“Intelligent Ticket Management Assistant for Cybersecurity Operations”

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S21SEC

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Context

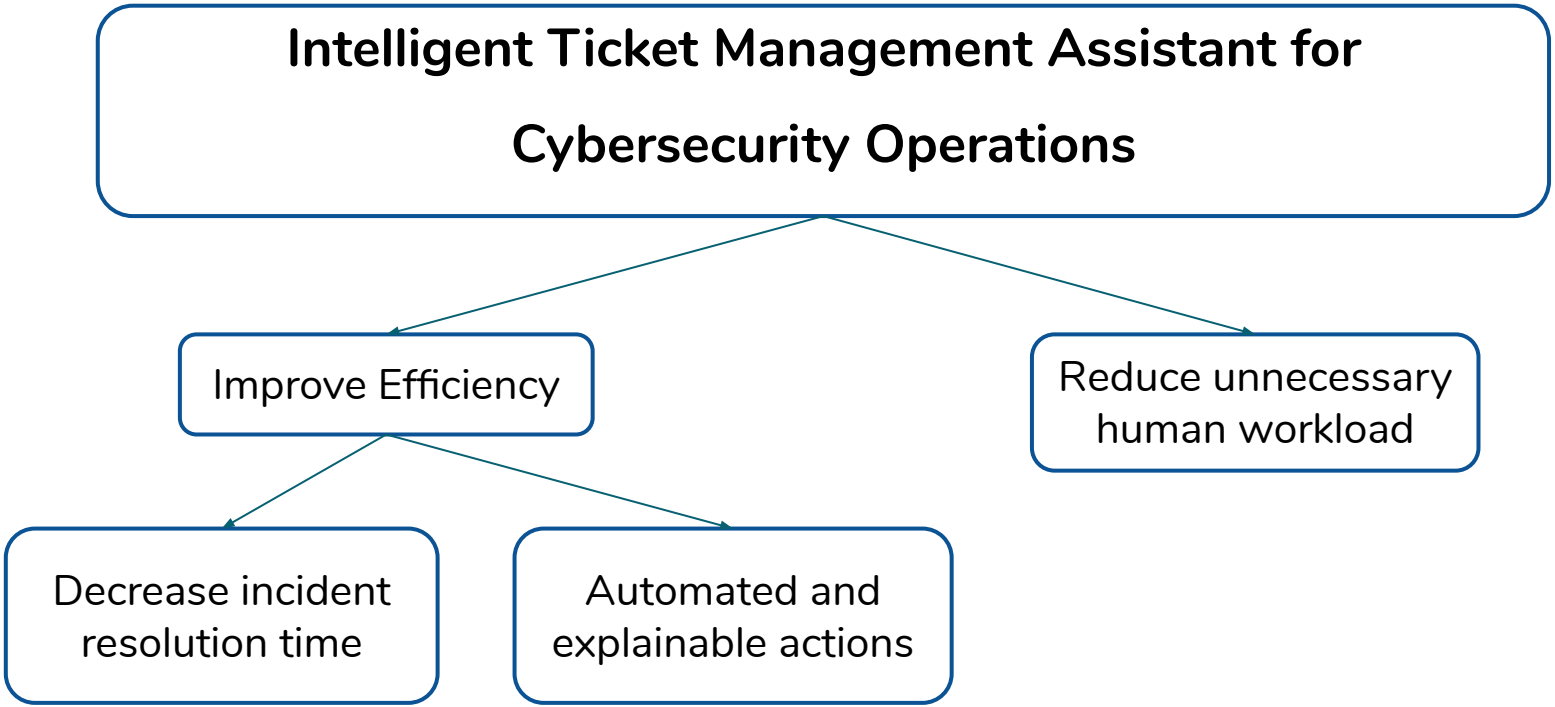
Currently, many companies struggle to keep their data safe and provide reliability for various reasons.

S21sec

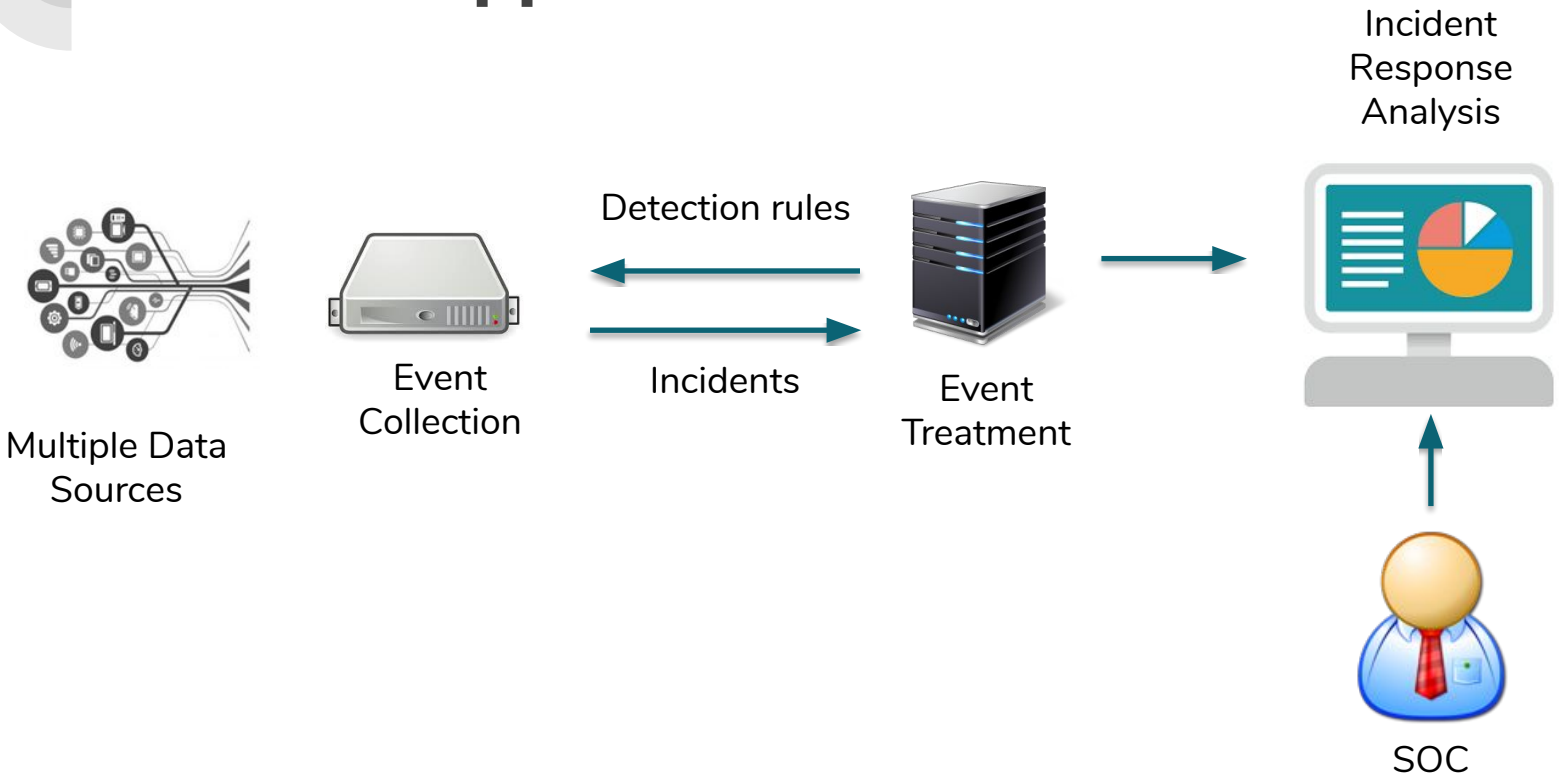
S21sec is a cybersecurity company responsible for the following services:

- Threat Management
- Security Operations
- Cyber Resilience
- Data Protection
- People Education
- Strategy and Governance

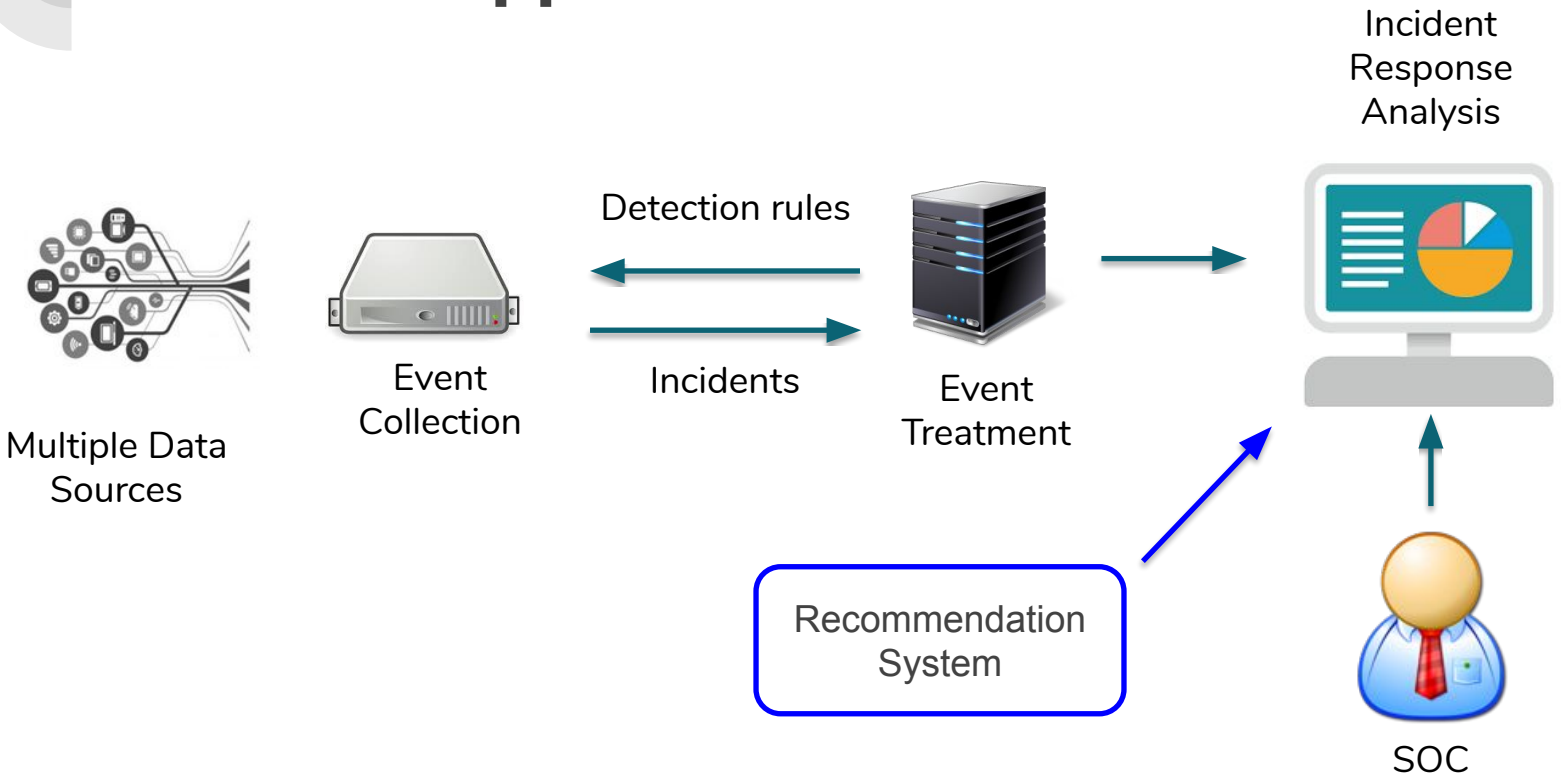
Objective


Intelligent Ticket Management Assistant for Cybersecurity Operations
Improve Efficiency
Reduce unnecessary human workload
Decrease incident resolution time
Automated and explainable actions

Current Approach



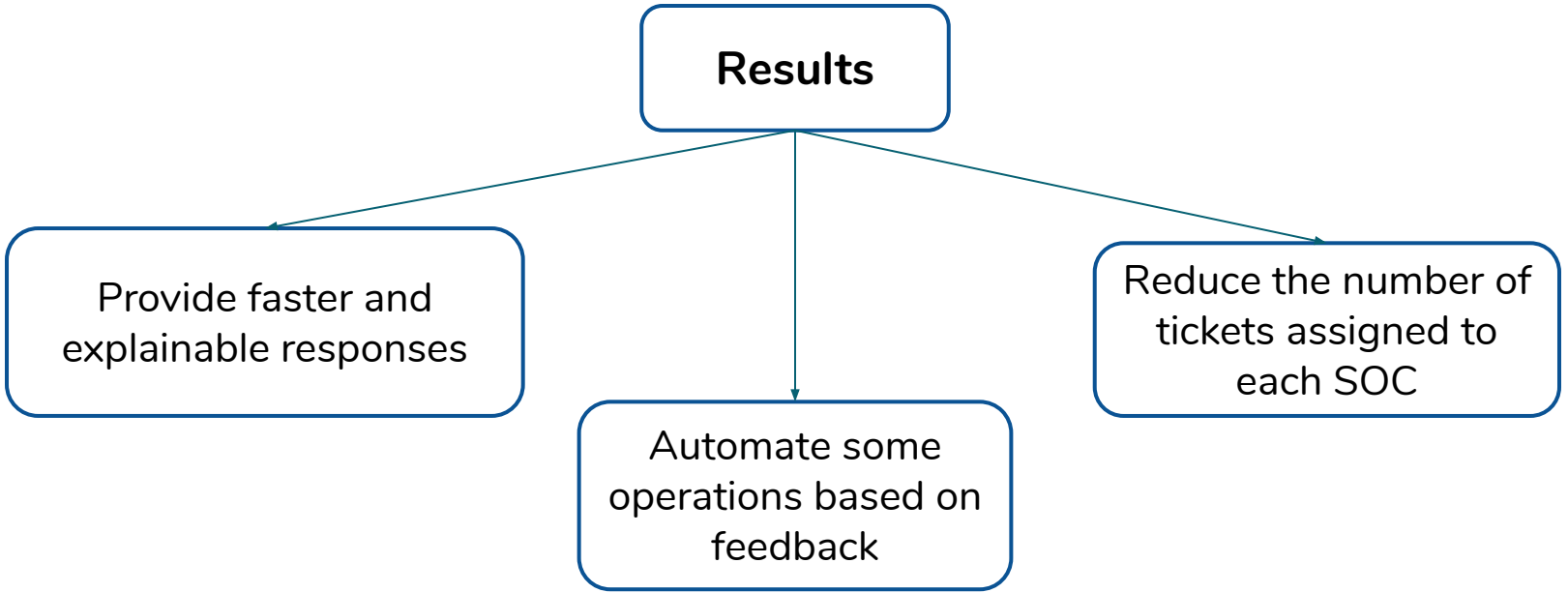
Planned Approach



PhD Status

- State of the Art
  - Explainable AI
  - Decision Support Systems
    - Recommender Systems
- Business and Platform Understanding
  - Ticket Structure and Procedures

Expected Results



Thank you!

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