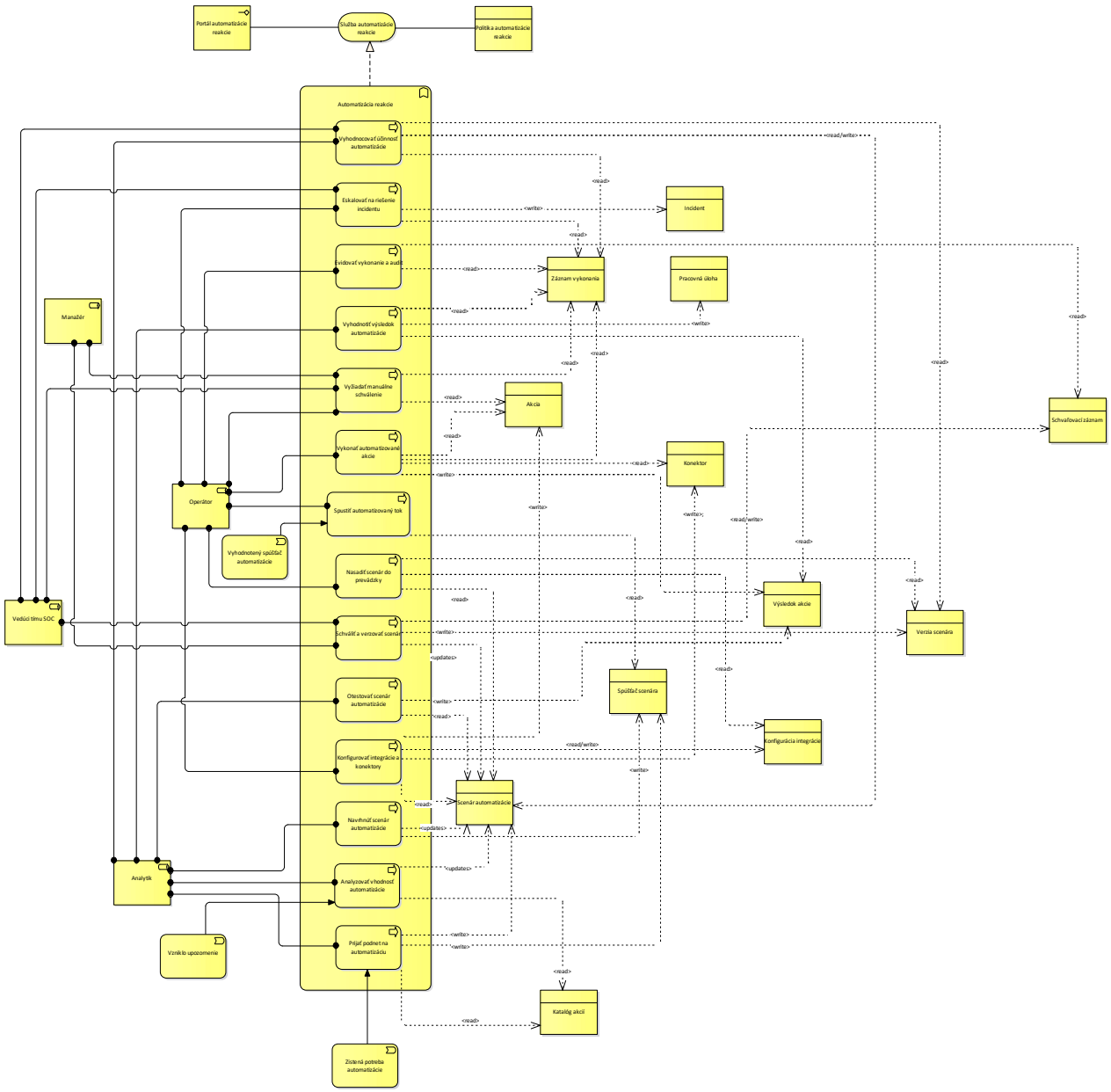


Figure 3: Response automation management (SOAR) – business realization of the service

The diagram describes the business realization of the service for automating the response to security events and incidents in SOCaaS. It captures the processes from receiving a request, designing a scenario and configuring integrations through to approval, versioning and deployment of the scenario into operation. In the operational part, it models the triggering of automated flows, the execution of actions, the evaluation of the result and the recording of the execution for audit. The diagram includes the roles Analyst, Operator, SOC Team Leader and Manager together with their responsibilities in the automation life cycle. It also includes triggering events and business objects for scenarios, triggers, integrations and execution

records, including the access of processes to objects via read, write and update.

Description of the elements used:

Response automation - BusinessFunction
The function ensures the orchestration of response steps and the execution of automated actions across integrated tools. It covers the management of scenarios, triggers and integrations and the control of flow execution.

Response automation service - BusinessService
The service ensures the automated execution of response steps for security events and incidents. It enables the triggering of scenarios, the coordination of manual confirmations and the recording of the results of executed actions.

Evaluated automation trigger - BusinessEvent
The event confirms that the launch conditions for a specific scenario are met according to the defined trigger. It ensures that the automated flow is triggered consistently and traceably. It triggers the process of launching the automated flow.

Alert raised - BusinessEvent
The event occurs when a new alert is created in a detection or monitoring process. It signals that there is a specific case that can be assessed from the perspective of response automation. It triggers the process of analysing the suitability of automation.

Identified need for automation - BusinessEvent
The event arises on the basis of a recurring manual activity, a finding from operation or a requirement to speed up the response. It expresses the need to create a new scenario or modify an existing one. It triggers the process of receiving a request for automation.

Action - BusinessObject
The object represents a specific step of a scenario performed in an integrated tool. It contains parameters, execution conditions and the expected result.

Analyst - BusinessRole
The role designs and fine-tunes automation scenarios and defines triggers according to detection requirements. It evaluates the results of flows and decides on escalation in the event of failure or an ambiguous result.

Incident - BusinessObject
The object represents a security incident handled in a coordinated manner in the SOC. It serves as the parent record for escalated cases and related tasks.

Action catalogue - BusinessObject
The object represents a list of available action types that can be performed in an automated manner. It helps ensure uniform use and restrictions according to policy.

Connector - BusinessObject
The object represents a connection to an external tool or service needed to perform actions. It records the connector type, status and the credentials used.

Integration configuration - BusinessObject
The object contains the settings, mappings and parameters for a specific integration. It enables change management and compatibility checks during updates.

Manager - BusinessRole
The role sets the priorities and limits of automation where there is a significant impact on the customer's business and operations. It approves exceptions and decides on escalation in the event of critical events.

Operator - BusinessRole
The role oversees the operation of automation and ensures the correct functioning of integrations and flows. It intervenes when automation fails and confirms steps that require manual approval.

Response automation policy - Contract
The policy defines the rules for when an automated intervention can be performed and when manual approval is required. It determines the permitted action types, the scope of permissions and the requirements for audit records.

Work task - BusinessObject
The object represents a task assigned to a person when automation requires a manual activity. It makes it possible to track status, responsibility and deadlines.

Automation scenario - BusinessObject
The object represents the definition of an automated flow, including steps, conditions and links to integrations. It also contains information on approval and deployment status.

Approval record - BusinessObject
The object records manual approvals and rejections of steps that require them. It contains who approved, when and under what conditions.

Scenario trigger - BusinessObject
The object defines the conditions under which a scenario is launched automatically or manually. It contains links to the event source and threshold values.

SOC team leader - BusinessRole
The role approves scenarios with a higher impact and sets the rules for the use of automation in practice. It is responsible for ensuring that automated interventions comply with the policy and operational constraints.

Scenario version - BusinessObject
The object captures a specific approved version of a scenario and its parameters. It enables retrospective traceability of changes and controlled deployment into operation.

Action result - BusinessObject
The object contains the result of the execution of a specific action, including the return status and error messages. It enables decision-making on continuing the flow or escalation.

Execution record - BusinessObject
The object captures the course of a scenario run, including the time, input data and

status. It serves for audit and for evaluating the success of automation.

Response automation portal - BusinessInterface
The interface provides access to the management of scenarios, triggers and integrations. It makes it possible to launch and monitor automated flows and displays records of execution and results.

Analyse the suitability of automation - BusinessProcess
The process assesses whether the given case is suitable for automation and what the risk impact is. The result is a decision to proceed with the design of a scenario or to reject the request.

Escalate to incident handling - BusinessProcess
The process hands the case over to security incident management if automation is not sufficient or if a serious condition is involved. It ensures the creation of an incident and the assignment of responsibilities.

Record execution and audit - BusinessProcess
The process supplements the execution record with the data needed for audit and traceability. It ensures the link to the alert or incident and closes the flow.

Configure integrations and connectors - BusinessProcess
The process prepares connections to the tools and services needed to perform actions. It includes setting up access and parameters and checking the availability of integrations.

Deploy the scenario into operation - BusinessProcess
The process activates the approved version of the scenario and sets up its triggering in the production environment. It ensures that the scenario uses the correct integrations and permissions.

Design an automation scenario - BusinessProcess
The process defines the scenario steps, triggers, conditions and the necessary integrations. It takes into account the automation policy and approval requirements.

Test the automation scenario - BusinessProcess
The process verifies the correctness of the scenario steps on test data or a controlled case. The result is a confirmation of readiness or modifications to the scenario.

Receive a request for automation - BusinessProcess
The process receives a request to create or modify an automated flow arising from SOC practice or from identified problems. It ensures the basic recording of the purpose and the expected benefit.

Approve and version the scenario - BusinessProcess
The process ensures the formal approval of the scenario according to its impact and the subsequent creation of a version. It retains the approval trail and the conditions for deployment into operation.

Launch the automated flow - BusinessProcess
The process launches the execution of the scenario on the basis of a trigger or a manual instruction. It initializes the execution record and assigns the case context.

Evaluate the effectiveness of automation - BusinessProcess
The process monitors success metrics, time savings and the error rate of automated flows. The output consists of recommendations for modifications to scenarios and policies.

Evaluate the automation result - BusinessProcess
The process evaluates whether the automated flow achieved the expected result and whether further action is needed. If further steps are needed, it creates a work task or prepares an escalation.

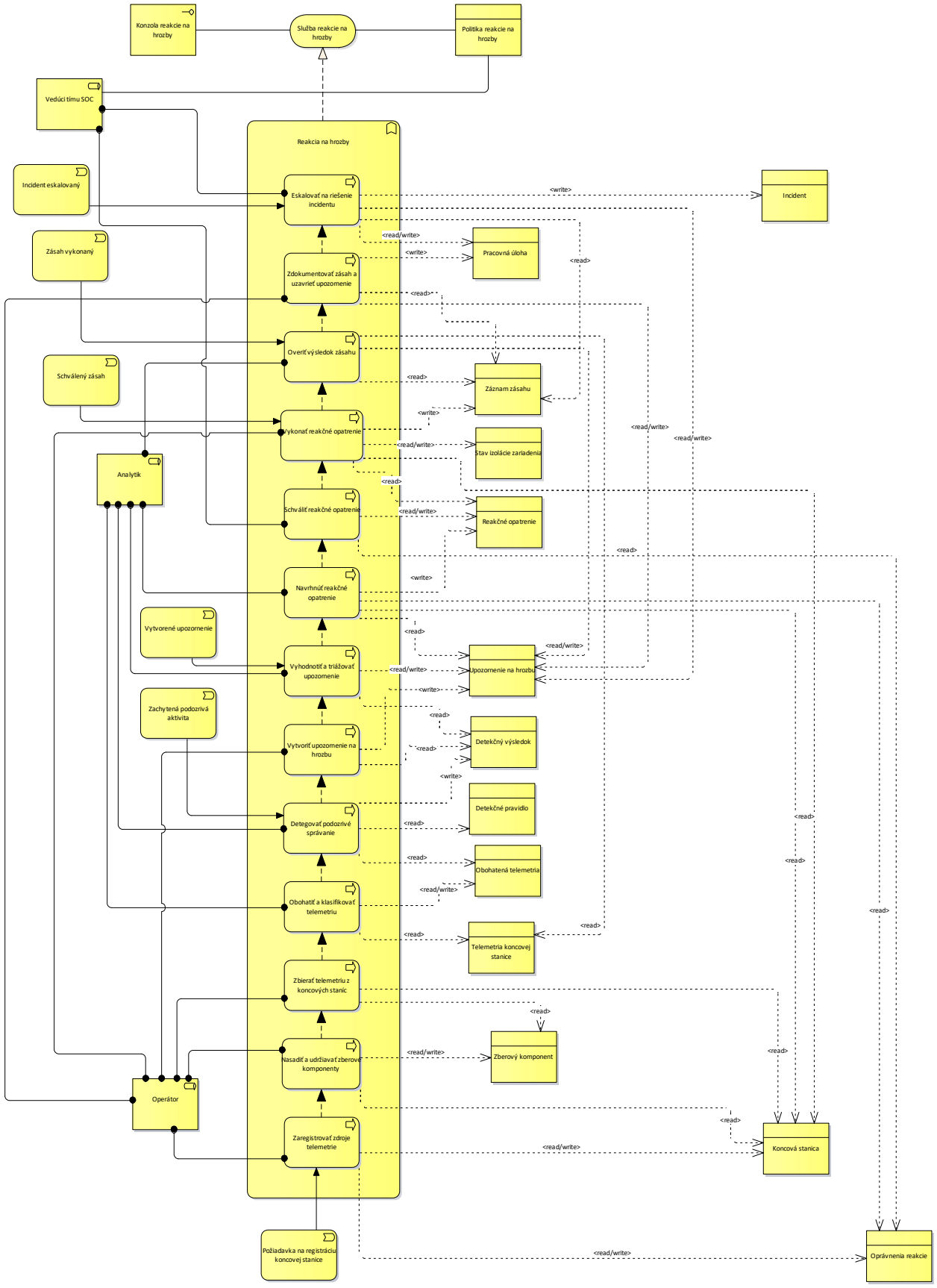
Perform automated actions - BusinessProcess
The process performs the individual actions of the scenario via integrated tools and services. At each step, it records the result and any errors.

Request manual approval - BusinessProcess
The process requires confirmation by a person for steps that have a higher impact or where the policy requires it. After approval, it continues the flow or terminates it.

Threat response management (EDR/XDR) - business realization of the service

Follows:

Figure 4: Threat response management (EDR/XDR) - business realization of the service



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The diagram describes the provision and management of threat detection and response on endpoints and in the customer's extended telemetry sources. It captures the processes of deployment and management of agents and data sources, telemetry collection and enrichment, detection of suspicious behaviour, evaluation and triage of alerts, isolation or restriction of compromised devices and handover of the incident for escalation. It includes the roles SOC Analyst, Operator and Manager, response rules and the recording of interventions and results.

Description of the elements used:

Incident escalated - BusinessEvent
The event occurs when a case is handed over to the security incident management process. It triggers further steps of investigation and coordination of handling.

Endpoint registration request - BusinessEvent
The event occurs during customer onboarding or when a new endpoint is added to the monitoring scope. It expresses the need to enter the device into the records and prepare it for telemetry collection. It triggers the process of registering telemetry sources.

Threat response - BusinessFunction
The function ensures the coordination of telemetry collection, detection, evaluation and response to threats. It covers the processes of working with alerts and recording interventions.

Approved intervention - BusinessEvent
The event occurs after a response measure has been approved by the responsible role. It triggers the execution of the response and the subsequent verification of the result.

Threat response service - BusinessService
The service ensures detection and the execution of response measures in the event of suspicious behaviour on the customer's endpoints. It supports alert triage and the handover of confirmed cases for incident handling.

Alert created - BusinessEvent
The event signals that the system has created a new threat alert with an assigned priority. It triggers the triage and evaluation of the alert.

Suspicious activity captured - BusinessEvent
The event occurs when suspicious behaviour is identified in endpoint telemetry. It triggers the detection process and the subsequent creation of an alert.

Intervention performed - BusinessEvent
The event confirms that the response measure has been performed and is recorded. It triggers verification of the effectiveness of the intervention and the closure of the alert or escalation.

Analyst - BusinessRole
The role performs alert triage and assesses the severity of findings. It decides on escalation and proposes suitable response measures.

Detection rule - BusinessObject
The object defines the conditions according to which suspicious behaviour is evaluated. It makes it possible to record the version, priority and scope of use of the rule.

Detection result - BusinessObject
The object represents the result of evaluating telemetry according to a rule. It contains the identified indicators, the severity score and a reference to the related data.

Incident - BusinessObject
The object represents a confirmed security incident that requires coordinated handling. It retains links to alerts, interventions and work tasks.

Endpoint - BusinessObject
The object represents a customer device on which telemetry is collected and interventions are performed. It contains the identifiers, the owner and the operational attributes needed for response.

Enriched telemetry - BusinessObject
The object represents telemetry supplemented with context and classification. It increases the usability of the data for detection and reduces ambiguity during triage.

Operator - BusinessRole
The role performs approved response measures and oversees their implementation. It ensures communication with the customer for interventions that affect operations.

Response permissions - BusinessObject
The object defines the access rights and the scope of permitted interventions for individual roles. It ensures that responses are performed in compliance with the policy.

Threat response policy - Contract
The policy defines the permitted response measures, intervention levels and role responsibilities. It determines the conditions for device isolation and the rules for restoration to operation.

Work task - BusinessObject
The object represents a task assigned within the SOC team related to a threat response. It makes it possible to track status, responsibility and deadlines.

Response measure - BusinessObject
The object describes the proposed intervention and its parameters. It makes it possible to record the approval, the reasons and the expected impact on operations.

Device isolation status - BusinessObject
The object records the current restriction status of the device and the conditions for its return to operation. It helps manage risk and coordinate restoration.

Endpoint telemetry - BusinessObject
The object contains technical records and events from the device that serve for threat detection. It includes time data, the source and basic event categories.

Threat alert - BusinessObject
The object represents a record of suspicious behaviour ready for triage. It carries the priority, the processing status and a link to the detection result.

SOC team leader - BusinessRole
The role approves interventions with a higher impact and manages the handling procedure for recurring or large-scale threats. It is responsible for compliance with the threat response policy.

Intervention record - BusinessObject
The object captures the course of the steps performed and their results. It serves for audit, retrospective traceability and evaluation of the quality of responses.

Collection component - BusinessObject
The object represents a deployed component that collects and sends telemetry from the endpoint. It makes it possible to record the version, status and collection configuration.

Threat response console - BusinessInterface
The interface provides a single place for an overview of telemetry, alerts and device statuses. It makes it possible to launch response steps and record the results of interventions.

Detect suspicious behaviour - BusinessProcess
The process evaluates enriched telemetry according to detection rules and identifies suspicious activities. Upon detection, it creates the basis for generating an alert.

Escalate to incident handling - BusinessProcess
The process hands over a confirmed threat to security incident management. It ensures the creation of an incident and links to related records.

Deploy and maintain collection components - BusinessProcess
The process handles the deployment and ongoing maintenance of collection components on endpoints. It includes updates, status checks and the resolution of collection errors.

Propose a response measure - BusinessProcess
The process selects a suitable type of response according to the policy and the threat context. It takes into account the impact on operations and the need for approval.

Enrich and classify telemetry - BusinessProcess
The process supplements telemetry with context, classification and related information. It prepares the data so that they are usable for detection and evaluation.

Verify the result of the intervention - BusinessProcess
The process verifies whether the intervention has eliminated or contained the threat and whether the device is behaving as expected. In the event of failure, it triggers additional steps or escalation.

Approve the response measure - BusinessProcess
The process ensures the approval of the response according to the level of impact and

role responsibilities. The result is authorization of execution or a request to modify the proposal.

Evaluate and triage the alert - BusinessProcess
The process assesses the relevance of the alert, rules out false alarms and determines the next course of action. The result is confirmation of the threat, closure of the alert or escalation.

Perform the response measure - BusinessProcess
The process performs the selected intervention on the endpoint or in related systems. It includes device isolation, restriction of communication or stopping a malicious process.

Create a threat alert - BusinessProcess
The process creates an alert based on the detection result and assigns it a priority. It ensures that the alert contains the data needed for triage.

Register telemetry sources - BusinessProcess
The process ensures the recording of endpoints and connected sources from which telemetry is collected. It sets the basic collection parameters and verifies data availability.

Collect telemetry from endpoints - BusinessProcess
The process gathers events and technical records from endpoints according to the configured rules. It ensures their delivery to the console and a basic quality check.

Document the intervention and close the alert - BusinessProcess
The process creates a record of the steps performed, results and recommendations. It closes the alert or links it to an incident if the investigation continues.

Vulnerability monitoring – business realization of the service

Ensures the planning and execution of scans, validation of findings, risk assessment, prioritization of remediation, ticketing and reporting across tenants.

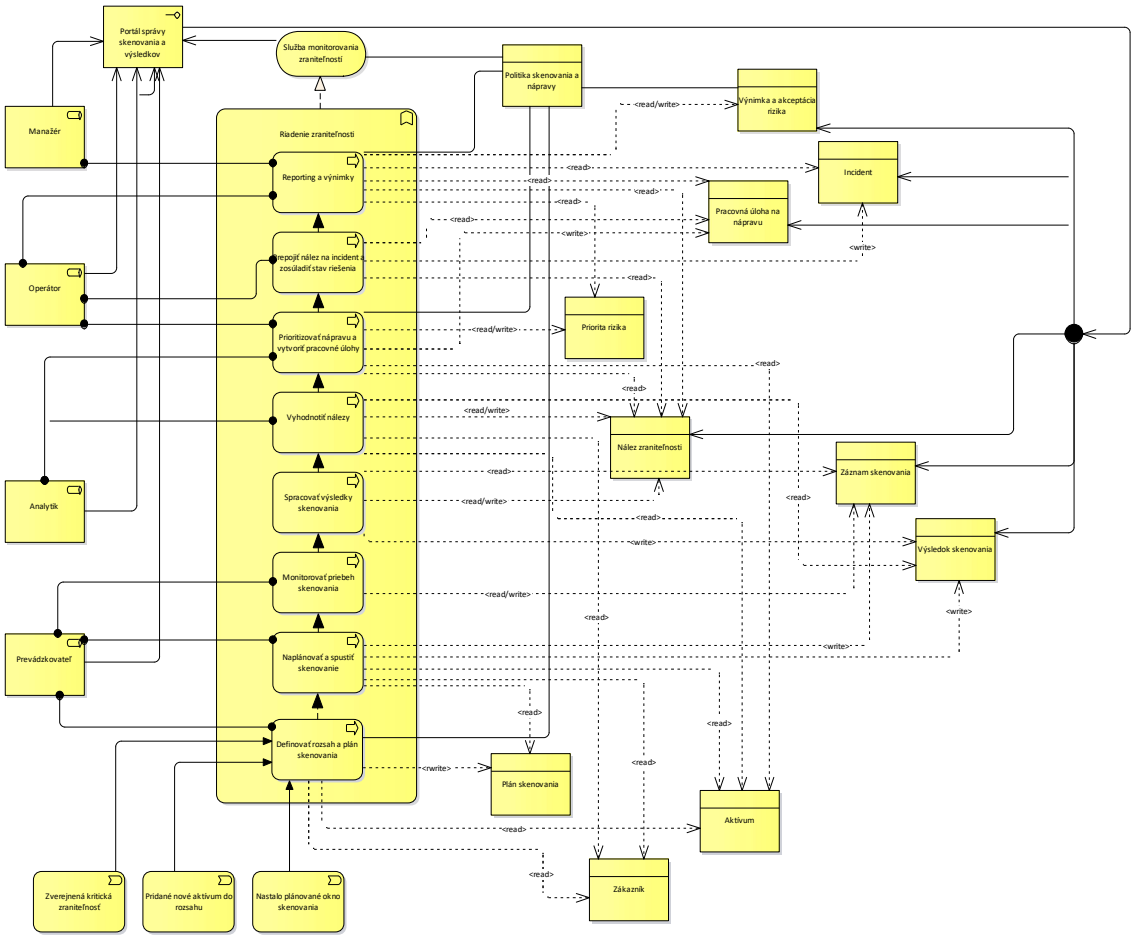


Figure 5: Vulnerability monitoring – business realization of the service

The diagram shows the vulnerability monitoring business service in the SOCaaS environment and its realization through processes, roles and the information processed. The flow covers defining the scanning scope and plan, launching and monitoring the scan run, processing and evaluating the results, prioritizing remediation, linking findings to incidents and closing the cycle through reporting and exceptions. The model highlights multiple customers and the separation of data by customer, traceability via the scan record and the link to work tasks and incidents. It also includes the portal as the business interface of the service and the scanning and remediation policy as the contractual framework, with events triggering key processes according to the schedule, changes in scope or the emergence of critical findings.

Description of the elements used:

Scheduled scanning window occurred - BusinessEvent
Triggers the scheduled launch of scanning.

New asset added to scope - BusinessEvent
Triggers an adjustment of the scope and often also an ad hoc launch of scanning.

Vulnerability management - BusinessFunction
Covers the capability of SOCaaS to manage vulnerabilities from defining the scope,

through checking the scan run, evaluating and prioritizing findings, to managing remediation, exceptions and closing the cycle, including aligning the status of related incidents.

Vulnerability monitoring service - BusinessService
Provides the planning and execution of scans, processing of results, evaluation of findings, prioritization of remediation, management of remediation tasks, reporting and linking of findings to incidents across customers.

Critical vulnerability published - BusinessEvent
Triggers ad hoc prioritization and often also ad hoc scanning.

Asset - BusinessObject
The scanning target to which results and findings relate; it makes it possible to determine which services and processes would be affected if the vulnerability were exploited and to set the remediation priority accordingly.

Analyst - BusinessRole
Validates findings, adds context based on assets and relationships, assesses the impact and decides on the course of action.

Incident - BusinessObject
A formal case record that is used when a vulnerability requires incident management, coordination and communication according to SOC rules. It includes the severity, status, timeline, responsibilities and related evidence and impacts. It is linked to findings and work tasks so that the course of handling is uniform and auditable.

Manager - BusinessRole
Approves exceptions and risk acceptance, resolves priority conflicts, monitors trends and commitments to the customer.

Vulnerability finding - BusinessObject
A record of a specific vulnerability assigned to an asset, including the identifier, severity and processing status. It carries the context needed for a decision, for example exposure, the affected version, evidence of the finding and a reference to the scan result. It makes it possible to track the life cycle of a finding from detection to closure or exception.

Operator - BusinessRole
Ensures the operational management of remediation, creates and tracks work tasks, and oversees deadlines and processing status.

Scanning plan - BusinessObject
Scope, periodicity, scanning windows, launch and processing rules.

Scanning and remediation policy - Contract
Defines the rules that the service must observe, for example the scanning periodicity, permitted time windows and asset coverage requirements. It determines remediation deadlines according to severity and risk priority, escalation thresholds and the method of tracking the fulfilment of commitments. It also establishes the procedure for exceptions and risk acceptance, including approval and validity, and minimum requirements for reporting and

auditability.

Remediation work task - BusinessObject
A work item that assigns responsibility for the fix, deadlines and the resolution status of a specific finding or group of findings. It maintains the history of steps, comments and the link to the asset, finding and risk priority. It enables operational tracking of fulfilment and escalation in the event of delay.

Service operator - BusinessRole
Is responsible for setting the scanning scope, rules, scanning windows, the quality of input data and the operational readiness of the process.

Risk priority - BusinessObject
Expresses the order in which a finding is to be handled, based on a combination of the severity of the finding, the criticality of the asset and the expected impact on the customer's services. It turns a technical finding into a practical priority for remediation and escalations. It serves for setting deadlines, SLAs and capacity planning.

Exception and risk acceptance - BusinessObject
A documented decision to postpone or not carry out remediation, including the reason, scope, validity and approver. It defines compensating measures or conditions under which the risk is temporarily acceptable. It enables audit and review so that exceptions do not remain open without oversight.

Scan result - BusinessObject
A specific execution of a scan at a certain time with a unique identifier, status and scope. It contains information on who launched the scan, according to which plan it ran and whether it ended successfully or with an error. It serves for traceability, audit and explaining why some assets did not have up-to-date results. A summary of the scan outputs, including metadata such as scope, time, the profile used and asset coverage. It contains a list of findings, their parameters and the link to specific assets and the customer. It is the input for the validation of findings, prioritization and further decision-making.

Customer - BusinessObject
Determines the ownership of data, rules and outputs and ensures separation between customers.

Scan record - BusinessObject
Contains the status of the scan run and operational information about the run, for example start, end, interim status and any errors. It makes it possible to track which parts of the scope were actually processed and which failed or were skipped. It serves for traceability and troubleshooting of scanning and supports the auditability of the process.

Junction - Junction

Scan and results management portal - BusinessInterface
It serves as a single place where the SOC and the customer can see the scanning status, asset coverage and current results. It enables the filtering and searching of findings, tracking the progress of remediation tasks and linking findings to incidents so that the

relationship between a scan and its resolution is visible. It ensures a consistent view across customers with data separated by customer and supports exports and reports for audit.

Define the scanning scope and plan - BusinessProcess
Defines what is scanned, how often it is scanned, in which windows, what the evaluation rules are and the responsibilities per customer.

Monitor the scan run - BusinessProcess
Provides an operational overview of the status of scans, errors, and ongoing and completed runs.

Schedule and launch scanning - BusinessProcess
Carries out scheduled launches and enables an ad hoc launch in the event of a change of scope or an increased threat.

Link a finding to an incident and align the handling status - BusinessProcess
Ensures the visibility of findings that are handled as incidents and maintains a uniform status of related incidents.

Prioritize remediation and create work tasks - BusinessProcess
Determines the handling priority, creates work tasks for the fix, and sets deadlines and responsibilities.

Reporting and exceptions - BusinessProcess
Creates reports, records exceptions and risk acceptance, and closes the vulnerability management cycle.

Process scan results - BusinessProcess
Collects and normalizes results and ensures traceability and the assignment of results to the correct assets and customer.

Evaluate findings - BusinessProcess
Verifies the relevance of findings, filters out false findings, and adds criticality and impact based on assets and their relationships.

Threat intelligence management (CTI) - business realization of the service

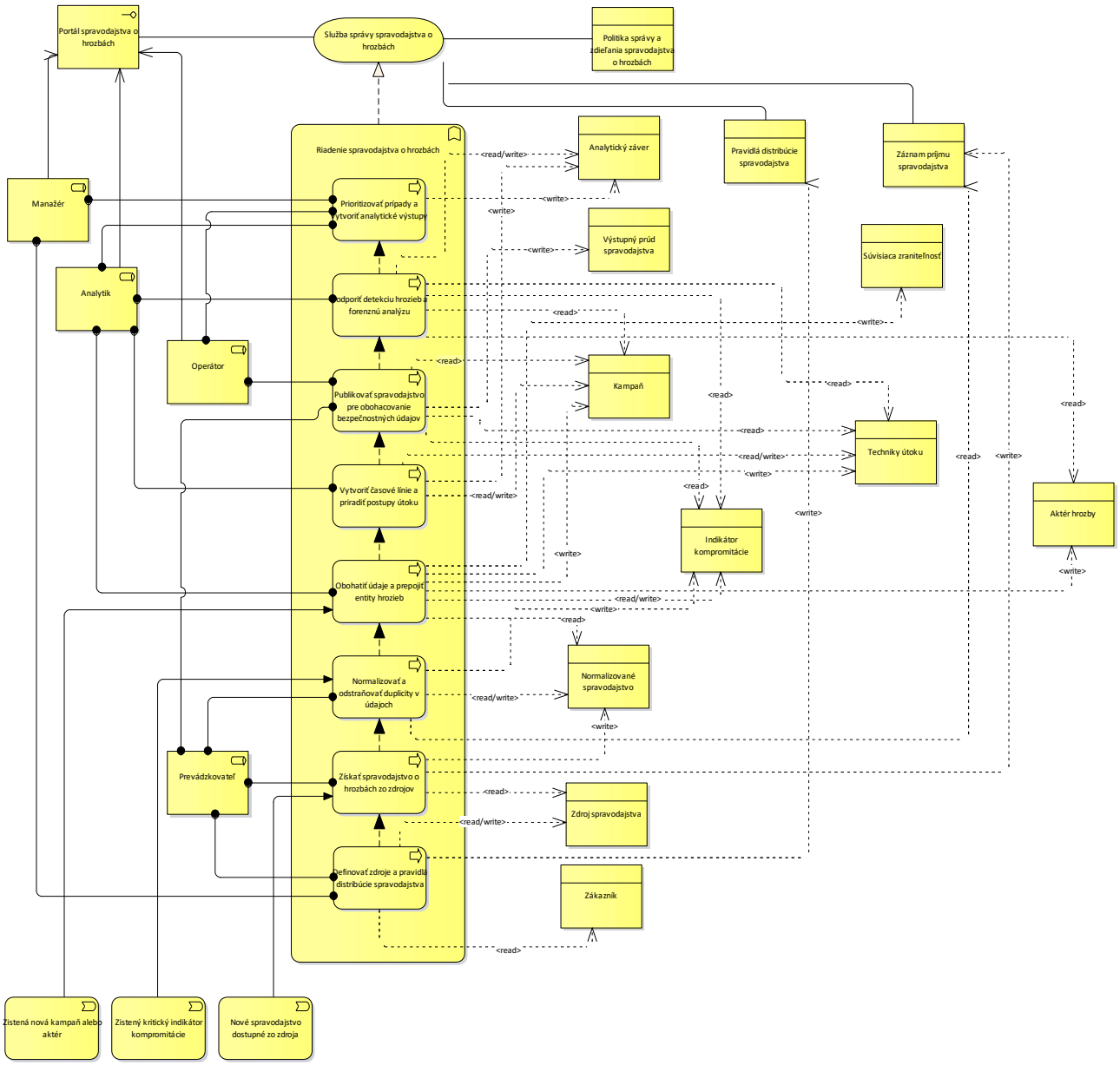


Figure 6: Threat intelligence management (CTI) - business realization of the service

The diagram describes how, in the SOCaaS environment, threat intelligence is received from sources, recorded via an intake record and subsequently converted into normalized intelligence. Indicators of compromise are derived from it and context is added in the form of a campaign, threat actor, attack techniques and related vulnerabilities, so that the outputs are interpretable and defensible. Distribution rules governed by the policy determine which intelligence output stream is provided to the customer, and the analytical conclusion summarizes the main findings and recommendations for practice.

Description of the elements used:

New intelligence available from a source - BusinessEvent
The event signals the availability of new data and triggers their intake and processing. It may be regular according to a schedule or ad hoc in the event of a rapid change in the threat situation. It is important for keeping outputs up to date and for the rapid enrichment of operational data.

Threat intelligence management - BusinessFunction
The function covers the entire threat intelligence life cycle, from the selection of sources to the publication of usable outputs. It ensures quality, timeliness, removal of duplicates and the creation of relationships between threat entities for better interpretation. The function supports the enrichment of detections, threat hunting, forensic analysis and decision-making on severity and priority.

Threat intelligence management service - BusinessService
The service ensures the processing of external and internal threat information so that it is usable for security operations. The outputs are prepared for enriching security data, supporting investigations and meaningfully determining case priority. The service is designed for a multi-customer environment and maintains the separation of data and rules per customer.

New campaign or actor identified - BusinessEvent
The event occurs when new relationships are identified that require the linking of entities and the addition of context. It triggers steps to create a timeline and to update the relationships between indicators, campaigns and attack procedures. It helps capture a change in the nature of the threat and improve the interpretation of findings.

Critical indicator of compromise identified - BusinessEvent
The event signals that a high-importance indicator has appeared that requires rapid use in operations. It typically leads to the immediate publication of outputs and to support for threat hunting and case prioritization. It ensures that critical information is not lost in the volume of data and is processed with higher urgency.

Threat actor - BusinessObject
Describes an attacker or group and provides context on motivation, typical targets and preferred procedures. It makes it possible to combine individual findings into a coherent picture and to distinguish random activity from a coordinated campaign. It supports decision-making on the priority and form of response, especially when recurring behavioural patterns appear.

Analytical conclusion - BusinessObject
Represents a summary and interpretation of intelligence for a specific purpose, for example recommended steps or a risk assessment. It combines technical data with context so that they can be used directly in decision-making and communication with the customer. It ensures that outputs are consistent, defensible and explainable, including during retrospective review.

Analyst - BusinessRole
Assesses the relevance of intelligence for the customer's specific environment and adds the context needed for decision-making. Creates links between indicators, campaigns, actors and attack procedures and prepares analytical conclusions. Uses intelligence in threat hunting and investigations to speed up understanding of the course and impact of events.

Indicator of compromise - BusinessObject

Represents a specific threat identifier that can be searched for in security data and used to enrich detection. It contains the indicator type, confidence level, time validity and relationships with other entities so that it can be interpreted correctly. For critical indicators, it enables a rapid operational response and a reduction in the time to threat detection.

Campaign - BusinessObject

Groups related events and activities into a single unit so that the evolution of a threat can be tracked over time. It links indicators, actors and the attack procedures used, thereby creating context for investigation and threat hunting. It helps identify recurring scenarios and assess whether a threat concerns multiple customers or only a specific environment.

Manager - BusinessRole

Approves sharing rules and intelligence processing priorities according to customer needs and risk. Monitors the benefit of intelligence and reporting requirements and ensures that processes support measurable improvement. Makes decisions in sensitive situations, for example in the case of significant campaigns that require clear communication of impact.

Normalized intelligence - BusinessObject

Represents consolidated data after cleaning and unification of the structure, ready for searching and linking. It contains the minimum required fields and uniform data types so that it can be reliably processed by further processes. It reduces noise and creates a stable basis for enrichment and the publication of outputs.

Operator - BusinessRole

Ensures the operational use of intelligence outputs in day-to-day operations and oversees the timely delivery of outputs. Monitors the publication status, resolves practical distribution issues and coordinates responses when critical indicators occur. Supports linking intelligence with case handling so that outputs are available where they are being worked with.

Threat intelligence management and sharing policy - Contract

The policy establishes rules for the selection of sources, minimum quality requirements, processing periodicity and data retention. It defines restrictions on sharing between customers, procedures for sensitive information and requirements for traceability and audit. It ensures that intelligence is managed consistently, predictably and in line with agreed expectations.

Intelligence distribution rules - BusinessObject

Defines which outputs are provided to which customers and what restrictions apply to sharing. It contains isolation rules, permitted forms of publication and the conditions for making sensitive information available. It is the basis for consistent and auditable distribution of intelligence in a multi-customer environment.

Service operator - BusinessRole

Is responsible for the reliable intake and processing of intelligence sources, the setting of schedules and availability checks. Handles operational processing failures, monitors capacity and ensures that processing runs according to the defined rules. Also oversees the technical quality of data so that outputs are consistent and usable across customers.

Related vulnerability - BusinessObject

Represents a vulnerability that a threat may exploit or to which a specific indicator, actor or campaign relates. It makes it possible to assess the urgency of remediation according to the threat context, not only according to general severity. It supports coordination between threat intelligence and vulnerability management processes so that the riskiest points are fixed.

Attack techniques - BusinessObject

Represent the described ways in which an attacker proceeds during intrusion, movement within the environment and achieving the objective. They serve for mapping findings to known procedures so that they can be compared with previous cases and relationships can be better explained. They also make it possible to plan preventive measures and conduct more targeted searches for suspicious manifestations in the data.

Intelligence output stream - BusinessObject

Contains published outputs intended for enriching security data and supporting investigations in operations. It is targeted according to the customer and the distribution rules and contains only data that are permitted and relevant. It supports the automated use of intelligence and reduces the time needed for manual enrichment.

Customer - BusinessObject

Represents the organization for which threat intelligence is processed and distributed. It carries the requirements for the scope, sensitivity and method of providing outputs so that they are usable for its environment. It also serves for data separation and for assigning the rules that determine what may be shared and with whom.

Intelligence intake record - BusinessObject

Captures the fact that intelligence was received, including the time, source, scope and processing result. It enables traceability during retrospective verification of why a certain data item did or did not appear in the outputs and when it was last updated. It is also important for audit and troubleshooting in the event of source outages or inconsistent data.

Intelligence source - BusinessObject

Records the origin of intelligence, processing parameters, periodicity and the expected data quality. It contains the information needed to check trustworthiness and to control what is received and how it is processed. It enables supervision of source availability and of changes that may affect the quality of outputs.

Threat intelligence portal - BusinessInterface

The interface provides an overview of threat entities, their relationships and the outputs available for individual customers. It enables searching, filtering and quick display of the context of indicators, campaigns and attack procedures. It supports traceability by displaying the origin of data, the processing status and the change history of outputs.

Define intelligence sources and distribution rules - BusinessProcess

The process determines which intelligence sources are used, what quality requirements they have and how often they are to be processed. It sets distribution rules per customer and defines sharing restrictions so that data separation is maintained. The output is a clear framework according to which intelligence is received, processed and passed on.

Normalize and deduplicate data - BusinessProcess
The process converts the received data into a unified structure and removes duplicates and low-quality records. It ensures consistent naming, uniform data types and a minimum level of mandatory fields for further use. The output reduces noise, improves searching and prepares the data for linking and correlation.

Enrich data and link threat entities - BusinessProcess
The process adds context to indicators and creates relationships between indicators, actors, campaigns, attack procedures and related vulnerabilities. The aim is for intelligence to appear not as isolated items but as a linked picture of the threat with an explanation of the relationships. This step significantly increases usability in investigations, threat hunting and decision-making on priority.

Support threat detection and forensic analysis - BusinessProcess
The process uses intelligence to create hypotheses, search for relationships and explain findings within an investigation. It provides analysts with linked entities, timelines and context so that the scope and impact can be determined more quickly. The outputs of the process are also used as a basis for decisions on further steps and for communication with the customer.

Prioritize cases and create analytical outputs - BusinessProcess
The process uses the threat context to determine the priority of cases and the recommended steps for handling. It creates analytical conclusions and summaries that link technical findings with the impact on the customer's services and risk. The output consists of clear recommendations and a basis for reporting, decision-making and response management.

Publish intelligence for enriching security data - BusinessProcess
The process prepares intelligence output streams and ensures their availability according to the distribution rules for individual customers. Publication is focused on rapid use in detection and investigation so that known threats can be identified in the data as early as possible. At the same time, the process checks that published outputs meet quality requirements and are auditable.

Create timelines and assign attack procedures - BusinessProcess
The process assembles information into a timeline and shows the evolution of campaigns and activities over time. It assigns typical attack procedures so that current findings can be compared with already known behavioural patterns. The output helps understand the course of events and supports the formulation of hypotheses in threat hunting.

Obtain threat intelligence from sources - BusinessProcess
The process ensures the intake of intelligence from external and internal sources, including metadata on the origin and time of receipt. It creates intake records so that the completeness and course of processing are traceable and so that outages or errors can be dealt with. The aim is a consistent input for further processing regardless of the differing formats of the sources.

Asset inventory – business view

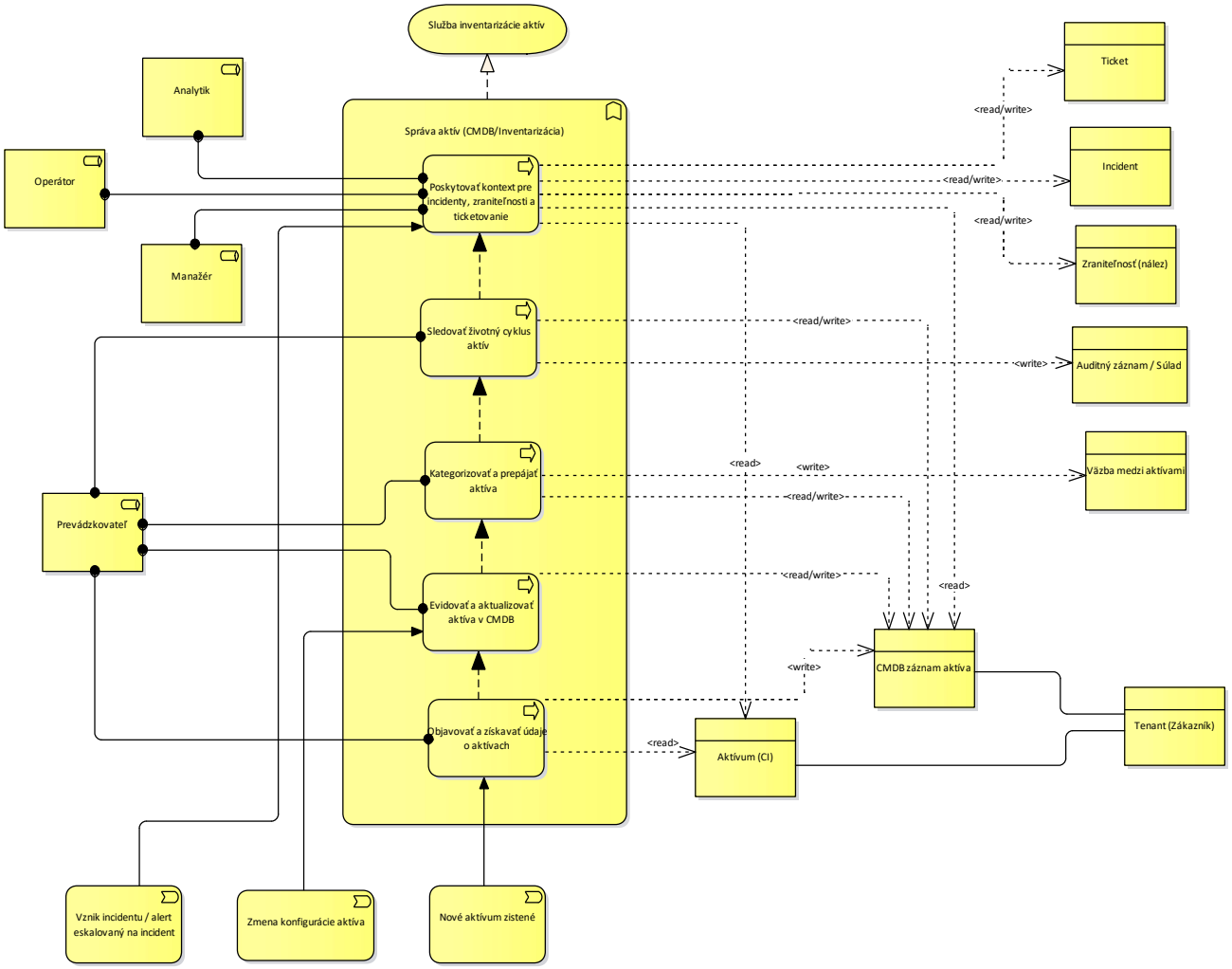


Figure 7: Asset inventory – business view

A business view of the asset inventory service in SOCaaS and its realization through processes. The diagram shows how asset data are obtained, recorded in the CMDB, categorized and linked, how the life cycle and auditability are tracked, and how this information is subsequently used to contextualize incidents, vulnerabilities and ticketing. It also captures the roles responsible for maintaining the quality of the records and using the context across tenants (customers).

Description of the elements used:

New asset detected - BusinessEvent

Asset inventory service - BusinessService
Centralized recording and management of assets across tenants. It supports categorization, relationships, and tracking of security status and life cycle. It provides context for vulnerabilities, incidents, ticketing, audit and regulations.

Asset management (CMDB/Inventory) - BusinessFunction

Incident occurrence / alert escalated to an incident - BusinessEvent

Asset configuration change - BusinessEvent

Asset (CI)
- BusinessObject
Device/system/application/virtual or cloud resource.

Analyst - BusinessRole
Uses asset records to contextualize incidents and to analyse impact and priorities.

Audit record / Compliance - BusinessObject
Evidence of the status and changes of assets for audit and regulations.

CMDB asset record
- BusinessObject
Asset attributes, tenant, criticality, status, change history.

Incident
- BusinessObject
A security incident contextualized by asset records.

Manager - BusinessRole
Uses asset records for audit, recovery planning, compliance and reporting.

Operator - BusinessRole
Works with tickets and SLAs; uses asset information for operational handling and escalations.

Service operator - BusinessRole
Is responsible for the quality and timeliness of asset records, categorization, life cycle management and data collection.

Tenant (Customer) - BusinessObject

Ticket
- BusinessObject
A work item for resolution; linked to an asset/incident/SLA.

Relationship between assets
- BusinessObject
Dependencies and interconnections (topology, service-to-component, network relationships).

Vulnerability (finding)
- BusinessObject
A finding linked to an asset; input for priority and impact.

Record and update assets in the CMDB - BusinessProcess
Maintaining asset records (identity, type, owner/tenant, criticality, status).

Categorize and link assets - BusinessProcess
Tagging and creating relationships between assets (dependencies, topology, relations).

Discover and obtain asset data - BusinessProcess
Obtaining data on devices, systems, applications and cloud resources; the aim is completeness and timeliness.

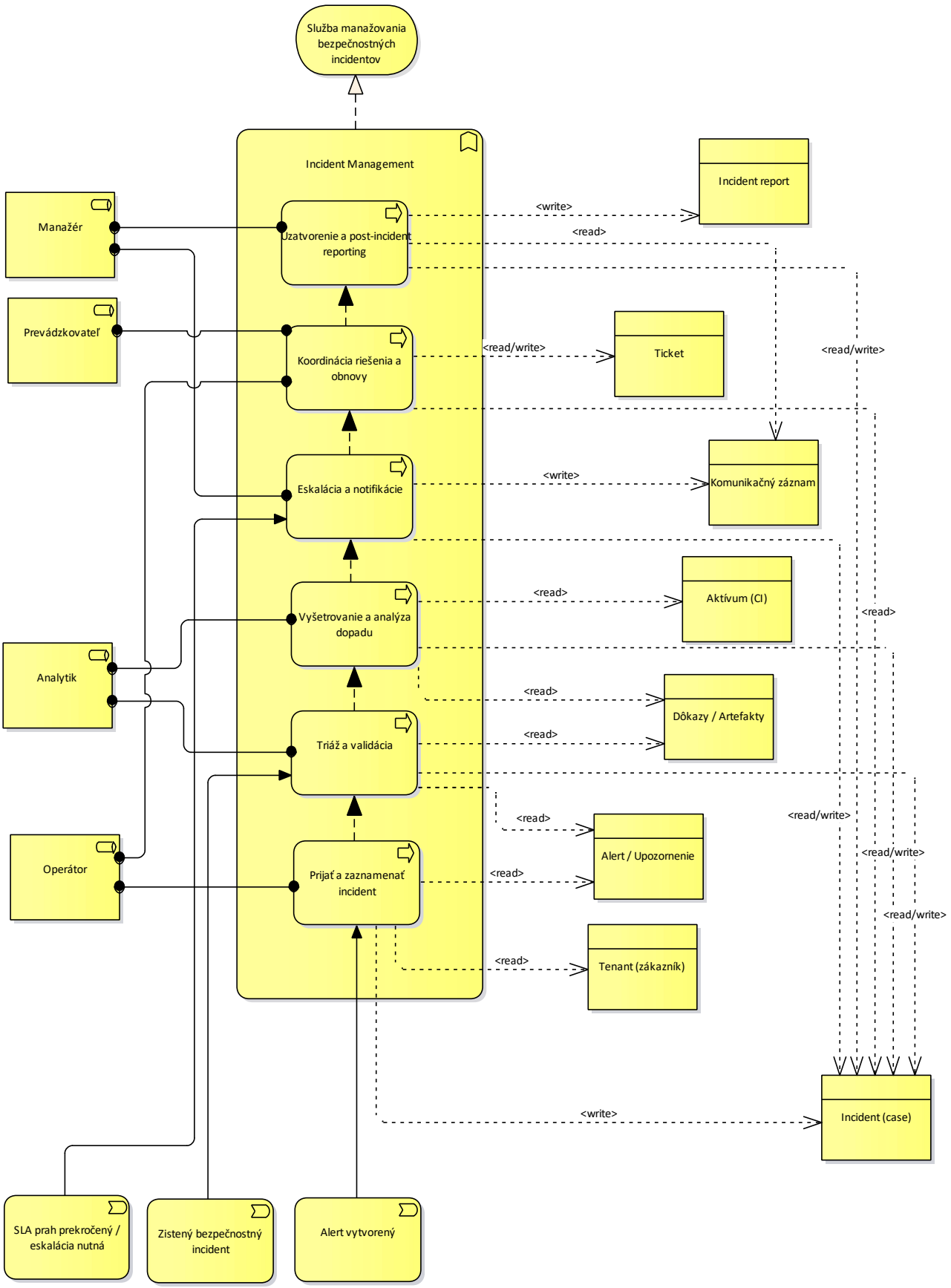
Provide context for incidents, vulnerabilities and ticketing - BusinessProcess
Contextualization of incidents, analysis of impact and priorities, support for efficient ticketing.

Track the asset life cycle - BusinessProcess
Status transitions, change history, recovery planning, auditability.

Cybersecurity incident management – business realization of the service

Follows:

Figure 8: Cybersecurity incident management – business realization of the service


Služba manažovania bezpečnostných incidentov
Incident Management
Incident report
Manažér
Uzatvorenie a post-incident reporting
<write>
<read>
Prevádzkovateľ
Koordinácia riešenia a obnovy
<read/write>
Ticket
<read/write>
Eskalácia a notifikácie
<write>
Komunikačný záznam
Vyšetrovanie a analýza dopadu
<read>
Aktívum (CI)
<read>
Analytik
<read>
Dôkazy / Artefakty
Triáž a validácia
<read>
<read>
Operátor
Prijať a zaznamenať incident
<read>
Alert / Upozornenie
<read/write>
<read/write>
<read/write>
<read>
Tenant (zákazník)
<write>
Incident (case)
SLA prah prekročený / eskalácia nutná
Zistený bezpečnostný incident
Alert vytvorený

A business view of the security incident management service in SOCaaS and its end-to-end flow. The diagram shows the responsible roles and the main processes from intake and triage, through investigation and escalation, to the coordination of handling and closure with post-incident reporting. It also includes work with the key business objects (incident/case, alert, ticket, evidence, communication record, report) and their link to the tenant, so that the incident management process is consistent and auditable.

Description of the elements used:

Alert created - BusinessEvent

Incident Management - BusinessFunction
The business capability of the SOC team to manage security incidents end-to-end, including recording, escalation, coordination and post-incident activities.

SLA threshold exceeded / escalation required - BusinessEvent

Security incident management service - BusinessService
Ensures triage, investigation, escalation, coordination of handling, incident closure and reporting across tenants (customers).

Security incident detected - BusinessEvent

Asset (CI) - BusinessObject
The affected asset or service in the customer's environment.

Alert - BusinessObject
An input signal that may lead to an incident (triage decides).

Analyst - BusinessRole
Triage, investigation, enrichment of the incident with context, proposal of next steps.

Evidence / Artefacts - BusinessObject
Logs, indicators and analysis outputs needed for investigation and audit.

Incident (case) - BusinessObject
The main case record – status, severity, timeline, responsibilities.

Incident report - BusinessObject
Final report + recommendations/lessons learned.

Communication record - BusinessObject
A record of notifications and communication (who, when, what was notified).

Manager - BusinessRole
Decisions on escalation, approvals, communication at management level, reporting.

Operator - BusinessRole

Operational coordination, communication, ticketing, SLA oversight, execution of routine actions.

Service operator - BusinessRole
Support for the platform and data quality; during an incident, helps remove technical obstacles (e.g. missing logs, integrations).

Tenant (customer) - BusinessObject
Separation of data and responsibilities by customer.

Ticket - BusinessObject
A work item for the implementation of corrective steps and SLA tracking.

Escalation and notifications - BusinessProcess
Escalate according to SLA and criticality; inform the correct contacts at the customer and internal roles.

Coordination of handling and recovery - BusinessProcess
Management of remediation steps, status tracking, communication, ongoing updates.

Receive and record an incident - BusinessProcess
Creation of the case record and basic data, assignment of the tenant, category and priority.

Triage and validation - BusinessProcess
Verify relevance, eliminate false positives, determine severity and the next course of action.

Closure and post-incident reporting - BusinessProcess
Incident conclusion, lessons learned, reports, recommendations, auditable trail.

Investigation and impact analysis - BusinessProcess
Determining the cause, scope, affected assets and service; proposal of mitigation.

Security reporting management - business realization of the service

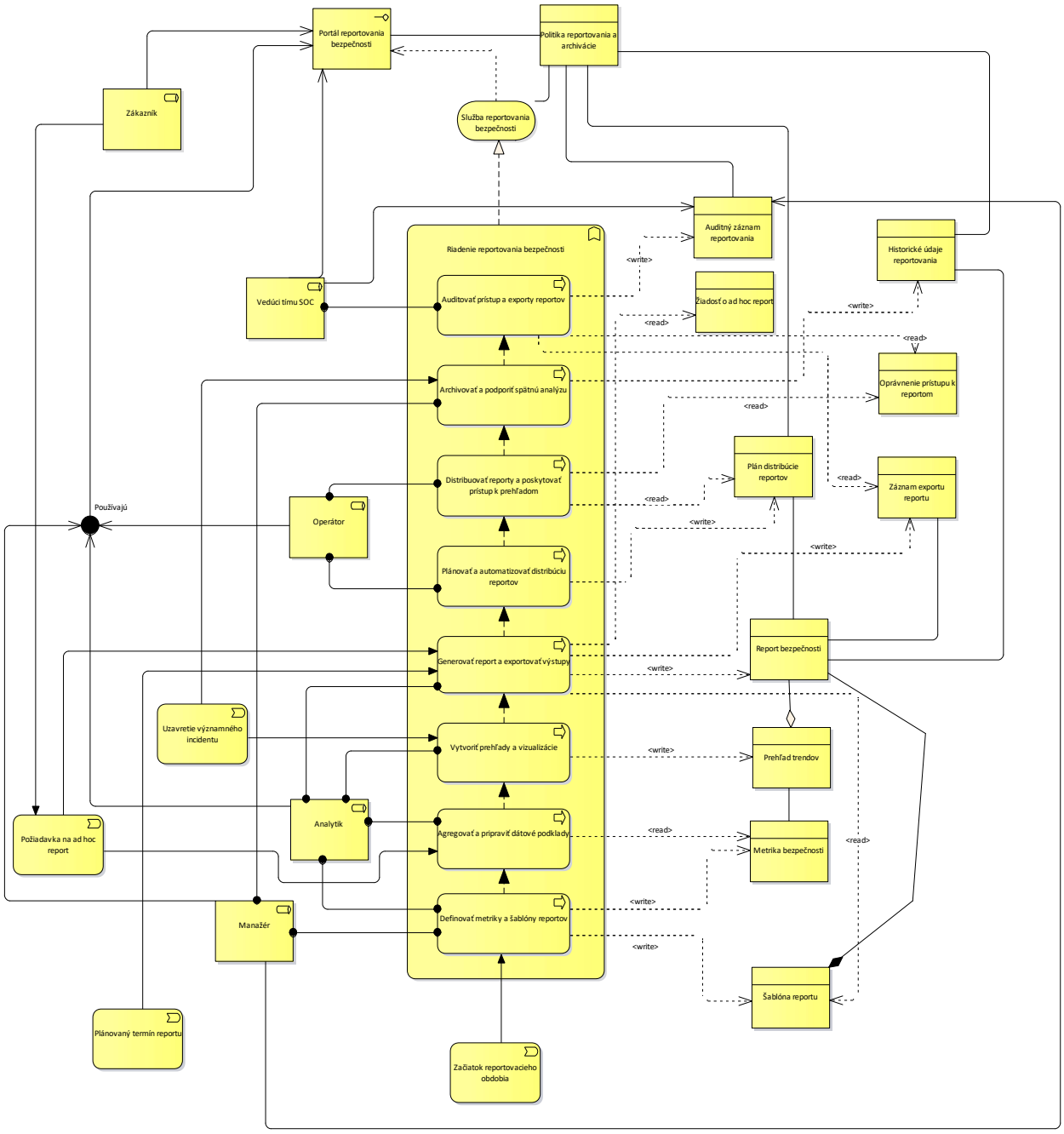


Figure 9: Security reporting management - business realization of the service

The diagram describes how security reporting is managed in the SOCaaS service, from triggering events to the creation of outputs, their distribution, archiving and audit. The business function brings together processes that define metrics and templates, prepare the underlying data, create visualizations, generate the report and ensure its delivery according to schedules and permissions. The roles of analyst, operator, SOC team leader and manager have divided responsibilities so that the outputs are consistent, traceable and usable both for the customer and for internal management.

Description of the elements used:

Scheduled report date - BusinessEvent
The event represents the regular reporting cycle according to the distribution plan and triggers the preparation and generation of outputs. It ensures that reports are produced consistently and on time for the agreed periods and recipients. It helps maintain predictability and reduces dependence on manual initiation.

Request for an ad hoc report - BusinessEvent
The event occurs when the customer or management needs an extraordinary output for a specific situation. It triggers the process of data preparation and report generation with a precisely defined scope and level of detail. It supports a rapid response during incidents, audits or when deciding on corrective steps. Related to UC_04 Notify and escalate a security incident by supporting informed decision-making, traceability and the provision of outputs for responsible roles.

Security reporting management - BusinessFunction
The function manages the entire life cycle of reports, from defining metrics and templates to publishing, distribution planning and archiving of outputs. It ensures that reports are consistent, comparable over time and tailored to the level of detail, from technical overviews to strategic summaries. The function supports the traceability of exports and access management so that reporting is secure even in a multi-customer environment. Related to UC_04 Notify and escalate a security incident by supporting informed decision-making, traceability and the provision of outputs for responsible roles.

Security reporting service - BusinessService
The service provides the aggregation, visualization and distribution of security information for various target groups in a multi-customer environment. It provides both regular and ad hoc outputs on incidents, alerts, the performance of measures and the fulfilment of service level agreements in order to support decision-making and accountability. The service maintains history, enables retrospective analysis and supports audit and compliance with regulatory requirements. Related to UC_04 Notify and escalate a security incident by supporting informed decision-making, traceability and the provision of outputs for responsible roles.

Closure of a significant incident - BusinessEvent
The event signals that the incident has been resolved and is ready for summarization, lessons learned and impact assessment in reports. It triggers the update of metrics, trends and, where applicable, the preparation of an output for management or the customer. It improves accountability by ensuring that the outcome of the resolution is also captured in historical outputs. Related to UC_04 Notify and escalate a security incident by supporting informed decision-making, traceability and the provision of outputs for responsible roles.

Start of the reporting period - BusinessEvent
The event marks the start of a new agreed reporting period, for example a week, a month or a quarter. It triggers the validation of metrics and templates and subsequently the preparation of data so that the outputs are consistent and comparable over time. In a multi-customer environment, it also confirms for which customers and to what extent the given reporting cycle will be carried out.

Analyst - BusinessRole
Prepares the technical content of reports, interprets trends and explains the causes of changes in metrics and alerts. Uses reports to prioritize work, evaluate detection effectiveness and support incident investigations. Oversees the quality of the underlying data and adds comments on findings that are important for decision-making.

Reporting audit record - BusinessObject
A record of access to reports and of the creation of exports, which contains who worked with the outputs, when, for what reason and to what extent. It enables retrospective verification of the legitimacy of access, the investigation of disputes and the demonstration of the traceability of activities. In a multi-customer environment, the assignment to the customer and to the reporting period is also recorded.

Historical reporting data - BusinessObject
They represent archived outputs and underlying data that enable retrospective analysis of trends and verification of decisions. They maintain consistent time series and context so that the effectiveness of measures can be compared over a longer horizon. They also serve for audit and for demonstrating compliance with record retention requirements.

Manager - BusinessRole
Uses strategic summaries to make decisions on priorities, investments and accountability for security measures. Requires auditability and clarity of outputs so that they can be defended before internal audit or a regulator. Approves the rules for reporting, archiving and access to sensitive information in a multi-customer environment.

Security metric - BusinessObject
Represents a defined value used to measure the state of security, for example the numbers of incidents, alerts or time indicators of resolution. It contains the calculation methodology, the time window and the assignment to the customer so that the results are comparable and interpretable. It serves as the basis for trend overviews, performance evaluation and the fulfilment of service level agreements.

Operator - BusinessRole
Ensures the operational distribution of reports, checks the availability of outputs and handles practical requests for exports. Monitors scheduled report cycles, oversees delivery to the correct recipients and records outages or export errors. Helps maintain reporting overviews so that they are always ready for analysts and management.

Report access authorization - BusinessObject
Represents the rules that determine who can view specific overviews, export reports or change templates. In a multi-customer environment, it ensures data separation and restricts access based on role and customer. It supports secure distribution and minimizes the risk of

leakage of sensitive information.

Report distribution plan - BusinessObject
Contains the schedules, recipients and rules for delivering reports to individual roles and customers. It takes into account data sensitivity and authorizations so that information is disseminated only to the extent permitted. It supports automation and reduces the risk of delays or incorrect delivery.

Reporting and archiving policy - Contract
The policy defines the scope of reporting, the periodicity of outputs, minimum metrics and rules for the level of detail for different target groups. It governs the retention of historical data, the requirements for the traceability of exports and the rules for access to sensitive information. It ensures that reporting is consistent, auditable and in compliance with internal and regulatory requirements. Related to UC_04 Notify and escalate a security incident by supporting informed decision-making, traceability and the provision of outputs for responsible roles.

Trend overview - BusinessObject
Displays the development of selected metrics over time and makes it possible to identify deviations, deterioration or improvement of the situation. It supports the comparison of periods and the explanation of the causes of changes based on events, interventions and configuration adjustments. It is used in planning measures, evaluating effectiveness and in communication with management and the customer.

Security report - BusinessObject
It is the resulting reporting output for a defined period or for a specific ad hoc need. It contains summaries of incidents, alerts, the fulfilment of service level agreements and recommendations based on the identified trends. It serves for decision-making, audit, communication with the customer and demonstrating accountability. Related to UC_04 Notify and escalate a security incident by supporting informed decision-making, traceability and the provision of outputs for responsible roles.

Report template - BusinessObject
Defines the report structure, the scope of content, the level of detail and the method of presentation for a specific target group. It ensures the consistency of outputs across periods and reduces the risk that important information is omitted. It also contains rules for labelling the period, the version and mandatory comments on interpretation.

SOC team leader - BusinessRole
Uses reports to manage team performance, check the fulfilment of service level agreements and identify weaknesses in processes. Approves report templates and the level of detail for individual target groups so that the outputs correspond to the needs. Coordinates improvement measures based on trends and recurring causes of incidents.

Customer - BusinessRole
Receives selected reports and overviews according to the agreed scope and level of detail. Uses the outputs to check the state of security, the fulfilment of service level agreements and to decide on corrective steps. May request ad hoc reports in the event of significant events or when compliance with audit requirements needs to be demonstrated.

Report export record - BusinessObject
Records the creation and handover of a report export, including the time, user, template and data scope. It enables retrospective verification of who created the output and supports the investigation of disputes or suspicious activities. It is important for audit and for traceability requirements in regulated environments.

Request for an ad hoc report - BusinessObject
Captures a request for an extraordinary output outside the regular cycle, for example in the event of a significant event or during an audit. It contains the scope, target group, time period and expected level of detail so that the report is prepared correctly. It supports the prioritization of work and traceability of why the report was created and for whom it was intended.

Use - Junction

Security reporting portal - BusinessInterface
The interface provides access to overviews, visualizations and report exports according to role and customer assignment. It enables filtering, comparison of periods and display of the context of metrics so that users understand the causes of changes. It supports traceability by also making available information on templates, versions and export history. Related to UC_04 Notify and escalate a security incident by supporting informed decision-making, traceability and the provision of outputs for responsible roles.

Aggregate and prepare underlying data - BusinessProcess
The process collects data from security sources and prepares them in a form suitable for visualization and metric calculation. It ensures the consistency of time windows, normalization of fields and quality control so that the outputs are not distorted. In a multi-customer environment, it maintains data separation and the correct assignment of underlying data to the customer.

Archive and support retrospective analysis - BusinessProcess
The process retains historical reports and underlying data so that trends, decisions and compliance with requirements can be verified retrospectively. It makes it possible to compare periods, search for recurring causes of incidents and evaluate the effectiveness of security measures. Archiving supports audit and accountability by keeping the outputs traceable and immutable.

Audit access to and exports of reports - BusinessProcess
The process records access to reports, export runs and significant changes to templates or authorizations. It supports the investigation of unauthorized access and makes it possible to demonstrate who worked with sensitive information. It is important for multi-tier teams and for regulatory requirements that call for retrospective verification of activities.

Define report metrics and templates - BusinessProcess
The process determines which metrics are monitored, how they are calculated and

which output templates are used for individual target groups. It takes into account both the technical view for analysts and strategic summaries for management and the customer so that the content is appropriate. The result is a unified framework that enables comparison over time and reduces the risk of ambiguous interpretation.

Distribute reports and provide access to overviews - BusinessProcess

The process delivers reports and makes interactive overviews available via the reporting portal in accordance with the access rules. It supports ad hoc requests when it is necessary to quickly prepare a view of a specific event or period. It ensures that users see only the data assigned to their role and customer.

Generate a report and export outputs - BusinessProcess

The process creates reports in formats suitable for distribution and archiving, for example tabular outputs and document reports. It ensures consistent labelling of the period, sources and template version so that the report remains traceable even after some time. During export, it creates a record that supports audit and the explanation of who created the output and when.

Plan and automate report distribution - BusinessProcess

The process sets the schedules of regular outputs and the delivery rules for individual target groups and customers. It takes into account data sensitivity and authorizations so that the outputs reach only the correct recipients. It reduces the team's manual work and ensures that reporting takes place consistently in accordance with the agreements.

Create overviews and visualizations - BusinessProcess

The process creates overviews of trends over time, summaries of alerts and incidents and views of the fulfilment of service level agreements. The visualizations are designed to enable rapid filtering, comparison of periods and identification of deviations. The outputs are prepared for both technical and managerial use and support fact-based decision-making.

Management of the knowledge portal for the SOC team - business realization of the service

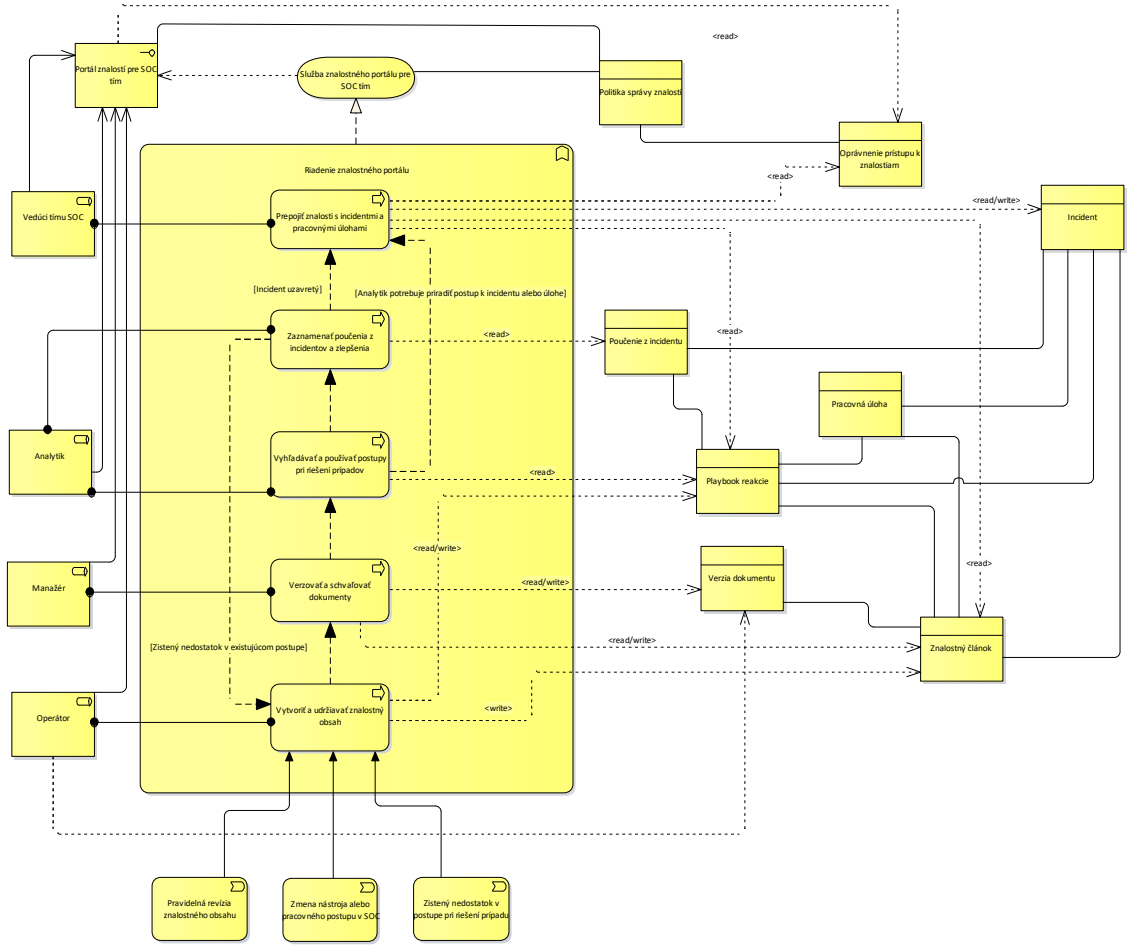


Figure 10: Management of the knowledge portal for the SOC team - business realization of the service

The diagram captures how SOCaaS builds and maintains the knowledge needed for a consistent response to incidents. It shows the responsibilities of roles in content creation, approval, searching for procedures and recording lessons learned from incidents, including access management and links to incidents and work tasks. The aim is for procedures to be traceable, versioned, controlled and immediately usable when handling cases.

Description of the elements used:

Knowledge portal management - BusinessFunction
The function manages the creation, approval, versioning and publication of knowledge content so that it is up to date and usable in practice. It ensures the structure of the content, its searchability, links to incidents and the traceability of changes for audit and retrospective learning. It supports integration with other SOC tools so that knowledge is naturally used when handling cases. Related to UC_04 Notify and escalate a security incident by supporting uniform procedures, traceability of decisions and collective learning from incidents.

Knowledge portal service for the SOC team - BusinessService
The service provides a central place for storing and sharing playbooks, procedures,

recommendations and lessons learned from incidents. It increases the consistency of response, shortens the onboarding time of new members and supports the standardization of methodologies and processes. In a multi-customer environment, it ensures authorizations, change history, versioning and links to incidents and work tasks. Related to UC_04 Notify and escalate a security incident by supporting uniform procedures, traceability of decisions and collective learning from incidents.

Manager - BusinessRole
The manager approves content that has an impact on rules, responsibilities, escalations or requirements for the customer. Checks compliance with internal policies, audit requirements and commitments to the customer. The role is particularly suitable for content with a higher level of formality.

Operator - BusinessRole
The operator supplements the knowledge base with operational procedures, configurations and routine steps that ensure repeatability. Updates guides when tools and workflows change and ensures that the steps are feasible in practice. The role is particularly suitable for procedure and guide content, not for analytical interpretations.

Knowledge access authorization - BusinessObject
Defines who can read, edit or approve content and to what extent. It ensures that sensitive knowledge is available only to authorized roles and that there is no undesirable visibility in a multi-customer environment. It supports access control and traceability of who worked with the content.

Response playbook - BusinessObject
It is a practical step-by-step procedure for typical situations, for example malware, data leakage or suspicious communication. It ensures the consistency of response, minimizes improvisation and speeds up decision-making under pressure. It contains checkpoints that help demonstrate the correct procedure during an audit and retrospective review. Related to UC_04 Notify and escalate a security incident by supporting uniform procedures, traceability of decisions and collective learning from incidents.

Knowledge management policy - Contract
The policy defines the content structure, the rules for creating, approving and versioning documents and the minimum quality requirements. It governs authorizations, access to sensitive knowledge, archiving and the way of linking to incidents and work tasks. It ensures that knowledge is consistent, auditable and maintainable in the long term in a multi-customer environment. Related to UC_04 Notify and escalate a security incident by supporting uniform procedures, traceability of decisions and collective learning from incidents.

Lesson learned from an incident - BusinessObject
Records what worked, what failed and what improvements need to be made after an incident has been resolved. It is reflected in adjustments to playbooks, templates and settings so that the same mistakes are not repeated. It is important for building team knowledge and for the long-term improvement of response effectiveness. Related to UC_04 Notify and escalate a security incident by supporting uniform procedures, traceability of decisions and collective learning from incidents.

Document version - BusinessObject
Represents a specific state of a document at a point in time, including the author, date

and list of changes. It makes it possible to return to previous content and explain why a procedure or recommendation was modified. It supports audit and reduces the risk that outdated or unapproved content will be used.

Knowledge article - BusinessObject
Represents a standalone document with structured content that describes a topic, procedure or recommendation. It contains a description of the problem, resolution steps, conditions of use and references to related sources and incidents. It is versioned and governed by authorizations in order to preserve quality and the traceability of changes.

Knowledge portal for the SOC team - BusinessInterface
The interface provides access to documents, playbooks and lessons learned and enables searching by topics, incidents and attack techniques. It supports working with versions, comments and links to incidents and tasks so that knowledge can be used directly in operations. It ensures access management and displays the change history for traceability. Related to UC_04 Notify and escalate a security incident by supporting uniform procedures, traceability of decisions and collective learning from incidents.

Link knowledge to incidents and work tasks - BusinessProcess
The process creates links between documents, incidents and tasks so that the correct procedure is used when handling cases. It makes it possible to quickly understand which procedure was used and what its outcome was, which supports audit and retrospective verification. It reduces duplicate documentation by sharing content via links rather than by repeated copying.

Version and approve documents - BusinessProcess
The process manages document versions, records changes and enables an approval procedure before publication. It increases the credibility of the content because each change has an author, a reason and is traceable even after some time. It supports audit and allows a return to previous versions in the event of disputes or when a comparison is needed.

Search for and use procedures when handling cases - BusinessProcess
The process makes it possible to quickly find a relevant playbook or guide by incident type, indicator or the attack technique used. It supports a consistent procedure during response and reduces the risk of omitting important steps under time pressure. Knowledge is used directly when working with incidents and the result can subsequently be added to the content.

Create and maintain knowledge content - BusinessProcess
The process includes the creation of documents, playbooks and recommendations and their ongoing updating according to the evolution of threats and tools. It ensures that knowledge is captured in a structured form and is available to the entire team without dependence on specific individuals. The content is also supplemented with practical notes and examples so that it is usable in real situations.

Record lessons learned from incidents and improvements - BusinessProcess
The process captures lessons learned from closed incidents and turns them into specific adjustments to playbooks, recommendations and procedures. It ensures that the team learns collectively and that the knowledge is also available to new members. It helps improve the quality of response over time and reduce the recurrence of the same mistakes.

Regular review of knowledge content - BusinessEvent

The event represents a scheduled moment when the currency of articles and playbooks is checked according to the agreed cycle. It triggers a review of the content, the identification of outdated procedures and the preparation of changes for approval. It helps prevent the team from using outdated guides when handling cases.

Deficiency identified in a procedure while handling a case - BusinessEvent
The event occurs when an analyst, during handling, finds that an existing procedure is incomplete, unclear or does not cover a specific situation. It triggers the supplementing of the content and its subsequent approval so that the finding is reflected in the standardized procedure. It supports continuous improvement without waiting for major review cycles.

Change of a tool or workflow in the SOC - BusinessEvent
The event occurs when tools, workflows or responsibilities are modified in a way that changes how cases are handled. It triggers the update of related articles and playbooks so that they correspond to actual operations. It reduces the risk of errors caused by inconsistencies between documentation and practice.

Analyst - BusinessRole
Uses the knowledge portal when handling cases and searches for approved procedures. Is responsible for ensuring that the current versions are used in practice and that deviations or new findings are fed back into the knowledge base. Participates in recording lessons learned after incidents are closed.

Incident - BusinessObject
A record of a security event that requires coordinated handling, recording of steps and closure with an outcome. It serves as an anchor for links to the procedures used, relevant articles and lessons learned so that the course of handling can be justified retrospectively. It supports audit and accountability in a multi-customer environment.

Work task - BusinessObject
A record of a task that arises during remediation, the supplementing of evidence or the implementation of recommendations from knowledge content. It makes it possible to track the status, deadlines, responsibility and outcome so that improvements are implemented and do not remain only in the documentation. Linking to knowledge ensures that the task has a clear procedure and an expected output.

SOC team leader - BusinessRole
Ensures that knowledge is used consistently and that lessons learned from incidents are reflected in procedures. Manages the links between incidents, work tasks and relevant content so that the handling methodology is traceable. Oversees the quality, completeness and compliance with the knowledge management policy.

3. USE CASES

The following chapter presents the actors and the individual user scenarios.

1.4. Actors

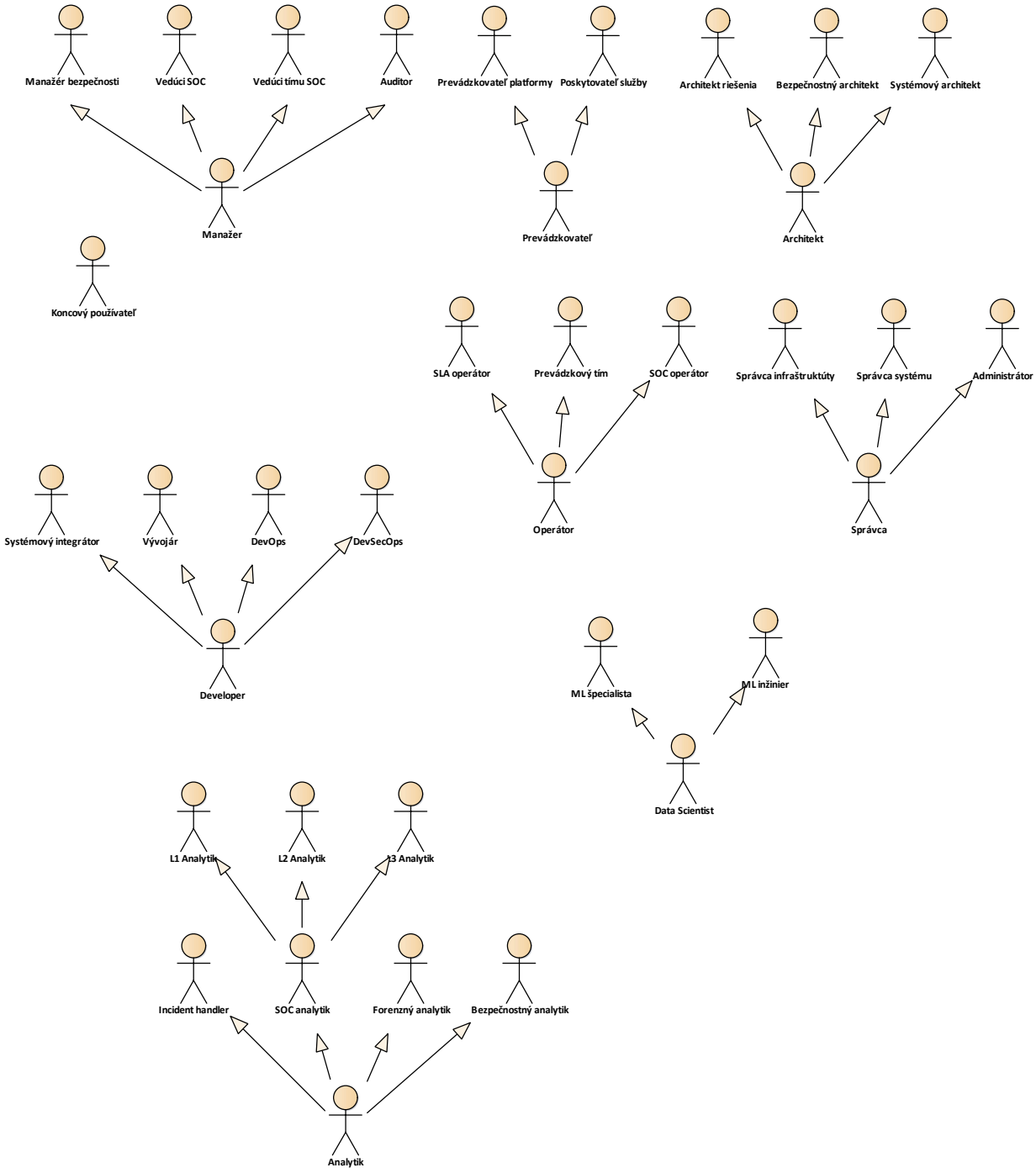


Figure 11 : Actors

Name of the actor/role	Description
Administrator	Responsible for: SIEM, log processing, data visualization, alerting, EDR/XDR, asset management, vulnerability scanner and security data sources.

Name of the actor/role	Description
Analyst	Responsible for areas such as: Log processing, SOAR, ML-based detection, Data visualization, Alerting, EDR/XDR, Asset management, Vulnerability scanner, knowledge base, Incident recording and management, and Reporting.
Architect	Responsible for areas such as: ML-based detection and EDR/XDR.
Solution architect	Responsible for areas such as: SIEM and Log processing.
Auditor	Responsible for areas such as: SIEM, SOAR, Asset management, Incident recording and management, Reporting, Optional extensions, System administration, CTI and Alerting.
Security analyst	Responsible for areas such as: SIEM, Log processing, SOAR, ML-based detection, Data visualization, Alerting, EDR/XDR, CTI, Asset management, Vulnerability scanner, Security data sources, Knowledge base, Ticketing, and Incident recording and management.
Security architect	Responsible for areas such as: SIEM, SOAR, ML-based detection, Data visualization, EDR/XDR, Secure data sources, Knowledge base, Incident recording and management, and System administration.
Data Scientist	Responsible for areas such as: ML-based detection.
DevOps	Responsible for areas such as: SIEM, Log processing, ML-based detection, Vulnerability scanner, Security data sources, System administration and Optional extensions.
DevSecOps	Responsible for areas such as: SOAR, CTI, Vulnerability scanner and system administration.
Developer	Developer is a basic role focused on the design, development, modification and maintenance of software, scripts and integration solutions. It focuses on implementing logic, automating processes and providing technical support for development.
Forensic analyst	Responsible for areas such as: optional extensions and EDR/XDR.
Incident Handler	
Incident handler	Responsible for areas such as: SOAR and Incident recording and management.
End user	Responsible for areas such as: Data visualization.
L1 Analyst	
L2 Analyst	
L3 Analyst	
ML engineer	Responsible for areas such as: ML-based detection.
ML specialist	Responsible for areas such as: ML-based detection and EDR/XDR.
Manager	Responsible for areas such as: SIEM, ML-based detection, data visualization, alerting, Asset management, vulnerability scanner, knowledge base, Ticketing, Reporting and Optional extensions.
Security manager	Responsible for areas such as: SIEM, SOAR, ML-based detection, Data visualization, Alerting, EDR/XDR, CTI, Asset management, Vulnerability scanner, Ticketing, Incident recording and management, Reporting, System administration and Optional extensions.
Operator	Responsible for areas such as: alerting, EDR/XDR, CTI, asset management, vulnerability scanner, security data sources, knowledge base, ticketing and system administration.
Service provider	Responsible for areas such as: SIEM.
Service operator	Responsible for areas such as: data visualization.
Platform operator	Responsible for areas such as: SIEM.
Operations team	Responsible for areas such as: alerting and optional extensions.
SLA operator	Responsible for areas such as: alerting.
SOC analyst	Responsible for areas such as: EDR/XDR, CTI, incident recording and management, reporting and optional extensions.
SOC operator	Responsible for areas such as: alerting, EDR/XDR, knowledge base and ticketing.
Administrator	The administrator is a basic technical role responsible for the operation, maintenance

Name of the actor/role	Description
	and functioning of IT infrastructure and systems. It covers competencies ranging from infrastructure, through systems management, to configuration administration.
Infrastructure administrator	Responsible for areas such as: Log processing, Asset management and System administration.
System administrator	Responsible for areas such as: SOAR, Data visualization, alerting, EDR/XDR, Asset management, Vulnerability scanner, Security data sources, Knowledge base, Ticketing, Incident recording and management, Reporting and System administrationdata visualization.
System architect	Responsible for areas such as: SIEM, Log processing, SOAR, ML-based detection, Vulnerability scanner and System administration.
System integrator	Responsible for areas such as: SIEM, Log processing, SOAR, ML-based detection, Data visualization, Alerting, EDR/XDR, CTI, Asset management, Vulnerability scanner, Security data sources, Knowledge base, Ticketing, and Incident recording and management.
SOC lead	Responsible for areas such as: alerting.
SOC team lead	Responsible for areas such as: data visualization.
Developer	Responsible for areas such as: SIEM, SOAR, ML-based detection and Security data sources.

1.5. General use cases

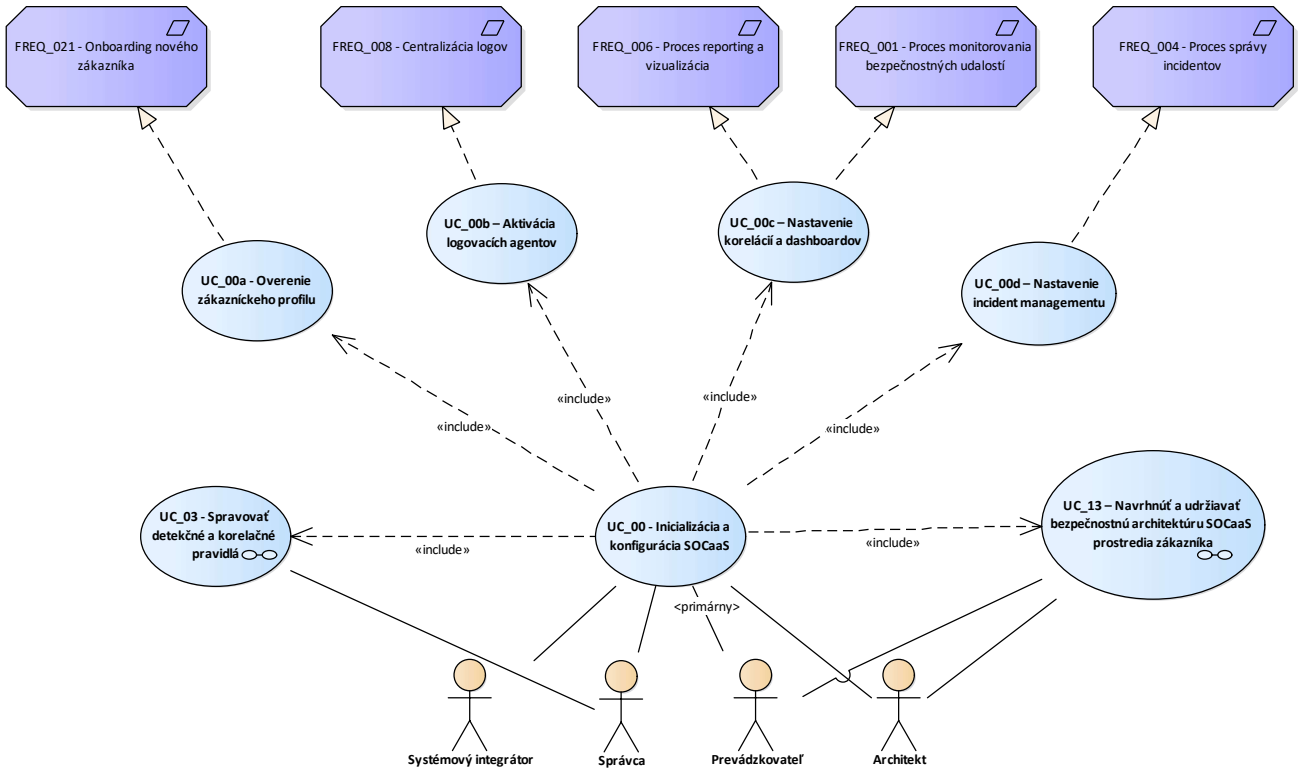


Figure 12 : UC_00 - Initialization and configuration of SOCaaS

Use case	UC_00 - Initialization and configuration of SOCaaS
Objective	The use case describes the initial initialization and set-up of SOCaaS for a new customer. It includes the activation of logging sources and the set-up of integration points, dashboards and basic security processes.

Precondition	The customer has a tenant created.
Precondition	The architect has configuration permissions.
Precondition	Basic network connectivity is available.
Postcondition	SOCaaS is successfully initialized and ready for monitoring and detection.
Postcondition	The basic modules are activated: logging, SIEM correlations, dashboards, incident management.
Postcondition	Logs from all mandatory sources contain the mandatory fields for detection.

Basic Path	Basic Path

Step	**Activity**
1	The architect starts the initialization process for a new customer.
2	The system loads the customer profile and prepares the configuration interface.
3	The architect selects the modules to be activated (SIEM, SOAR, CTI, Ticketing).
4	The system performs the initialization tasks (registration of sources, activation of agents, creation of dashboards).
5	The architect confirms the configuration.
6	The system saves the configuration and reports successful completion.

ALT_00_01 – Incomplete customer profile	Alternate

Step	**Activity**
1	The system detects missing data.
2	It notifies the architect to supply the missing data.
3	The process continues once the information has been supplied.

ALT_00_02 – Unavailable logging sources / infra	Alternate

Step	**Activity**
1	The system is unable to establish a connection with the logging agent or the customer's API.

2	It displays an error and offers the option to retry or skip the module.
3	The process continues with limited functionality.

Use case	UC_00a - Verification of the customer profile
Objective	The system verifies whether the customer tenant contains all mandatory data (identification, technical, integration).

Precondition	The tenant exists in the system.
Postcondition	The customer profile is confirmed as complete.

Basic Path	Basic Path

Step	**Activity**
1	The platform operator starts the profile verification.
2	The system loads the customer data.
3	The system checks the mandatory fields.
4	The verification is successful.

ALT_00a_01 – Incomplete data	Alternate

Step	**Activity**
1	The system requests that the missing data be supplied

ALT_00a_02 – The tenant lacks technical configuration	Alternate

Step	**Activity**
1	The system stops the process and notifies the administrator.

Linked functional requirements	
FREQ_021 - Onboarding of a new customer	The solution must ensure the onboarding of a new customer, during which their infrastructure is integrated into the multi-tenant SOCaaS environment. This includes: • setting up the logging agent • configuration of correlation rules • creation of separated dashboards • setting up incident management for the customer
Use case	UC_00b – Activation of logging agents
Objective	The system activates the customer's logging agents to send logs to SOCaaS.

Precondition	The customer systems are available.
Precondition	The communication channels are open.

Postcondition	The logging agents are active and sending data.
Basic Path	Basic Path
Step	**Activity**
1	The platform operator starts the activation.
2	The system contacts the logging agents.
3	The availability of the API and certificates is verified.
4	The agents are activated.
ALT_00b_01 – The agent does not respond	Alternate
Step	**Activity**
1	The system reports an error and continues later.
ALT_00b_02 – Invalid API keys	Alternate
Step	**Activity**
1	The system requests that the keys be uploaded again.
Linked functional requirements	
FREQ_008 - Log centralization	The solution must ensure the collection and centralization of logs from systems, networks, endpoints and applications.
Use case	UC_00c – Setting up correlations and dashboards
Objective	The system creates predefined correlation rules and dashboards for monitoring security events.

Precondition	The SIEM module is active.
Precondition	Logs are arriving in the system.
Postcondition	The correlation rules and dashboards are configured.
Basic Path	Basic Path
Step	**Activity**
1	The platform operator starts the set-up.
2	The system loads the correlation template.
3	The system creates dashboards for monitoring.
4	The configuration is saved.
ALT_00c_02 – The dashboard cannot be created	Alternate

Step	**Activity**
1	The system creates only a minimal version. (the last executable one)
ALT_00c_01 – The correlation rule is invalid	Alternate
Step	**Activity**
1	The system skips it and reports an error.
Linked functional requirements	
FREQ_001 - Security event monitoring process	Ensure the security event monitoring process – ensures the collection and tracking of logs, metric data and alerts from all integrated systems.
FREQ_006 - Reporting and visualization process	Ensure the reporting and visualization process – ensures regular output for management, auditors and SOC analysts.
Use case	UC_00d – Setting up incident management
Objective	The system activates the workflow for incident management and role assignment.

Precondition	The Ticketing or SOAR module is initialized.
Postcondition	The incident lifecycle (triage → analysis → closure) is ready.
Basic Path	Basic Path
Step	**Activity**
1	The platform operator starts the configuration.
2	The system loads the workflow templates.
3	The system creates incident categories and priorities.
4	It assigns roles (Analyst, Operator, Manager).
ALT_00d_01 – No user roles exist	Alternate
Step	**Activity**
1	The system stops the workflow and asks the administrator to add roles.
ALT_00d_02 – The Ticketing module is unavailable	Alternate
Step	**Activity**
1	The system activates only the basic SOAR fallback.
Linked functional requirements	
FREQ_004 - Incident	Ensure the incident management process – includes recording,

management process	classifying, prioritizing, documenting and closing incidents.

UC_01 - Monitor security events

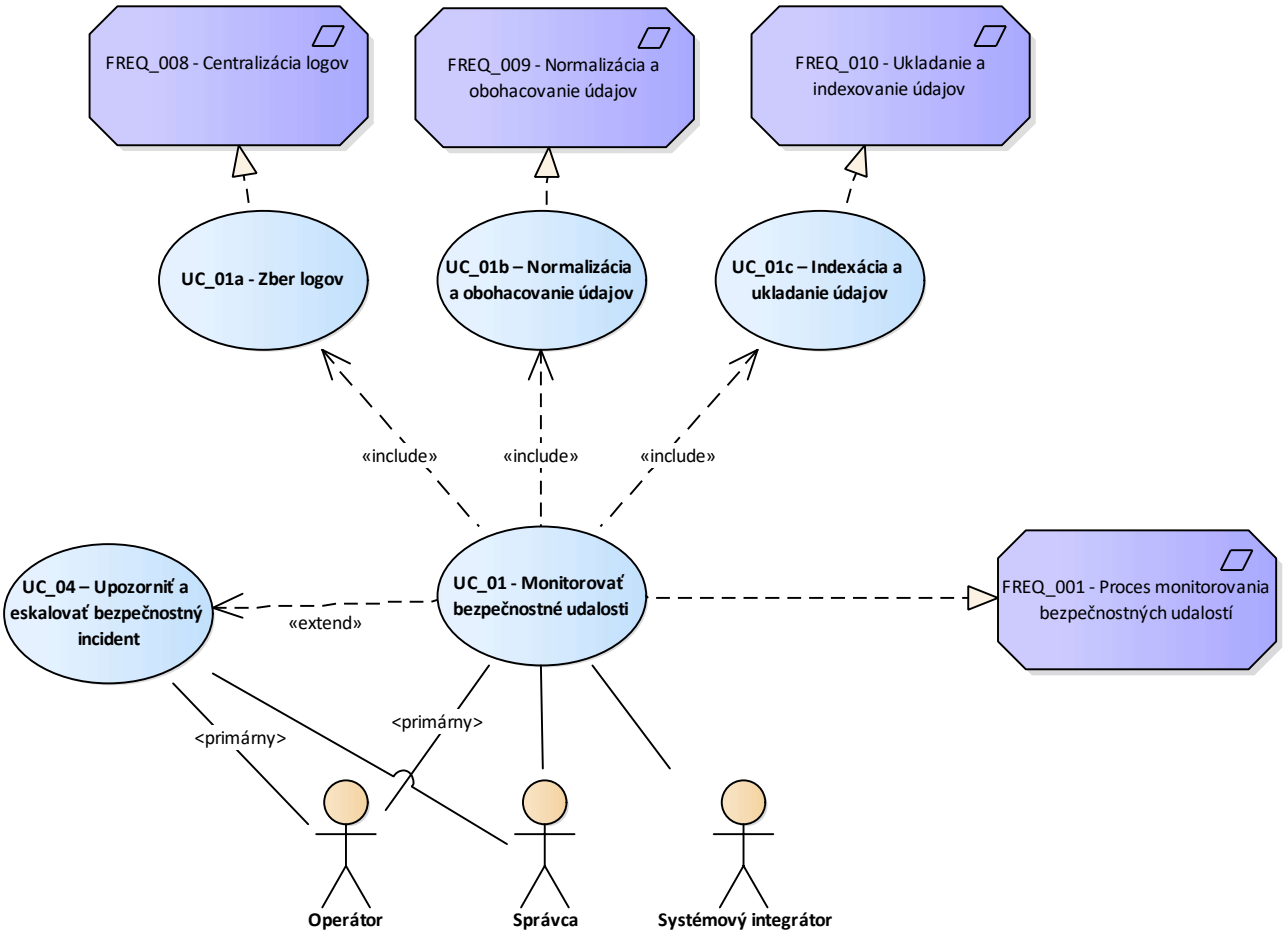


Figure 13 : UC_01 - Monitor security events

Use case	UC_01 - Monitor security events
Objective	The use case describes the continuous monitoring of security events within SOCaaS. It includes the collection of events, their normalization, enrichment and the preparation of alerts for the subsequent incident detection process.

Precondition	The logging agents are active.

Precondition	The SOCaaS SIEM module is functional.
Precondition	UC_00 (initialization) has been successfully completed.
Postcondition	The events are processed and passed on to the incident detection process.
Postcondition	The alerts are displayed to the operator.
Postcondition	Monitoring runs in real time.

Basic Path	Basic Path

Step	**Activity**
1	The operator monitors the control dashboard in SOCaaS.
2	UC_01a: The system receives events from logging sources.
3	UC_01b: The system normalizes and enriches the data.
4	UC_01c: The system indexes the stored data for fast searching.
5	SOCaaS generates alerts based on correlation rules.
6	The operator sees the resulting security events.
7	The use case ends; monitoring continues without restriction. The operator evaluates the alert.
8	If it is critical → activates UC_04 - Notify and escalate a security incident.
9	The Use Case ends – monitoring continues.

ALT_01_01 – Unavailable logs or agents	Exception

Step	**Activity**
1	SOCaaS is not receiving data from the source.
2	The system creates a “Missing logs” alert.
3	The administrator is notified and can resolve the problem manually.

ALT_01_02 – Overloaded SIEM or pipeline	Exception

Step	**Activity**
1	SOCaaS cannot keep up with processing the stream of events.
2	The system enables protective mechanisms (rate-limiting, buffering).
3	The operator is notified of the risk of event loss.

Linked functional requirements	
FREQ_001 - Security event monitoring process	Ensure the security event monitoring process – ensures the collection and tracking of logs, metric data and alerts from all integrated systems.

Use case	UC_01a - Log collection
Objective	It ensures the technical reception of logging data from systems, applications, devices and sources into the SIEM platform. It is the foundation of the monitoring process.

Precondition	The communication channel between the system and the agent is functional.
Precondition	The logging agent is active.
Postcondition	The logs are ready for the next step – normalization.
Postcondition	SOCaaS has received new logs.

Basic Path	Basic Path

Step	**Activity**
1	The logging agent sends security events.
2	SOCaaS receives the data.
3	The format and integrity of the logs are verified.
4	The logs are passed on to the normalization process.

ALT_01a_01 – Logs are not being delivered	Alternate

Step	**Activity**
1	SOCaaS does not record any data from the source.
2	The system creates a “Missing logs” notification.
3	The administrator receives a notification.

ALT_01a_02 – Invalid log format	Alternate

Step	**Activity**
1	The log has an incorrect format or missing fields.
2	SOCaaS rejects it and stores it in the quarantine buffer.
3	A notification is sent to the integrator.

Linked functional requirements	
FREQ_008 - Log centralization	The solution must ensure the collection and centralization of logs from systems, networks, endpoints and applications.

Use case	UC_01b – Data normalization and enrichment
Objective	The use case ensures the normalization of logs into a uniform format and their enrichment with information from CTI, the asset database or user data.

Precondition	A configuration of normalization rules exists.
Precondition	UC_01a (log collection) was successful.
Postcondition	The log is normalized and enriched.
Postcondition	The data are ready for storage and indexing.

Basic Path	Basic Path

Step	**Activity**
1	SOCaaS loads the received logs.
2	A normalization profile is applied according to the source type.
3	Data enrichment (IP reputation, hostname, user).
4	The resulting event is ready for indexing.

ALT_01a_01 – Unknown log type	Alternate

Step	**Activity**
1	The system uses a fallback normalization profile.

ALT_01a_02 – CTI feed is missing	Alternate

Step	**Activity**
1	The system performs normalization without enrichment and marks the event as “unenriched”.

Linked functional requirements	
FREQ_009 - Data normalization and enrichment	The solution must ensure data normalization and enrichment.

Use case	UC_01c – Data indexing and storage
Objective	The use case handles the storage of normalized security events in storage and their indexing for fast searching and correlation mechanisms.

Precondition	Data normalization (UC_01b) has been completed.
Precondition	The storage and the cluster are available.
Postcondition	The events are stored in the SIEM database.
Postcondition	The indexes are ready for query systems.

Basic Path	Basic Path

Step	**Activity**

1	The system takes over the normalized data.
2	It writes them to storage (DB or distrib. index).
3	It creates/updates the indexes.
4	The event is available for correlation rules.

ALT_01c_01 – Storage unavailable	Alternate

Step	**Activity**
1	The system stores the data in a buffer and creates an alert.

ALT_01c_02 – Storage space exhausted	Alternate

Step	**Activity**
1	The system activates a clean-up or alerts operations.

Linked functional requirements	
FREQ_010 - Data storage and indexing	The solution must ensure the storage, indexing and retention of data.

UC_02 - Visualize and report security data

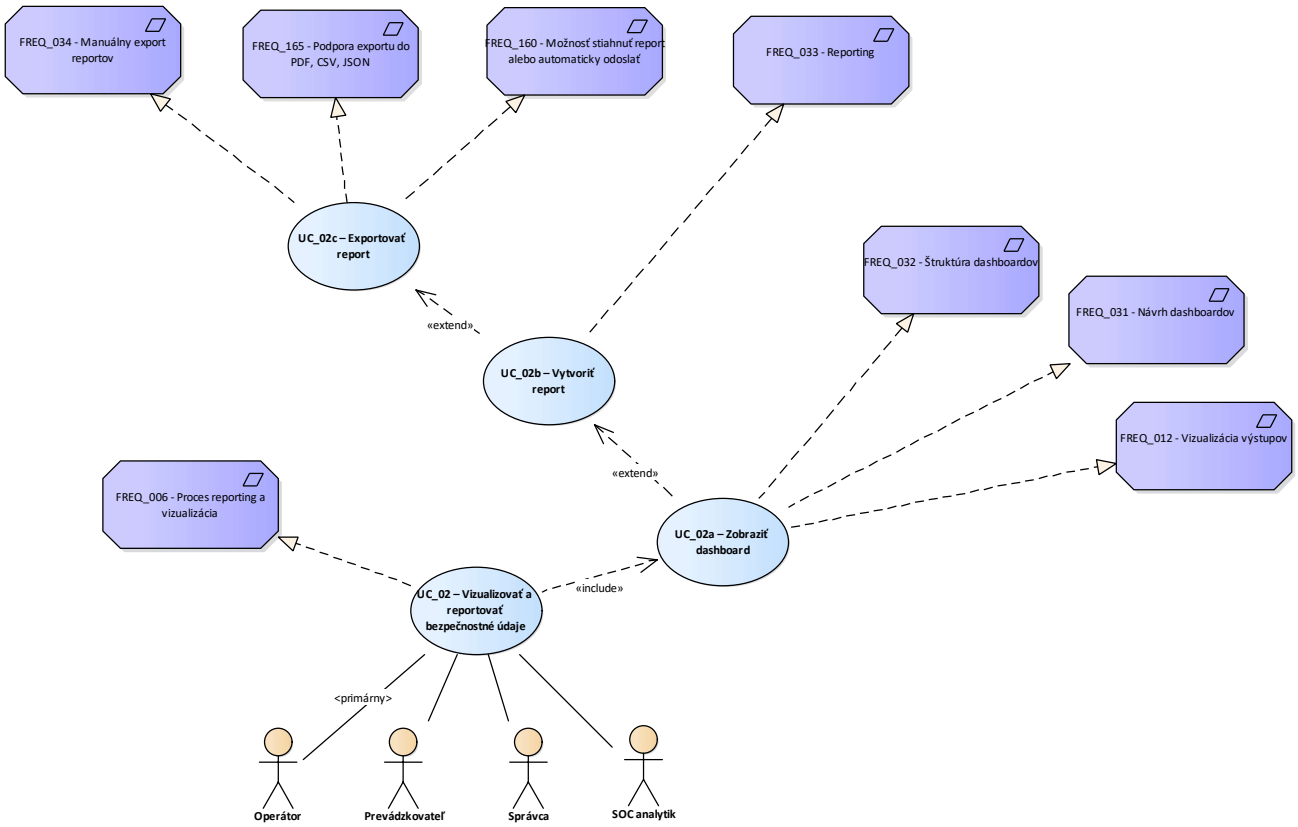


Figure 14 : UC_02 - Visualize and report security data

Use case	UC_02 – Visualize and report security data
Objective	The system enables SOC operators and the administrator to display security events using dashboards, filters, charts and tabular outputs. It also enables the generation of reports and the export of data for management, audit or customers.

Precondition	The dashboards are defined in the configuration (UC_00c).
Precondition	UC_01c – The data are indexed and available for visualization.
Precondition	UC_01 – Monitoring is running and providing data.
Postcondition	The activity is recorded in the audit log.
Postcondition	The report has been generated or exported (if initiated).
Postcondition	The user sees updated visualizations.

Basic Path	Basic Path

Step	**Activity**
1	The actor opens the “Visualization and reporting” module.
2	The system loads the available dashboards and reports according to the actor's role.
3	The actor opens a dashboard → the system displays charts, metrics, tables.
4	The actor can apply filters (time, event type, source).
5	The actor can click on “Create report”.
6	The system compiles the report according to the selected format and template.
7	The actor can use the “Export report” function (PDF, CSV, JSON).

ALT_02_01 – Unavailable data	Alternate

Step	**Activity**
1	The dashboard returns an empty dataset.
2	The system displays a warning.
3	The Operator and the Service operator can change the filtering criteria.

ALT_02_02 – Incorrect permissions	Alternate

Step	**Activity**
1	An actor (e.g. the Service operator) opens a dashboard outside their tenant.

2	The system displays the error “Insufficient permissions”.
ALT_02_03 – Report generation failed	Alternate
Step	**Activity**
1	It displays an error message.
2	It saves the error in the audit log.
3	An actor (e.g. the Service operator) opens a dashboard outside their tenant.
Linked functional requirements	
FREQ_006 - Reporting and visualization process	Ensure the reporting and visualization process – ensures regular output for management, auditors and SOC analysts.
Use case	UC_02a – Display a dashboard
Objective	The user opens a dashboard that visualizes security events, metrics and system states in real time.

Precondition	The system is initialized and configured (UC_00).
Precondition	All log sources are active and data are being received (UC_01).
Precondition	The user is authenticated and has a role that allows dashboards to be displayed.
Postcondition	The dashboard has been displayed with current data.
Postcondition	The user can save filters, views or sections (if authorized).
Basic Path	Basic Path
Step	**Activity**
1	The actor opens the Dashboards module.
2	The system loads the available dashboards according to the role.
3	The actor selects a dashboard to display.
4	The system loads and renders the visualizations (charts, heatmaps, tables).
5	The system updates the visualizations in real time or at defined intervals.
ALT_02a_02 – The user does not have permission for a specific dashboard	Alternate
Step	**Activity**
1	The system hides the dashboard or displays “Access Denied”.
2	The actor must ask the administrator for access.
ALT_02a_01 – Data fail to load	Alternate

Step	**Activity**
1	The system detects that the sources are unavailable.
2	Instead of charts, it displays the message: “Data are not available.”
3	It offers to refresh or switch the source.
Linked functional requirements	
FREQ_012 - Visualization of outputs	The solution must ensure the visualization of outputs
FREQ_032 - Dashboard structure	The solution must ensure a dashboard structure in which dashboards are composed of individual panels that may contain charts, tables, heatmaps, distribution histograms, metrics or maps. Each dashboard within SOCaaS is designed as a composition of these visualizations focused on a specific aspect of monitoring or analysis. System security overview Correlation and incident dashboards Visualization of network traffic and access Monitoring of authentications and user behaviour Integrated overview for the SOC analyst
FREQ_031 - Dashboard design	The solution must ensure dashboard design. To maintain clarity, dashboards within SOCaaS will be divided according to functional layers as follows: 1. Global overviews (SOC Overview) Intended for management and SLA reporting – they include daily/monthly incident statistics, threat types, the top 10 IP addresses, countries of origin of attacks, ticket resolution time. 2. Alert monitoring dashboards Focused on operational monitoring – they display new alerts, breakdown by severity (Critical, High, Medium), time trends, and correlations between multiple sources. 3. Thematic dashboards They cover specific areas: • EDR activities: recorded files, processes, attempts to execute malicious code. • Vulnerabilities and scans: results from Greenbone or OpenSCAP. • Firewall and network logs: access, ports, detected scanning activities. 4. Detailed analytical dashboards – They serve L2 analysts and threat hunting. They contain heatmaps, time slices, distributions by hour, country, ASN, IOC occurrence and the like. 5. Ad-hoc and incident-specific dashboards – They are created during the investigation of a specific case, where the analyst builds their own visualization based on data from Elasticsearch.
Use case	UC_02b – Create a report
Objective	The user creates a one-off report or saves a reporting template based on data from dashboards or events.

Precondition	The dashboards are available and the data are indexed (UC_01).

Precondition	The user has the “Create Report” permission.
Postcondition	The report is saved in the system.
Postcondition	It can be displayed, edited or exported (UC_02c).

Basic Path	Basic Path

Step	**Activity**
1	The actor opens the Reports module.
2	Selects “Create a new report”.
3	Selects: report type, time range, template or custom design.
4	The system loads the necessary data.
5	The user confirms the generation.
6	The system generates the report and saves it in the report database.

ALT_02b_02 – Unavailable data for the report	Alternate

Step	**Activity**
1	The system displays the message “Data for the selected period are not available”.
2	The Operator, Service operator or Administrator selects a different period.

ALT_02b_01 – Invalid report parameter	Alternate

Step	**Activity**
1	The system detects a missing parameter (time period, data source...).
2	It displays an error and requests that it be supplied.

Linked functional requirements	
FREQ_033 - Reporting	The solution must ensure reporting. Reporting in SOCaaS will fulfil several basic objectives: • Operational overview – display of the state of systems, the number of incidents, agent activity. • Security reporting – outputs on detected threats, attack types, trends. • Compliance reporting – reports according to regulatory requirements (e.g. GDPR, NIS2). • Management reporting – aggregated statistics and indicators for the organization's leadership. • Customer reporting – individual overviews for the individual clients of the multi-tenant SOCaaS.
Use case	UC_02c – Export a report
Objective	The user exports an existing report to PDF, CSV, JSON or PNG and can send it by email or via a webhook.

Precondition	There is a generated report (UC_02b).
Precondition	The user has the “Export Report” rights.
Postcondition	The system has created a file in the selected format.
Postcondition	The file has been downloaded or sent to an external endpoint.

Basic Path	Basic Path

Step	**Activity**
1	The user opens the report detail.
2	Selects the Export option.
3	Selects the format (PDF/CSV/JSON/PNG).
4	The system generates the export.
5	The file is downloaded or sent according to the settings.

ALT_02c_02 – Insufficient permissions	Alternate

Step	**Activity**
1	The system displays “Access Denied”.
2	It offers to request access.

ALT_02c_01 – Export fails (timeout, large dataset)	Alternate

Step	**Activity**
1	The system reports an export error.
2	It offers an offline export or splitting of the data.

Linked functional requirements	
FREQ_034 - Manual export of reports	The solution must ensure manual export of reports. It will be possible to export reports as: • PDF document – a generated snapshot of the current dashboard. • PNG image – static images of individual visualizations. • CSV files – raw data from tables and data fields. • JSON – for automated analysis and further processing.
FREQ_165 - Support for export to PDF, CSV, JSON	The possibility of exporting reports to various common formats. Support for export to PDF, CSV, JSON
FREQ_160 - Option to download a report or send it automatically	Exporting reports manually or their scheduled automatic distribution. Possibility of downloading a report or sending it automatically (e-mail, webhook)

UC_03 - Manage detection and correlation rules

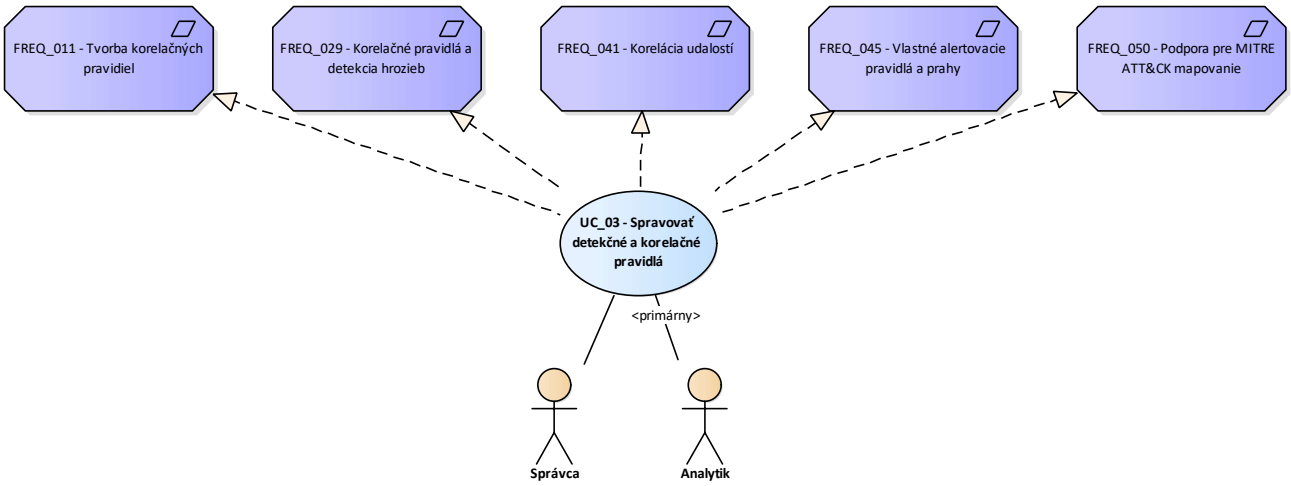


Figure 15 : UC_03 - Manage detection and correlation rules

Use case	UC_03 - Manage detection and correlation rules
Objective	This use case covers the activities of analysts and administrators in creating, managing and maintaining detection and correlation rules in the SOCaaS environment. These rules enable the detection of security threats based on IOCs, behavioural anomalies, event chaining or threshold values. The use case focuses exclusively on the rule management process – their definition, tuning, classification and mapping to security frameworks (e.g. MITRE ATT&CK).

Precondition	The actors have access to the administration interface for creating rules.
Precondition	The system supports the definition, management and versioning of detection rules.
Postcondition	A new rule is created or an existing rule is modified, deactivated or deleted.
Postcondition	The rule is versioned, validated and ready for deployment to the production environment.
Postcondition	The rule is available for the evaluation of security events (UC_04).
Basic Path	Basic Path

Step	Activity
1	The analyst or administrator opens the interface for managing detection rules.
2	Creates a new rule or searches for an existing one.
3	Defines the conditions: event type, IOC/indicator, frequency of occurrence, source/destination entities,
4	Assigns the severity, threat type and MITRE ATT&CK category to the rule.
5	The rule is saved and versioned.
6	It can be validated on historical data or marked as active.
7	The rule begins to be used in the evaluation of events (UC_04).

ALT_03_01 – The rule is tested on historical data (debugging)	Alternate

Step	Activity
1	The analyst uses a tool for testing rules against historical logs.
2	The results are displayed; the rule is then modified or approved.

ALT_03_02 – The rule is created via a no-code interface	Alternate

Step	Activity
1	The analyst uses a visual interface (drag & drop) to create conditions without writing syntax.
2	The platform automatically generates the underlying code of the rule.

Linked functional requirements	
FREQ_029 - Correlation rules and threat detection	The solution must ensure correlation rules and threat detection. • Alerts on basic IOCs – comparison with a database of known indicators (IP, URL, hash). • Anomalous user behaviour – e.g. multiple failed logins within a short time, a login from a new geographical region. • Non-standard network communications – e.g. DNS queries for dynamically generated domains (DGA), deviations in time and data volume. • Activities with administrative rights – e.g. adding a user to the “Administrators” group, ACL changes, running netsh, powershell. • Event chaining – correlation between multiple logs over time: e.g. login ? file transfer ? execution of a malicious process. These rules will be managed in a way that makes it possible to: • monitor detection alerts,

	• set threshold values (thresholds), • configure exceptions and ignored values (exceptions), • export and import rules as JSON objects.
FREQ_045 - Custom alerting rules and thresholds	The ability to define custom rules and conditions for generating alerts. Custom alerting rules and thresholds
FREQ_041 - Event correlation	The possibility of linking related events using correlation rules. Event correlation (predefined and custom rules)
FREQ_050 - Support for MITRE ATT&CK mapping	The ability to map detections to tactics and techniques according to MITRE ATT&CK. Support for MITRE ATT&CK mapping
FREQ_011 - Creation of correlation rules	The solution must ensure the creation of correlation rules and alerts

UC_04 – Notify and escalate a security incident

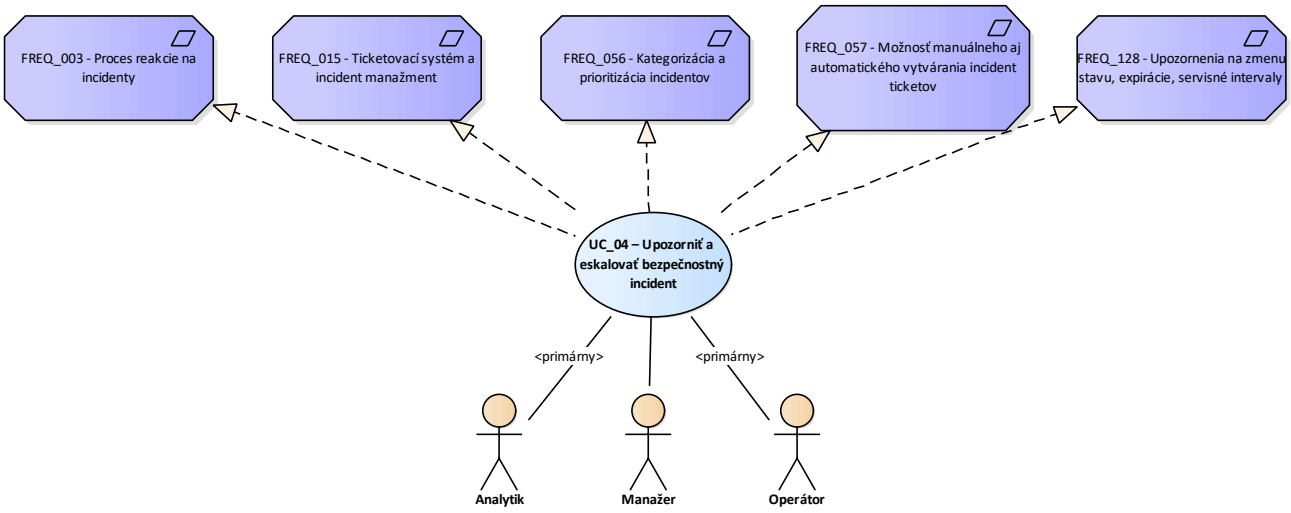


Figure 16 : UC_04 – Notify and escalate a security incident

Use case	UC_04 – Notify and escalate a security incident
Objective	After the system detects and creates a security incident (UC_01, UC_03), the objective of UC_04 is to ensure that the right person (1st level) learns about it in time, that someone takes over the incident and that, in the event of inactivity or increasing severity, the incident is automatically escalated to a higher level

Precondition	An incident exists – the incident has been created and has an assigned category and severity
Precondition	Notification and escalation policies are set
Precondition	The contact channels and the on-call schedule are known
Postcondition	The relevant recipient has been notified
Postcondition	The incident has a recorded history of notifications/escalations
Postcondition	In the event of inactivity, escalation has taken place in accordance with the SLA

Basic Path		Basic Path
Step	**Activity**	
1	Creation or change of an incident	
2	Evaluation of the notification policy	
3	Selection of primary recipients	
4	Generation of the notification message	
5	Sending of the notification via primary channels	
6	Waiting for confirmation (acknowledgement)	
7	Acknowledgement of the incident by the Analyst/Operator	
8	Stopping further escalation	
9	Update of the incident history	
ALT_01 – Failure of the primary notification channel		Alternate
Step	**Activity**	
1	Sending the notification fails (e.g. the e-mail server is unavailable).	
2	The system automatically tries an alternative channel (e.g. SMS, another mail gateway, chat).	
3	Both the unsuccessful attempt and the subsequent fallback are recorded in the incident history.	
4	If all channels fail, the incident is flagged “notification unsuccessful” and the system automatically creates an internal ticket for the infrastructure administrator.	
ALT_02 - The incident is not acknowledged within the SLA time - escalation		Alternate
Step	**Activity**	
1	After the SLA interval has elapsed, the incident has not been acknowledged.	
2	The system automatically escalates the incident to a higher level (Manager, SOC Lead): increasing the priority / severity of the incident, sending an escalation notification to the Manager via their preferred channels.	
3	A record of the failure to take over within the SLA and of the escalation performed is added to the incident history.	
4	Optionally, a further playbook is launched (e.g. partial automated measures, pre-prepared actions).	
Linked functional requirements		
FREQ_057 - Option of both manual and automatic creation of incident tickets	Support for both manual and automatic creation of incident tickets from input data. Possibility of both manual and automatic creation of incident tickets	

FREQ_128 - Notifications of status changes, expirations, service intervals	Automatic notifications upon a change of status or the need for service intervention. Alerts on status changes, expirations, service intervals
FREQ_056 - Incident categorization and prioritization	The possibility of sorting incidents by severity, type, category and importance. Incident categorization and prioritization
FREQ_015 - Ticketing system and incident management	The solution must ensure a ticketing and incident management system that will provide a workflow for incident handling, escalation, auditing and tracking of resolution.
FREQ_003 - Incident response process	Ensure the incident response process – defines the way in which the team responds to identified incidents. It includes escalation, assignment of responsibility, execution of measures and communication with affected parties.

UC_05 – Handle and close a security incident

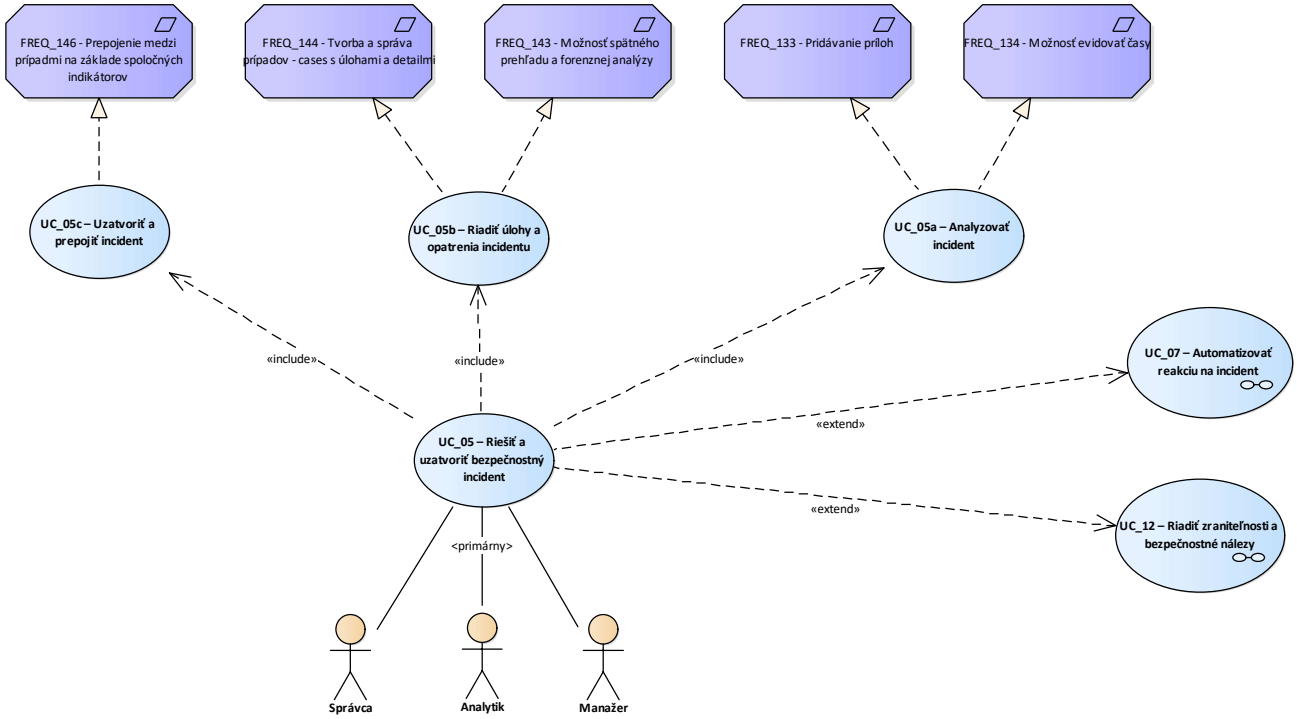


Figure 17 : UC_05 – Handle and close a security incident

Use case	UC_05 – Handle and close a security incident
Objective	After the detection of an incident and the sending of notifications (UC_01, UC_03, UC_04), this UC covers the entire incident handling process – from takeover, analysis and implementation of corrective measures to the closure of the incident and complete documentation of its course (timeline, evidence, linked cases). The result is an incident that has a clear owner, implemented steps, recorded times and prepared supporting materials for any “lessons learned”

Precondition	The incident has been created and notified
Precondition	The incident has an assigned owner / team
Precondition	Relevant data and logs are available
Postcondition	The incident has a documented course and outcome
Postcondition	The agreed set of corrective measures has been carried out
Postcondition	The incident is closed or reclassified

Basic Path	Basic Path

Step	**Activity**
1	Takeover of the incident by the Analyst
2	Collection and supplementing of evidence
3	Analysis and identification of causes
4	Proposal of corrective measures
5	Implementation of measures by the Administrator
6	Tracking of times and the course of handling
7	Review and approval of the outcome
8	Closure of the incident
9	Preparation of supporting materials for lessons learned

ALT_ 01 – The incident is evaluated as a false positive	Alternate

Step	**Activity**
1	After the analysis, the Analyst finds that no incident occurred (incorrect correlation, test traffic).
2	The Analyst updates the incident to the “false positive” status and briefly documents the reason.
3	The incident is closed but remains in the history, including the evidence – it can later be used to adjust detection rules

ALT_02 – Corrective measures cannot be implemented immediately	Alternate

Step	**Activity**
1	The Administrator finds that the proposed measure has a high impact on operations (e.g. shutting down a critical service).
2	In the incident, they create scheduled tasks with deadlines and comments, or a request for approval to the Manager.
3	The incident remains in the “open – awaiting scheduled measures” status with recorded times and risk.

Use case	UC_05a – Analyse an incident
Objective	The Analyst examines the incident in detail – reviews the timeline of events, logs and IOCs, adds evidence and builds a comprehensive picture of the cause and scope of the incident.

Precondition	The incident has been created and assigned to the Analyst.
Precondition	Basic logs and events from the monitoring system are available for the incident.
Postcondition	The incident contains supplementary evidence (logs, attachments, IOCs).
Postcondition	The preliminary cause of the incident and the scope of the impact are described.

Basic Path	Basic Path

Step	**Activity**
1	The Analyst opens the incident detail.
2	Displays the timeline of related events and logs.
3	Identifies suspicious events and indicators of compromise.
4	Downloads or requests additional logs/attachments and attaches them to the incident.
5	Based on the collected data, describes the preliminary cause and scope of the incident.
6	Updates the incident priority if necessary.

ALT_01 – Unavailable or incomplete logs	Alternate

Step	**Activity**
1	The Analyst finds that the logs are incomplete or missing; in the incident, they create a task for the Administrator to remedy this (supplementing logging, export from the source system) and continue working with what is available.

ALT_02 – The incident turns out to be a false positive	Alternate

Step	**Activity**
1	After the analysis, the Analyst concludes that it is not a real incident; they mark the incident as a “false positive”, briefly document the reason and UC_05 ends.

Linked functional requirements	
FREQ_133 - Adding attachments	The possibility of adding attachments such as logs, screenshots and other evidence. Adding attachments (logs, evidence, screenshots, tool outputs)
FREQ_134 - Option to record times	Tracking and recording of time data for the entire ticket life cycle. Possibility of recording times (creation, update, escalation,

	closure)
Use case	UC_05b – Manage incident tasks and measures
Objective	The Analyst and the Administrator create, assign and track tasks that represent specific corrective or preventive measures related to the incident.

Precondition	A basic analysis exists for the incident (UC_05a).
Precondition	It is clear which systems or services the incident affects.
Postcondition	The incident has a created list of tasks with assigned responsible persons and deadlines.
Postcondition	The status of individual tasks reflects the actual progress of handling (planned, in progress, done).

Basic Path	Basic Path

Step	**Activity**
1	Based on the analysis, the Analyst proposes specific corrective measures.
2	In the incident, creates tasks and assigns them to specific Administrators or teams.
3	Sets the priority and deadline for each task.
4	The Administrators continuously update the status of tasks according to the implementation of the measures.
5	The system records the times of task creation, start and completion.
6	The Analyst monitors the status of tasks and, as needed, sends reminders about or escalates delayed tasks.
7	After the key tasks have been completed, the Analyst updates the incident status.

ALT_01 – The task has a high impact on operations	Alternate

Step	**Activity**
1	The Administrator finds that the proposed measure may cause an outage; they mark the task as “requires approval” and the Manager approves or rejects it with a comment.

ALT_02 – The task cannot be implemented by the planned deadline	Alternate

Step	**Activity**
1	The Administrator updates the deadline and the reason in the task; the Analyst adjusts the incident priority or informs the Manager as needed.

Linked functional requirements	
FREQ_144 - Creation and management of cases - cases with tasks and details	The possibility of creating incidents as cases with tasks, a description and attributes. Creation and management of cases with tasks and details
FREQ_143 - Option of retrospective review and forensic	The ability to retrospectively analyse the course and history of incidents. Possibility of retrospective review and forensic analysis

analysis	
Use case	UC_05c – Close and link an incident
Objective	After the corrective measures have been carried out, the Analyst (or the Manager) decides on the final status of the incident, documents the conclusion and links the incident with other related cases.

Precondition	The key tasks of the incident have been completed or a decision has been made to accept the remaining risk.
Precondition	Monitoring shows no persisting indicators of attack, or their occurrence has been explained.
Postcondition	The incident is in one of the final states (closed, false positive, risk accepted, part of a campaign).
Postcondition	The incident is linked with other relevant incidents/cases or campaigns, if any exist.

Basic Path	Basic Path

Step	**Activity**
1	The Analyst checks that all important tasks have been completed and that the systems are stable.
2	Verifies in monitoring that no new related events are appearing.
3	If the incident is part of a wider campaign, searches for and links related incidents.
4	Fills in the final summary: cause, impact, measures taken.
5	Sets the final status of the incident (e.g. “closed”).
6	For critical incidents, asks the Manager to approve the closure.
7	The incident is moved to the archive and is ready for the “lessons learned” process.

ALT_01 – New related events detected during closure	Alternate

Step	**Activity**
1	During the review, the Analyst detects new suspicious events; they leave the incident open, create new tasks and return to UC_05a/05b.

ALT_02 – The incident is part of an extensive campaign	Alternate

Step	**Activity**
1	The Analyst identifies that the incident belongs to a larger campaign; they set it as subordinate to the parent case and adjust the final summary.

Linked functional requirements	
FREQ_146 - Linking between cases based on shared indicators	Automatic or manual identification of related incidents. Linking between cases based on common indicators

UC_06 – Evaluate incidents and improve detection and awareness

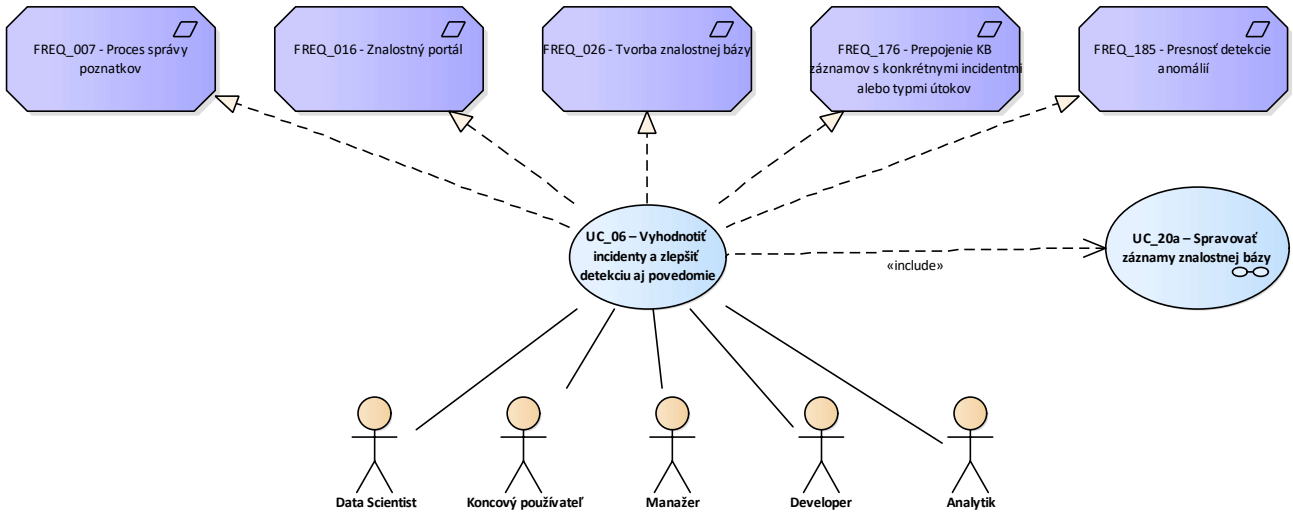


Figure 18 : UC_06 – Evaluate incidents and improve detection and awareness

Use case	UC_06 – Evaluate incidents and improve detection and awareness
Objective	After the incident has been resolved and closed (UC_05), this UC ensures that both the system and people learn from the incident: the incident is reviewed (post-incident / post-mortem), the findings are reflected in adjustments to detection rules and ML models,

	training / guidance for employees is prepared or updated.

Precondition	The incident is closed
Precondition	Data on the incident are available
Precondition	At least a basic “lessons learned” process exists
Postcondition	The incident has a processed “lessons learned” record
Postcondition	Adjustments to detection/ML have been proposed or carried out
Postcondition	Training / guidance for users has been prepared or updated

Basic Path	Basic Path

Step	**Activity**
1	Selection of incidents for evaluation
2	Preparation of supporting materials for evaluation
3	Post-incident meeting / review
4	Recording of lessons learned and recommendations
5	Proposal of adjustments to detection and ML models
6	The team evaluates how the incident affects detection accuracy (e.g. the number of false positives/false negatives, the suitability of thresholds, the behaviour of the model in the case of anomalies) and incorporates these findings into the proposed adjustments.
7	The knowledge base entry is linked to the specific incident (or attack type) so that it can be found quickly in similar cases.
8	The outputs are stored in the knowledge portal / knowledge base and communicated to the relevant people.
9	Approval and planning of the deployment of changes
10	Preparation of training / awareness materials
11	Dissemination of knowledge
12	Conclusion of the UC

ALT_01 – Insufficient data for a quality evaluation	Alternate

Step	**Activity**
1	During the analysis it turns out that not all necessary logs or historical data are available; the team does carry out a basic lessons learned, but at the same time creates tasks to improve logging and data collection for the future.

ALT_02 – The proposed adjustments to detection/ML are rejected	Alternate

Step	Activity
1	The Data Scientist or Developer prepares a proposal for changes, but the Manager does not approve them on the basis of risks or costs; the recommendations are stored in the knowledge base and the changes may be reconsidered later.
ALT_03 – A need for targeted employee training has been identified	Alternate
Step	**Activity**
1	The evaluation shows that the main weakness was human error or lack of knowledge; the Manager decides on the preparation or modification of a specific training course, which is assigned to a selected group of users.
Linked functional requirements	
FREQ_016 - Knowledge portal	The solution must ensure a knowledge portal that will support response processes by sharing playbooks, internal policies and guides.
FREQ_176 - Linking KB entries with specific incidents or attack types	The possibility of linking knowledge articles with specific attack types and incidents in other tools. Linking KB records with specific incidents or attack types
FREQ_007 - Knowledge management process	Ensure the knowledge management process – ensures the maintenance of a knowledge base of playbooks, documentation and recommended responses.
FREQ_185 - Anomaly detection accuracy	The solution must ensure evaluation of anomaly detection accuracy (Precision, Recall, F1). How accurately the algorithm detects anomalies regardless of class. Evaluation of overall accuracy using metrics such as Precision, Recall, F1-score or AUC-ROC.
FREQ_026 - Creation of the knowledge base	The solution must ensure the creation of a knowledge base. Each incident or new type of threat will be documented in the form of: • incident summary + lessons learned • entry in the knowledge portal • categorization according to MITRE ATT&CK and dates

UC_07 – Automate incident response

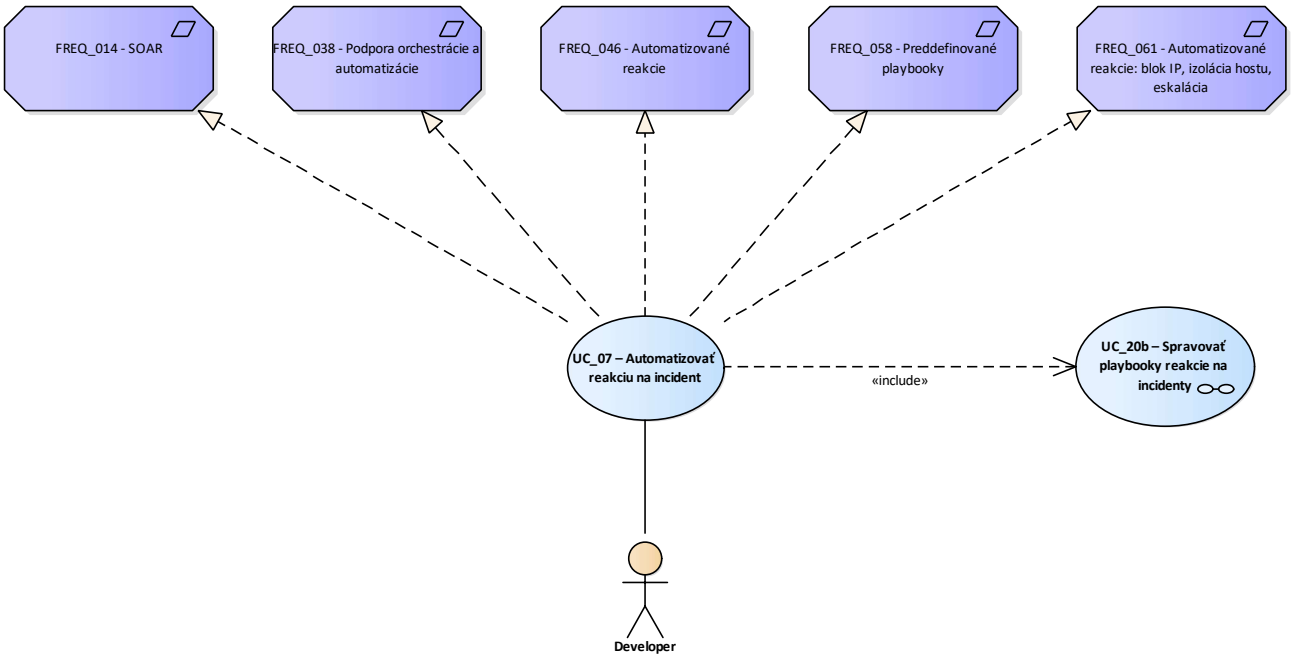


Figure 19 : UC_07 – Automate incident response

Use case	UC_07 – Automate incident response
Objective	UC_07 addresses the situation in which an incident has already been detected and is being handled (UC_05), but instead of purely manual steps, automated or semi-automated playbooks are used. Based on the incident type and TTPs, the system proposes suitable playbooks, orchestrates technical interventions (blocking, isolation, account disabling, ticketing) and records everything for audit purposes.

Precondition	The incident is in the “in progress” status
Precondition	Playbooks are available for the given incident type
Precondition	Integrations with the target systems are functional
Postcondition	The selected playbooks have been executed (auto / semi-auto)
Postcondition	All automated interventions are recorded in the incident for audit purposes
Postcondition	The incident is in a status that reflects the outcome of the automated response
Basic Path	Basic Path
Step	**Activity**

1	The Analyst opens an incident in the “in progress” status and the system displays a list of proposed playbooks according to the incident type and the techniques used.
2	The Analyst selects a suitable playbook and chooses the execution mode (e.g. simulation, semi-automatic mode, fully automatic at low risk).
3	The system displays an overview of the planned playbook steps (e.g. IP block, endpoint isolation, account disabling, ticket creation).
4	In semi-automatic mode, before executing each step, the system requests the Analyst to confirm or skip the step.
5	The system gradually executes the approved steps via integrations with the target systems and continuously records the status (success/failure).
6	After the playbook finishes, the system summarizes the outcome: which actions were successful, what failed and where manual intervention is needed.
7	The results of the executed actions and the playbook timeline are saved in the incident as part of the handling history.
8	Based on the outcome, the Analyst updates the incident status (e.g. containment done, awaiting monitoring, awaiting further tasks according to UC_05).
9	The incident continues in UC_05 (detailed analysis, addition of tasks, closure).

ALT_01 – No suitable playbook was found	Alternate

Step	**Activity**
1	The system is unable to assign any relevant playbook to the given incident; the Analyst continues handling the incident manually according to UC_05 and marks the incident as a candidate for the creation of a new playbook in the future.

ALT_02 – A critical playbook step fails	Alternate

Step	**Activity**
1	An error occurs during the execution of an automated step (e.g. blocking on the firewall); the system marks the step as unsuccessful, records the error details and the Analyst decides whether to repeat the step, replace it with another measure or assign a manual task to the Administrator.

ALT_03 – The playbook is run only in simulation mode	Alternate

Step	**Activity**
1	Based on the Manager's policy, selected playbooks are permitted only in simulation mode; the Analyst runs the simulation, the system shows which actions would be executed and what the impact would be, and only then does the Analyst decide which of them will be executed manually or through partial automation.

Linked functional requirements	
FREQ_038 - Support for orchestration and automation	The solution is to support tools such as Heat (OpenStack orchestration), Terraform (infrastructure as code), Ansible (automation) or Kubernetes Operator for the efficient management and deployment of complex infrastructure scenarios. This capability will enable rapid scaling of services, automated roll-out of environments, repeatable testing and

	recovery from outages. In a SOC environment, where requirements and network topology change frequently, orchestration is essential for ensuring flexibility, sustainability and operational efficiency.
FREQ_046 - Automated responses	The possibility of triggering a response (blocking, isolation, notification) automatically. Automated responses (e.g. IP blocking, SOAR integration)
FREQ_061 - Automated responses: IP block, host isolation, escalation	The ability to automatically perform responses such as blocking, isolation or notification. Automated responses: IP block, host isolation, escalation
FREQ_058 - Predefined playbooks	Availability of basic response scenarios and automations prepared in advance in the tool. Predefined playbooks
FREQ_014 - SOAR	The solution must ensure SOAR, which will serve to automate response scenarios, process alerts into cases and analyse them.

UC_08 – Proactive threat hunting

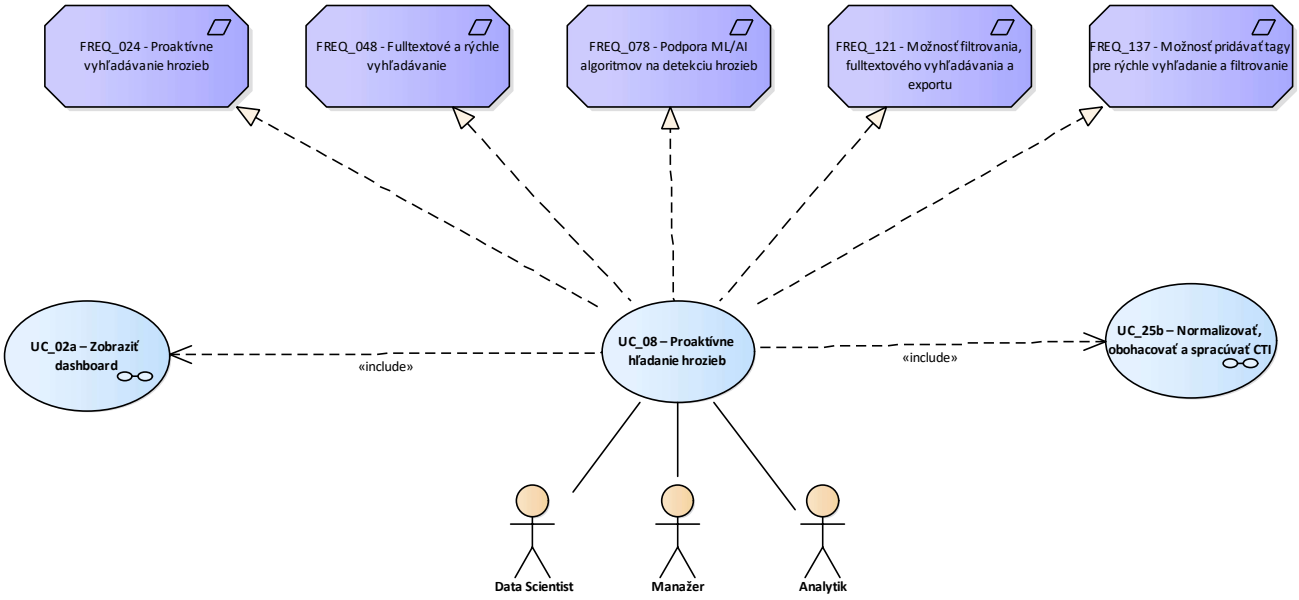


Figure 20 : UC_08 – Proactive threat hunting

Use case	UC_08 – Proactive threat hunting
Objective	UC_08 addresses proactive threat hunting in historical and current data beyond regular alerts. The Analyst purposefully searches for suspicious behaviour patterns (TTPs, IOCs) that have not yet triggered an incident or an alert, saves hunting scenarios and can create new incidents directly from the findings.

Precondition	Historical and current logs/telemetry are available

Precondition	At least a basic set of hunting queries or scenarios exists
Precondition	The Analyst has access to dashboards and tools for ad-hoc queries
Postcondition	At least one hunting run has taken place
Postcondition	The findings are documented and linked to incidents or the knowledge base
Postcondition	The hunting scenarios are saved for reuse

Basic Path	Basic Path

Step	**Activity**
1	Selection of the hunting target
2	Opening of the hunting workspace
3	Creation or selection of a query / scenario
4	Launching a hunting run over the data
5	Analysis of findings
6	Conversion of findings into incidents or enrichment of existing incidents
7	Saving of the hunting scenario
8	Documentation of results
9	Planning of repeated hunting

ALT_01 – Hunting reveals nothing significant	Alternate

Step	**Activity**
1	The hunting query does not return any suspicious findings, or all findings are legitimate after review; the Analyst saves the hunting record as “no significant findings” and may adjust the query for future use.

ALT_02 – Hunting reveals an extensive campaign	Alternate

Step	**Activity**
1	Hunting identifies several related findings that indicate a more extensive attack; the Analyst creates a parent incident/campaign, assigns all related findings and incidents to it and informs the Manager of the need for increased attention.

ALT_03 – The query is too demanding or slow	Alternate

Step	**Activity**
1	The launched hunting query runs over a large volume of data and the systems evaluate it as too demanding; the system notifies the Analyst, stops or limits the query and offers the option to adjust the time range or granularity.

Linked functional requirements	
FREQ_121 - Option of filtering, full-text search and export	Efficient work with data – searching by various parameters and exporting data. Possibility of filtering, full-text search and export
FREQ_078 - Support for ML/AI algorithms for threat detection	Use of artificial intelligence algorithms to detect anomalies and threats. Support for ML/AI algorithms for threat detection
FREQ_137 - Option to add tags for fast searching and filtering	Use of tags to facilitate searching and categorization. Possibility of adding tags for quick searching and filtering
FREQ_024 - Proactive threat hunting	The solution must ensure proactive threat hunting (Threat Hunting). Advanced queries will be used, often supplemented with: • CTI data • manual analysis in the case of suspicious entities • the results are documented as playbooks
FREQ_048 - Full-text and fast search	The ability to search logs using operators, tags and filters. Full-text and fast search

UC_09 – Manage Threat Intelligence and indicators of compromise

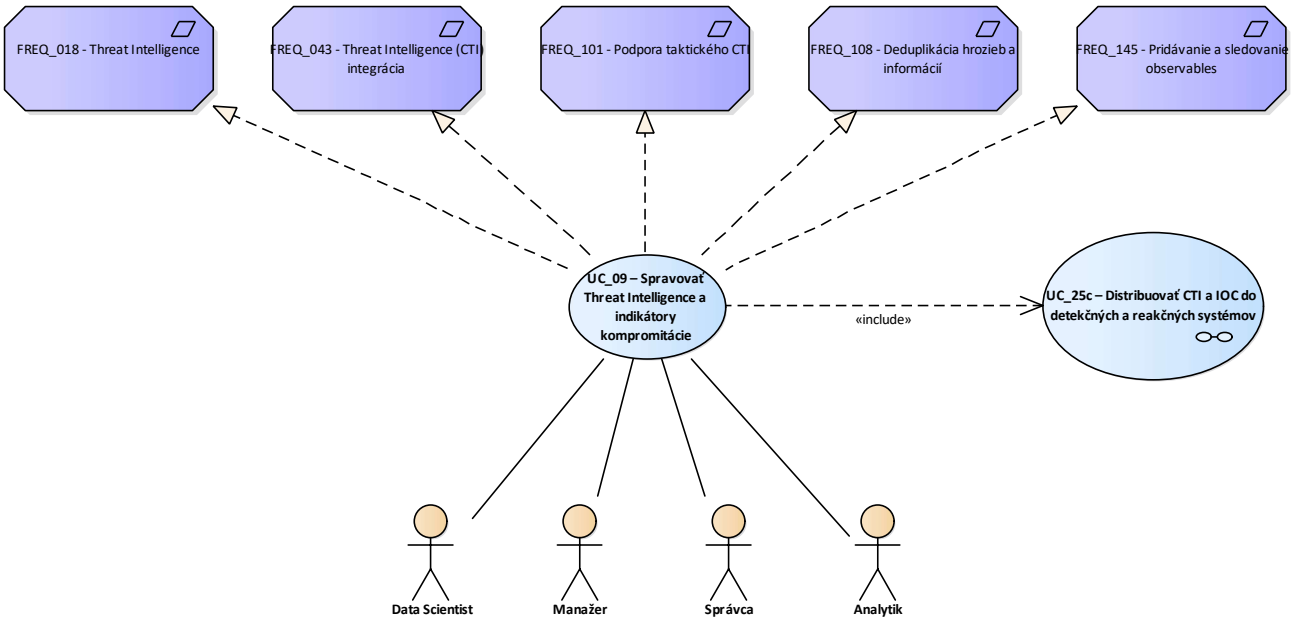


Figure 21 : UC_09 – Manage Threat Intelligence and indicators of compromise

Use case	UC_09 – Manage Threat Intelligence and indicators of compromise
Objective	UC_09 addresses the management of Threat Intelligence: the reception and integration of CTI feeds, work with indicators of compromise (IOCs), their deduplication and tracking over time. The aim is for the SOC to be able to centrally manage threats, enrich incidents and logs with TI information and keep its observables in order.

Precondition	TI sources are available
Precondition	Integrations with TI sources are configured
Precondition	The system has storage for TI and IOCs
Postcondition	TI data are loaded, normalized and stored
Postcondition	Redundant or conflicting IOCs are deduplicated or merged
Postcondition	IOCs/observables are linked to incidents, cases or assets and have a traceable history

Basic Path	Basic Path

Step	**Activity**
1	Loading of TI from external sources
2	Normalization and storage of TI

3	Deduplication and merging of IOCs
4	Management of the IOC life cycleManagement of the IOC life cycle
5	Linking of IOCs to incidents and cases
6	Publication of TI to other parts of the system
7	Monitoring of TI quality

ALT_01 – Failure or unavailability of a TI source	Alternate

Step	**Activity**
1	When loading TI, the source is temporarily unavailable or returns errors; the system records an integration incident, uses the last valid set of IOCs and notifies the Administrator of the problem.

ALT_02 – Conflicting information about the same threat	Alternate

Step	**Activity**
1	Several TI sources provide different or contradictory information about the same IOC; the system retains all variants with their sources, marks the IOC as conflicting and leaves it to the Analyst to select the more trustworthy source.

ALT_03 – The IOC is evaluated as outdated or unreliable	Alternate

Step	**Activity**
1	The Analyst finds that the given IOC is no longer relevant or has been marked as a mistake; they change its status to inactive, add a comment and the system ensures that it is no longer used in new detections.

Linked functional requirements	
FREQ_043 - Threat Intelligence (CTI) integration	Integration with threat sources (IOC, TTP), automatic data enrichment. Threat Intelligence (CTI) integration
FREQ_145 - Adding and tracking observables	The ability to track IOCs as part of a case. Adding and tracking observables (IP, domains, URL, hash values)
FREQ_018 - Threat Intelligence	The solution must ensure Threat Intelligence. CTI (Cyber Threat Intelligence) processes enable the enrichment of incidents with known threats, TTPs and IOCs
FREQ_108 - Deduplication of threats and information	Removal of redundant IOCs and indicators. Deduplication of threats and information
FREQ_101 - Support for tactical CTI	Working with indicators of compromise (IOC) and their recording, processing and distribution. Support for tactical CTI (IOC, IP, hash, URL, domains)

UC_10 – Manage compliance, metrics and management reporting

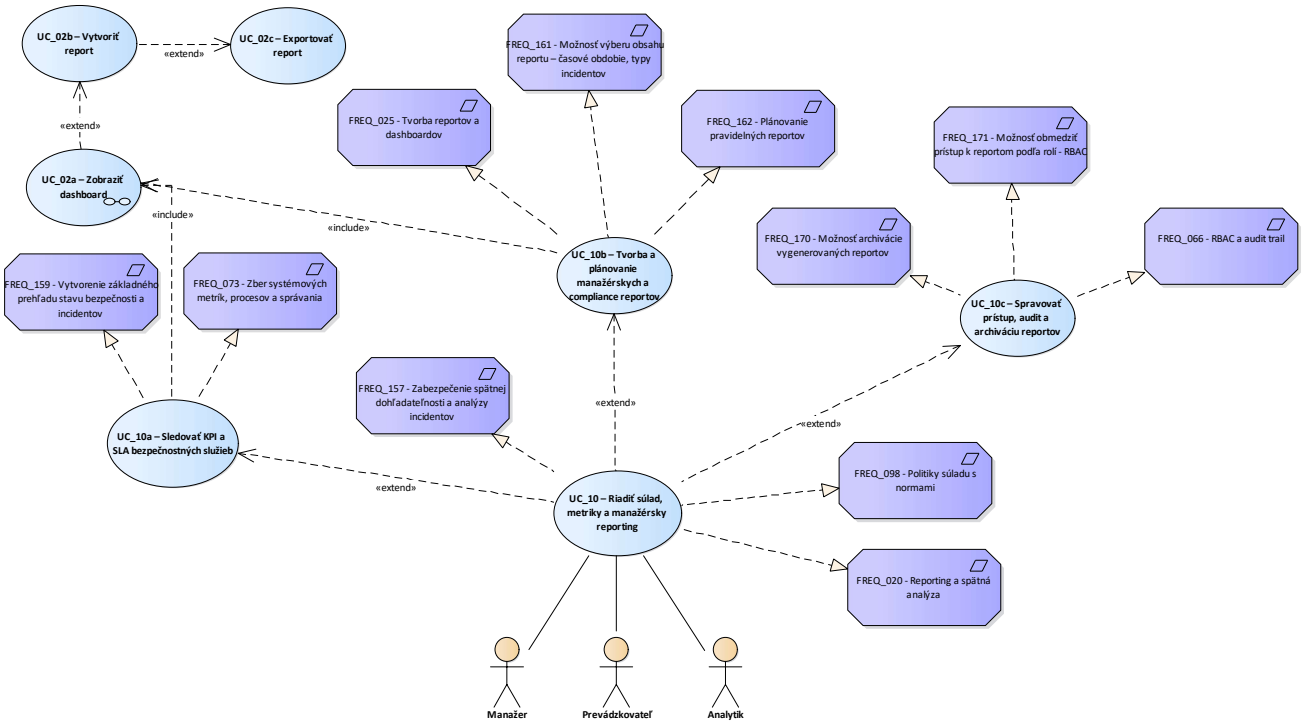


Figure 22 : UC_10 – Manage compliance, metrics and management reporting

Use case	UC_10 – Manage compliance, metrics and management reporting
Objective	UC_10 addresses the “top floor” of SOCaaS – so that management and auditors have an overview of: how well the SOC is performing (KPIs, SLAs, incident trend), whether the system complies with standards/regulations, whether all important matters are traceable retrospectively through reports, logs and audits.

Precondition	The system collects data on incidents, responses, playbooks and TI over the long term
Precondition	Defined metrics/KPIs and SLAs exist
Precondition	At least a basic compliance policy is set (standards, internal guidelines)
Postcondition	The Manager and the Auditor have clear metrics and reports on the state of security and SOC services at their disposal
Postcondition	Identified problems in KPIs/SLAs or compliance are recorded and have assigned recommendations/measures
Postcondition	The created reports are archived and traceable for future audits

Basic Path	Basic Path

Step	**Activity**
1	The Manager opens the SOC management overview
2	Selection of the area of interest
3	Display of aggregated metrics and trends
4	Identification of deviations or problems
5	Detailed drill-down
6	Submission of a request for a report / analysis
7	Recording of findings and recommendations
8	Linking to measures

ALT_01 – Unavailable or incomplete metrics	Alternate

Step	**Activity**
1	When the management overview is displayed, the system indicates that some metrics cannot be reliably calculated (missing data, incomplete logs); the Manager receives information on which parts are incomplete and can request remediation.

ALT_02 – Identified breach of an SLA or a standard	Alternate

Step	**Activity**
1	The metrics and reports show that SLAs or the requirements of a standard have been breached; the Manager registers the finding as an official finding and launches internal measures (e.g. a service quality incident, corrective measures).

Linked functional requirements	
FREQ_098 - Policies for compliance with standards	The possibility of assessing vulnerabilities in relation to standards. Standards compliance policies (e.g. GDPR, ISO, CIS, BSI...)
FREQ_020 - Reporting and retrospective analysis	The solution must ensure reporting and retrospective analysis.
FREQ_157 - Ensuring retrospective traceability and analysis of incidents	Makes it possible to obtain the complete timeline of an incident. Ensuring retrospective traceability and analysis of incidents

Use case	UC_10a – Monitor KPIs and SLAs of security services
Objective	UC_10a extends UC_10 with detailed monitoring of KPIs, SLAs and the overall state of security. The Manager, the Auditor or the Service operator view, in the dashboards, trend charts, overviews by team/customer and the overall “health status” of SOCaaS.

Precondition	From UC_10 – the management overview is available.

Precondition	KPIs and SLAs are defined (e.g. MTTR, MTTD, % of incidents within the SLA).
Postcondition	Identified deviations in KPIs/SLAs are documented.
Postcondition	The Manager has an overview of which areas/teams/customers require attention.

Basic Path	Basic Path

Step	**Activity**
1	In UC_10, the Manager selects the “KPIs and SLAs” area.
2	The system displays a dashboard with KPIs and SLAs (include UC_02a – Display a dashboard).
3	The Manager filters the metrics by period, team, incident type or customer.
4	The system displays trend charts, averages, SLA fulfilment percentages and comparisons with target values.
5	The Manager identifies problems (e.g. a specific team has long response times) and marks them for detailed analysis or corrective measures.

ALT_10a_01 – KPIs or SLAs are not yet defined	Alternate

Step	**Activity**
1	When an attempt is made to display KPIs/SLAs, the system indicates that they are not configured; the Manager receives a recommendation to define the metrics and the assigned data sources.

Linked functional requirements	
FREQ_073 - Collection of system metrics, processes and behaviour	Monitoring of system behaviour and metrics such as CPU, memory, services and processes. Collection of system metrics, processes and behaviour
FREQ_159 - Creation of a basic overview of the state of security and incidents	The possibility of creating summaries of the security status, incidents and system activity. Creation of a basic overview of the security status and incidents

Use case	UC_10b – Creation and scheduling of management and compliance reports
Objective	UC_10b addresses practical work with reports for management and audits: creation, configuration of content, scheduling of regular reports and their one-off generation.

Precondition	The system has aggregated data from the other UCs (incidents, TI, playbooks, KPIs) at its disposal.
Precondition	The user has sufficient permissions to create reports.
Postcondition	Report templates for management/the regulator are created.
Postcondition	Both regular and ad-hoc reports are set up according to needs.

Basic Path	Basic Path

Step	Activity
1	The Manager or the Auditor opens the “Reports” section within UC_10.
2	Selects the report type (management overview, incident overview, compliance report).
3	The system makes it possible to configure the report content – selection of metrics, time period, filters.
4	The user chooses whether it is a one-off report or a regular one (daily/weekly/monthly).
5	When generating the report, the system uses UC_02b (Create a report) and UC_02c (Export a report) – PDF/CSV/…
6	The generated report is saved and is available in the report archive.

ALT_01 – Incomplete report due to missing data	Alternate

Step	Activity
1	When generating the report, the system warns that some parts will be incomplete; the user can decide to generate the report anyway or to adjust the scope.

Linked functional requirements	
FREQ_025 - Creation of reports and dashboards	The solution must ensure the creation of reports and dashboards. The following will be regularly generated for management and customers: • incident overviews • visualizations from metrics and ticketing • exports for audit and SLA reporting
FREQ_162 - Scheduling of regular reports	The possibility of setting up report generation based on a schedule. Scheduling of regular (e.g. daily, weekly) reports
FREQ_161 - Option to select report content – time period, incident types	The possibility of filtering report content by time, type or source data. Possibility of selecting report content – time period, incident types

Use case	UC_10c – Manage access, audit and archiving of reports
Objective	UC_10c addresses the security and audit aspect of reporting: who sees what, who made what available, whether reports are archived and whether it is possible to reconstruct who had what data at their disposal.

Precondition	Generated reports exist in the system (UC_10b).
Precondition	Roles and access policies (RBAC) are defined.
Postcondition	Access to reports is restricted according to roles and responsibilities.
Postcondition	An audit trail exists of who worked with the reports and when.
Postcondition	Important reports are archived for the purposes of future audits.

Basic Path	Basic Path

Step	Activity

1	The Manager or the Auditor opens the management of reports and access.
2	For individual report types, sets which roles or specific users have access to them.
3	The system applies RBAC when reports are displayed and downloaded.
4	With each display, download or change of access settings, the system writes an event to the audit trail.
5	Older reports are archived automatically or manually so that they are available for audit but do not overload the standard interface.

ALT_01 – Attempt to access a report without authorization	Alternate

Step	**Activity**
1	A user attempts to open a report for which they do not have the role; the system denies access, records the event in the audit trail and may notify the Manager or the Auditor.

Linked functional requirements	
FREQ_170 - Option to archive generated reports	The possibility of retaining reports for retrospective analysis and audit. Possibility of archiving generated reports
FREQ_171 - Option to restrict access to reports by role - RBAC	Access to reports controlled by roles and permissions. Possibility of restricting access to reports by role (RBAC)
FREQ_066 - RBAC and audit trail	Role-based access control and logging of changes in the system. RBAC and audit trail

UC_11 – Manage the customer's assets and environment

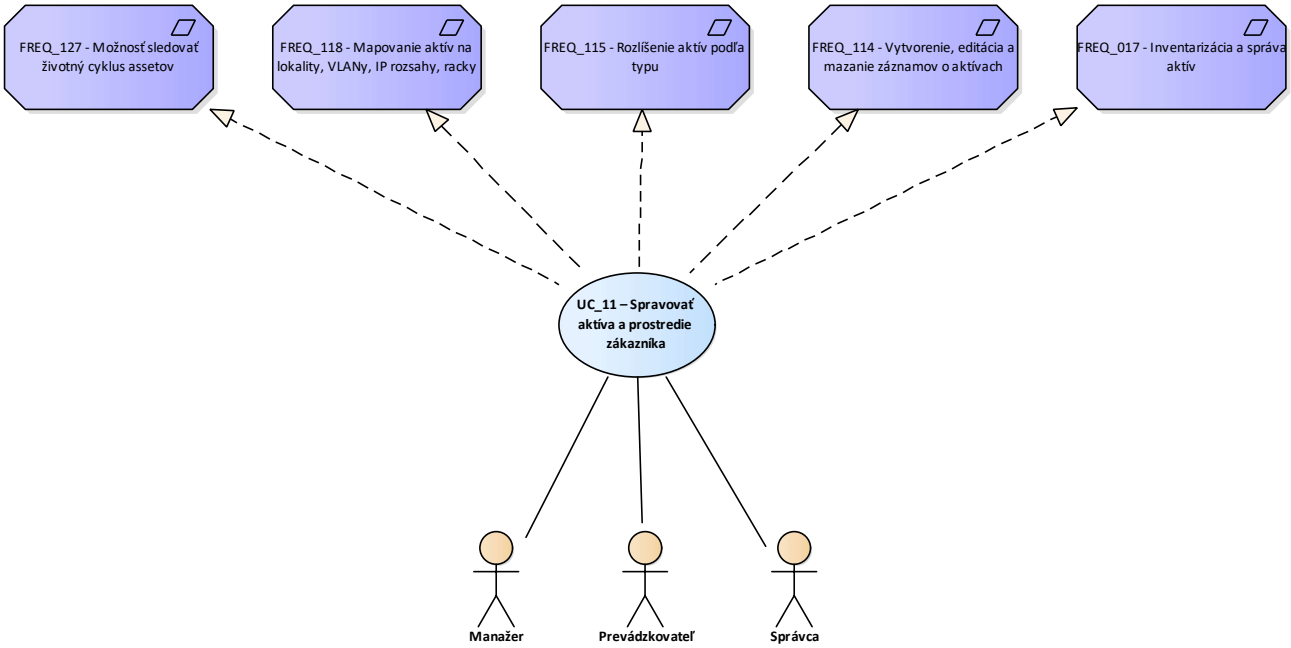


Figure 23 : UC_11 – Manage the customer's assets and environment

Use case	UC_11 – Manage the customer's assets and environment

Objective	The objective of UC_11 is for SOCaaS to know what it is actually protecting – all relevant assets of the customer (servers, applications, networks, cloud services...) and their relationships. It makes it possible to record assets, distinguish their types, map them to locations/VLANs/IPs and track their life cycle so that incidents, threats and vulnerabilities can be tied to specific parts of the environment.

Precondition	The customer has been onboarded in the system (UC_00) and has a basic profile created.
Precondition	The system has a module / section for asset recording at its disposal.
Precondition	At least a basic list of systems/services that need to be included in the inventory exists.
Postcondition	The customer's assets are recorded in the system with their type, location and basic properties.
Postcondition	Each asset has a unique identifier and can be used in incidents, TI, vuln mgmt and reports.
Postcondition	Changes to assets (addition, modification, decommissioning) are recorded and the life cycle is traceable.

Basic Path	Basic Path

Step	**Activity**
1	The Service operator opens the “Assets” module for a specific customer.
2	Creates a new asset record and enters its basic data (name, description, owner, criticality).
3	Selects the asset type (e.g. server, application, cloud service, network element) according to predefined categories.
4	The Administrator adds technical data – IP addresses, hostname, environment (prod/test/dev).
5	The system makes it possible to map the asset to a specific location, VLAN, IP range or rack.
6	The Service operator sets the status of the asset in its life cycle (e.g. “in operation”, “being deployed”, “decommissioned”).
7	The system saves the asset record and makes it available to other modules (incident mgmt, TI, vuln mgmt, reporting).
8	With any further change (upgrade, migration, decommissioning), the Administrator updates the asset record and the system records the change in the history.

ALT_11_01 – Import of assets from an external CMDB	Alternate

Step	**Activity**
1	Instead of creating records manually, the Service operator selects import from an external CMDB or inventory tool; the system loads the list of assets, displays a preview and allows them to be saved in bulk or matched with existing records.

ALT_11_02 – Duplicate asset detected	Alternate

Step	**Activity**
1	When saving a new asset, the system detects that a record with the same key identifiers (e.g. IP/hostname) already exists; the user is given the option either to update the existing record or to create a separate asset with a justification.

ALT_11_03 – Change of asset criticality	Alternate
Step	**Activity**
1	The Manager decides that the asset has a higher/lower criticality; they modify the value in the asset record and the system flags the related incidents and vulnerabilities whose priority may change as a result of this decision.
Linked functional requirements	
FREQ_017 - Asset inventory and management	The solution must ensure asset inventory and management. IT asset management is key to mapping the impacts of threats.
FREQ_114 - Creation, editing and deletion of asset records	The ability of the system to record, modify and delete information on individual assets. Creation, editing and deletion of asset records
FREQ_127 - Option to track the life cycle of assets	Management of the individual phases of an asset's life – from commissioning to decommissioning. Possibility of tracking the asset life cycle (deployment – decommissioning)
FREQ_115 - Distinguishing assets by type	The possibility of distinguishing asset types for better organization and management. Distinguishing assets by type – hardware, software, virtual, cloud
FREQ_118 - Mapping of assets to locations, VLANs, IP ranges, racks	The ability to map the physical and logical location of assets in the network. Mapping of assets to sites, VLANs, IP ranges, racks

UC_12 – Manage vulnerabilities and security findings

UC_12 covers vulnerability management in SOCaaS:
from receiving the outputs of vulnerability scanners, through their assignment to specific assets (UC_11) and prioritization according to risk, to the planning and tracking of corrective measures.
The aim is to have a comprehensive overview of where we have security gaps, what is most important to fix and within what time.

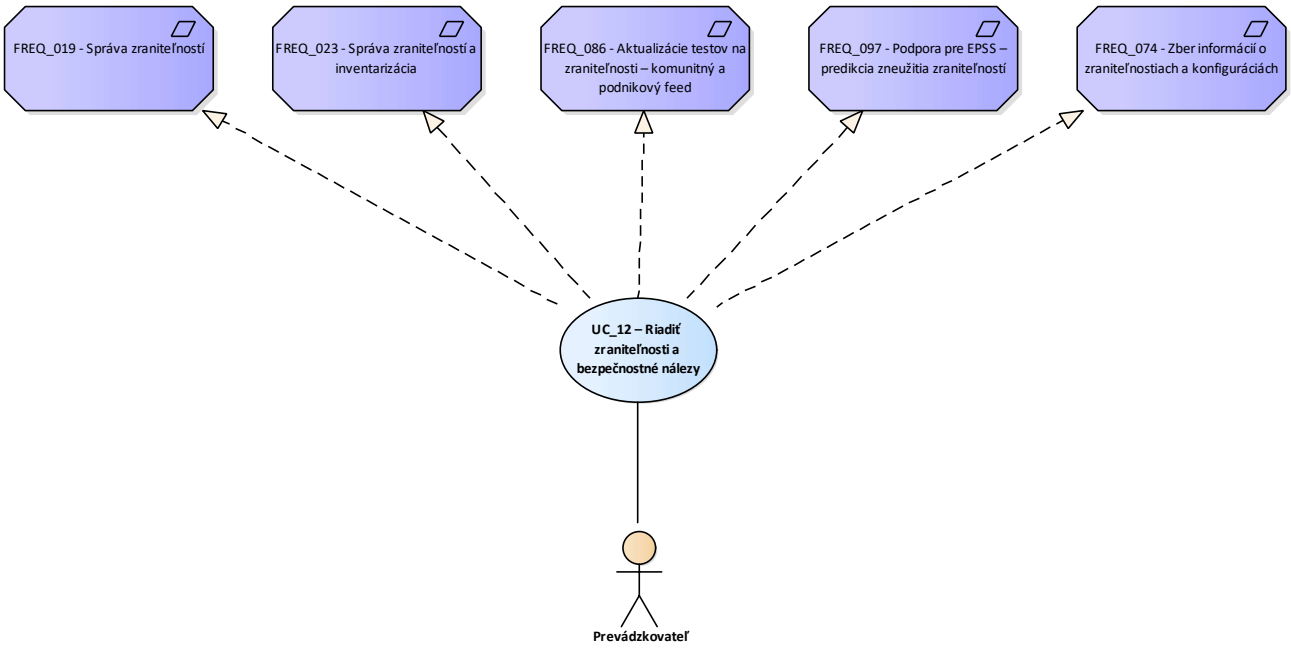


Figure 24 : UC_12 – Manage vulnerabilities and security findings

Use case	UC_12 – Manage vulnerabilities and security findings
Objective	UC_12 covers vulnerability management in SOCaaS: from receiving the outputs of vulnerability scanners, through their assignment to specific assets (UC_11) and prioritization according to risk, to the planning and tracking of corrective measures. The aim is to have a comprehensive overview of where we have security gaps, what is most important to fix and within what time.

Precondition	Vulnerability scan results or other security findings exist
Precondition	Assets are recorded in the system
Precondition	A basic vulnerability prioritization policy is defined
Postcondition	Vulnerabilities are recorded and assigned to specific assets.
Postcondition	Each vulnerability has a determined priority and a planned method of remediation.
Postcondition	The resolution status (unfixed / in progress / fixed / risk accepted) is tracked and traceable.
Basic Path	Basic Path

Step	Activity
1	Import or entry of vulnerabilities
2	Normalization and grouping of findings
3	Assignment of vulnerabilities to assets
4	Calculation and setting of vulnerability priorityCalculation and setting of vulnerability priority
5	Creation of a remediation plan
6	Implementation of corrective measures
7	Re-scan or status verification
8	Update of vulnerability status
9	Reporting and linking with incidents

ALT_12_01 – The vulnerability cannot be fixed within the required time	Alternate

Step	Activity
1	The Administrator finds that the vulnerability cannot be fixed (technical limits, no vendor patch exists, high impact on operations); after discussion, the Manager decides whether the risk is temporarily accepted or compensating measures are introduced (network segmentation, increased monitoring). The status of the vulnerability is set to “risk accepted” or “compensated”.

ALT_12_02 – Duplicate or obsolete finding detected	Alternate

Step	Activity
1	When importing scan results, the system detects that the same vulnerability has already been recorded and in the meantime marked as fixed/irrelevant; the finding is marked as duplicate or obsolete, while a reference record is retained for audit.

ALT_12_03 – The vulnerability leads to the opening of an incident	Alternate

Step	Activity
1	The Analyst evaluates a specific vulnerability (e.g. a critical, actively exploited one) as an acute threat; they create a security incident for it, which begins to be handled according to UC_05, while UC_12 is used to track the long-term remediation.

Linked functional requirements	
FREQ_097 - Support for EPSS – prediction of vulnerability exploitation	Use of models of the probability of vulnerability exploitation. Support for EPSS – prediction of vulnerability exploitation
FREQ_023 - Vulnerability management and inventory	The solution must ensure vulnerability management and inventory. Regular scans are to be linked to the CMDB. • Assets are updated on the basis of detection • incidents tied to vulnerabilities are linked into the management

	system
FREQ_019 - Vulnerability management	The solution must ensure vulnerability management.
FREQ_074 - Collection of information on vulnerabilities and configurations	Obtaining information on vulnerabilities from configuration data and comparison with CVE databases. Collection of information on vulnerabilities and configurations
FREQ_086 - Updates of vulnerability tests – community and enterprise feed	Frequency and scope of updates of detection patterns. Vulnerability test updates – community and enterprise feed

UC_13 – Design and maintain the security architecture of the customer's SOCaaS environment

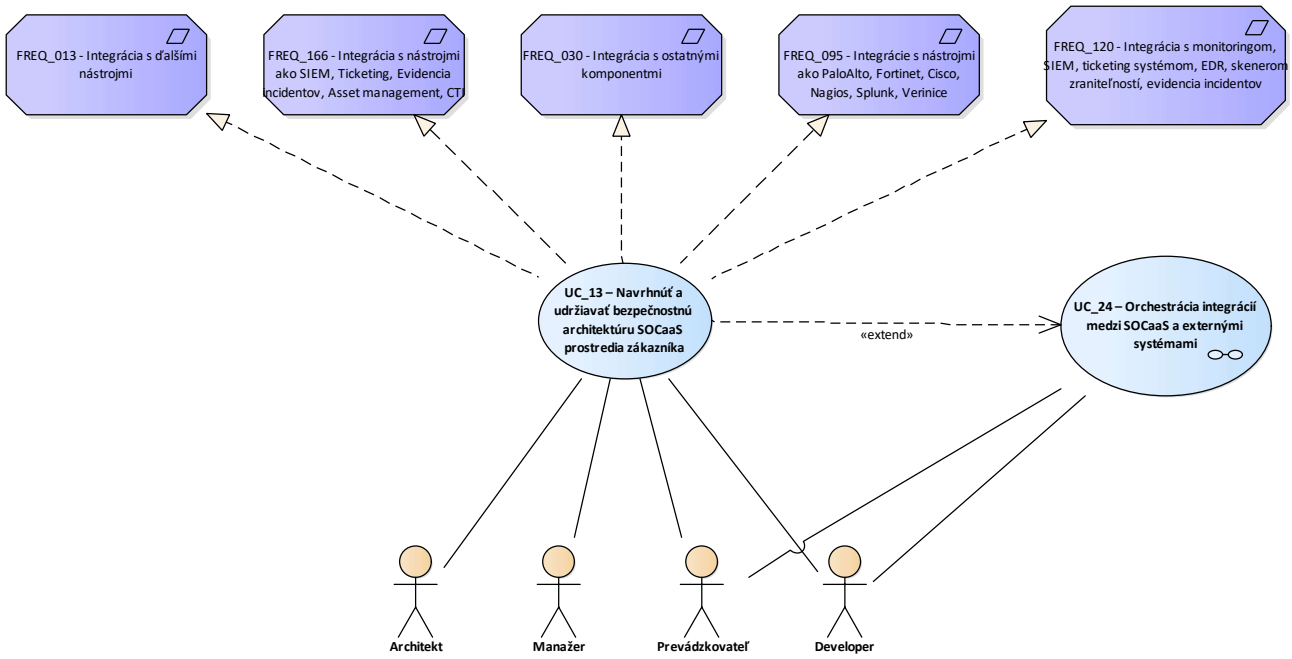


Figure 25 : UC_13 – Design and maintain the security architecture of the customer's SOCaaS environment

Use case	UC_13 – Design and maintain the security architecture of the customer's SOCaaS environment
Objective	UC_13 addresses the design and ongoing maintenance of the technical and security architecture for a specific customer: how the customer is connected to SOCaaS, which systems, zones and logging sources are integrated, through which channels the data flow (agent, syslog, API, VPN, peering…), how SIEM, SOAR, TI, ticketing, EDR, vuln scanners and asset mgmt are interconnected. The output is an approved and maintained architectural design (topology, integration points, data flows) and a list of mandatory log sources and log types, which serves as the basis for onboarding (UC_00), monitoring (UC_01), asset management (UC_11), vulnerability management (UC_12) and automation (UC_07).

Precondition	Cooperation has been agreed with the customer and the basic requirements are known (scope, regulations, criticality of services).
Precondition	The customer has provided the necessary overview of their environment (at least a high-level architecture, types of systems, networks).
Precondition	The SOCaaS platform has integration options available (connectors, APIs, agents, network paths) that can be used.
Postcondition	A documented and approved architectural design exists for connecting the customer's environment to SOCaaS (topology, integration points, data flow).

Postcondition	Integration channels are defined (which system → by what means → into which SOCaaS module).
Postcondition	Changes to the architecture are traceable (versions, who approved them, when) and usable as input for onboarding and operations.
Postcondition	A list of mandatory log sources and log types for onboarding the customer to SOCaaS is defined and documented (including the minimum fields required for threat detection).

Basic Path	Basic Path

Step	**Activity**
1	Collection of requirements and inputs
2	Analysis of the customer's existing architecture
3	Design of data flows and integration patterns, including identification of mandatory log sources and log types
4	Design of integrations with the customer's tools
5	Assessment of security principles and risks
6	Approval of the architectural design
7	Submission of the design for implementation
8	Ongoing maintenance of the architecture

ALT_13_01 – Constraints on the customer's side (network, security policies)	Alternate

Step	**Activity**
1	During the design, it is found that the customer has constraints (e.g. new ports cannot be opened, an agent or VPN cannot be used); the Architect adjusts the design to use alternative integration patterns or a narrowed scope of monitoring and resubmits the changes for approval.

ALT_13_02 – Changes in the customer's environment after deployment	Alternate

Step	**Activity**
1	Over time, the customer adds new systems, migrates to the cloud or changes the topology; the Architect creates a revision of the architectural design, adds new integration points and the Service operator plans and carries out the necessary changes to the SOCaaS configuration.

ALT_13_03 – The design does not pass the security or performance assessment	Alternate

Step	**Activity**
1	During the assessment of the design, it is found that the proposed solution is not satisfactory (excessive latencies, unacceptable risks, insufficient scaling); the design is returned to the Architect for rework and is resubmitted for approval only after the

	comments have been incorporated.
Linked functional requirements	
FREQ_030 - Integration with other components	The solution must ensure integration with other components. Connection to data sources Integration with incident management and SOAR tools Knowledge base and playbooks
FREQ_166 - Integration with tools such as SIEM, Ticketing, Incident recording, Asset management, CTI	The possibility of collecting data from other systems and creating linked reports. Integration with tools such as SIEM, Ticketing, Incident records, Asset management, CTI, ...
FREQ_120 - Integration with monitoring, SIEM, the ticketing system, EDR, the vulnerability scanner, incident recording	The possibility of interconnection with other SOC tools for automation and data sharing. Integration with monitoring, SIEM, ticketing system, EDR, vulnerability scanner, incident records
FREQ_095 - Integrations with tools such as PaloAlto, Fortinet, Cisco, Nagios, Splunk, Verinice	The possibility of interconnection with other security and IT systems. Integrations with tools such as PaloAlto, Fortinet, Cisco, Nagios, Splunk, Verinice
FREQ_013 - Integration with other tools	The solution must ensure integration with other tools

UC_14 – Work with the customer portal and collaborate

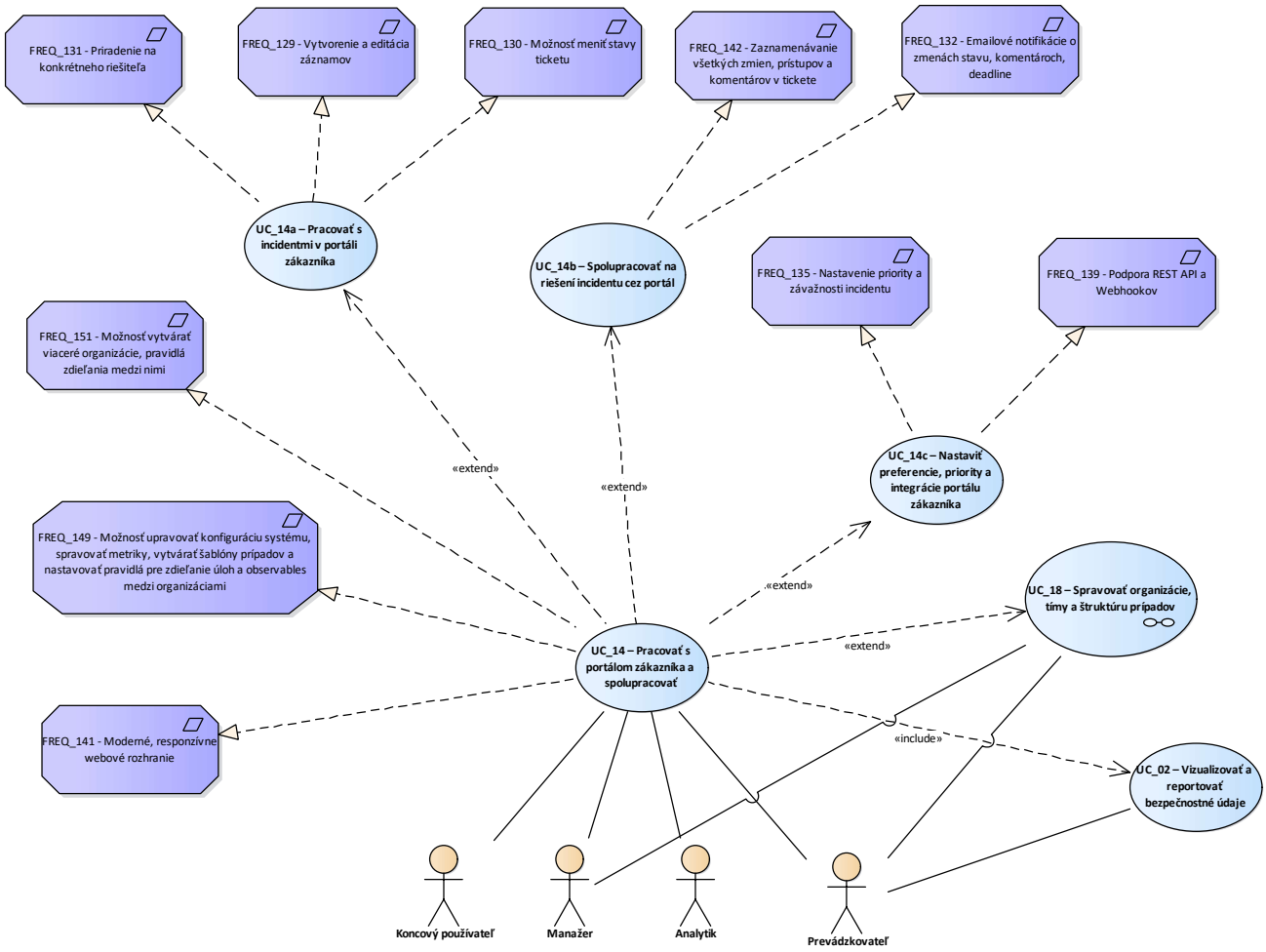


Figure 26 : UC_14 – Work with the customer portal and collaborate

Use case	UC_14 – Work with the customer portal and collaborate
Objective	UC_14 addresses the customer's view of SOCaaS – via a web portal, where the customer: sees their incidents, KPIs, reports and assets, can collaborate with the SOC (comments, attachments, approval of measures), can customize the portal for multiple organizations/units. The portal is a modern, responsive, multi-tenant web interface and also supports more advanced settings (templates, sharing, integration hooks in the sub-UCs).

Precondition	The customer has been onboarded (UC_00) and has at least one organization / tenant created.

Precondition	Accounts have been created for users and roles have been assigned (e.g. “Security manager”).
Precondition	The portal is accessible via a secured web interface (HTTPS, SSO/Federation if needed).
Postcondition	Through the portal, the user has an overview of their incidents, KPIs and assets.
Postcondition	It is possible to collaborate with the SOC directly in the context of incidents (comments, attachments, approval).
Postcondition	The portal respects the multi-tenant model – data are separated between organizations and the settings are tailored to the needs of the specific organization.

Basic Path	Basic Path

Step	**Activity**
1	The end user logs in to the customer portal (SSO / name + password / MFA according to the policy).
2	The system displays the home overview – a dashboard with the status of incidents, basic KPIs and notifications
3	The user selects the organization/tenant on behalf of which they want to work (if they have more than one).
4	In the menu, the user chooses whether they want to handle incidents, view reports or manage settings and notifications.In the menu, the user chooses whether they want to handle incidents, view reports or manage settings and notifications.
5	When “Incidents” is selected, a list of incidents/tickets for the given organization is displayed; the user can click through to the detail
6	When “Reports” is selected, the user can view or download the management reports that are available for their organization
7	When “Settings” is selected, the user can (depending on their role) change notifications, preferences and the organizational settings of the portal
8	The system records all interactions (access to incidents, comments, changes to settings) for audit purposes and ensures that they are visible only within the given organization.

ALT_14_01 – The user has no organization assigned	Alternate

Step	**Activity**
1	After login, the system detects that the account is not linked to any organization; it displays information about the missing assignment and recommends contacting the Service operator or the Manager.

ALT_14_02 – Restricted view according to role	Alternate

Step	**Activity**
1	The user has only a role with restricted rights (e.g. “read-only”); the portal hides some action elements (editing, approval) and allows only viewing of incidents and reports.

Linked functional requirements	
FREQ_151 - Option to create multiple organizations and sharing rules between them	The ability to operate the system for multiple entities simultaneously. Possibility of creating multiple organizations and sharing rules between them
FREQ_141 - Modern, responsive web interface	Modern and responsive design for convenient use. Modern, responsive web interface

FREQ_149 - Option to modify the system configuration, manage metrics, create case templates and set rules for sharing tasks and observables between organizations	Option to customize the platform according to the needs of the organization. Option to modify the system configuration, manage metrics, create case templates and set rules for sharing tasks and observables between organizations?
Use case	UC_14a – Work with incidents in the customer portal
Objective	UC_14a extends UC_14 with specific work with incidents/tickets from the customer's perspective: viewing the list of incidents, opening the detail, creating a new “ticket” or adding information, changing statuses (New, In progress, Closed, Postponed), routing the incident to the correct resolver (L1/L2/L3, a specific team).

Precondition	The precondition from UC_14 applies – the user is logged in and has an organization.
Precondition	The user has a role that allows working with incidents (not just read-only).
Postcondition	Incidents/tickets are created or updated according to the customer's actions.
Postcondition	The incident has its current status set and a resolver assigned.

Basic Path	Basic Path

Step	**Activity**
1	In the portal, the user opens the “Incidents / Tickets” section.
2	The system displays a list of incidents with a filter by status, type, priority or period.
3	The user selects a specific incident and opens its detail.
4	In the incident detail, the user can add information (description, impacts, contact person) or change the incident status (e.g. from “New” to “In progress”).
5	The user can assign the incident to a specific resolver or team (e.g. “SOC L1”, “SOC L2” , ...).
6	The system saves the changes, updates the view in the portal and makes them available to SOC analysts.

ALT_14a_01 – The user wants to create a new incident/ticket	Alternate

Step	**Activity**
1	The user clicks “Create incident/ticket”, fills in the form (description, criticality, affected systems) and submits it; the system creates a new record and assigns it to the SOC queue.

ALT_14a_02 – Status change is not permitted	Alternate

Step	Activity
1	The user attempts to change the status of an incident for which they do not have permission (e.g. to close an incident that only the SOC can close); the system rejects the change and displays information about insufficient rights.

Linked functional requirements	
FREQ_131 - Assignment to a specific resolver	Assignment of tickets to specific resolvers, including escalation by level. Assignment to a specific resolver (L1 analyst, escalation to L2/L3)
FREQ_129 - Creation and editing of records	Basic functionality of a ticketing system – creating, editing and deleting tickets. Creation and editing of records (tickets)
FREQ_130 - Ability to change ticket statuses	The ability to switch between different ticket statuses during its life cycle. Possibility of changing ticket statuses (e.g. New, In progress, Closed, Postponed)

Use case	UC_14b – Collaborate on incident resolution via the portal
Objective	UC_14b extends UC_14 with a collaboration layer for incident resolution: comments between the customer and the SOC, e-mail notifications about status changes, comments and deadlines, an audit trail of all changes and accesses in the ticket.

Precondition	The incident exists and is available in the portal (UC_14a).
Precondition	The user has permission to view and comment on the given incident.
Postcondition	Comments and/or any status changes initiated by the customer are added to the incident.
Postcondition	All changes and accesses are recorded for audit purposes; the relevant parties receive notifications.

Basic Path	Basic Path

Step	Activity
1	The user opens the incident detail in the portal.The user opens the incident detail in the portal.
2	The system saves the comment and records who added it and when.
3	The system saves the comment and records who added it and when.
4	The system sends e-mail notifications to the relevant parties (Analyst, other customer representatives) about the new comment or status change.
5	The Analyst replies via their tool; the reply is synchronized to the portal and displayed to the customer as another comment.
6	All comments, status changes and accesses can be viewed retrospectively in the incident history.

ALT_14b_01 – Notifications are disabled for a specific user	Alternate

Linked functional requirements	
FREQ_142 - Recording of all changes, accesses and comments in the ticket	Recording of all actions, changes and comments in a ticket. Recording of all changes, accesses and comments in a ticket
FREQ_132 - E-mail notifications about status changes, comments, deadlines	Automatic e-mail notifications of status changes, comments, deadlines. E-mail notifications of status changes, comments, deadlines

Use case	UC_14c – Set preferences, priorities and integrations of the customer portal
Objective	UC_14c extends UC_14 with a configuration part for the customer: setting the priorities and severity of incidents from the customer's perspective, setting up integration channels (REST API / Webhooks) for connecting the portal to the customer's internal tools (ticketing, chat, ITSM).

Precondition	The user has a role with the right to change portal settings for their organization.
Precondition	At least basic incident priorities and categories are defined for the organization.
Postcondition	Preferred incident priorities/severities are defined for the given organization.
Postcondition	Integration channels are configured (if necessary) – e.g. Webhooks for notifications to the internal ticketing system.

Basic Path	Basic Path

Step	**Activity**
1	The Manager opens the “Organization settings” section in the portal.
2	In the “Incidents” section, they set the priority/severity mapping (e.g. how SOC priorities are to be reflected in the customer's internal priorities).
3	In the “Integrations” section, they enter the endpoint URLs for Webhooks or API tokens for connecting to the internal ticketing/ITSM system.
4	The system verifies basic connectivity and saves the settings.
5	On subsequent incident status changes or for new incidents, the system sends notifications via REST API / Webhooks to the customer's systems according to the settings.

ALT_14c_01 – Invalid or unavailable integration interface	Alternate

Step	**Activity**
1	When the integration settings are saved, the test request fails (timeout, 4xx, 5xx); the system alerts the Manager to this and either saves the integration as inactive or requires the parameters to be corrected.

Linked functional requirements	
FREQ_139 - Support for REST	Support for REST API interfaces and Webhooks for

API and Webhooks	communication with other systems. Support for REST API and Webhooks
FREQ_135 - Setting incident priority and severity	Setting the priority and severity level of a ticket for better planning. Setting the priority and severity of an incident

UC_15 – Manage the operation of the SOCaaS platform

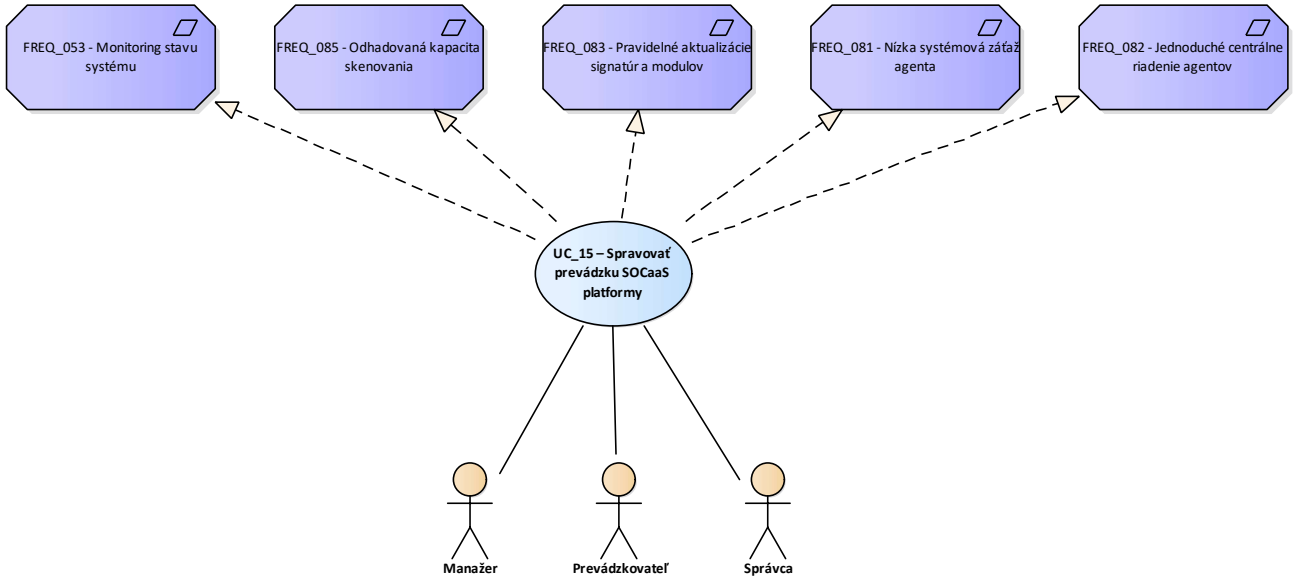


Figure 27 : UC_15 – Manage the operation of the SOCaaS platform

Use case	UC_15 – Manage the operation of the SOCaaS platform
Objective	UC_15 addresses the technical operation of the SOCaaS platform so that: it is stable, performant and available, agents and sensors do not place unnecessary load on the customer's environment, the platform is continuously updated (signatures, modules), processing/scanning capacity is kept under control. The aim is for SOCaaS to run reliably, to be able to handle the expected volume of data and not to jeopardize the performance of the customer's systems.

Precondition	The SOCaaS platform is deployed in the production environment (on-prem/cloud/SaaS).
Precondition	Monitoring tools and mechanisms exist for tracking the status of the platform and the agents.
Precondition	Basic operational parameters are defined – acceptable load, processing capacity, maintenance windows.

Postcondition	The status of the platform and the deployed agents is continuously monitored and known to the Operator.
Postcondition	Updates of signatures and modules are performed in a controlled manner and without significant service outage.
Postcondition	Processing/scanning capacity is planned and the Operator is able to identify the need for expansion or optimization.

Basic Path	Basic Path

Step	**Activity**
1	The Operator monitors the status of the SOCaaS platform in the operational dashboard (component availability, queues, latencies, error rates).
2	The system continuously monitors the status of the agents deployed at customers – availability, version, CPU/RAM load.
3	When the number of customers or the volume of data grows, the Operator evaluates the processing/scanning capacity and compares it with the expected growth.
4	Based on the update policy, the Operator schedules regular updates of signatures and modules (e.g. outside peak hours) in order to minimize the impact on performance.
5	The system performs the updates and verifies whether the agents and components are functional after the update and are reporting within the expected scope.
6	If necessary, the Operator adjusts the agent configuration (estimates of scanning frequency, level of detail, load limits) so that they do not overload the customers' systems.
7	All operational interventions (updates, configuration changes, capacity interventions) are recorded for audit and diagnostic purposes.

ALT_15_01 – Overload of agents or the platform detected	Alternate

Step	**Activity**
1	Monitoring shows that the agents or the platform itself place excessive load on the system (CPU, RAM, disk, network); the Operator adjusts the configuration (scanning frequency, data scope) or proposes a capacity expansion or deployment optimization.

ALT_15_02 – Failure of signature or module update	Alternate

Step	**Activity**
1	After the update is launched, it is found that some of the agents or components did not complete the update or stopped reporting; the Operator identifies the affected systems and rolls them back to the last stable version or repeats the update with adjusted parameters.

Linked functional requirements	
FREQ_085 - Estimated scanning capacity	The ability of the tool to scan large networks efficiently. Estimated scanning capacity (for example, min. 100 IP/24h)
FREQ_081 - Low system load of the agent	The agent has a low impact on system performance, which enables deployment at large scale. Low system load of the agent
FREQ_053 - System status monitoring	Monitoring of system performance, availability and functionality. System health monitoring (healthcheck)
FREQ_082 - Simple centralized management of agents	A central console for the management, configuration and supervision of all agents. Simple central management of agents
FREQ_083 - Regular updates of signatures and modules	Regular updates of threat databases, signatures and detection rules. Regular updates of signatures and modules

UC_16 – Customize reports, exports and documents to the organization's needs

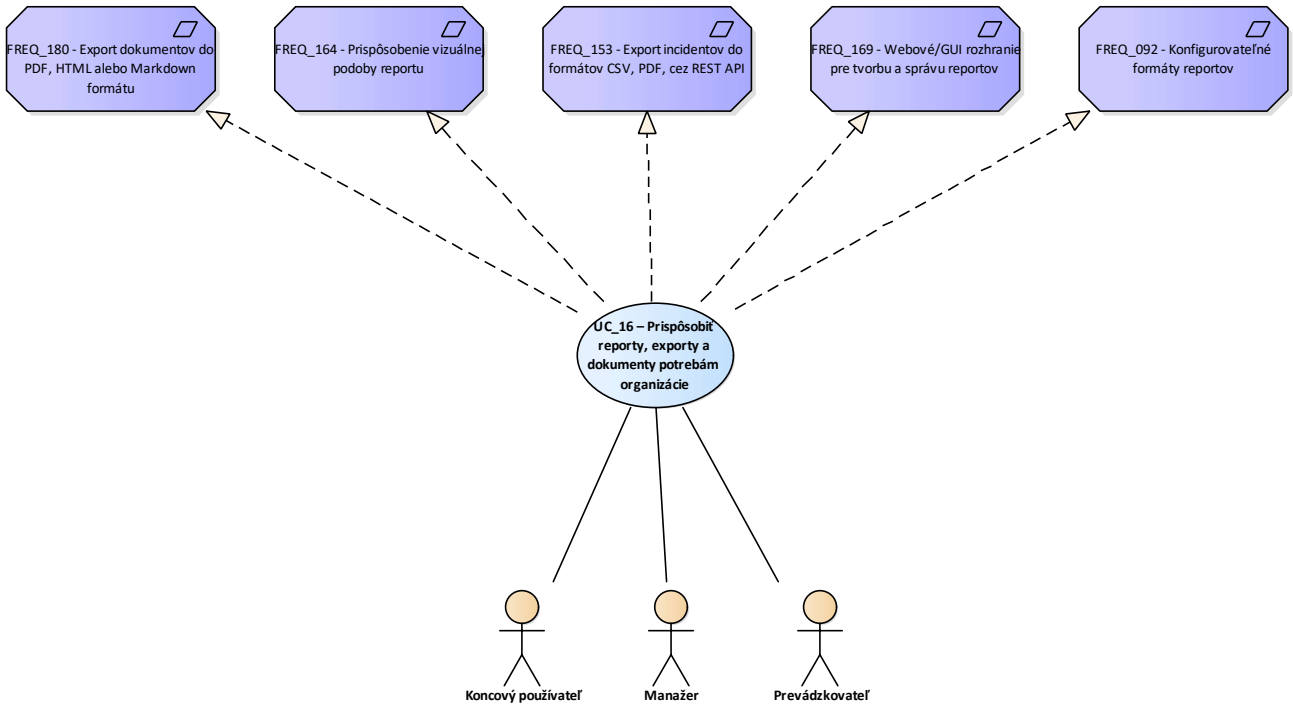


Figure 28 : UC_16 – Customize reports, exports and documents to the organization's needs

Use case	UC_16 – Customize reports, exports and documents to the organization's needs
Objective	UC_16 addresses the configuration of the form of SOCaaS outputs: the appearance of reports according to the corporate identity (logo, colours, header), export formats (CSV, XML, PDF, HTML, Markdown), export of incidents and documents for further processing or archiving. It builds on UC_10b (which addresses the content and scheduling of reports) by enabling detailed settings of presentation and export so that the outputs fit into the customer's environment and tools.

Precondition	There are defined reports and documents that can be generated (UC_10b, UC_02b).
Precondition	The user has a role that allows them to change the appearance and export settings of reports/documents.
Precondition	The SOCaaS platform supports multiple export formats and basic appearance templates.

Postcondition	Report appearance templates are defined for individual organizations (logo, colours, header).
Postcondition	Preferred export formats are set for specific types of reports/incidents.
Postcondition	Users are able to export reports, incidents and documents in the required formats for further processing or archiving.

Basic Path	Basic Path

Step	**Activity**
1	The Manager or Auditor opens the “Report and export settings” section in the portal.
2	They select the type of output they want to customize (e.g. “management report”, “incident overview”, “knowledge document”).
3	In the Appearance section, they select or modify the template:
4	In the Export formats section, they select the formats in which the report/document is to be available (e.g. CSV and PDF; for documents also HTML/Markdown).
5	The user displays a preview of the report with the new appearance and format and checks the layout and readability.
6	After confirmation, the system saves the appearance template and preferred export formats for the given type of report/document.
7	The next time a report is generated or an incident is displayed, the system allows one of the configured exports to be selected directly (e.g. “Download as PDF”, “Export to CSV”, “Export document to HTML”).
8	Exported files can be downloaded by the user or sent to other systems (e.g. via REST API), according to the organization's settings.

ALT_16_01 – The required export format is not supported	Alternate

Step	**Activity**
1	The user attempts to set a format that the platform does not support; the system alerts them to this and offers available alternatives (e.g. CSV instead of XLSX, PDF instead of DOCX).

ALT_16_02 – Error when exporting a large volume of data	Alternate

Step	**Activity**
1	When exporting a report with a large number of records, a limit or timeout is exceeded; the system aborts the export, informs the user and offers to narrow the scope (shorter period, filtered data) or an asynchronous export.

ALT_16_03 – Change of corporate identity	Alternate

Step	**Activity**
1	The organization changes its logo or corporate colours; the Manager opens the appearance settings, modifies the template (logo, colours) and, after saving, all newly generated reports will use the new identity, while older reports remain in their original form.

Linked functional requirements

FREQ_153 - Export of incidents to CSV, PDF formats, via REST API	Data export for documentation or reporting. Export of incidents to CSV, PDF formats, via REST API
FREQ_164 - Customization of the visual form of the report	The possibility of adjusting the appearance of the report according to the corporate identity. Customization of the visual appearance of the report (logo, colours, header)
FREQ_180 - Export of documents to PDF, HTML or Markdown format	The possibility of exporting documents for offline use or publication. Export of documents to PDF, HTML or Markdown format
FREQ_169 - Web/GUI interface for creating and managing reports	A user-friendly interface for designing, editing and managing reports. Web/GUI interface for creating and managing reports
FREQ_092 - Configurable report formats	Flexibility of outputs for further processing. Configurable report formats (e.g. CSV, XML, PDF)

UC_17 – Manage users and roles in the SOCaaS platform

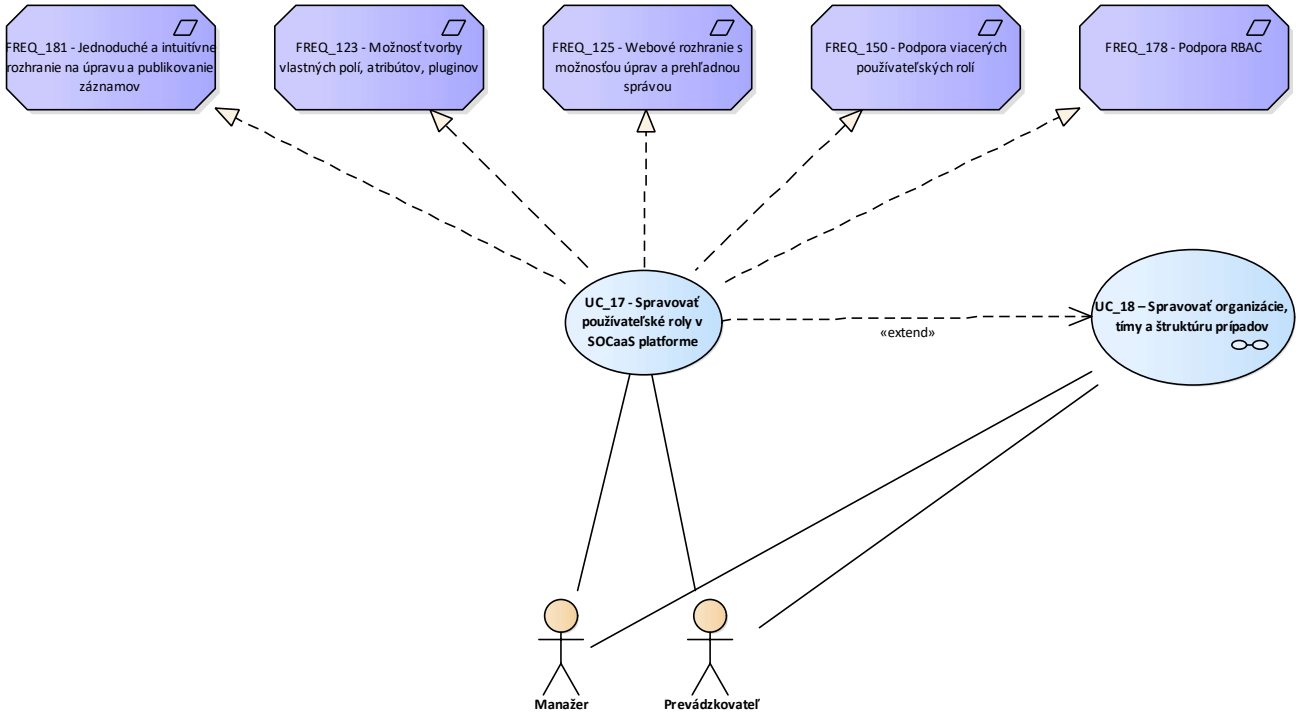


Figure 29 : UC_17 – Manage users and roles in the SOCaaS platform

Use case	UC_17 - Manage user roles in the SOCaaS platform
Objective	UC_17 addresses the administration of users and roles within SOCaaS: creating and modifying accounts,

	assigning roles (SOC, customer, auditor…), setting up access via RBAC, adding custom attributes where applicable. It is a system/administrative UC that supports all other UCs by determining who can see and do what in the platform.

Precondition	The SOCaaS platform is running and has an accessible administrative web interface.
Precondition	The currently logged-in user has administrative permissions to manage accounts and roles.
Postcondition	Created, modified or deactivated user accounts are stored in the system.
Postcondition	Users are assigned appropriate roles according to the RBAC model.
Postcondition	Any custom attributes/metadata are set and usable in other parts of the system.

Basic Path	Basic Path

Step	**Activity**
1	The Operator logs in to the administrative web interface.
2	They open the “Users and roles” section.
3	They choose whether they want to create a new user or modify an existing account.
4	When creating an account, they enter basic data (name, contacts, account identifier) and select one or more user roles (e.g. SOC analyst, Manager, Customer, Auditor).
5	As needed, they add custom fields/attributes (e.g. organizational affiliation, permission level, special tags).
6	The system saves the changes and displays the user in a clear list; the interface allows filtering and searching by name, role and other attributes.
7	The Operator can deactivate the account or change roles if the user's responsibilities change.

ALT_17_01 – Attempt to make a change for which the user does not have permission	Alternate

Step	**Activity**
1	A user without administrative rights attempts to modify accounts or roles; the system rejects the change and displays information that they do not have sufficient permission.

ALT_17_02 – Invalid combination of roles	Alternate

Step	**Activity**
1	When saving the account, the system detects that the selected combination of roles is in conflict with the RBAC policy (e.g. a conflict of interest); the administrator receives information and must adjust the selected roles.

Linked functional requirements	
FREQ_125 - Web interface with editing capabilities and clear management	User-friendly GUI for asset management. Web interface with editing capability and clear management
FREQ_123 - Ability to create custom fields, attributes, plugins	User flexibility to customize the system to their own needs. Possibility of creating custom fields, attributes, plugins (e.g. NetBox/Django)
FREQ_180 - Export of documents to PDF, HTML or Markdown format	The possibility of exporting documents for offline use or publication. Export of documents to PDF, HTML or Markdown format
FREQ_164 - Customization of the visual form of the report	The possibility of adjusting the appearance of the report according to the corporate identity. Customization of the visual appearance of the report (logo, colours, header)
FREQ_092 - Configurable report formats	Flexibility of outputs for further processing. Configurable report formats (e.g. CSV, XML, PDF)
FREQ_178 - RBAC support	Access control according to user roles. RBAC support – different access levels for reading, editing, approval
FREQ_153 - Export of incidents to CSV, PDF formats, via REST API	Data export for documentation or reporting. Export of incidents to CSV, PDF formats, via REST API
FREQ_181 - Simple and intuitive interface for editing and publishing records	User-friendly GUI for knowledge management. Simple and intuitive interface for editing and publishing records
FREQ_169 - Web/GUI interface for creating and managing reports	A user-friendly interface for designing, editing and managing reports. Web/GUI interface for creating and managing reports
FREQ_150 - Support for multiple user roles	RBAC support for various roles. Support for multiple user roles – at least analyst and administrator

UC_18 – Manage organizations, teams and case structure

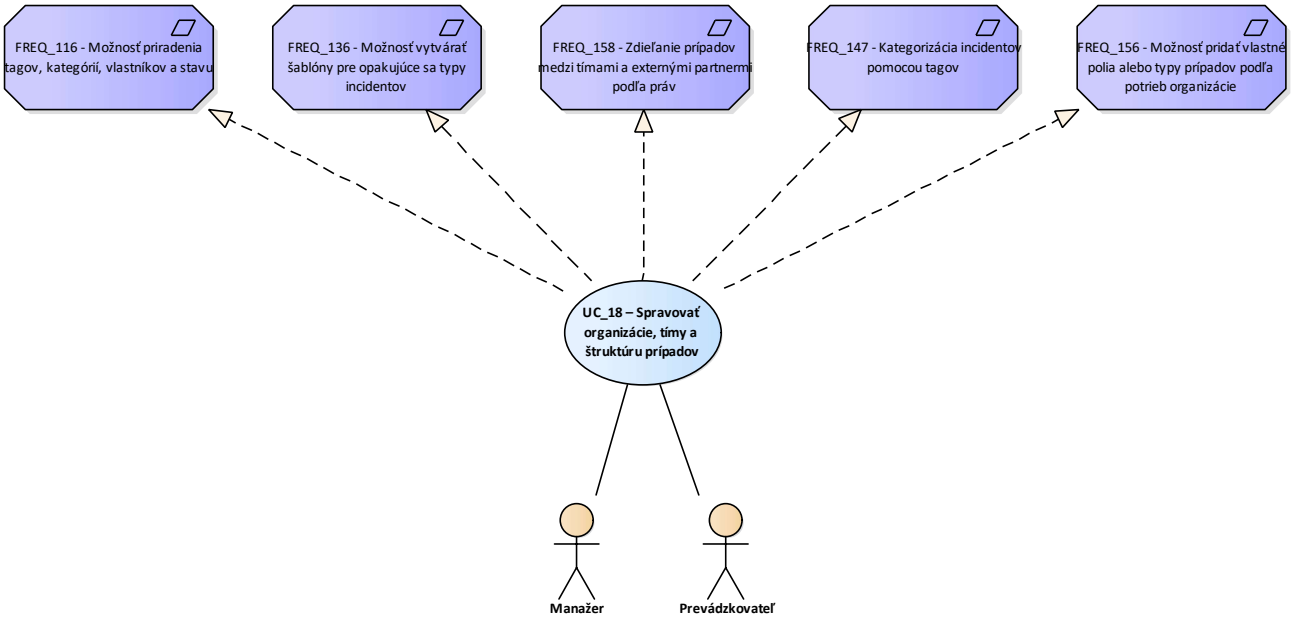


Figure 30 : UC_18 – Manage organizations, teams and case structure

Use case	UC_18 – Manage organizations, teams and case structure
Objective	UC_18 addresses the administration of organizations/tenants and the way incidents/cases are structured within them: creating and modifying organizations / teams, setting up categories, types and owners of cases, defining incident templates and the way they are shared between teams and external partners. It builds on UC_17 (users and roles) and UC_14 (customer portal) and complements them with an “organizational and process” layer.

Precondition	The user is logged in and has permissions to manage organizations/case structure.
Precondition	SOCaaS has at least a few users created (UC_17) and at least one organization/tenant (UC_14).
Postcondition	Organizations/teams have a case structure set up (types, categories, owners).
Postcondition	Templates for recurring incidents and the way they are shared between teams/partners are defined.
Postcondition	Incidents can be unambiguously assigned to an organization, team, category and owner.

Basic Path	Basic Path

Step	**Activity**
1	The Manager or Operator opens the “Organizations and cases” section in the administration.
2	They select an existing organization (tenant) or create a new one and assign teams to it (e.g. “SOC L1”, “SOC L2”, “Customer IT”).
3	For the organization, they set the case/incident types (e.g. “Phishing”, “Malware”, “Policy”, “Vuln finding”) and basic categories.
4	For individual incident types, they create templates – prefilled fields, recommended items, required information.
5	They assign owners, tags and categories (e.g. “critical”, “regulatory”, “internal”) to incident types and templates so that they can be filtered and reported on.
6	They set which teams and, where applicable, external partners can view and edit the given cases (sharing between teams according to rights).They set which teams and, where applicable, external partners can view and edit the given cases (sharing between teams according to rights).
7	The system saves the organization structure, templates and sharing rules; new incidents are created according to these settings.

ALT_18_01 – Creating a custom case type for a specific organization	Alternate

Step	**Activity**
1	The organization has a specific case type (e.g. “Compliance finding”) that does not exist in

	the global schema; the Manager adds a new case type for this organization only and creates a custom template for it.

ALT_18_02 – Restricting case sharing with an external partner	Alternate

Step	**Activity**
1	Originally, cases are shared with an external supplier; the Manager decides that certain categories (e.g. HR incidents) will not be shared and adjusts the sharing rules so that these cases are accessible only to internal teams.

Linked functional requirements	
FREQ_147 - Categorization of incidents using tags	The possibility of categorizing incidents using labels/tags. Categorization of incidents using tags
FREQ_158 - Sharing of cases between teams and external partners according to rights	Support for controlled sharing of cases. Sharing of cases between teams and external partners according to permissions
FREQ_116 - Ability to assign tags, categories, owners and status	Adding metadata for efficient sorting and management of assets. Possibility of assigning tags, categories, owners and status (e.g. active, under maintenance, decommissioned)
FREQ_156 - Ability to add custom fields or case types according to the organization's needs	Possibility of extending the incident schema. Possibility of adding custom fields or case types according to the organization's needs
FREQ_136 - Ability to create templates for recurring incident types	Creation of templates for quick entry of frequently recurring incidents. Possibility of creating templates for recurring incident types

UC_19 – Manage retention, protection and auditing of SOCaaS data

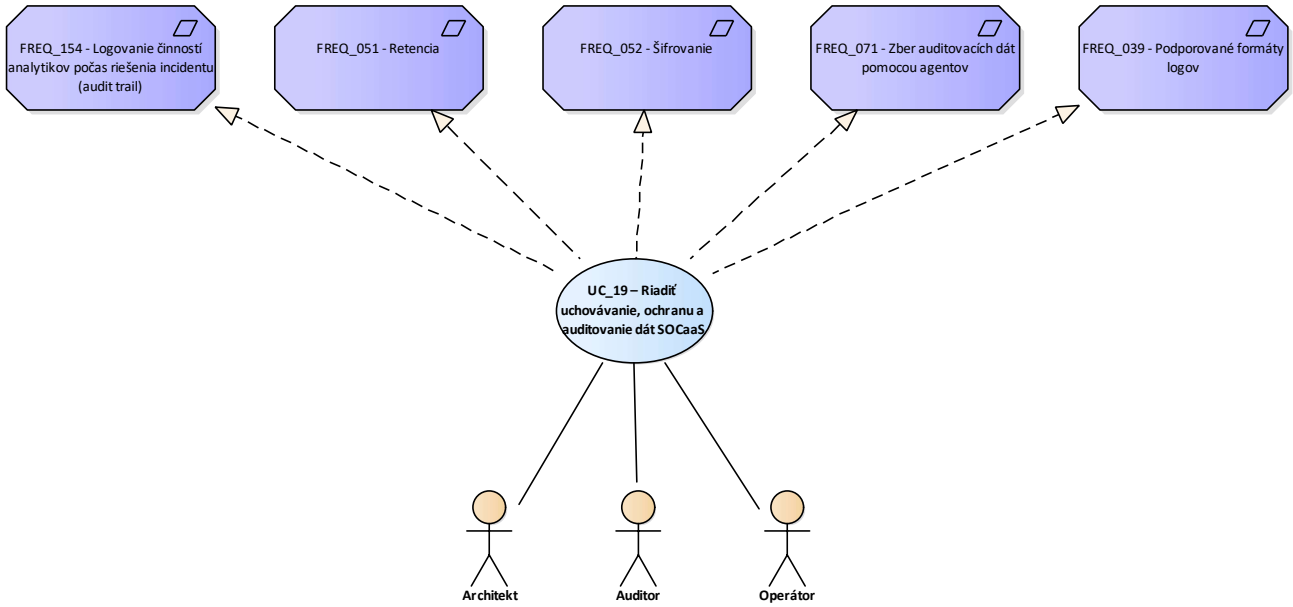


Figure 31 : UC_19 – Manage retention, protection and auditing of SOCaaS data

Use case	UC_19 – Manage retention, protection and auditing of SOCaaS data
Objective	UC_19 addresses data management in SOCaaS from the platform perspective: where and how logs are stored, indexed and retained, which retention policies apply to individual log sources, how logs are protected and encrypted, how audit records of user and analyst activities are kept. The aim is for SOCaaS to meet the requirements for secure storage and auditability of data while also supporting forensic analysis.

Precondition	The SOCaaS platform is in operation (UC_15) and receives logs from various sources (UC_01).
Precondition	There is a log/data storage (SIEM / data lake) that supports the configuration of retention and encryption.
Precondition	At least a basic log retention and security policy is defined (e.g. according to log type or regulation).
Postcondition	Retention policies are set for logs/data according to source and importance.
Postcondition	Logs are protected both in transit and at rest (encryption configured).
Postcondition	User and analyst activities are audited so that forensic analysis can be performed and it can be traced who did what.

Basic Path	Basic Path

Step	**Activity**
1	Design of the storage and retention architecture
2	Setting retention policies according to source and importance
3	Enabling and verifying log encryption
4	Configuring the collection of audit records
5	Monitoring the status of retention and the audit trail
6	Evaluating auditors' requirements
7	Adjusting policies based on findings

ALT_19_01 – Insufficient capacity for the configured retention	Alternate

Step	**Activity**
1	With longer retention periods, the Operator finds that the storage does not have sufficient capacity; together with the Architect, they either adjust the retention (e.g. differently according to log type) or propose an expansion of the storage.

ALT_19_02 – Auditor's requirement for longer retention	Alternate
Step	**Activity**
1	An auditor or regulator requires longer retention for a specific type of logs (e.g. login logs); the Architect and the Operator adjust the relevant retention policy and record the change as part of the compliance documentation.
ALT_19_03 – Incident involving compromise of the log storage	Alternate
Step	**Activity**
1	An incident related to access to the log storage is detected; the audit trail makes it possible to determine who accessed the data and when. Based on the findings, the Architect and the Operator tighten encryption, access rights or segmentation of the storage.
Linked functional requirements	
FREQ_039 - Supported log formats	The ability of the SIEM to receive and process logs in various standardized formats. Supported log formats (syslog, JSON, CSV, CEF, LEEF...)
FREQ_051 - Retention	The ability to set log retention policies according to source and importance. Retention (flexible, by log type)
FREQ_071 - Collection of audit data using agents	Collection of audit records on user activities, processes and the system via the agent. Collection of audit data using agents
FREQ_052 - Encryption	Protection of logs against unauthorized access in transit and at rest. Encryption (both in transit and at rest)
FREQ_154 - Logging of analyst activities during incident handling (audit trail)	Recording of activities for forensic analysis. Logging of analysts' activities during incident handling (audit trail)

UC_20 – Manage the knowledge base and playbook library

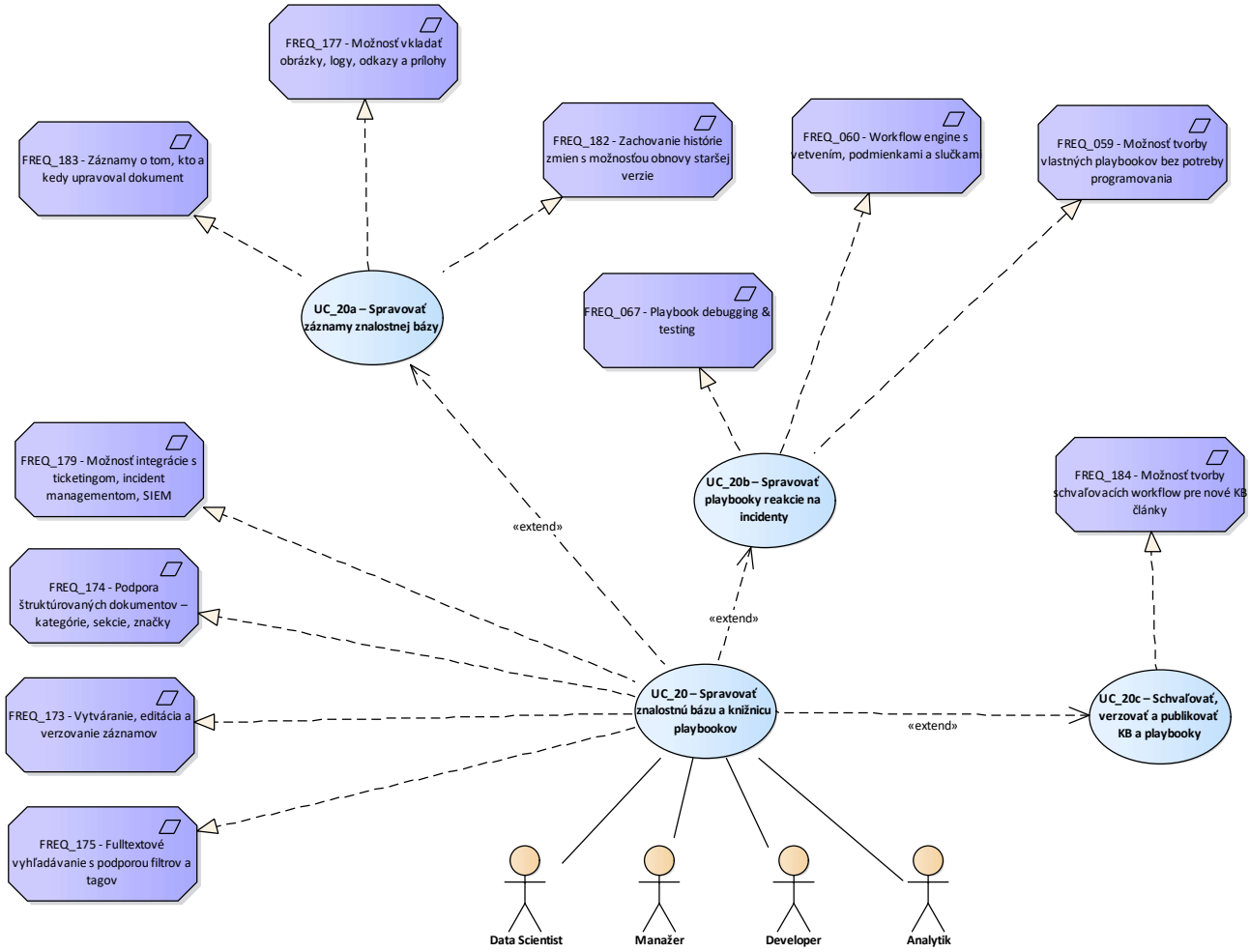


Figure 32 : UC_20 – Manage the knowledge base and playbook library

Use case	UC_20 – Manage the knowledge base and playbook library
Objective	UC_20 ensures that the SOC has, in a centralized and managed manner: a knowledge base (KB) – articles, guides, lessons learned, procedures, a playbook library – both manual and automated response procedures, a process for approving, versioning and publishing this content.

Precondition	There is a module for the knowledge base and playbooks available to the Analyst and the Manager.
Precondition	Roles and rights for creating, editing and approving content are defined.
Precondition	At least basic KB articles or playbooks already exist in the system (e.g. an initial set).
Postcondition	The knowledge base contains up-to-date, versioned and categorized records.
Postcondition	The playbook library contains published and usable playbooks linked to incident types.
Postcondition	Each record has a traceable history and information on who created and approved it.

Basic Path	Basic Path

Step	**Activity**
1	The Analyst opens the “Knowledge base and playbooks” module and chooses whether they want to work with the KB or with playbooks.
2	The Analyst creates a new record or opens an existing one and adds content based on current knowledge from incidents, TI or hunting.
3	The Analyst assigns the record to incident types, categories and tags so that it is easy to find in other UCs.
4	The Analyst saves the record as a draft and submits it for approval to the Manager or the area owner.
5	The Manager reviews the content, compares the changes with the previous version and decides whether to approve it or return it for revision.
6	After approval, the system marks the new version as valid and moves the old version to the history with a record of the date and author of the change.
7	The valid record is made available in the relevant parts of the system (e.g. in the incident detail, in the playbook engine, in the customer portal).
8	The system records all operations on the record (creation, edits, approval) for audit and forensic analysis.

ALT_20_01 – The record is returned for further work	Alternate

Step	**Activity**
1	The Manager does not approve the proposed content, adds a comment with remarks and the record is returned to the Analyst in the draft state.

ALT_20_02 – The record is marked as obsolete	Alternate

Step	**Activity**
1	The Manager or Analyst finds that the content is no longer valid; they change the status to “archived” and the system stops offering it as an active recommendation, but it remains available in the history.

Linked functional requirements	
FREQ_179 - Ability to integrate with ticketing, incident management, SIEM	Linking the KB with other systems for more efficient use of content. Possibility of integration with ticketing, incident management, SIEM

FREQ_140 - Export to PDF, CSV, JSON formats for documentation and reporting	The possibility of exporting tickets for archiving or reporting purposes. Export to PDF, CSV, JSON formats for documentation and reporting
FREQ_174 - Support for structured documents – categories, sections, tags	Organization of KB documents according to structured rules (categories, tags, sections). Support for structured documents – categories, sections, labels (tags)
FREQ_175 - Full-text search with support for filters and tags	Searching the KB with the possibility of filtering by tags, categories and content. Full-text search with support for filters and tags
FREQ_173 - Creation, editing and versioning of records	The possibility of creating, editing and tracking versions of documents with a history of changes. Creation, editing and versioning of records (guides, playbooks, FAQ)
Use case	UC_20a – Manage knowledge base records
Objective	UC_20a addresses in detail the life cycle of KB articles – creation, editing, structure, tagging and linking to incidents.

Precondition	The preconditions of UC_20 apply.
Precondition	The user has permission to edit KB records.
Postcondition	The KB contains up-to-date, structured articles with rich content, change history and an audit trail.

Basic Path	Basic Path

Step	**Activity**
1	The Analyst opens the list of KB articles in the “Knowledge base” module.
2	The Analyst creates a new KB article or opens an existing record for editing.
3	The Analyst edits the article content and adds structure (sections, subsections), tags and categories.
4	The Analyst inserts relevant attachments, logs or screenshots that help in resolving similar incidents.
5	The Analyst saves the record; the system records the author and time of the change and, as needed, submits it for approval.

ALT_20a_01 - Merging two related KB records	Alternate

Step	**Activity**
1	The Analyst identifies two very similar articles in the knowledge base, creates one consolidated record and marks the original articles as archived with a link to the new consolidated article.

ALT_20a_02 - Attempt to edit without sufficient permissions	Alternate

Step	**Activity**
1	A user with read-only access attempts to edit a KB article; the system does not allow the change, displays information about insufficient permissions and leaves the record unchanged.

Linked functional requirements	
FREQ_182 - Retention of change history with the ability to restore an older version	Tracking and archiving of changes for each document. Retention of the change history with the possibility of restoring an older version
FREQ_183 - Records of who edited the document and when	Audit trail of document changes with information on authors and time. Records of who edited a document and when
FREQ_177 - Ability to insert images, logs, links and attachments	The ability to enrich documents with multimedia or data content. Possibility of inserting images, logs, links and attachments
Use case	UC_20b – Manage incident response playbooks
Objective	UC_20b addresses the design, editing and maintenance of playbooks that the SOC uses for automated or semi-automated response (UC_07).

Precondition	A workflow/playbook engine is available in the system.
Precondition	The user has permission to create and modify playbooks.
Postcondition	Playbooks have defined steps, branching and integration points and are tested before deployment to production.

Basic Path	Basic Path

Step	**Activity**
1	The Analyst or Developer opens the “Playbooks” section in the SOCaaS interface.
2	The user creates a new playbook or opens an existing one for editing.
3	In the graphical editor, they define the individual steps of the playbook, their order, branching and execution conditions.
4	They assign integration actions to the steps (e.g. calling the API of the firewall, EDR, ticketing) and set the necessary parameters.
5	The user runs a test of the playbook in debug/simulation mode and verifies that the steps proceed as expected.
6	After a successful test, they submit the playbook for approval to the Manager and, after approval, it is marked as “production” for UC_07.

ALT_20b_01 - The playbook fails the test in simulation mode	Alternate

Step	**Activity**
1	After the playbook test is run in simulation mode, the system detects an error in one of the steps or missing parameters; the test ends with an error and the playbook remains in the draft state until the Analyst or Developer modifies it.

ALT_20b_02 - Saving a playbook with an incomplete configuration	Alternate

Step	**Activity**
1	The user attempts to save a playbook in which mandatory fields are missing or not all integration steps are configured; the system refuses to save it and highlights the missing or invalid settings.

Linked functional requirements	
FREQ_067 - Playbook debugging & testing	The possibility of testing and debugging playbooks before their live deployment. Playbook debugging & testing
FREQ_059 - Ability to create custom playbooks without the need for programming	The ability to create and manage playbooks using a visual interface without the need for coding. Possibility of creating custom playbooks without the need for programming
FREQ_060 - Workflow engine with branching, conditions and loops	The possibility of defining complex logic in playbooks using decision points. Workflow engine with branching, conditions and loops
Use case	UC_20c – Approve, version and publish KB and playbooks
Objective	UC_20c addresses the governance layer over the KB and playbooks – approval, versioning, change auditing and the approval workflow.

Precondition	Drafts or modified versions of KB articles and playbooks exist (UC_20a, UC_20b).
Precondition	The Manager has permission to approve and publish content.
Postcondition	Each record has a status (draft, in approval, published, archived) and a tracked history of changes and authors.

Basic Path	Basic Path

Step	**Activity**
1	The Manager opens the list of KB articles and playbooks awaiting approval.
2	The Manager selects a specific record and displays the current version together with an overview of the changes compared with the previous version.
3	The Manager decides whether to approve the record, return it for further work or mark it for archiving.
4	Upon approval, the system sets the new version as valid, moves the older version to the history and records the date and author of the approval.
5	According to the configured workflow, the system informs the relevant users that a new article or playbook has been published and is available for use.

ALT_20c_01 - Error in content detected after publication	Alternate

Step	**Activity**
1	After a new version of a KB article or playbook is published, the Analyst notices a factual error, creates a corrective version, submits it for expedited approval and, after approval, the corrective version becomes valid.

ALT_20c_02 - The primary approver is not available	Alternate

Step	**Activity**
1	The record is awaiting approval, but the primary Manager is unavailable for a long period; after a defined time has elapsed, the system offers the approval to a substitute approver according to the configured approval workflow.

Linked functional requirements	
FREQ_184 - Ability to create approval workflows for new KB articles	Approval processes for the publication of new articles. Possibility of creating approval workflows for new KB articles

UC_21 – Manage and evaluate machine learning models for incident detection

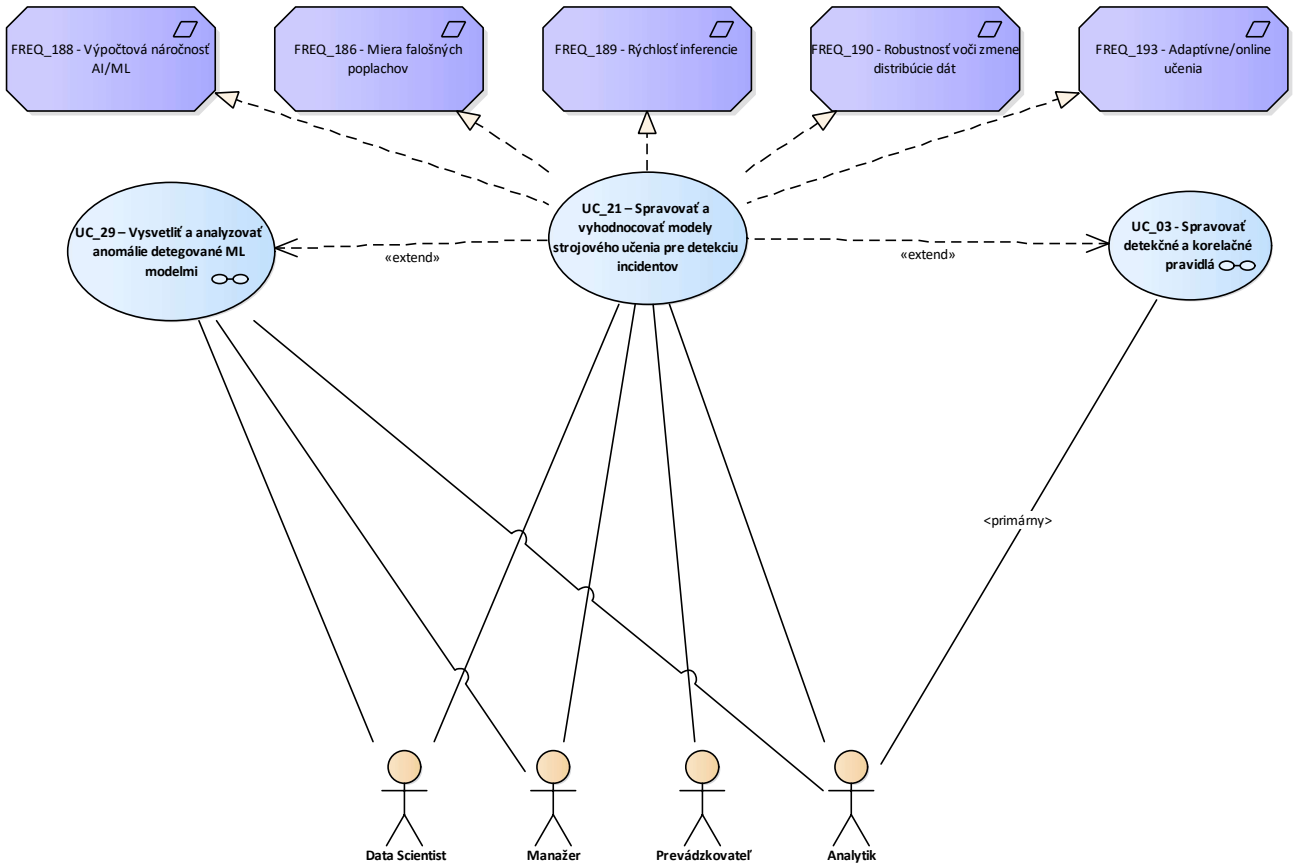


Figure 33 : UC_21 – Manage and evaluate machine learning models for incident detection

Use case	UC_21 – Manage and evaluate machine learning models for incident detection
Objective	UC_21 addresses the life cycle of the ML models that we use to detect incidents and anomalies in SOCaaS: design and training of models, quality measurement (FP/FN, accuracy, speed), robustness to changes in data,

	adaptive/online learning while the system is running.

Precondition	SOCaaS has ML-based detection component(s) (anomalies, classifiers, scoring).
Precondition	Historical data/logs are available for training and testing the models.
Precondition	Basic quality metrics that we want to achieve are set (e.g. a limit on FP/FN).
Postcondition	The ML models have had their quality evaluated (FP/FN, speed, robustness) and are either deployed or rejected.
Postcondition	The system is able to respond to changes in data (drift) by means of retraining or online learning.
Postcondition	The results of model evaluation are recorded for further decision-making and audit.

Basic Path	Basic Path

Step	**Activity**
1	The Data Scientist selects a dataset (historical logs, incidents) as the basis for training or testing the model.
2	The Data Scientist trains a new model or modifies an existing model based on current detection requirements.
3	The system evaluates the quality of the model on the validation set, including the metrics of false alarms and missed incidents (FP/FN).
4	The system evaluates the computational demands of the model during training (CPU, GPU, RAM, training time) and compares them with the available resources.
5	The system measures the inference speed of the model – the time needed to process new events under conditions close to real operation.
6	The Data Scientist evaluates the robustness of the model to changes in the data distribution (e.g. new log types, changes in behavioural patterns) and the impact on detection quality
7	If the model meets the required metrics, the Manager approves its deployment to production, and the Operator ensures the deployment of the model in the detection engine.
8	After deployment, the system continuously collects feedback from real operation (actual FP/FN) and prepares the basis for further tuning or adaptive learning.

ALT_21_02 – The model is too slow for real time	Alternate

Step	**Activity**
1	The inference test shows that the model is unable to process incoming data within the required time; the Data Scientist selects a more efficient architecture, simplifies the model or proposes offloading to another environment (e.g. a dedicated GPU server).

ALT_21_03 – Significant data drift appears after deployment	Alternate

Step	**Activity**
1	After some time, it is found that new types of events or behaviour have reduced the detection quality; the system alerts to the drift, and the Data Scientist prepares an updated training set and launches adaptive/online learning so that the model reflects the new data.

ALT_21_01 – The model has too high a number of false alarms (FP)		Alternate
Step	**Activity**	
1	After evaluation, it turns out that the model generates an unacceptably high number of FPs; the Data Scientist adjusts the architecture, hyperparameters or threshold values and repeats the training and evaluation process until an acceptable level is achieved.	
Linked functional requirements		
FREQ_189 - Inference speed	The solution must ensure evaluation of inference speed (detection time). Response speed in detection. How quickly the model can provide a result on new data. Critical for real-time deployment.	
FREQ_190 - Robustness to changes in data distribution	The solution must ensure robustness to changes in data distribution (drift, noise). Resilience to noise, changes in data or attacksThe model must be resilient to unexpected changes, fluctuations or noise, otherwise it will stop working correctly.	
FREQ_193 - Adaptive/online learning	The solution must have the capability of adaptive/online learning. Support for updating the model during operation without retraining. The ability to update the model without the need for complete retraining, e.g. by means of online learning.	
FREQ_188 - Computational demands of AI/ML	The solution must be scalable with respect to computational demands (CPU/GPU, memory). Resources required for model training and inference. Varying load on computing resources, including GPU and RAM demands and training duration.	
FREQ_186 - False alarm rate	The solution must ensure evaluation of the false alarm rate (False Positives/Negatives). How often the algorithm generates false positives/negatives. Reducing the false alarm rate is key to usability in the SOC. Ideal models have a very low number of FP/FN.	

UC_22 – Manage and deploy detection packages and rules

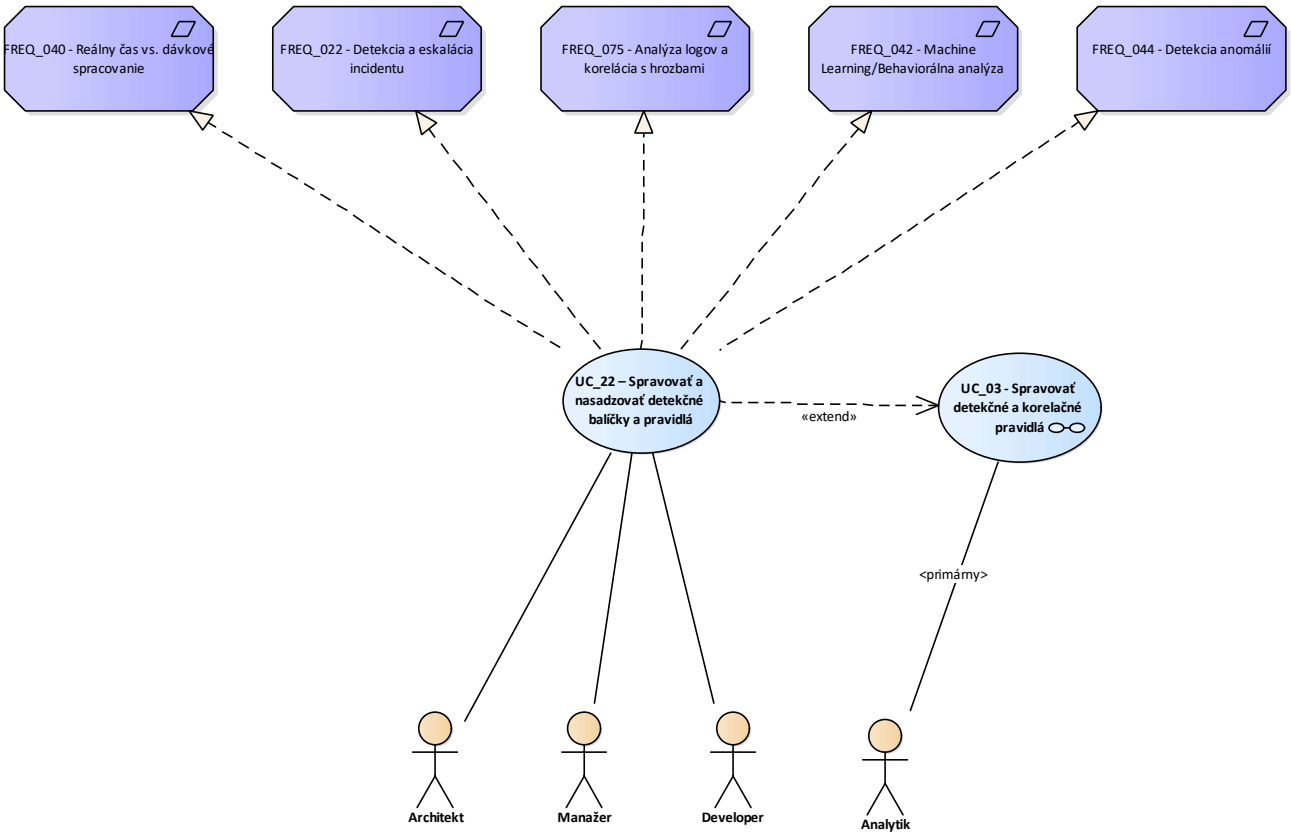


Figure 34 : UC_22 – Manage and deploy detection packages and rules

Use case	UC_22 – Manage and deploy detection packages and rules
Objective	UC_22 addresses the life cycle of detection content (rules, correlation rules, signatures, “content packs”) in SOCaaS: design and modification of detection rules and packages, testing on historical or synthetic data, controlled deployment to production, including the possibility of rollback, restricted deployment for selected tenants/customers. UC_22 does not address the detection runtime itself (that is covered in UC_03), but rather the process of designing, testing and the controlled deployment of detection rules and packages to the engine.

Precondition	There is a detection engine (UC_03) that supports the configuration of rules/packages.
Precondition	The platform has a mechanism for testing rules (a separate test environment or test mode).

Precondition	Roles and competences are defined as to who can create/modify, and who must approve, detection rules.
Postcondition	New or modified detection rules are tested, approved and deployed to production, or rejected.
Postcondition	Rule changes are versioned and auditable, and in case of problems it is possible to revert to the previous version.

Basic Path	Basic Path

Step	**Activity**
1	The Analyst opens the “Detection rules and packages” module and displays the list of existing rules.
2	The Analyst creates a new rule or modifies an existing one, defining conditions, threshold values and the mapping to an incident type.
3	The Analyst saves the change as a proposal (draft) and runs a test of the rule on historical or synthetic data in test mode.
4	The system evaluates the test results – the number of hits, potential false alarms and the impact on existing detection.
5	Based on the test results, the Analyst modifies the rule if necessary and repeats the test until acceptable behaviour is achieved.
6	The Analyst submits the rule for approval to the Manager or to the defined owner of the detection content.
7	The Manager assesses the impact of the rule (in particular on the number of alerts, threat types and affected customers/tenants) and decides whether to approve it or return it for modification.
8	After approval, the Developer / DevSecOps launches the deployment of the rule to production, or only for selected tenants or in restricted (“canary”) mode.
9	The system records all changes (rule version, author, approver, deployment time) and monitors the impacts on alerts and performance.

ALT_22_01 – The rule test reveals an extremely high number of hits	Alternate

Step	**Activity**
1	After step 4, the Analyst finds that the rule would generate a disproportionate number of alerts; they modify the rule (tightening conditions, adding filters) and repeat the test until an acceptable number of hits is achieved.

ALT_22_02 – The deployed rule negatively affects production	Alternate

Step	**Activity**
1	After deployment in step 8, the system detects a significant increase in the number of alerts, latency or errors; the Operator or DevSecOps initiates a reversion to the previous version of the rules and the new rule is marked as “requires modification/test”.

ALT_22_03 – The rule is to be deployed only for selected customers	Alternate

Step	**Activity**
1	During approval in step 7, the Manager decides that the rule is relevant only for a certain type of customer (e.g. a specific sector or tenant); during deployment, only a subset of tenants to which the rule is applied is selected

Linked functional requirements	
FREQ_042 - Machine Learning/Behavioural analysis	The ability of the SIEM system to detect anomalies using machine learning. Machine Learning/Behavioural analysis
FREQ_044 - Anomaly detection	Detection of non-standard behaviour or deviations from expected behaviour. Anomaly detection
FREQ_040 - Real-time vs. batch processing	The ability to process logs in real time (streaming) or only in batches. Real-time vs. batch processing
FREQ_022 - Incident detection and escalation	The solution must ensure incident detection and escalation. Rules for detecting anomalies and known threats must be configured in the environment. After detection: • an alert is generated • the alert is automatically transformed into an incident • Zammad provides a ticket for the L1 team and escalation support, • the team evaluates the observables and uses enrichment
FREQ_075 - Log analysis and correlation with threats	Log analysis with the aim of detecting correlated events and potential threats. Log analysis and correlation with threats

UC_23 – Manage and operate vulnerability scanning

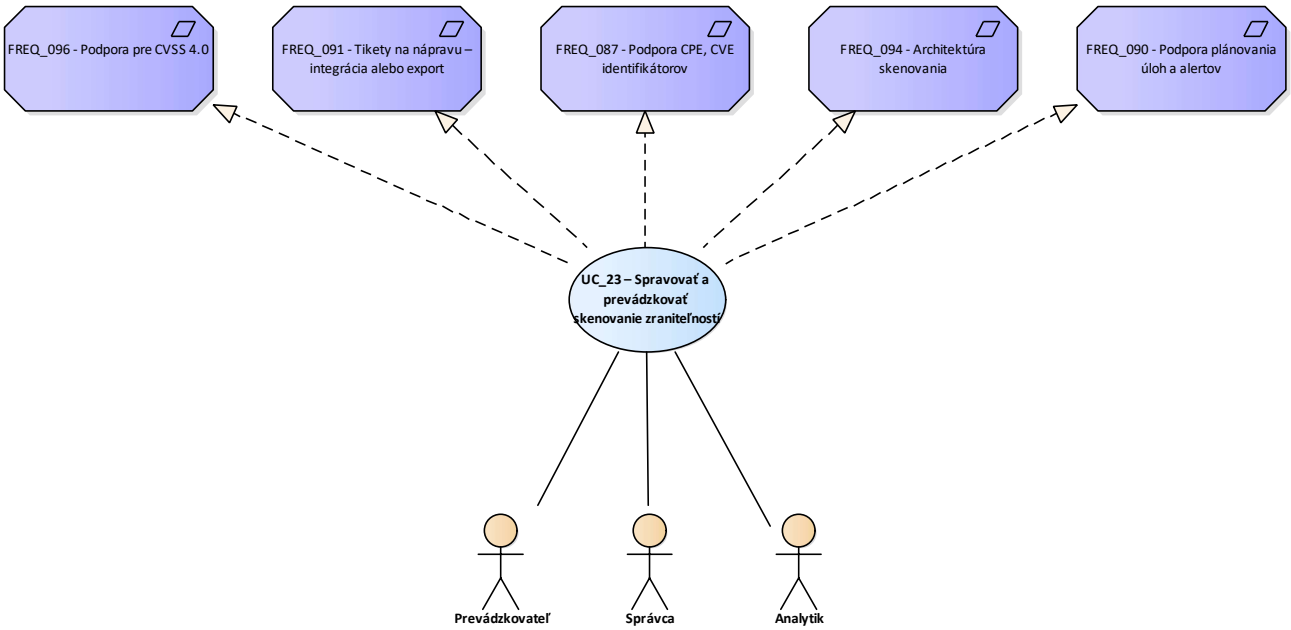


Figure 35 : UC_23 – Manage and operate vulnerability scanning

Use case	UC_23 – Manage and operate vulnerability scanning
Objective	UC_23 addresses the operation and management of vulnerability scanning within SOCaaS: planning and launching scans, assigning scans to assets and networks, the technical architecture of scanning (master/sensor), integration of findings into tickets and into the vulnerability management process (UC_12).

Precondition	At least the basic assets and network ranges (UC_11) intended for scanning are known.
Precondition	A vulnerability scanning tool is deployed in the environment (on-prem, VM or SaaS).
Precondition	The Administrator and the Operator have permissions to configure scanners and schedule scanning.
Postcondition	Vulnerability scanning for the selected ranges has been carried out according to the schedule or on demand.
Postcondition	Findings are enriched with CPE/CVE and CVSS scores and are available for UC_12.
Postcondition	Relevant findings are exported or linked to remediation tickets.
	Basic Path

Basic Path	
Step	**Activity**
1	The Operator or Administrator opens the “Vulnerability scanning” module and displays an overview of the existing scanning profiles.
2	The Operator selects the ranges (IP, networks, asset groups) and chooses the scan type (full, quick, authenticated).
3	The Operator schedules regular execution of scans (e.g. weekly at night) or launches a one-off ad hoc scan.The Operator schedules regular execution of scans (e.g. weekly at night) or launches a one-off ad hoc scan.
4	The system assigns the scans to the available scanning nodes according to the architecture (master/sensor) and optimizes the load distribution.The system assigns the scans to the available scanning nodes according to the architecture (master/sensor) and optimizes the load distribution.
5	After the scan is completed, the system processes the results, assigns CPE/CVE identifiers to the vulnerabilities and calculates CVSS scores.After the scan is completed, the system processes the results, assigns CPE/CVE identifiers to the vulnerabilities and calculates CVSS scores.
6	The Analyst or Administrator displays the scan results, filters the findings by severity and scope and marks those that are to be addressed.The Analyst or Administrator displays the scan results, filters the findings by severity and scope and marks those that are to be addressed.
7	The system creates or updates remediation tickets in the integrated ticketing system or exports the findings in the selected format for further processing.

ALT_23_01 – Scanning cannot be completed on part of the infrastructure	Alternate
Step	**Activity**
1	During the scan, some systems are unavailable or are blocked by a firewall; the system marks these parts as “not scanned”, the Operator receives information and can schedule a replacement scan with an adjusted configuration or in a different time window.

ALT_23_02 – Overload of the scanning infrastructure	Alternate
Step	**Activity**
1	After several scans are launched at once, the system detects excessive load on the scanning nodes; the scans are queued or spread over time so as not to exceed the permitted limits, and the Operator is alerted that it would be advisable to strengthen the scanning architecture.

Linked functional requirements	
FREQ_096 - Support for CVSS 4.0	Support for the latest version of the CVSS scoring system. Support for CVSS 4.0
FREQ_087 - Support for CPE, CVE identifiers	The possibility of identifying vulnerabilities according to standardized identifiers. Support for CPE, CVE identifiers
FREQ_090 - Support for scheduling tasks and alerts	The possibility of automating repeated tasks and the generation of alerts. Support for task and alert scheduling (optional)
FREQ_091 - Remediation tickets – integration or export	The possibility of exporting findings to a ticketing system or to CSV, JSON, PDF. Remediation tickets – integration or export

FREQ_094 - Scanning architecture	Scalability and customization of scan distribution. Scanning architecture (monolithic or master/sensor)

UC_24 – Orchestration of integrations between SOCaaS and external systems

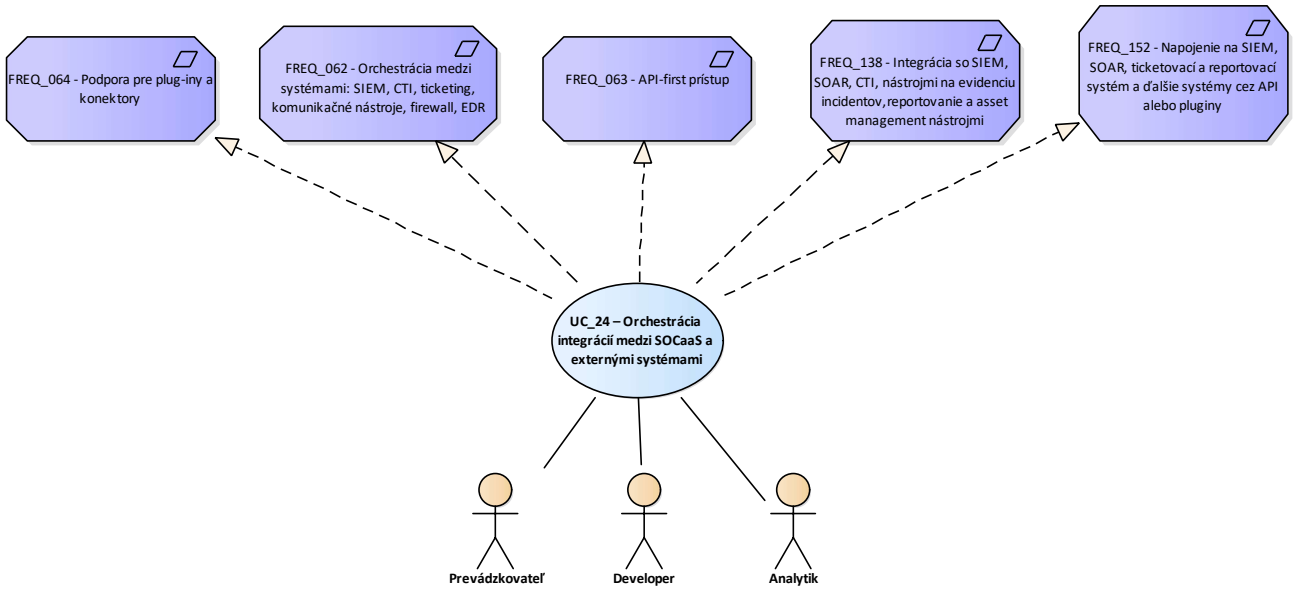


Figure 36 : UC_24 – Orchestration of integrations between SOCaaS and external systems

Use case	UC_24 – Orchestration of integrations between SOCaaS and external systems
Objective	UC_24 addresses the technical and process orchestration of integrations between SOCaaS and other systems: SIEM, SOAR, CTI, ticketing, communication tools, firewall, EDR, API integrations, webhooks, plug-ins and connectors, unified management of data flows and actions across these systems. The aim is for incident response, automation (UC_07) and incident management to function as a single interconnected ecosystem rather than as isolated tools.

Precondition	The architecture of integrations between the customer and SOCaaS is designed (UC_13) and at least a basic connection to SIEM/SOAR/ticketing exists.
Precondition	The SOCaaS platform supports REST API, webhooks and a plug-in/connector mechanism.

Precondition	The Operator and the Developer have permissions to configure integrations and orchestrations between systems.
Postcondition	The defined integration links and flows between SOCaaS, SIEM, SOAR, CTI, ticketing, firewalls, EDR and other systems are active and monitored.
Postcondition	Incidents and events are consistently synchronized between systems (status, ID, links).
Postcondition	An audit and overview are available of which integration channels are active, which actions they trigger and how they fail.

Basic Path	Basic Path

Step	**Activity**
1	The Operator opens the “Integrations and orchestration” module and displays an overview of the existing integration links (SIEM, SOAR, CTI, ticketing, EDR, firewall, communication tools).
2	The Developer or Operator creates a new integration link or modifies an existing one, selects the target system (e.g. ticketing system, CTI, firewall) and the integration type (API, webhook, plug-in).
3	The user configures authentication, endpoints, data formats and field mapping between SOCaaS and the target system.
4	The user defines which events in SOCaaS are to trigger actions in external systems (e.g. incident creation → create ticket, incident status change → update ticket, IOC from TI → update block list in the firewall).
5	The system saves the configuration and allows a test of the integration link to be run on a small data sample or a test incident.
6	After a successful test, the Operator activates the integration link and sets whether it is to be applied globally or only for selected customers/tenants.
7	In real operation, SOCaaS begins to use the configured orchestration – it generates webhooks, calls APIs or launches plug-ins according to the defined rules and mappings.
8	The system continuously logs successful and unsuccessful integration calls, displays statistics and alerts the Operator to errors or outages of integration channels.

ALT_24_01 – Failure of an integration call	Alternate

Step	**Activity**
1	During a test or production API/webhook call, the external system returns an error or is unavailable; SOCaaS marks the record as unsuccessful, saves the error detail and, depending on the settings, either repeats the call using a retry policy or creates an internal incident/report for the Operator.

ALT_24_02 – Conflict in data mapping between systems	Alternate

Step	**Activity**
1	When setting up field mapping between SOCaaS and an external system, it is found that some mandatory fields in the target system cannot be unambiguously populated from SOCaaS data; the Operator must add a transformation or default values, or restrict the type of events for which the integration is used.

Linked functional requirements	
FREQ_063 - API-first approach	Accessibility of the tool's functions via API and support for webhooks for notifications and interactions. API-first approach

	(REST, Webhooks)
FREQ_138 - Integration with SIEM, SOAR, CTI, incident tracking tools,reporting and asset management tools	Integration with other security tools for automation and workflow. Integration with SIEM, SOAR, CTI, incident recording tools, reporting tools and asset management tools
FREQ_064 - Support for plug-ins and connectors	The ability to extend the tool's functionality through modules or connectors. Support for plug-ins and connectors
FREQ_152 - Connection to SIEM, SOAR, ticketing and reporting systems and other systems via API or plugins	Possibility of bidirectional data exchange. Connection to SIEM, SOAR, ticketing and reporting systems and other systems via API or plugins
FREQ_062 - Orchestration between systems: SIEM, CTI, ticketing, communication tools, firewall, EDR	Interconnection and data exchange with other systems within the incident response process. Orchestration between systems: SIEM, CTI, ticketing, communication tools, firewall, EDR

UC_25 – Manage threat intelligence (CTI) and the IOC lifecycle

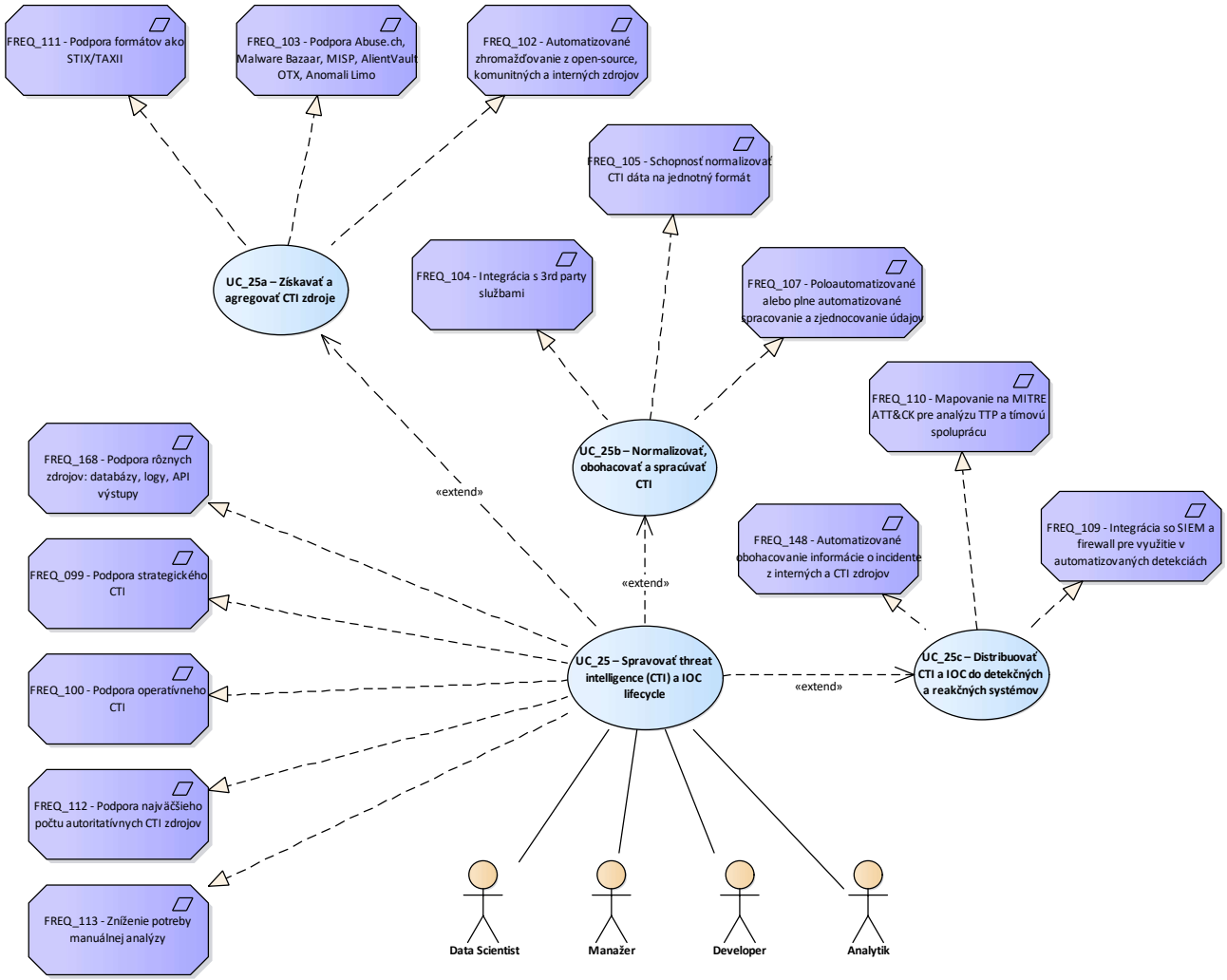


Figure 37 : UC_25 – Manage threat intelligence (CTI) and the IOC lifecycle

Use case	UC_25 – Manage threat intelligence (CTI) and the IOC lifecycle
Objective	UC_25 addresses the complete CTI lifecycle in SOCaaS: obtaining CTI from various sources (feeds, MISP, open-source, vendor), normalization, enrichment and prioritization of CTI data, distribution of IOCs/TTPs to detection (SIEM, EDR, firewall, SOAR) and to incidents.

Precondition	SOCaaS has a CTI module (or is integrated with an external CTI tool).
Precondition	CTI sources (community, commercial, internal) are defined, along with a basic policy on which sources are “trusted”.
Precondition	Detection systems (SIEM, EDR, firewall, IDS, SOAR) support the receipt of IOCs/TTPs from CTI.
Postcondition	CTI data are systematically collected, normalized, enriched and aggregated.
Postcondition	Threats are prioritized and inputs for detection, hunting and incidents are created from the relevant IOCs/TTPs.
Postcondition	IOCs/TTPs are distributed to detection systems and incident management in a consistent manner (with an audit trail).

Basic Path	Basic Path

Step	**Activity**
1	The Analyst opens the “Threat Intelligence” module and displays an overview of active CTI sources and the latest updates.
2	Periodically or on demand, the system downloads new CTI data from all configured sources (open-source, community, vendor, internal).Periodically or on demand, the system downloads new CTI data from all configured sources (open-source, community, vendor, internal).
3	The CTI pipeline normalizes, enriches and aggregates the data – it merges IOCs, adds context and links them with historical incidents and logs.
4	The Data Scientist defines or adjusts the rules for scoring, prioritization and categorization of threats (criticality, relevance for specific customers).
5	Based on the scoring, the system automatically identifies the most relevant threats and IOCs that are to be used in detection, hunting and incidents.
6	For selected IOCs/TTPs, the CTI module creates outputs for detection (e.g. block lists, SIEM rules, hunting queries) and prepares them for distribution to the connected systems.
7	In incidents and hunting tools, the Analyst has enriched CTI available – they can see campaigns, TTPs, groups and related IOCs.
8	The system continuously records which CTI sources and IOCs/TTPs were used in real incidents and hunting cases and uses this information for further fine-tuning of scoring and relevance.

ALT_25_01 – A CTI source ceases to be trustworthy or available	Alternate

Step	**Activity**

1	Over time, it becomes apparent that a specific CTI source has low-quality or duplicate data, or is unavailable for a long period; the Manager or CTI specialist deactivates the source or reduces its weight in the scoring.

ALT_25_02 – CTI surplus and analyst overload	Alternate

Step	**Activity**
1	The system detects that the quantity of new IOCs/threats significantly exceeds the capacity of the analysts; the CTI specialist adjusts the scoring, filters and thresholds so that only the most relevant threats come to the fore (e.g. according to sector, geolocation, asset exposure).

ALT_25_03 – CTI mismatch between customers/tenants	Alternate

Step	**Activity**
1	A certain IOC is relevant only for a specific customer (e.g. according to its technologies or geography); the system supports per-tenant filtering of CTI, so IOCs/TTPs are distributed only to the customers they concern.

Linked functional requirements	
FREQ_112 - Support for the largest number of authoritative CTI sources	An extensive selection of community, public and paid sources. Support for the largest number of authoritative CTI sources
FREQ_100 - Support for operational CTI	The ability to map techniques, tactics and procedures (TTP) and to identify attacker groups and their behaviour. Support for operational CTI (TTP, group profiling)
FREQ_113 - Reducing the need for manual analysis	Automation and prioritization of threats so that analysts deal only with the relevant ones. Reducing the need for manual analysis – saving analysts' time
FREQ_168 - Support for various sources: databases, logs, API outputs	The ability to aggregate data from multiple technical and analytical sources. Support for various sources: databases, logs, API outputs
FREQ_099 - Support for strategic CTI	Obtaining and analysing information on long-term trends, attack impacts and strategic recommendations. Support for strategic CTI (reports, impact analyses, attack trends)

Use case	UC_25a – Obtain and aggregate CTI sources
Objective	UC_25a addresses the ingest and connection of CTI sources: defining sources (feeds, MISP, API, vendor portals), automated downloading, use of standardized formats.

Precondition	The CTI module is available in SOCaaS.
Precondition	The CTI sources to which we have access are known (API keys, URLs, authentication).
Postcondition	CTI sources are configured, activated and regularly download new data in supported formats.

Basic Path	Basic Path

Step	**Activity**
1	The Developer opens the “CTI sources” section and displays the list of existing sources.
2	The Developer adds a new CTI source (feed, MISP, vendor API) and enters the necessary credentials.
3	They configure the download interval (periodic, on demand) and the type of data (IOCs, TTPs, campaigns, reports).
4	The system tests the connection, downloads a data sample and verifies the format and consistency.
5	After a successful test, the source is marked as active and included in the regular CTI ingest.

ALT_25a_01 – Error when connecting to a CTI source	Alternate

Step	**Activity**
1	The test in step 4 fails (incorrect API key, expired token, unavailable endpoint); the system displays an error, deactivates the source and leaves it in the state “requires configuration correction”.

ALT_25a_02 – Limit or quotas on the CTI source	Alternate

Step	**Activity**
1	The CTI source has a limited number of requests per day; the system adjusts the download interval so that the quotas are not exceeded and alerts the SOC analyst

Linked functional requirements	
FREQ_103 - Support for Abuse.ch, Malware Bazaar, MISP, AlientVault OTX, Anomali Limo	Ready-made connectors or integrations for well-known CTI sources. Support for Abuse.ch, Malware Bazaar, MISP, AlientVault OTX, Anomali Limo
FREQ_102 - Automated collection from open-source, community and internal sources	Automatic downloading of data from various sources (e.g. GitHub, feeds, MISP, API systems). Automated collection from open-source, community and internal sources
FREQ_111 - Support for formats such as STIX/TAXII	Use of standardized formats for the exchange of CTI data. Support for formats such as STIX/TAXII

Use case	UC_25b – Normalize, enrich and process CTI
Objective	UC_25b addresses the CTI processing pipeline: normalization of various formats into a unified model, enrichment of IOCs and artefacts from external services, workflow for automatic/semi-automatic processing of CTI.

Precondition	CTI data have been downloaded from the sources (UC_25a).

Precondition	Integration services for enrichment are configured (VirusTotal, Shodan, …).
Postcondition	CTI data are in a unified format, enriched and vetted, ready for scoring and distribution.

Basic Path	Basic Path

Step	**Activity**
1	The system receives new CTI data from the sources and stores them in a buffer for processing.
2	The CTI pipeline transforms various formats into a unified structured model (IOCs, TTPs, campaigns, meta).
3	For each IOC or relevant artefact, the pipeline optionally performs enrichment via external services (VirusTotal, Shodan, DomainTools, …).
4	The workflow engine applies the defined processing steps – deduplication, filtering, first-seen/last-seen logic and technical validations.
5	The resulting CTI records are stored in a unified form and marked with a status (new, processed, unconfirmed, discarded).

ALT_25b_01 – External enrichment is temporarily unavailable	Alternate

Step	**Activity**
1	In step 3, an external service (e.g. VirusTotal) does not respond in time; the system marks the enrichment status as “pending” and schedules a retry later without blocking the entire pipeline.

ALT_25b_02 – Conflict during normalization of CTI data	Alternate

Step	**Activity**
1	Different sources provide conflicting information for the same IOC; the pipeline flags the record for manual review by a CTI specialist, who selects or combines the correct values.

Linked functional requirements	
FREQ_107 - Semi-automated or fully automated processing and unification of data	Workflow capability for data processing without the need for manual intervention. Semi-automated or fully automated processing and unification of data
FREQ_104 - Integration with 3rd party services	The ability to enrich IOCs and other artefacts using external services. Integration with 3rd party services such as VirusTotal, Shodan, DomainTools, URLScan.io
FREQ_105 - Ability to normalize CTI data into a unified format	Consolidation of data from various formats into a structured unified output. The ability to normalize CTI data to a unified format

Use case	UC_25c – Distribute CTI and IOCs to detection and response systems
Objective	UC_25c addresses the push of CTI to the rest of the ecosystem: forwarding IOCs to SIEM/IDS/EDR/firewalls, use of CTI in detection, playbooks and incidents,

Precondition	CTI data are processed and prioritized (UC_25, UC_25b).
Precondition	Integration links to detection systems exist (UC_24).
Postcondition	Relevant IOCs/TTPs are deployed in detection systems.
Postcondition	Incidents and hunting cases are enriched with CTI metadata.

Basic Path	Basic Path

Step	**Activity**
1	The CTI module selects the IOCs/TTPs that are marked as “relevant for distribution” according to the scoring and policy.
2	The Developer selects the detection systems to which the IOCs/TTPs are to be distributed (SIEM, IDS/IPS, EDR, firewall, SOAR).
3	The system generates output artefacts (block lists, SIEM rules, feeds) and sends them via integration channels (API, plug-in, CTI interface).
4	The detection systems begin to use the new IOCs/TTPs in detection; the CTI module tracks the success rate and the manner of use in real incidents.
5	When an incident arises, SOCaaS automatically enriches the incident with information from CTI – it links IOCs, TTPs and MITRE ATT&CK techniques.

ALT_25c_01 – The detection system does not accept some IOCs	Alternate

Step	**Activity**
1	During distribution in step 3, the SIEM or firewall rejects some of the IOCs (e.g. due to format or a limit); the system marks these records as “not applied” and offers the CTI specialist the option of adjusting the format or scope.

ALT_25c_02 – An IOC is later marked as a false positive or irrelevant	Alternate

Step	**Activity**
1	Based on feedback from incidents, it is found that some IOCs cause spam in detection; the CTI module withdraws these IOCs from distribution and adjusts the scoring/policy so that similar threats are evaluated differently in the future.

Linked functional requirements	
FREQ_110 - Mapping to MITRE ATT&CK for TTP analysis and team collaboration	Linking incidents, IOCs and TTPs with the ATT&CK framework. Mapping to MITRE ATT&CK for TTP analysis and team collaboration
FREQ_109 - Integration with SIEM and firewall for use in automated detections	Forwarding of IOCs and data directly to detection systems (SIEM, IDS, firewall). Integration with SIEM and firewall for use in automated detections
FREQ_148 - Automated enrichment of incident information from internal and CTI sources	Integration for enriching IOCs and metadata from CTI or other systems. Automated enrichment of incident information from internal and CTI sources

UC_26 – Configure scheduling and export of reports

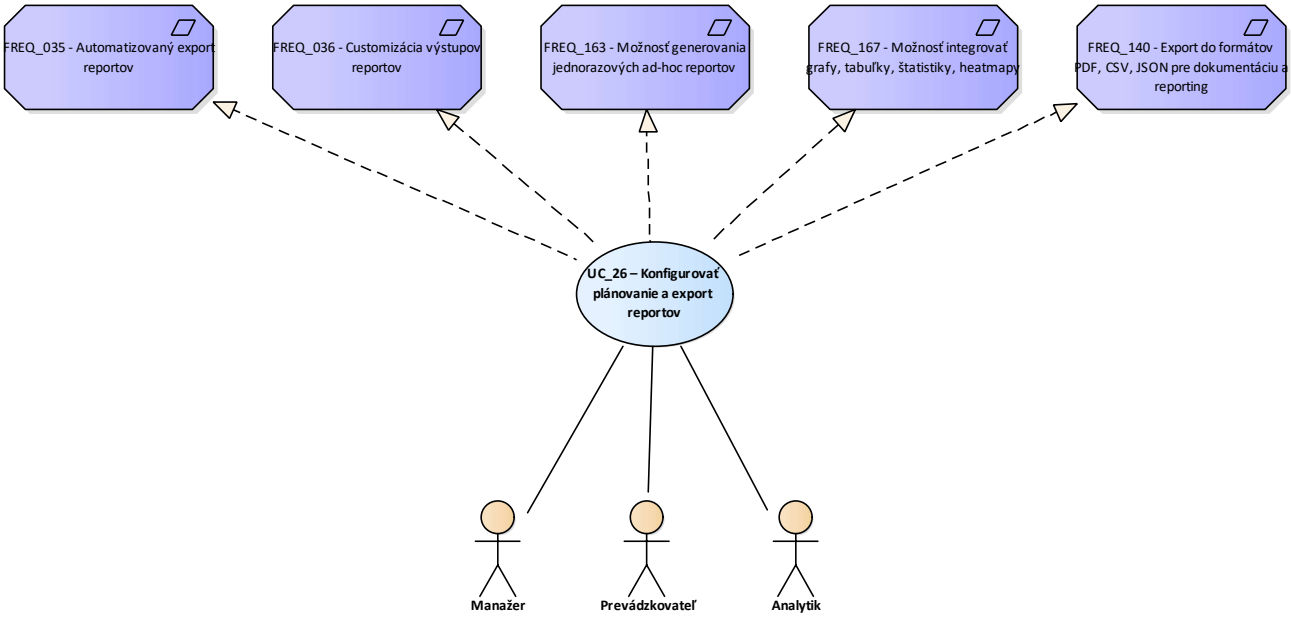


Figure 38 : UC_26 – Configure scheduling and export of reports

Use case	UC_26 – Configure scheduling and export of reports
Objective	UC_26 addresses the practical management of reports in SOCaaS: setting up automatic generation and distribution of reports, customization of the content and appearance of reports, generation of one-off ad hoc reports for managers or audit.

Precondition	A reporting module (UC_10) with defined report types (incidents, SLA, KPIs…) exists in the system.
Precondition	Distribution channels are configured (at least e-mail, ideally also webhook/integration endpoints).
Postcondition	Generation schedules, recipients and export formats are set for individual report types.
Postcondition	Users are able to generate one-off ad hoc reports outside the schedule.
Postcondition	Reports contain the selected metrics, charts and visualizations in the required design.

Basic Path	Basic Path

Step	**Activity**
1	The Manager or Operator opens the “Reports and export” module and displays the available report types.
2	The user selects a specific report type and chooses which metrics, time ranges and sections are to be included in the report.
3	The user configures the report generation schedule (daily, weekly, monthly) and the list of recipients or target endpoints.
4	The user adjusts the appearance of the report – organization logo, header, notes, or the structure of sections.
5	The user selects the export format (PDF, CSV, JSON) and the delivery method (e-mail, webhook, saving to storage).
6	At the defined times, the system automatically generates the report, adds the selected charts, tables and statistics and sends it to the selected channels.
7	The system keeps a history of generated reports so that they can be downloaded retrospectively or used as a basis for an audit.

ALT_26_01 – Creating a one-off ad hoc report	Alternate

Step	**Activity**
1	The Manager needs an extraordinary report outside the scheduled cycle; in the module, they select the report type, set filters and the time period and launch a one-off generation, whereby the system generates the report only once without changing the existing schedules.

ALT_26_02 – Unsuccessful delivery of an automatically generated report	Alternate

Step	**Activity**
1	During a regular report export, an error occurs when sending the e-mail or webhook; the system saves the report, marks the distribution as unsuccessful and alerts the Operator, who can repeat the delivery or modify the target addresses.

Linked functional requirements	
FREQ_036 - Customization of report outputs	The solution must ensure customization of report outputs. It will include: • Ability to select metrics, fields, time ranges

	• Personalization of design – logos, header, colour scheme • Inclusion of explanatory notes, remarks and contextual commentary
FREQ_167 - Ability to integrate charts, tables, statistics, heatmaps	Visualization of data directly in reports in various forms. Possibility of integrating charts, tables, statistics, heatmaps
FREQ_163 - Ability to generate one-off ad hoc reports	Creation of reports outside the regular schedule as needed. Possibility of generating one-off ad-hoc reports
FREQ_035 - Automated export of reports	The solution must ensure automated export of reports. It will be possible to export reports automatically: • Periodic reports – outputs generated and distributed daily, weekly or monthly. • Distribution via e-mail or webhook – reports can be automatically sent to designated addresses or endpoints. • Support for templates and custom filters – ability to set conditions, time period selections and formats as needed.
FREQ_140 - Export to PDF, CSV, JSON formats for documentation and reporting	The possibility of exporting tickets for archiving or reporting purposes. Export to PDF, CSV, JSON formats for documentation and reporting

UC_27 – Manage the security status and relationships of assets

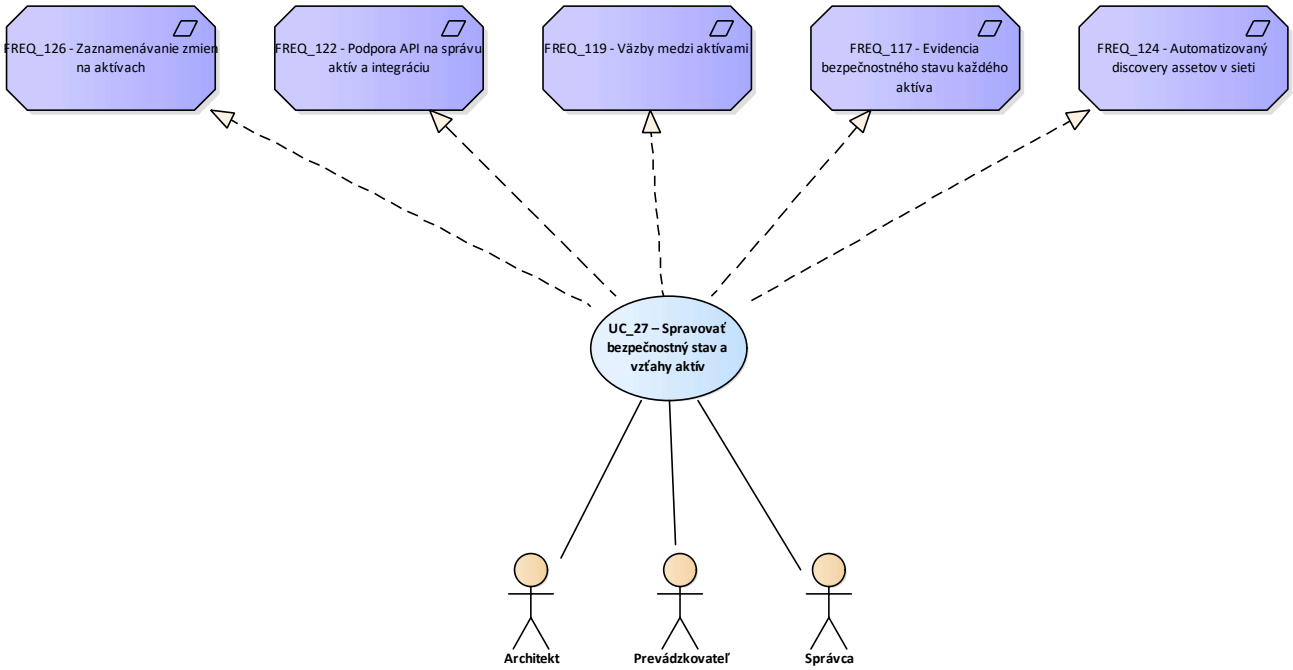


Figure 39 : UC_27 – Manage the security status and relationships of assets

Use case	UC_27 – Manage the security status and relationships of assets
Objective	UC_27 extends asset management with a “smart CMDB”: it records the security status of each asset (patch level, vulnerabilities, recent changes),

	it displays and manages the links between assets (server–service–application), it uses automated discovery and API integrations, it keeps an audit of changes to assets.

Precondition	A basic asset inventory has been established (UC_11) – at least the key servers, networks and applications exist.
Precondition	Data sources for discovery are available (scans, CMDB, cloud API…).
Precondition	Users have defined roles for reading/editing assets.
Postcondition	The current security status (versions, patch level, vulnerabilities) is recorded for each asset.
Postcondition	Links between assets are defined (topology / dependencies).
Postcondition	Changes to assets are auditable (who, what, when) and available for forensic and operational analysis.

Basic Path	Basic Path

Step	**Activity**
1	The Administrator or Operator opens the “Assets” module and displays an overview of assets with their current security status.
2	The Operator configures automated discovery (e.g. network scanning, cloud API, CMDB integration) for selected segments of the environment.
3	The system launches discovery and identifies new or changed assets, comparing them with the existing inventory.
4	The Administrator reviews newly found or changed assets, assigns them to the correct categories and, as needed, adjusts the details (owner, criticality, location).
5	The Administrator or Architect adds or modifies the links between assets (e.g. server → service → application → database) so that they reflect the actual dependencies.
6	The system automatically updates the security status of assets based on inputs from scanning, patch management or other integration sources.
7	Every change to an asset (parameters, status, links) is saved with information on the author and time of the change so that the history can be analysed later.

ALT_27_01 – Conflict between discovery and the existing inventory	Alternate

Step	**Activity**
1	Discovery finds an asset that already exists in the inventory but with a different designation or parameters; the system flags the conflict, and the Administrator chooses whether to merge the record, overwrite it or keep it as a new asset.

ALT_27_02 – Failure of automated discovery	Alternate

Step	**Activity**
1	The discovery task fails (incorrect authentication, unavailable network, missing permissions); the system stops the discovery, records the error details and informs the Operator so that they can adjust the configuration or launch the discovery again.

Linked functional requirements	
FREQ_119 - Links between assets	The possibility of visualizing and managing interconnections between infrastructure components. Relationships between assets (e.g. server – service – application)
FREQ_124 - Automated discovery of assets in the network	Automated collection and updating of asset data from the network and other systems. Automated discovery of assets in the network (e.g. SNMP, nmap, APIs from other systems)
FREQ_117 - Recording of the security status of each asset	Storing information on vulnerabilities, patch level and system updates. Recording the security status of each asset (e.g. OS versions, last update)
FREQ_122 - API support for asset management and integration	The possibility of managing and updating asset data via API. API support (REST, GraphQL) for asset management and integration
FREQ_126 - Recording of changes to assets	Auditability of all changes for forensic and operational transparency. Recording changes to assets (who changed what and when)

UC_28 – Deploy and maintain SOCaaS in various environments

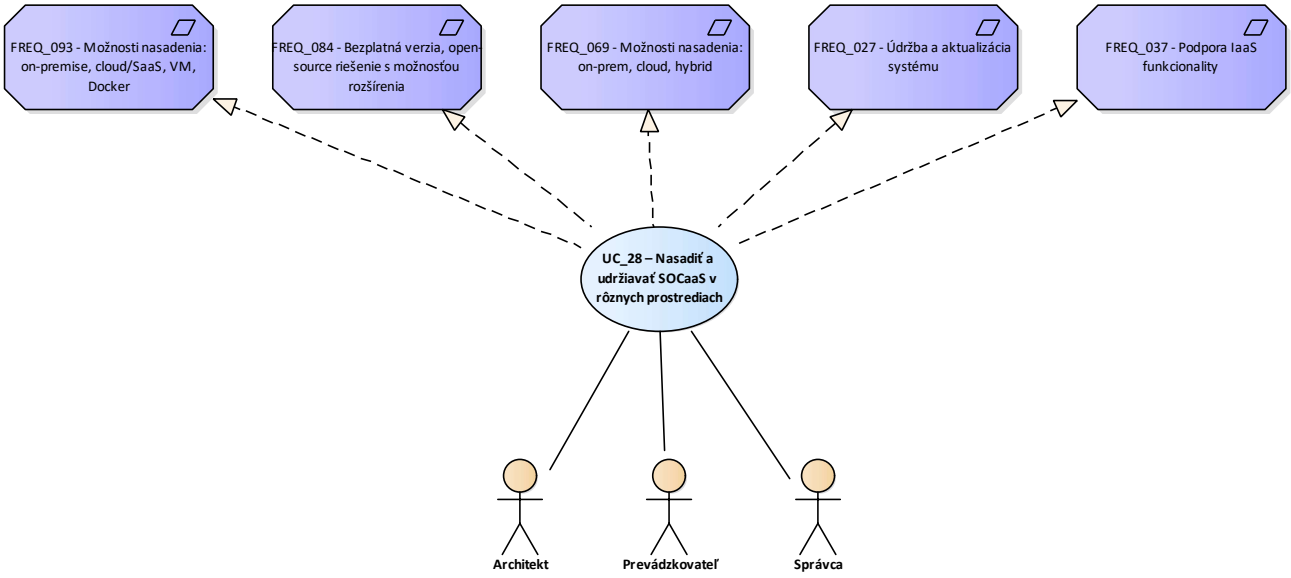


Figure 40 : UC_28 – Deploy and maintain SOCaaS in various environments

Use case	UC_28 – Deploy and maintain SOCaaS in various environments
Objective	UC_28 addresses the deployment and technical operation of the SOCaaS platform in various environments:

	on-premise at the customer, in the cloud, hybrid, as a dedicated IaaS environment for SOCaaS, with clear rules for maintenance, updates and monitoring, including the use of an open-source/free edition as the base platform. It is a technical and operational UC that extends platform operation (e.g. the UC on SOCaaS operation) with a multi-deployment / IaaS perspective.

Precondition	The architecture of the SOCaaS solution has been designed (topology, modules, integration points).
Precondition	Infrastructure (on-prem, cloud or IaaS) in which SOCaaS can be deployed is available.
Precondition	The Operator has defined processes for monitoring, maintenance and updates of components.
Postcondition	SOCaaS is deployed in the selected environment (on-prem/cloud/hybrid/IaaS) and is monitored.
Postcondition	Rules for maintenance, updates and testing of changes in a separate environment are set.
Postcondition	The platform is ready to scale according to the needs of tenants / customers.

Basic Path	Basic Path

Step	**Activity**
1	The Architect, together with the Operator, decides whether SOCaaS will be deployed on-premise, in the cloud or in a hybrid model.
2	The Operator prepares the target environment – creates the necessary virtual machines, networks, storage and other resources in IaaS.
3	The Operator installs or deploys the SOCaaS components in the selected form (e.g. VM, Docker containers, cloud/SaaS instance).
4	The Operator sets up centralized monitoring of module functionality (metrics collection, health-checks, status logging).
5	The Operator creates a test environment or staging instance in which updates and configuration changes will be verified.
6	The Operator defines the rules for maintenance and updates – maintenance windows, the order of deploying changes and the rollback procedure.
7	The Administrator or Operator continuously monitors the status of the deployment and, as needed, adds further resources (VMs, storage, network elements) to ensure performance and availability.

ALT_28_01 – Need to change the deployment model (on-prem → cloud or hybrid)	Alternate

Step	**Activity**
1	Based on growth or customer requirements, it turns out that the original on-prem deployment is no longer suitable; the Architect proposes a transition to the cloud or a hybrid model, and the Operator prepares the new environment and a gradual migration of components so that service availability is maintained.

ALT_28_02 – An update causes problems in the production environment	Alternate

Step	**Activity**
1	After deployment of an update according to steps 5–6, it is found that a module does not work correctly; the Operator uses the prepared rollback procedure, reverts to the previous version and first fixes and tests the update in the staging environment before the next attempt.

Linked functional requirements	
FREQ_093 - Deployment options: on-premise, cloud/SaaS, VM, Docker	Flexibility of installation in various environments. Deployment options: on-premise, cloud/SaaS, VM, Docker
FREQ_027 - System maintenance and updates	The solution must ensure system maintenance and updates. The operations team must have established: • rules for component updates • a test environment for verifying changes • centralized monitoring of the functionality of all modules
FREQ_037 - Support for IaaS functionality	The solution requires full IaaS functionality – management of virtual machines (VMs), disks, networks, images, snapshots and standalone resources. The platform must support the creation and management of various instance types, allow resources to be allocated according to tenants' needs and at the same time offer a robust API for programmatic access. The ability to provide complete IaaS functionality is key to ensuring the flexible and reliable operation of SOC as a service.
FREQ_084 - Free version, open-source solution with the possibility of extension	Availability of basic functionality without a licence and the possibility of extension. Free version, open-source solution with the possibility of extension
FREQ_069 - Deployment options: on-prem, cloud, hybrid	The possibility of deploying the solution in various environments, including an on-premises, cloud or hybrid model. Deployment options: on-prem, cloud, hybrid

UC_29 – Explain and analyse anomalies detected by ML models

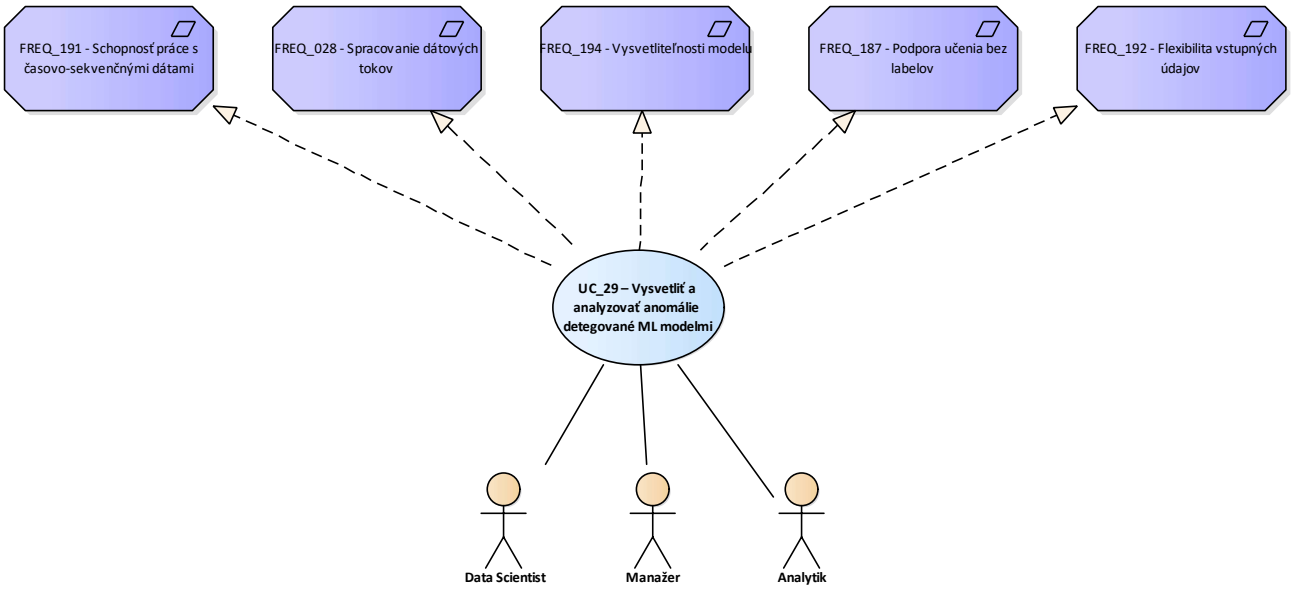


Figure 41 : UC_29 – Explain and analyse anomalies detected by ML models

Use case	UC_29 – Explain and analyse anomalies detected by ML models
Objective	UC_29 ensures that SOCaaS is able to explain comprehensibly the anomalies detected by machine learning models: display the context of the data flow (logs, metrics, network flows), show the time course of the signals that led to the anomaly, work with unsupervised models (without labels), and give the analyst an interpretation of “why the model flagged it”.

Precondition	ML models for anomaly detection are deployed in SOCaaS (UC_21) and generate anomalous events/alerts.
Precondition	Data flows (logs, metrics, network flows) are processed via the pipeline – validated, normalized, enriched and stored.
Precondition	The user (Analyst, Data Scientist) has access to the “ML anomalies and explanations” module.
Postcondition	For the selected anomaly, an explanation of the detection exists – over time, over the relevant inputs and with a textual comment.
Postcondition	The Analyst can label the model output (TP/FP) and add a comment that is used as feedback for the models.
Basic Path	Basic Path
Step	**Activity**

1	The Analyst opens the “ML anomalies” module and selects a specific anomaly or incident that was detected by an ML model.
2	From the data pipeline, the system loads all related events – logs, metrics and network flows – that have passed validation, normalization and enrichment and have been assigned to the correct indices and timestamps.
3	The system identifies which ML model detected the anomaly (supervised/unsupervised) and loads its outputs (score, or cluster membership).
4	The Analyst launches the “explain detection” function and the system generates an explanation – the key signals, time segments and features that contributed most to the model's decision.
5	The system displays the time course of the selected metrics and log events (time series), highlighting the interval in which the anomaly was detected.
6	The system displays a breakdown of inputs by type (logs, metrics, flow data) and shows which groups of inputs most influenced the detection, including the case where they come from different sources.
7	The Analyst adds their own interpretation, labels the detection as “true positive”, “false positive” or “unclear” and saves the feedback; the Data Scientist can later use these labels when fine-tuning the models (including unsupervised ones).

ALT_29_01 – Insufficient data to explain the anomaly	Alternate

Step	**Activity**
1	When attempting an explanation, the system finds that some logs or metrics are missing in the selected time segment (the data were not stored or processed); the system alerts the analyst to the limited explanation, displays only the available data and marks the explanation as “incomplete”.

ALT_29_02 – The Analyst re-evaluates trust in a specific model	Alternate

Step	**Activity**
1	The Analyst repeatedly labels anomalies detected by one model as “false positive”; the system aggregates this feedback and displays to the Data Scientist a recommendation to review the model (or replace it with another type, including a change of threshold or architecture).

Linked functional requirements	
FREQ_192 - Flexibility of input data	The solution must be capable of ensuring flexibility of input data (logs, metrics, flow data). How many data types the model can handle without the need to modify the architecture. The model must be able to work with both structured and unstructured inputs – logs, metrics, network flows.
FREQ_194 - Model explainability	The solution must have an explainable model (interpretability). The ability to explain the detection output to the analyst. The ability to provide the analyst with a comprehensible explanation of why the anomaly was detected.
FREQ_028 - Processing of data flows	The solution must ensure data stream processing. The main tasks of data stream processing are: • Receipt of logs and events from multiple heterogeneous sources • Validation, normalization and enrichment of data • Assignment of timestamps, identifiers and event categories

	• Redirection of data to suitable indices for efficient analysis • Filtering out redundant or irrelevant data • Implementation of pipeline rules and processing modules
FREQ_187 - Support for learning without labels	The solution must ensure support for learning without labels (unsupervised). The ability to learn from input data without the need for annotations. Not all models require labelled data. Unsupervised models are advantageous particularly with large amounts of unlabelled data.
FREQ_191 - Ability to work with time-sequence data	The solution must be capable of working with time-sequential data. Suitability for data evolving over time (e.g. logs, network traffic). The ability to capture temporal patterns and anomalies in time series. Architectures such as LSTM and Transformer are an advantage.

UC_30 – Manage endpoint detection and response (EDR) within SOCaaS

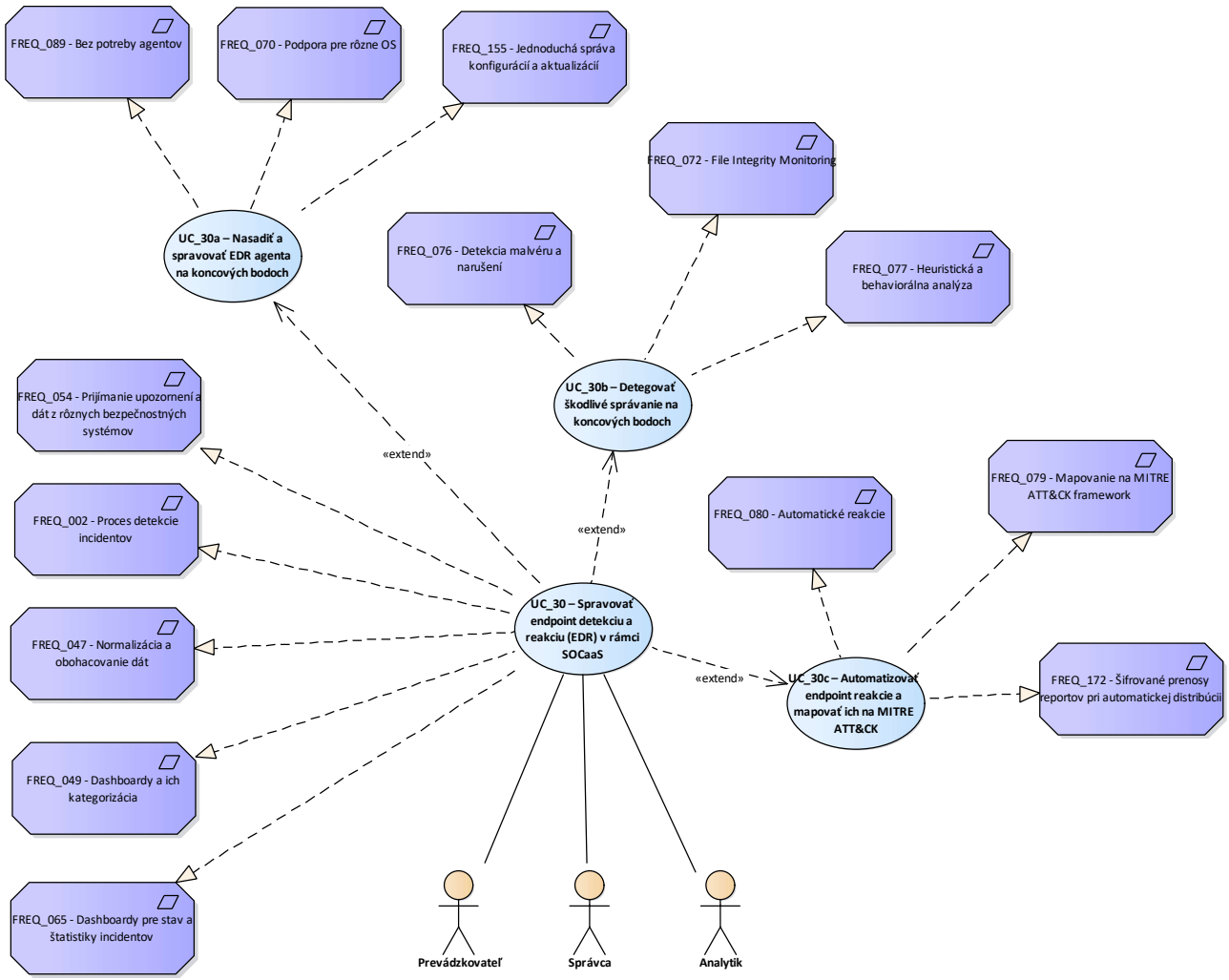


Figure 42 : UC_30 – Manage endpoint detection and response (EDR) within SOCaaS

Use case	UC_30 – Manage endpoint detection and response (EDR) within SOCaaS
Objective	UC_30 addresses how SOCaaS centrally manages the EDR/XDR layer: it receives alerts and logs from EDR/antivirus/OS tools, it normalizes and enriches them, it displays the status of incidents on dashboards, it feeds them into the overall incident detection (UC_03) and response (UC_07) process.

Precondition	An EDR/AV/host-based sensor (or integration agent) is deployed on the customer's endpoints.

Precondition	SOCaaS has integration connectors for collecting logs and alerts from EDR and other security tools.
Precondition	Basic correlation rules and heuristics for detecting endpoint incidents are defined.
Postcondition	Alerts and logs from endpoint tools are received, normalized and enriched and used in incident detection.
Postcondition	The status of endpoint incidents is clearly displayed on dashboards for analysts and management.
Postcondition	Endpoint incidents are connected to automated responses (UC_07) if permitted by policy.

Basic Path	Basic Path

Step	**Activity**
1	The Operator configures the integration of the EDR/AV tool with SOCaaS and defines which types of alerts and logs are to be sent.
2	The system receives alerts and data from various security tools (EDR, AV, OS logs) and routes them into a unified processing pipeline.
3	The pipeline transforms various logs from endpoints into a unified format, adds WHOIS/GEOIP and other context and stores them in suitable indices for correlation.
4	The detection engine (UC_03) uses normalized endpoint data in correlation rules and heuristics to identify potential incidents.
5	When an incident originating at an endpoint arises, the system displays it on the dashboards together with context (host, user, threat type, timeline).
6	The Analyst works with the endpoint incident directly in SOCaaS – filters, sorts, drills down into the details of logs and enrichment, and, where applicable, manually escalates or closes it.
7	If a playbook is defined for the given incident type, SOCaaS invokes UC_07 and offers automated or semi-automated responses (isolation, quarantine, blocking).

ALT_30_01 – Incomplete or faulty EDR integration	Alternate

Step	**Activity**
1	The EDR tool does not send all expected types of alerts or logs; the system alerts the Operator that only partial data are arriving from the given source and recommends checking the configuration or permissions.

ALT_30_02 – Surplus of endpoint alerts (alert fatigue)	Alternate

Step	**Activity**
1	After the EDR is connected, an extremely large number of low-severity alerts arrives; the Analyst and the Operator adjust the filters, correlation rules and thresholds so that only relevant incidents are displayed on the dashboards and the rest remain as low-priority events in the background.

Linked functional requirements	
FREQ_054 - Receiving alerts and data from various security systems	The ability to receive alerts and data from various security sources (SIEM, EDR, CTI...). Receiving alerts and data from various security systems
FREQ_049 - Dashboards and their categorization	Data visualization using charts, filters and widgets. Dashboards (including interactive ones) and their categorization

FREQ_047 - Normalization and enrichment of data	Transformation of various logs into a unified format and their enrichment (e.g. WHOIS, GEOIP). Data normalization and enrichment
FREQ_065 - Dashboards for incident status and statistics	A clear overview of the system status and ongoing incidents. Dashboards for incident status and statistics
FREQ_002 - Incident detection process	Ensure the incident detection process – is responsible for identifying anomalies, attack patterns and other threats by means of correlation rules and heuristic mechanisms.

Use case	UC_30a – Deploy and manage the EDR agent on endpoints
Objective	UC_30a addresses the deployment and life cycle of the EDR agent / sensor: installation on various OSs, updates and configuration, where applicable, use of agentless mode where an agent is not possible

Precondition	The EDR/endpoint tool that will be used in SOCaaS has been selected.
Precondition	Lists of endpoints and their OSs are available.
Postcondition	The EDR agent is deployed or configured (including in agentless mode) on the relevant endpoints.
Postcondition	Agent configurations and updates are managed centrally without code changes.

Basic Path	Basic Path

Step	**Activity**
1	The Administrator obtains an overview of the endpoints and their operating systems that are to be monitored.
2	The Operator prepares installation packages or policies for deploying the EDR agent on supported OSs.
3	The Administrator deploys the agent (or configures an agentless connection) on selected endpoints according to the customer's policy.
4	The Operator centrally sets the agent configuration – which logs to collect, which modules are active and how often to send data.
5	The system ensures the distribution of agent updates and configurations without the need to change code or intervene manually on each device.

ALT_30a_01 - The agent cannot be installed	Alternate

Step	**Activity**
1	On some devices (e.g. special servers, OT devices) the agent cannot be installed; the Operator activates agentless mode (e.g. log collection via syslog, WMI, API) and marks these devices in the system as “agentless”.

Linked functional requirements	
FREQ_070 - Support for various OSs	Support for installing and running the agent on various operating systems. Support for various OS (Windows, Linux, macOS)
FREQ_155 - Simple management of configurations and updates	The ability to manage the platform without the need to intervene in the code. Simple management of configurations and updates

FREQ_089 - Without the need for agents	The possibility of performing scans without the need to install an agent on devices. No need for agents (agentless)
Use case	UC_30b – Detect malicious behaviour on endpoints
Objective	UC_30b addresses the actual detection of malware, intrusions and suspicious behaviour on endpoints: FIM (File Integrity Monitoring), malware detection, heuristic/behavioural analysis.

Precondition	An EDR/agent is running on the endpoints (UC_30a).
Precondition	Policies are defined as to which types of behaviour are to be considered suspicious.
Postcondition	Suspicious behaviour (malware, intrusions, FIM events) is detected and mapped to incidents in SOCaaS.

Basic Path	Basic Path

Step	**Activity**
1	The EDR agent monitors changes to files, processes and system calls on the endpoint.
2	In the event of a suspicious file change (e.g. a system binary, critical configuration), it creates an FIM event and sends it to SOCaaS.
3	The EDR engine analyses process and memory behaviour in order to identify signs of malware or security breaches.
4	Heuristic and behavioural rules (or models) evaluate the combination of events and determine whether it is suspicious activity.
5	When thresholds are exceeded or a matching pattern occurs, the EDR creates an alert, which is subsequently processed in UC_30/UC_03 as an incident or incident candidate.

ALT_30b_01 - Suspicious behaviour without a clear verdict	Alternate

Step	**Activity**
1	The heuristics evaluate the activity as suspicious, but not strongly enough for automatic classification; the EDR sends a “low confidence” alert, which is displayed on the dashboard as a low-priority event for manual assessment by an analyst.

Linked functional requirements	
FREQ_076 - Detection of malware and intrusions	Identification of malicious software and security breach incidents. Malware and intrusion detection
FREQ_077 - Heuristic and behavioural analysis	Basing detection on behaviour and heuristics rather than on signatures alone. Heuristic and behavioural analysis
FREQ_072 - File Integrity Monitoring	Real-time detection of file changes for the purposes of forensic analysis and integrity. File Integrity Monitoring (FIM)
Use case	UC_30c – Automate endpoint responses and map them to MITRE ATT&CK
Objective	UC_30c addresses automated/semi-automated responses to endpoint incidents and their mapping to MITRE ATT&CK:

	device isolation, file quarantine, process blocking, linking with SOAR playbooks, secure transfer of forensic data and reports.

Precondition	Response playbooks are defined for endpoint incident types (UC_07).
Precondition	The EDR tool supports automatic actions on endpoints (isolation, quarantine, blocking).
Precondition	SOCaaS has a mapping of activities to MITRE ATT&CK.
Postcondition	Endpoint incidents are mapped to ATT&CK TTPs and used in reports and CTI.
Postcondition	Automated responses are performed securely and auditably, including the secure transfer of reports and forensic data.

Basic Path	Basic Path

Step	**Activity**
1	The Analyst or the system identifies an endpoint incident for which an automated response is appropriate (e.g. malware on a workstation).
2	SOCaaS assigns the relevant MITRE ATT&CK techniques to the incident and displays them in the incident detail.
3	The Analyst launches a playbook, or the system automatically evaluates the conditions and performs the action (device isolation, file quarantine, process blocking).
4	The EDR sends confirmation of the result of the action back to SOCaaS, where the incident status is updated and the steps performed are recorded.
5	The system generates a summary report on the course of the incident and the responses performed and sends it securely via an encrypted channel (e.g. to the manager or the customer).

ALT_30c_01 - The automated response is blocked by policy	Alternate

Step	**Activity**
1	The Manager has set a policy that fully automatic isolation is not permitted on critical servers; for such an incident, SOCaaS offers only a “semi-automatic” action requiring explicit confirmation by an analyst.

Linked functional requirements	
FREQ_172 - Encrypted transfers of reports during automatic distribution	Secure transfer of sensitive data via encrypted channels. Encrypted transfers of reports during automatic distribution
FREQ_079 - Mapping to the MITRE ATT&CK framework	Classification of detected activities and techniques within the MITRE ATT&CK framework for the purposes of TTP analyses. Mapping to the MITRE ATT&CK framework
FREQ_080 - Automatic responses	Automatic response to incidents, such as endpoint isolation or file quarantine. Automatic responses (e.g. device isolation, file quarantine)

UC_31 – Provide a workspace for manual threat analysis (CTI workspace)

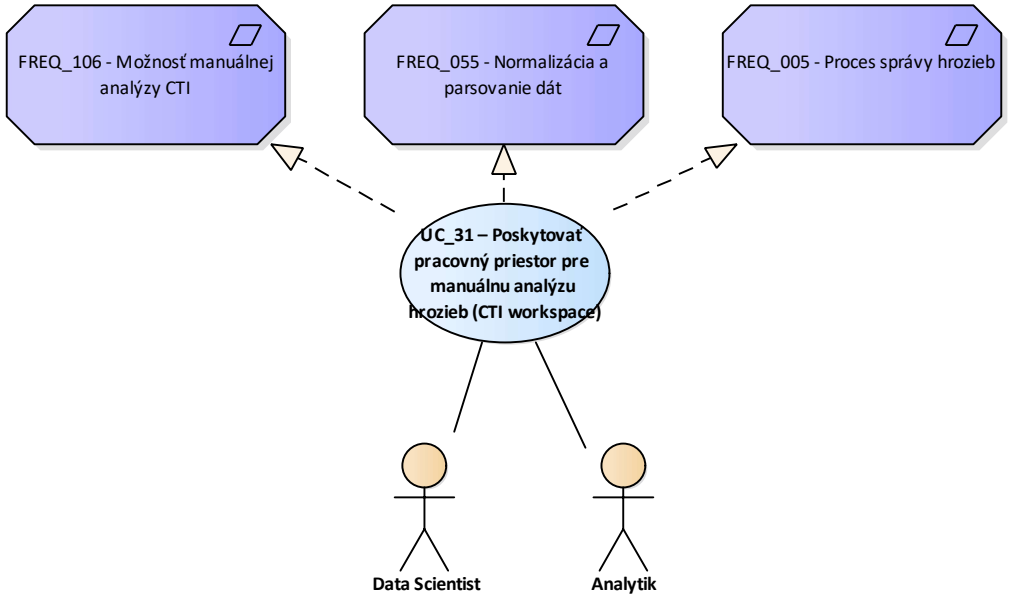


Figure 43 : UC_31 – Provide a workspace for manual threat analysis (CTI workspace)

Use case	UC_31 – Provide a workspace for manual threat analysis (CTI workspace)
Objective	UC_31 ensures that SOCaaS provides a dedicated workspace for manual threat analysis (CTI): the analyst is able to open a specific threat, IOC or campaign, they see normalized data from multiple CTI sources, they have tools for manual investigation, filtering and adding comments.

Precondition	The CTI pipeline is functional (UC_25) – CTI data have been downloaded and technically processed.
Precondition	The user has a role that allows them to work with CTI data (reading, comments, labels).
Postcondition	Manually added analyses and comments from the analyst exist for selected threats / IOCs.
Postcondition	The results of the manual analysis are stored so that they can be used in incidents, hunting cases and further CTI processing.

Basic Path		Basic Path
Step	**Activity**	
1	The Analyst opens the “CTI workspace” module and searches for the threat, IOC or campaign they want to analyse.	
2	From the CTI repositories, the system loads all available information on the given threat – IOCs, descriptions, source feeds – and displays it in a unified, normalized format.	
3	The Analyst uses the available tools (filtering, pivoting on IOCs, linking to incidents and logs) to manually examine the data and the context of the threat.	
4	The Analyst adds their own comments, relevance assessment and recommendations and, where applicable, flags the threat for specific customers/segments.	
5	The system saves the result of the manual analysis as part of the CTI record and makes it available in related incidents, hunting cases and reports.	
ALT_31_01 – CTI data for the threat are incomplete or inconsistent		Alternate
Step	**Activity**	
1	In step 2, the Analyst finds that the information on the threat from different sources is contradictory or incomplete; they mark the record as “requires completion”, add manual notes, and the CTI specialist later adjusts the sources or the scoring.	
ALT_31_02 – The Analyst opens the CTI workspace directly from an incident		Alternate
Step	**Activity**	
1	While investigating an incident in UC_06, they click on the linked threat/IOC; the system opens the CTI workspace already pre-filtered to the relevant IOCs and campaign so that the analyst does not have to search manually.	
Linked functional requirements		
FREQ_005 - Threat management process	Ensure the threat management process (Threat Intelligence) – enables systematic work with threat information.	
FREQ_106 - Ability to perform manual CTI analysis	An interface and tools for security analysts to examine data manually. Possibility of manual CTI analysis	
FREQ_055 - Normalization and parsing of data	Transformation of input data into a standardized format for further processing. Data normalization and parsing	

UC_32 – Monitor vulnerability scanning and synchronize the status of related incidents

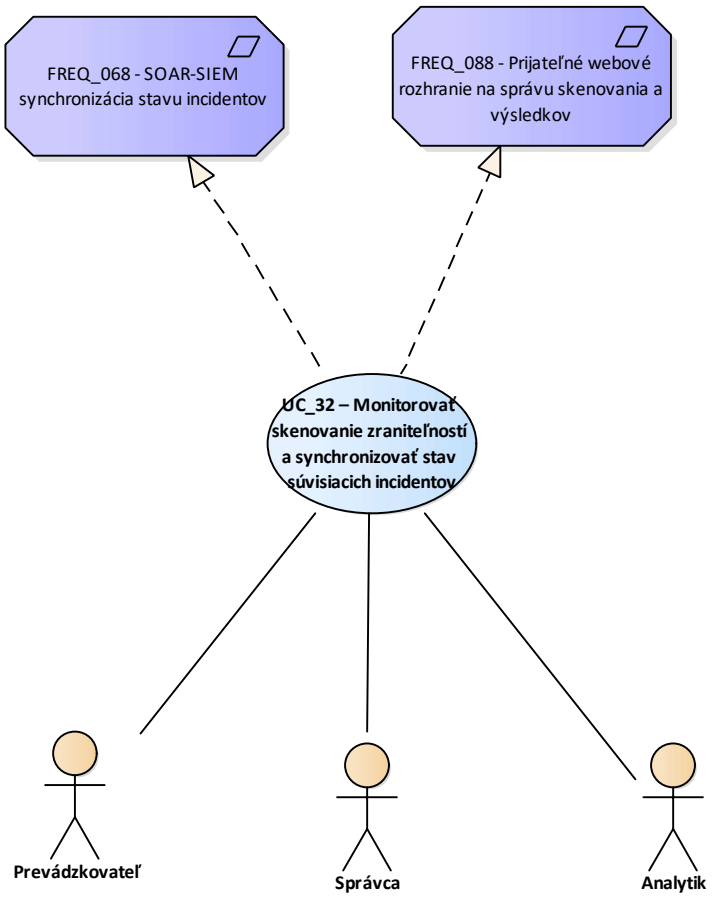


Figure 44 : UC_32 – Monitor vulnerability scanning and synchronize the status of related incidents

Use case	UC_32 – Monitor vulnerability scanning and synchronize the status of related incidents
Objective	UC_32 addresses the operational view of vulnerability scanning and related incidents: it provides a web interface for managing scans and results (on top of the functions from UC_23),

	it displays which findings have already been converted into incidents, and it ensures synchronization of incident status between SIEM and SOAR so that analysts have a consistent status everywhere.

Precondition	Vulnerability scanning is technically set up and running according to UC_23.
Precondition	An integration connection between SIEM and SOAR exists (according to UC_24).
Precondition	The user has permission to access the “Scanning and incidents” module.
Postcondition	Users have a clear web interface available through which they can see scans, their status and results.
Postcondition	Scan findings that are handled as incidents have their status synchronized between SIEM and SOAR (e.g. “open / in progress / resolved”).

Basic Path	Basic Path

Step	**Activity**
1	The Analyst or Administrator opens the “Scanning and incidents” module in the SOCaaS web interface and sees an overview of launched and scheduled scans.
2	The user selects a specific scan and displays its detail – scope, launch time, status, number of vulnerabilities found and basic statistics.
3	In the same interface, the user displays the list of scan findings, with each finding linked to its current status (new, in progress, closed) and information on whether an incident already exists for it in SIEM/SOAR.
4	The system displays for which findings an incident has been created in SOAR and automatically verifies the status of this incident in SIEM (e.g. “open”, “assigned”, “resolved”).
5	When the incident status changes in SOAR (e.g. after a playbook is executed), the UC_32 module also updates the incident status in SIEM via the integration layer so that analysts and management have consistent information everywhere.
6	From the GUI, the Analyst can filter findings by incident status (e.g. “critical findings without an incident” or “incidents in progress”) and thereby prioritize the next steps.

ALT_32_01 – An incident exists in SOAR, but SIEM does not know its status	Alternate

Step	**Activity**
1	In step 4, the system finds that an incident exists in SOAR for a specific finding, but there is no corresponding record in SIEM (e.g. an integration error or a historical incident); the system marks the finding as “inconsistent” and alerts the Operator to check the integration rules or align the incidents manually.

ALT_32_02 – The web interface cannot display some of the scans or results	Alternate

Step	**Activity**
1	When loading the overview in step 1 or 2, an API error occurs (e.g. the scanner is unavailable); the UI displays a warning indicating which scans/results could not be loaded and keeps the rest of the overview functional, while allowing the view to be refreshed later.

Linked functional requirements	
FREQ_068 - SOAR-SIEM synchronization of incident status	Linking of incident status between SIEM and SOAR for up-to-date visibility. SOAR-SIEM incident status synchronization
FREQ_088 - Acceptable web interface for managing scanning and results	Usability of the GUI for managing scans and results. Acceptable web interface for managing scanning and results

4. CONCLUSION

The proposed business architecture reflects the strategic needs of the organization and creates a solid framework for the effective management, delivery and development of key services and processes. The architectural model is based on the principles of modularity, reusability and scalability, while consistently taking into account the interconnection between business objectives, organizational units, services and technical capacities. The aim of the architecture is to ensure alignment between the organization's long-term strategy and its operational functioning, while also creating the preconditions for agile responses to changing market and regulatory conditions.

The designed business capabilities have been systematically divided into domains according to functional areas and supported by specific processes and information flows. Clearly defined links between business capabilities and IT services ensure transparency and traceability of the impacts of technological changes on business value. The architecture supports effective service life cycle management and data-driven decision-making, which enables cost optimization, an improved customer experience and an increase in the overall performance of the organization.

Emphasis was also placed on integrating the business architecture with the other architectural layers (application, data, technological), which makes it possible to create a unified and consistent architectural picture of the entire organization. This at the same time increases the ability to manage complexity, minimize duplicated effort and support initiatives focused on digital transformation, automation and innovation. The proposed approach also takes into account the principles of governance, accountability and ownership of individual architectural elements, thereby contributing to the sustainable development and standardization of the business environment.

In conclusion, it can be stated that the presented business architecture provides a stable, highly scalable and strategically oriented foundation that enables the development of organizational capabilities to be managed effectively in line with the organization's objectives. It represents a tool not only for mapping the current state but, above all, for supporting decision-making, investment planning and change management within a constantly evolving business environment.