

Alert Ticket (Sample)

Ticket ID	Alert Message	Severity	Details	Ticket status
A-2703	SERVER-MAIL Phishing attempt possible download of malware	Medium	The user may have opened a malicious email and opened attachments or clicked links.	Escalated

Ticket Comments

The alert detected that an employee downloaded and opened a malicious file from a phishing email. There is an inconsistency between the sender's email address "76tguy6hh6tgfrt7tg.su" the name used in the email body "Clyde West," and the sender's name, "Def Communications." The subject line and email body contained grammatical errors. The email's body also contained a password-protected attachment, "bfsvc.exe," which was downloaded and opened on the affected machine. Having previously investigated the file hash, it is confirmed to be a known malicious file. The alert severity is reported as **medium**. With these findings, I chose to escalate this ticket to a level two SOC analyst to take further action.

Additional Information:

Known malicious file hash: 54e6ea47eb04634d3e87fd7787e2136ccfbcc80ade34f246a12cf93bab527f6b

Email:

From: Def Communications <76tguyhh6tgfrt7tg.su> <114.114.114.114>
Sent: Wednesday, July 20, 2022 09:30:14 AM
To: <hr@inergy.com> <176.157.125.93>
Subject: Re: Infrastructure Egnieer role

Dear HR at Inergy,

I am writing for to express my interest in the engineer role posted from the website.

There is attached my resume and cover letter. For privacy, the file is password protected. Use the password paradise10789 to open.

Thank you,

Clyde West

Attachment: filename="bfsvc.exe"