



splunk>

An Introduction to Fraud Detection with Splunk

**How Sony Interactive Entertainment
uses Splunk for Fraud Prevention**

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Beau Morgan – Staff SE @ Splunk

August 2018 | Version 1.0

Draft Outline:

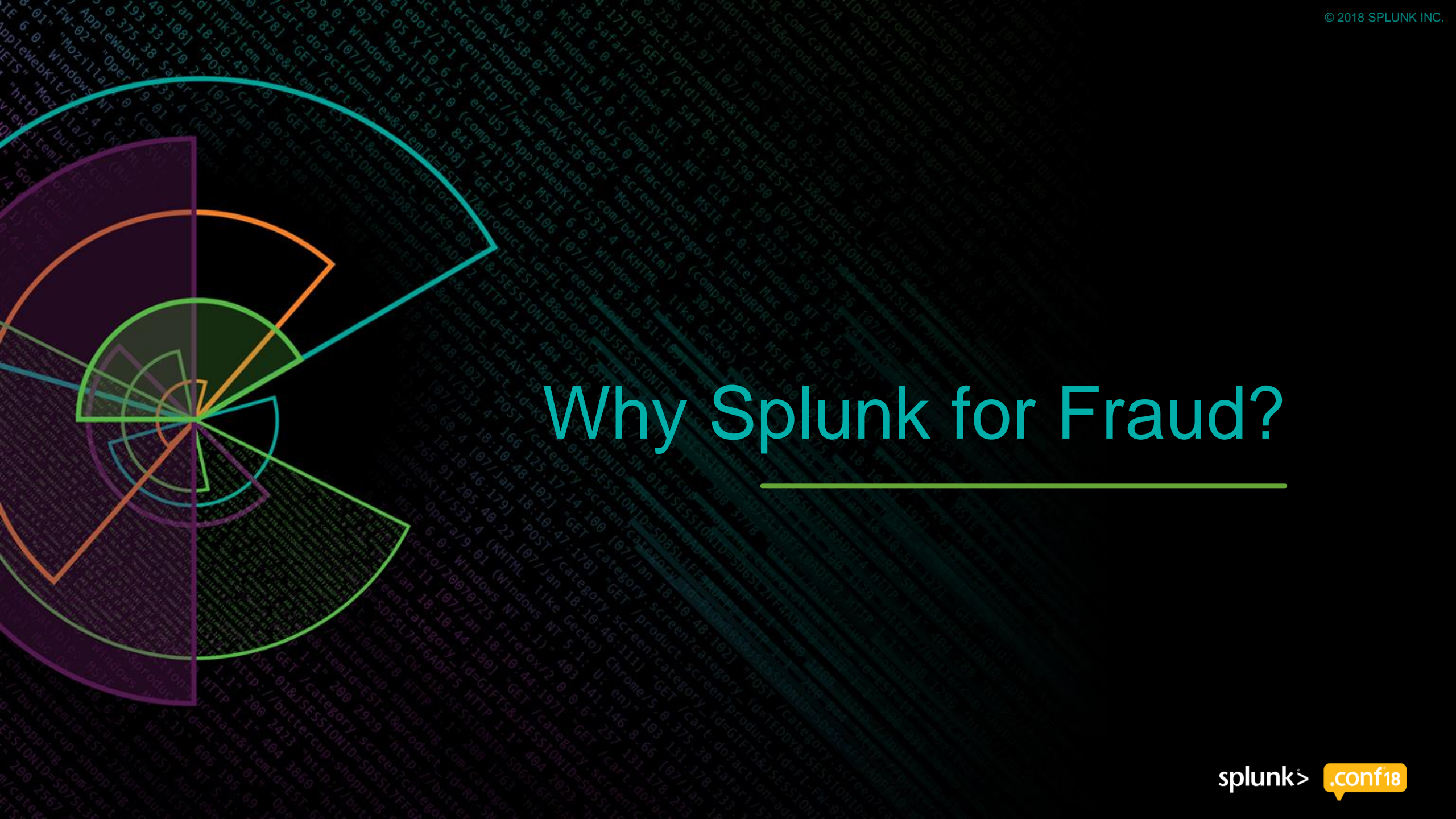
- Why Splunk for Fraud (3 min) - Beau
- What is an Account (7 min) - Beau
- Real World SIE Use Cases (25 min) - Grant
- SIE Value / Metrics (5 min) - Grant
- Call to Action (5 min) - Beau

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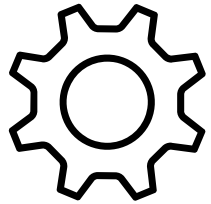
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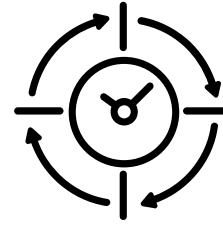


Why Splunk for Fraud?

Existing Fraud Tools Too Limiting



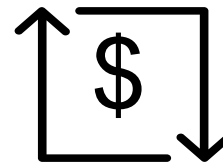
RIGID AND
INFLEXIBLE



SCALE AND
SPEED ISSUES

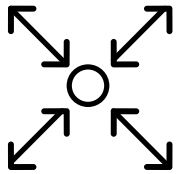


NARROW VIEW
OF FRAUD

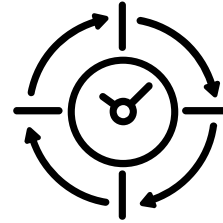


DIFFICULT TO DEPLOY;
LIMITED ROI

Splunk: Leading Solution for Fraud Detection

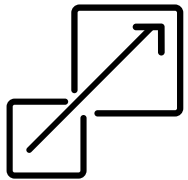


FLEXIBLE

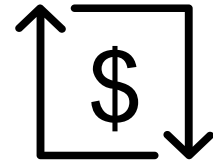


SCALE AND SPEED

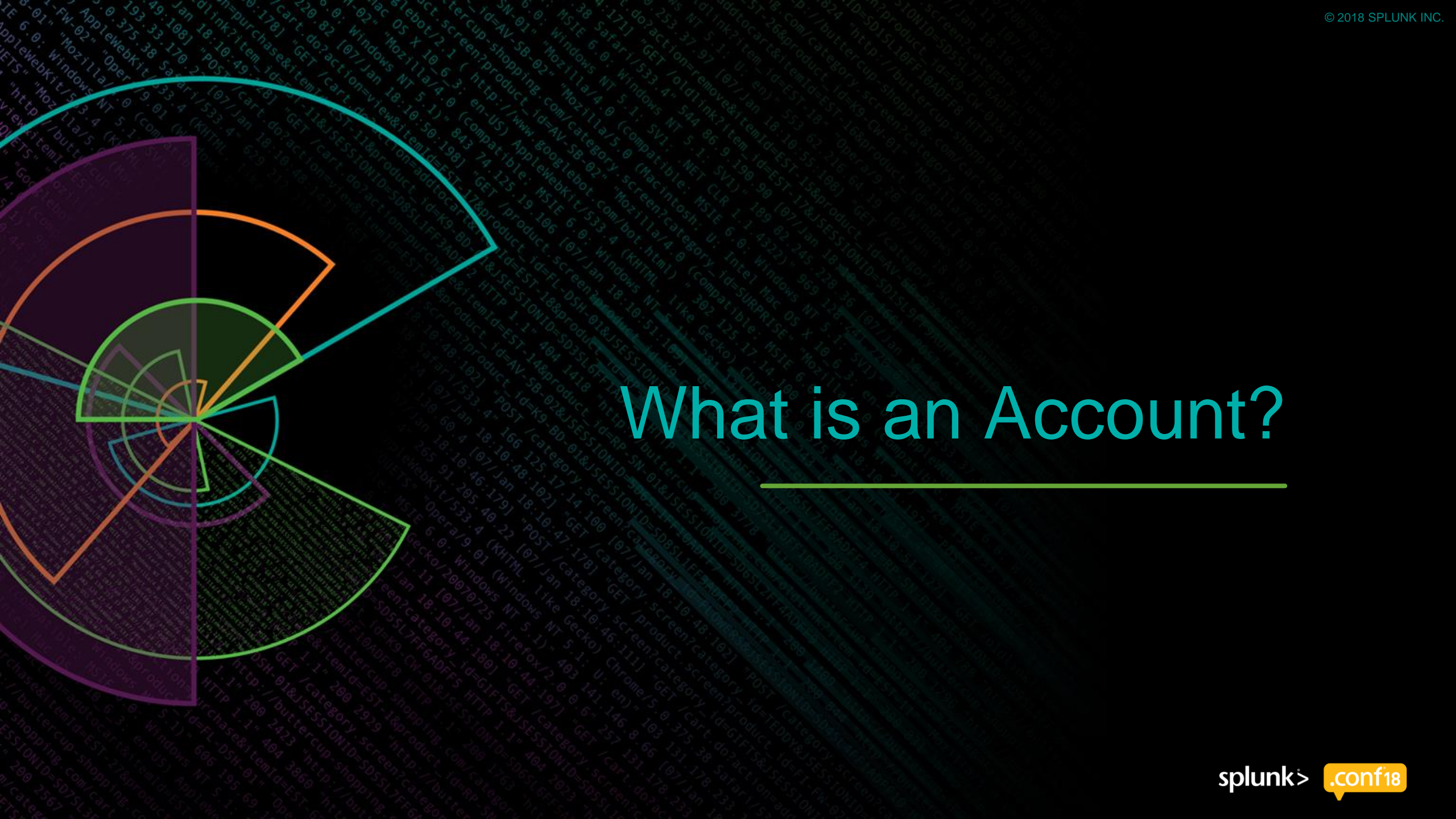
splunk>



BROAD VIEW



FAST VALUE
COMPELLING ROI



What is an Account?



Account Activities

- ▶ Transactional (Single Event Type)

- Credit Card Transactions
- Inventory Sales
- Money Movements
- Loyalty Card
- Coupons
- Financial Services

- ▶ Behavioral (Multiple Event Types)

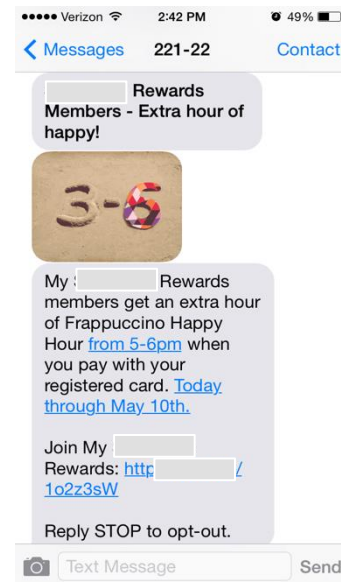
- Online Banking
- Online Sales
- Online Insurance
- Clickstreams
- Web Logins

Account Takeover (ATO) Detection Example

Monitor Application Successful Logins from Unusual IPs/Locations to Uncover Successful Phishing

Possible Account Takeovers and New Logins

	_time	incoming_login	logged_in_before	times_ip_used	times_ua_used	possible_ato	username_logged_in	src_ip	Country	Region	City
1	2017-10-29 02:52:42.282	yes	yes	0	0	yes	Darryl	63.249.52.123	United States	California	Los Angeles
2	2017-10-28 05:22:02.867	yes	yes	3	1	no	Anne-Marie	68.56.193.84	United States	Michigan	Macomb
3	2017-10-28 23:45:30.394	yes	yes	1	1	no	Jonathan	68.147.22.29	Canada	Alberta	Calgary
4	2017-10-28 20:16:05.213	yes	yes	2	1	no	billmarschall61	71.10.85.28	United States	Minnesota	Big Lake
5	2017-10-28 20:42:20.656	yes	yes	1	1	no	chud575	82.215.182.179	Italy	Provincia di Savona	Ortovero
6	2017-10-28 06:21:36.319	yes	yes	1	1	no	mmathews	68.97.128.168	United States	Oklahoma	Edmond
7	2017-10-28 19:53:27.603	yes	yes	2	1	no	nmaganlal	96.40.182.98	United States	California	Riverside



Real World Use Cases with Real Results

**A look at how Sony Interactive Entertainment uses
Splunk for Fraud Prevention and Analysis**

Grant Walthall
Senior Fraud Engineer
Global Fraud Management (GFM)
Sony Interactive Entertainment

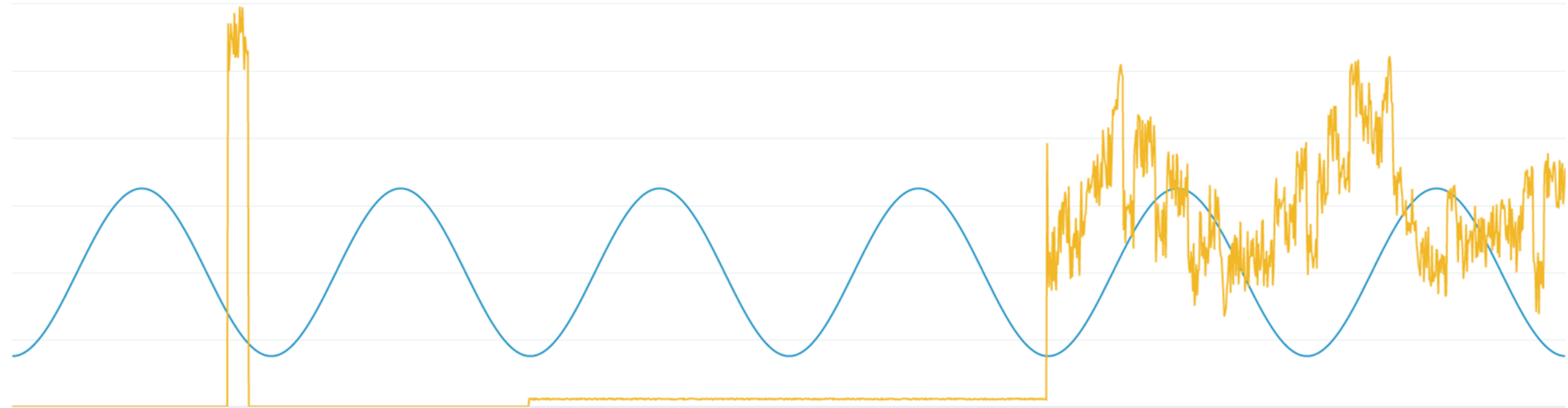
Understanding PLA

Steps of a password list attack



Types of attacks

Massive short term attack



- ▶ Very simple attack
- ▶ Easy to detect

Low and slow

- ▶ Attack is not obvious
- ▶ Attack is likely continuous

Continuous high volume

- ▶ High volume attacks that are unlikely to stop
- ▶ usually there are many attacks

Uses of ATO Accounts

- ▶ Credit card fraud
- ▶ Use of account entitlements
- ▶ Use of accounts subscriptions

Depending on the activity hackers may not make any changes to the account.

- ▶ Potentially using it at the same time as the owner.

```
130.60.4 - - [07/Jun 18:10:57:123] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D5SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FI-SW-03"
128.241.220.82 - - [07/Jun 18:10:57:123] "GET /product.screen?product_id=FL-DSH-01&JSESSIONID=5D5SL7FF6ADFF9 HTTP 1.1" 404 3322 "http://buttercup-shopping.com/cart.do?action=purchase&itemId=EST-26&product_id=FI-SW-03"
317 27.160.0.0 - - [07/Jun 18:10:57:123] "GET /product.screen?product_id=FL-DSH-01&JSESSIONID=5D5SL7FF6ADFF9 HTTP 1.1" 200 1318 "http://buttercup-shopping.com/cart.do?action=purchase&itemId=EST-26&product_id=FI-SW-03"
ows NT 5.1; SV1; - - [07/Jun 18:10:57:123] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D5SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FI-SW-03"
itemId=EST-16&product_id=RP-LI-02" 468 125.17 14.189] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D5SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FI-SW-03"
ofaction=purchase&itemId=EST-26&product_id=FI-SW-03" 468 125.17 14.189] "GET /category.screen?category_id=GIFTS&JSESSIONID=5D5SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FI-SW-03"
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```




Actions against PLA

Actions Against Password List Attacks

- ▶ Security enhancements
 - Prevent unauthorized access
- ▶ Rate limiting, IP blocking, and blocking bad requests (WAFs)
 - Limit the scale of the attack
- ▶ Password reset
 - Mitigation after the authentication
- ▶ Dormant account reset
 - Dormant accounts are at high risk of ATO. We reset the password so that only the account holder can recover the account.

130.60.4 - - [07/Jan 18:10:57:153] "GET /category.screen?category_id=GLFTS&JSESSIONID=SD1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FI-SW-03" "Mozilla/5.0 (Windows NT 6.0; Win64; x64; rv:51.0) Gecko/20100101 Firefox/51.0"
128.241.220.82 - - [07/Jan 18:10:57:123] "GET /product.screen?product_id=FL-DSH-01&JSESSIONID=SD5SL7FF6ADFF9 HTTP 1.1" 404 3322 "http://buttercup-shopping.com/cart.do?action=purchase&itemId=EST-26&product_id=KQ-CW-08" "Mozilla/5.0 (Windows NT 6.0; Win64; x64; rv:51.0) Gecko/20100101 Firefox/51.0"
1317 27.160.0.0 - - [07/Jan 18:10:56:156] "GET /oldlink?item_id=EST-26&JSESSIONID=SD5SL9FF1ADFF3 HTTP 1.1" 200 1318 "http://buttercup-shopping.com/cart.do?action=changequantity&itemId=EST-1B&product_id=AV-CB-01&JSESSIONID=SD10SL9FF2ADFF9 HTTP 1.1" 200 3865 "http://buttercup-shopping.com/cart.do?action=remove&itemId=EST-6&product_id=FI-SW-03" "Mozilla/5.0 (Windows NT 6.0; Win64; x64; rv:51.0) Gecko/20100101 Firefox/51.0"
1317 27.160.0.0 - - [07/Jan 18:10:57:123] "GET /category.screen?category_id=GLFTS&JSESSIONID=SD1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FI-SW-03" "Mozilla/5.0 (Windows NT 6.0; Win64; x64; rv:51.0) Gecko/20100101 Firefox/51.0"
1317 27.160.0.0 - - [07/Jan 18:10:57:123] "GET /product.screen?product_id=FL-DSH-01&JSESSIONID=SD5SL7FF6ADFF9 HTTP 1.1" 404 3322 "http://buttercup-shopping.com/cart.do?action=purchase&itemId=EST-26&product_id=KQ-CW-08" "Mozilla/5.0 (Windows NT 6.0; Win64; x64; rv:51.0) Gecko/20100101 Firefox/51.0"
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Security Enhancements

Blocking bad authentications is the most desirable action.

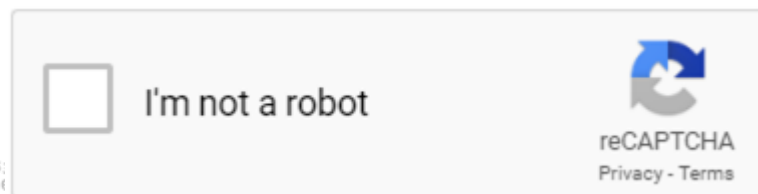
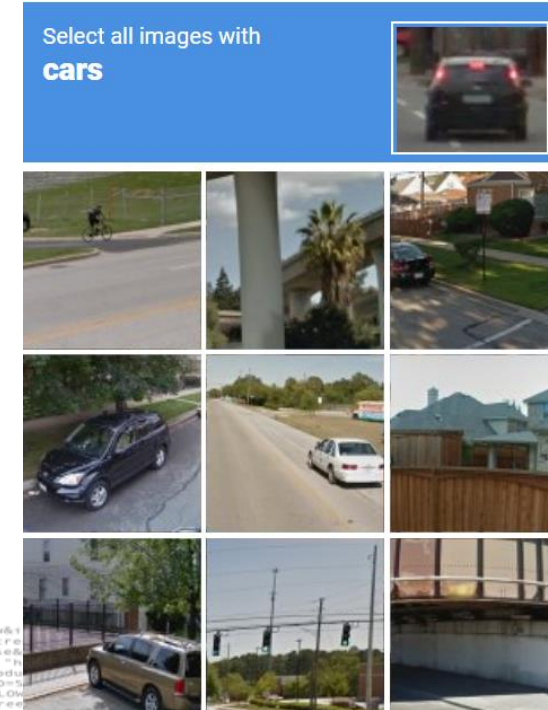
- ▶ Hackers get an immediate response
- ▶ If it is something in their control they will change it

Well thought out enhancements are difficult to work around.

- ▶ May cause some friction to users.

Enhancements at SIE:

- ▶ Captcha on all authentications
- ▶ Two factor authentication
- ▶ Machine Learning/biometric detection



Detecting Compromised Accounts

What can be done?

- ▶ You will likely never stop being attacked.
- ▶ Blocking attacks can be challenging and expensive.
 - Some will be missed.
- ▶ Detection of compromised accounts will always be needed.
 - Splunk has filled this need for us very well.

Looking for Potential Attacks

Monitor the following:

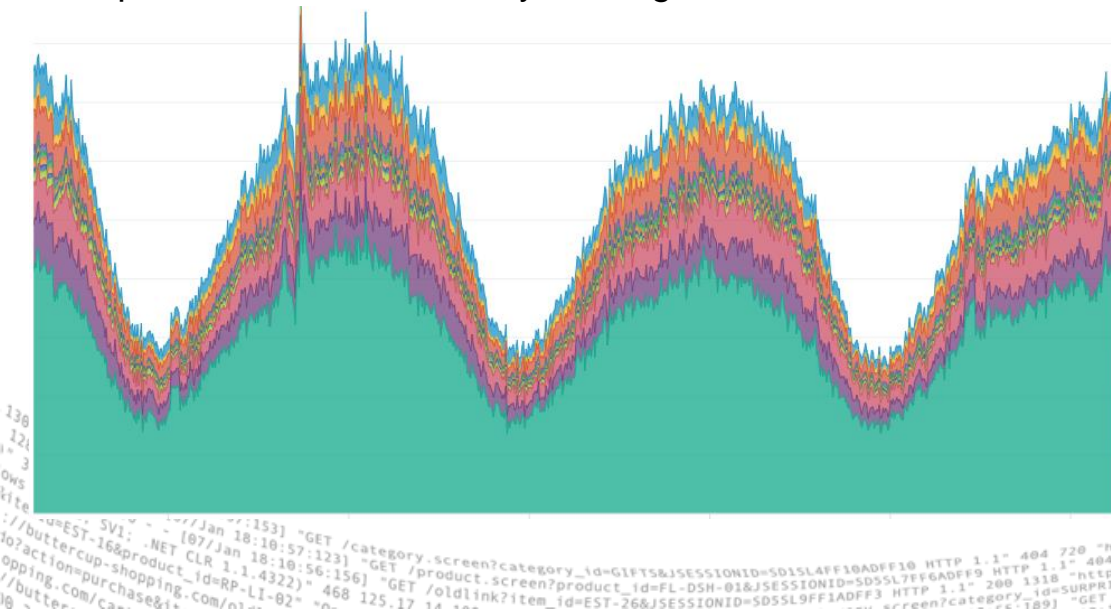
- ▶ Authentication endpoints
- ▶ Authentication results

<<your data>>

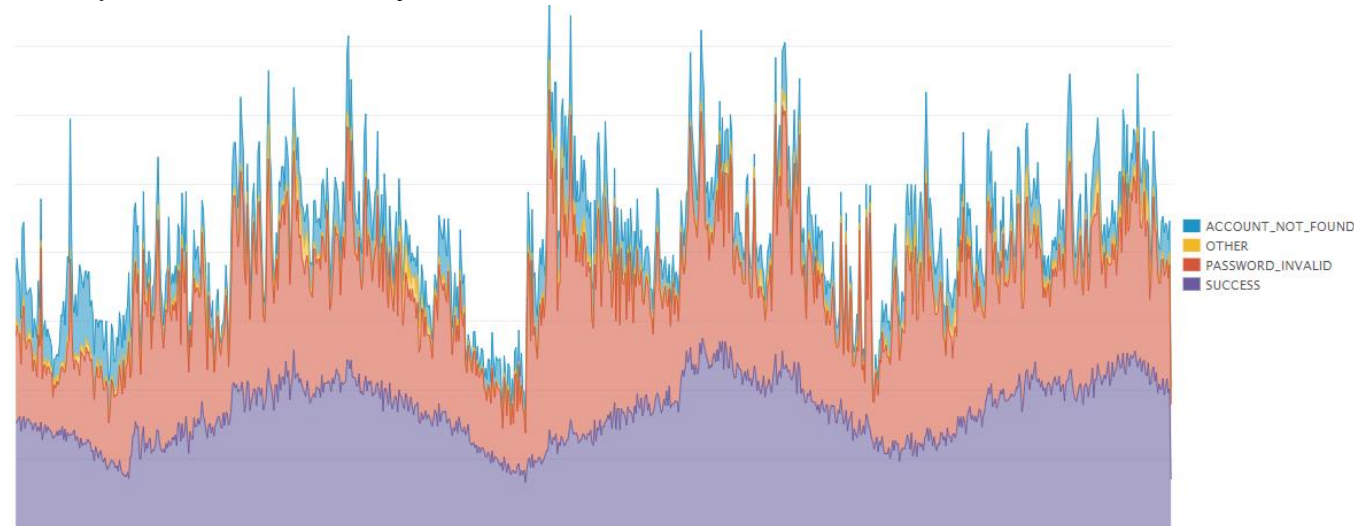
| timechart bins=1000 count by ...

user agent, IP country, auth result

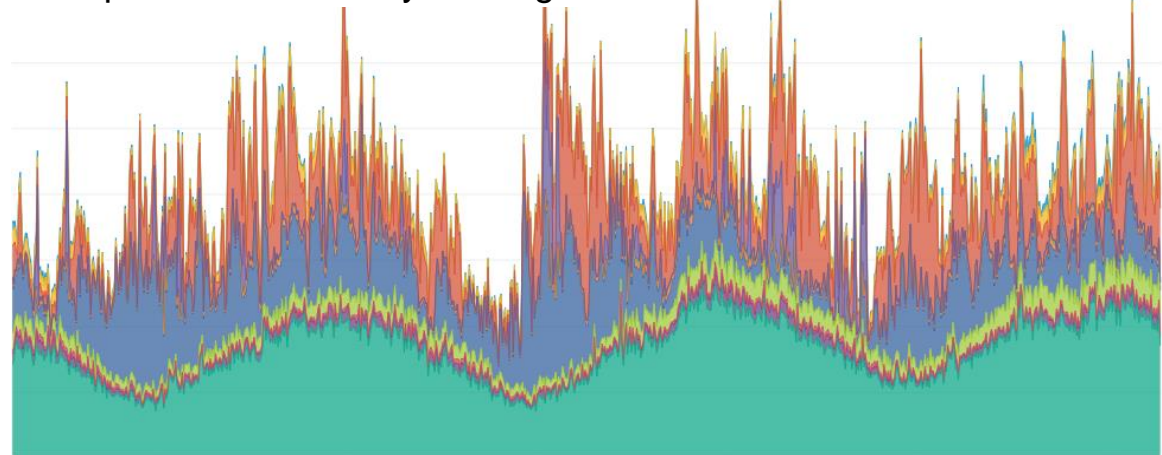
Endpoint without an attack by user agent



Endpoint with attack by result



Endpoint with attack by user agent



Monitoring Authentications

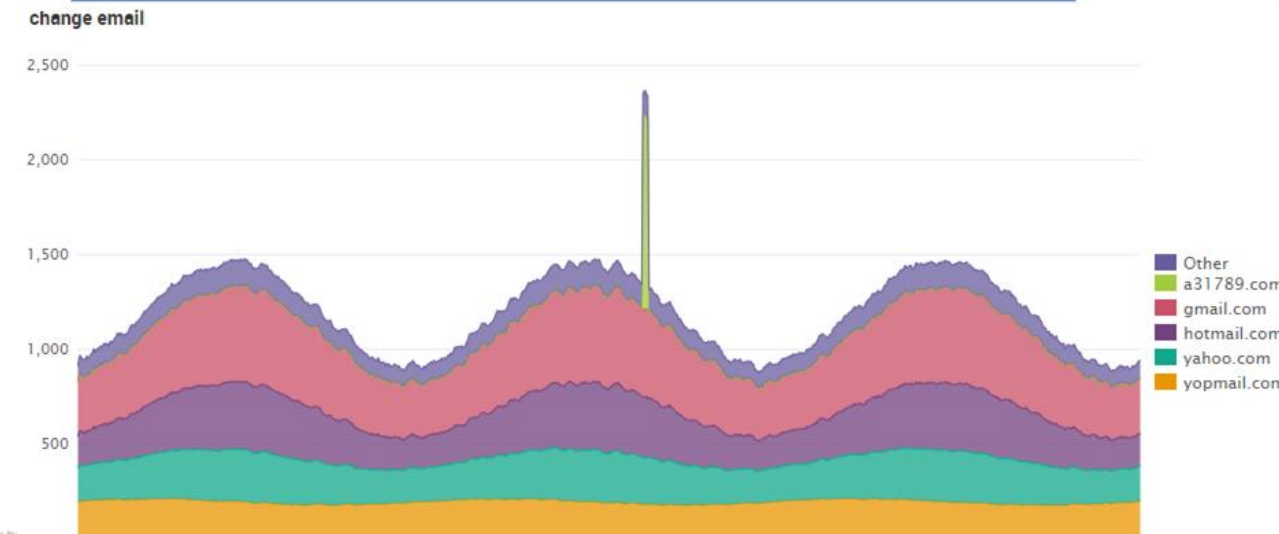
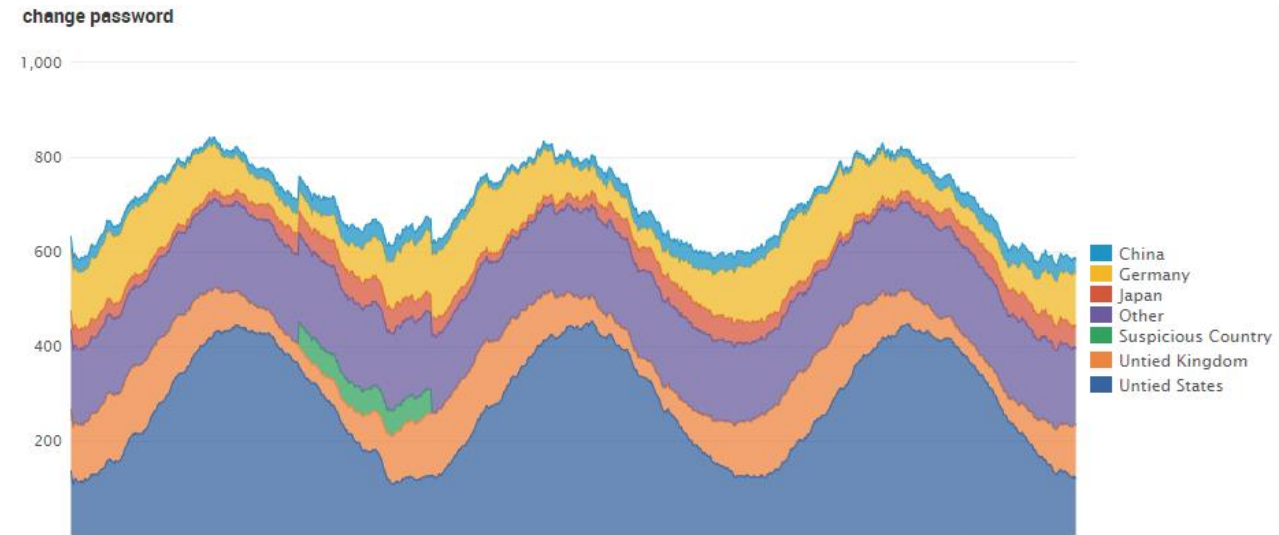
SIE must support a wide range of devices for both current and legacy services.

- ▶ Requires greater effort to protect all endpoints from attacks
- ▶ Hackers will exploit your weakest endpoints
 - You need to have a good understanding of your network and how they are attacking you
 - Without this we can not make well informed decisions

```
130.60.4 - - [07/Jun 18:10:57:153] "GET /category.screen?category_id=GLFTS&JSESSIONID=SD1SLAFF10ADFF10 HTTP 1.1" 404 720 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FI-SW-03" "Mozilla/5.0 (Windows NT 5.1; SV1; .NET CLR 1.1.4322)" 468 125.17 14
128.241.220.82 - - [07/Jun 18:10:57:123] "GET /product.screen?product_id=FL-DSH-01&JSESSIONID=SD5SL7FF6ADFF9 HTTP 1.1" 200 1318 "http://buttercup-shopping.com/cart.do?action=purchase&itemId=EST-26&product_id=AV-CB-01&JSESSIONID=SD5SL7FF6ADFF9" "Mozilla/5.0 (Windows NT 5.1; SV1; .NET CLR 1.1.4322)" 468 125.17 14
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128.241.220.82 - - [07/Jun 18:10:57:123] "GET /product.screen?product_id=FL-DSH-01&JSESSIONID=SD5SL7FF6ADFF9 HTTP 1.1" 200 1318 "http://buttercup-shopping.com/cart.do?action=purchase&itemId=EST-26&product_id=AV-CB-01&JSESSIONID=SD5SL7FF6ADFF9" "Mozilla/5.0 (Windows NT 5.1; SV1; .NET CLR 1.1.4322)" 468 125.17 14
```


Monitoring Account Events

- ▶ Time charts are helpful in visualizing anomalies
 - Gives us a general idea if there are abnormal activities occurring
- ▶ Monitored Events:
 - change password
 - change email
 - add payment instrument
 - sub account creation
 - purchasing events



not actual data

- ▶ We have many different data sources in Splunk
 - This allows us to better understand what is going on and what we can do, which can be very difficult to do in something such as a database.
- ▶ Splunk allows for rapid iteration and prototyping

1. Notice anomaly (either through reporting or alerting)
2. Create additional queries looking at suspicious activity

Researching

Try to understand the activity on some data point like IP address, account ID, or session ID.

- ▶ Useful to understand how both good users act and hackers act.

Find ways to explore your data that is useful to you.

- ▶ This is likely to constantly change.

<pre> table _time, location, index, device_id, platform, "method/event", accept_language, result, account_id, "uri_path/email", user_agent status, referring_url, uri_query sort _time</pre>												
✓ 23 events (8/30/18 4:56:00.000 PM to 8/30/18 5:56:54.000 PM) No Event Sampling												
Events Patterns Statistics (23) Visualization												
100 Per Page Format Preview												
_time	location	index	device_id	platform	method/event	accept_language	result	account_id	uri_path/email	user_agent	status	referring_url
2018-08-30 17:00:05.000		web_xxxx			GET				/2.0/ssocookie	Mozilla/5.0 (Windows NT 6.3; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.100 Safari/537.36		https://id.sonyentertainmentnetwork.com/signin/
2018-08-30 17:00:14.690	Shaoxing, Zhejiang, China	app_xxxx		WEB	Create Token	zh-Hans-CN, zh-Hans, en; q=0.7, fa; q=0.3	API_RESULT_SUCCESS		xxxxxxxxx@hotmail.com	Mozilla/5.0 (Windows NT 6.3; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.100 Safari/537.36		https://id.sonyentertainmentnetwork.com/signin/?request_locale=zh_CN
2018-08-30 17:00:15.000		web_xxxx			POST				/2.0/oauth/token	Mozilla/5.0 (Windows NT 6.3; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/61.0.3163.100 Safari/537.36		https://id.sonyentertainmentnetwork.com/signin/?request_locale=zh_CN

[illegible]

► Which Splunk is great at

- ▶ For example user agent is not great for detection, but can be very useful for validation when developing rules

Detection Process

Detection Research

```
((<<web data>>) OR (<<authentication data>>))
| iplocation ip_address
| stats
  values(Country) as Country
  values(user_agent) as user_agent
  count(eval(result like "%SUCCESS%")) as success_count
  count(eval(result like "%ACCOUNT_NOT_FOUND %")) as
  anf_count
  count(eval(result like "%INVALID_PASSWORD%")) as
  invPass_count
  count(eval(match(uri_path,"<<auth endpoint>>"))) as cnt_auth
  count(eval(match(uri_path,"<<login page>>"))) as cnt_login_page
by ip_address
| where cnt_auth > 0 AND
(success_count+anf_count+invPass_count) > 0
| eval
  pct_login_page=(cnt_login_page/(cnt_auth+cnt_login_page))*100
| sort - cnt_auth
```

More data is returned in order to determine what is even relevant.

Finalized detection

```
((<<web data>>) OR (<<authentication data>>))
| iplocation ip_address
| stats
  count(result) as authentications
  count(eval(match(uri_path,"^<<auth endpoint>>"))) as cnt_auth
  count(eval(match(uri_path,"<<login page>>"))) as cnt_login_page
by ip_address
| where cnt_auth > 0 AND authentications > 0
| eval
  pct_login_page=(cnt_login_page/(cnt_auth+cnt_login_page))*100
| where pct_jsp < 20 AND cnt_auth >= 5
```

Only data relevant to detection is returned.

Data sent to summary index.

Detection Process

Using detected bad IPs

```
(index=<<summary index>> source=<<search name of IP
detection>>) OR (<<auth data>> result=*SUCCESS)
| eval account=_time.".".account_id.".".sign_in_id
| stats
  values(account) as account
  count(eval(index="<<summary index>>")) as cnt_bad
by ip_address
| where cnt_bad>0
| mvexpand account
| rex field=account
"^(?<_time>\d+(\.\d+)?):(?<account_id>\d+):(?<sign_in_id>.*)$"
| stats
  first(sign_in_id) as sign_in_id
  min(_time) as _time
  values(ip_address) as ip_address
  count as cnt_auth
  dc(ip_address) as dc_ip
by account_id
| eval ip_address=mvindex(ip_address,0,9)
```

Identifying accounts in same search

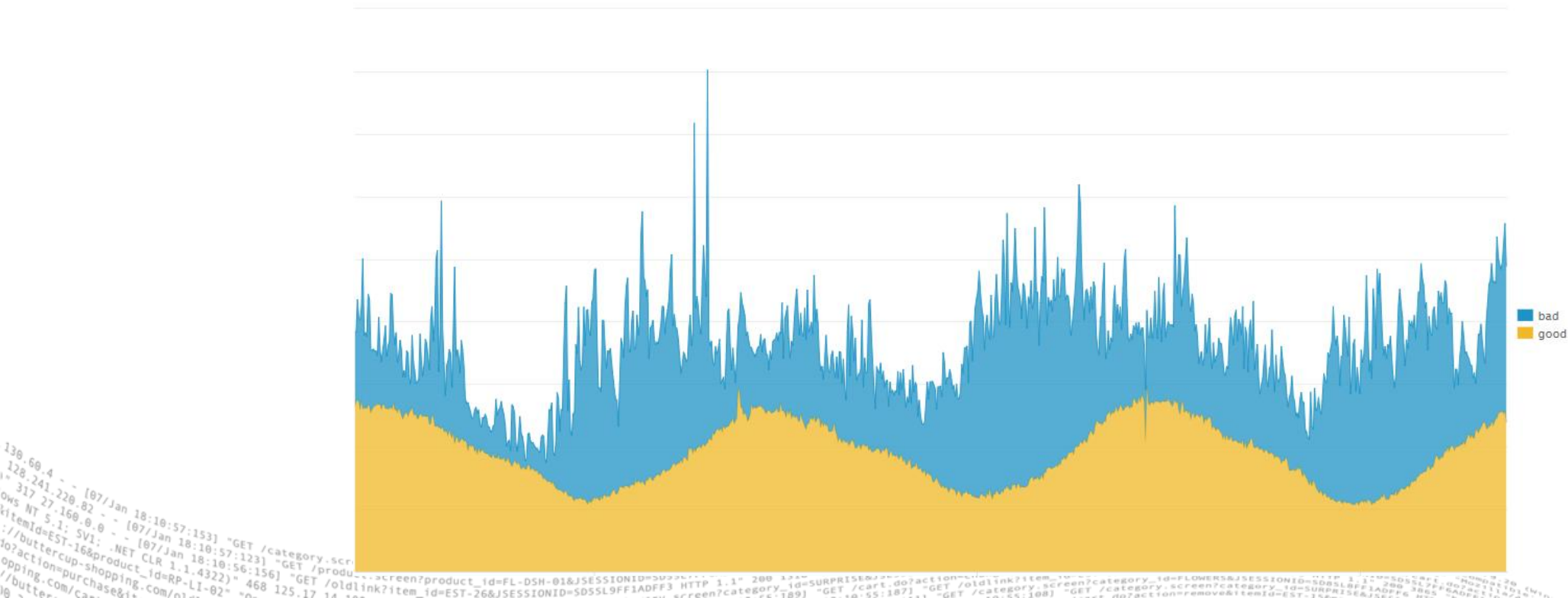
```
(<<web data>>)
OR (<<auth data>> result=*SUCCESS)
| eval user=account_id."|".sign_in_id
| stats
  count(eval(result like "%SUCCESS")) as success_count
  values(user) as user
  count(eval(match(uri_path,"^<<auth endpoint>>"))) as cnt_auth
  count(eval(match(uri_path,"<<login page>>"))) as
cnt_login_page
by ip_address
| eval
pct_login_page=(cnt_login_page/(cnt_auth+cnt_login_page))*100
| where pct_jsp<20 AND cnt_auth>=5
| fields ip_address user
| mvexpand user
| rex field=user "^(?<account_id>\d+)\|(?<sign_in_id>.*)$"
| table account_id sign_in_id ip_address
```

Validation of Detection

Identify data useful for determining false positives and false negatives

- ▶ Not recommended to be data used in the rule
- ▶ User agent and IP location have been helpful

Graph the data using a timechart to see if the results look as you might expect



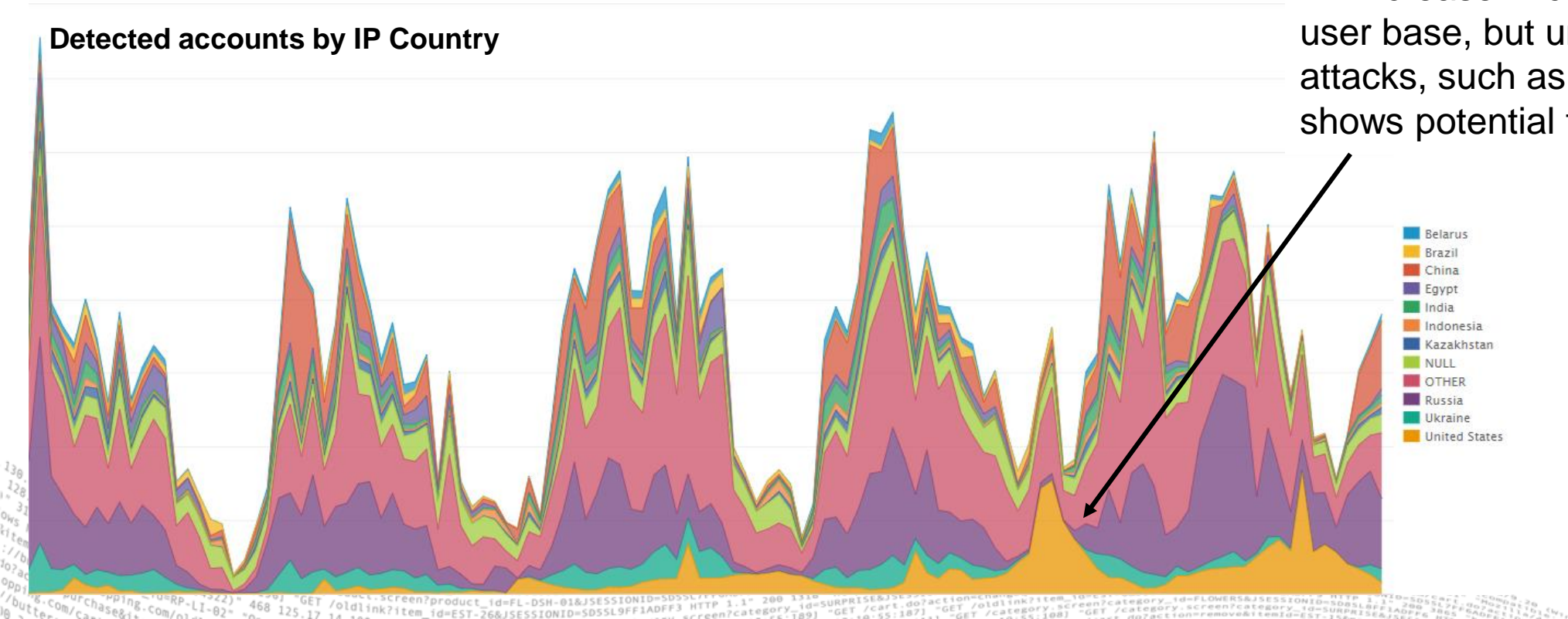
Monitor Detection

Useful in understanding if significant amounts of missed accounts

Helpful in determining false positive events

- ▶ Looking at the IP country is often helpful for this

An increase in countries with a large user base, but uncommon for attacks, such as the United States, shows potential false positives.



Detecting Accounts

- ▶ Identifying compromised account solely from logs for those accounts

- ▶ Identifying IP addresses, devices, or other criteria
- ▶ Every account using that IP, device, etc. is identified as compromised
- ▶ If the time period is too long you will have a greater degree of false positives
 - Due to botnets being comprised of compromised devices, our users will sometimes have a compromised device on their IP address

Challenges in Splunk

A challenge we faced was the ability to perform some lookups in Splunk.

- ▶ For example our account table is massive and is constantly updated.
- ▶ We solved this problem by sending data from Splunk to a database to do these lookups.



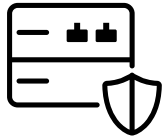
Where to Start?

- ▶ Monitoring data
- ▶ Identifying bad/suspicious activities
- ▶ Identify what can and needs to be done to affected accounts



Call to Action

What's Next?



Splunk Security Essentials

<https://splunkbase.splunk.com/app/3435/>

Learn to improve your security using Splunk's analytics-driven security:

- ✓ Common use cases and examples to get started
- ✓ Data onboarding guide for top data sources
- ✓ Understand how to improve your security
- ✓ Scales from small to massive companies
- ✓ Save searches, send results to ES/UBA



You can learn to solve use cases today for free, then use with Splunk solutions

The screenshot displays the Splunk Security Essentials app interface. The top navigation bar includes links for Introduction, Security Content, Security Journey, Data Source Check, Documentation, and Advanced. The main content area is titled "Introduction" and provides an overview of the app's purpose and features. Below the introduction, there are six categorized sections, each with an icon and a brief description:

- Advanced Threat Detection**: Featuring 211 Examples! An advanced threat (APT) is a set of stealthy and continuous computer hacking processes, often orchestrated by a person or persons targeting a specific entity. APTs usually targets either private organizations, states or both for business or political motives.
- Security Monitoring**: Featuring 151 Examples! Security (continuous) monitoring enables you to analyze a continuous stream of near real-time snapshots of the state of risk to your security data, the network, endpoints, as well as cloud devices, systems and applications.
- Insider Threat**: Featuring 80 Examples! Insider threats come from current or former employees, contractors, or partners who have access to the corporate network and intentionally or accidentally exfiltrate, misuse or destroy sensitive data. They often have legitimate access to access and download sensitive material, easily evading traditional security products. Nothing to fear, Splunk can also help here.
- Compliance**: Featuring 58 Examples! In nearly all environments, there are regulatory requirements of one form or another - when dealing with the likes of GDPR, HIPAA, PCI, SOC, and even the 20 Critical Security Controls, Splunk enables customers to create correlation rules and reports to identify threats to sensitive data or key employees and to automatically demonstrate compliance.
- Application Security**: Featuring 17 Examples! Application security is the use of software, hardware, and procedural methods to protect applications from threats. Whether detecting DDoS, SQL injections, or monitoring for attacks against known or unknown vulnerabilities, Splunk has your critical applications covered.
- Other**: Featuring 6 Examples! This bucket is for additional content and examples that don't fall within the use cases listed, but still provides a lot of value.

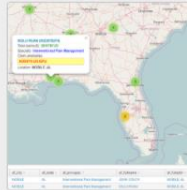


Splunk Essentials for Fraud Detection

<https://splunkbase.splunk.com/app/3693/>

Learn how Splunk Enterprise may be used to detect various forms of fraud using the example scenarios.

Healthcare Fraud



Find anomalous healthcare providers

Find nationwide and statewide anomalies in prescription drug claims

6.5 6.6 7.0

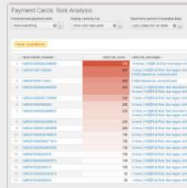


Investigate specific healthcare provider

Find all prescription claims, compare specific provider profile to typical nationwide or statewide profile

6.5 6.6 7.0

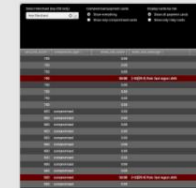
Payment Cards Fraud



Risk scoring of payment cards

Show most risky payment cards with summary details of activity for each card

6.5 6.6 7.0



Detailed card transactions

Show detailed transaction activity of every payment card. Mark compromised payment cards.

6.5 6.6 7.0



Detect anomalous payment cards

Leverage unsupervised learning to discover anomalously behaving payment cards

6.5 6.6 7.0



Risk analysis of merchants and payment terminals

Analyze risk factors and predisposition to fraudulent activity of specific merchant and payment terminal.

6.5 6.6 7.0

Deep-dive and grow your fraud detection skills



Thank You

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in the **.conf18** mobile app

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