



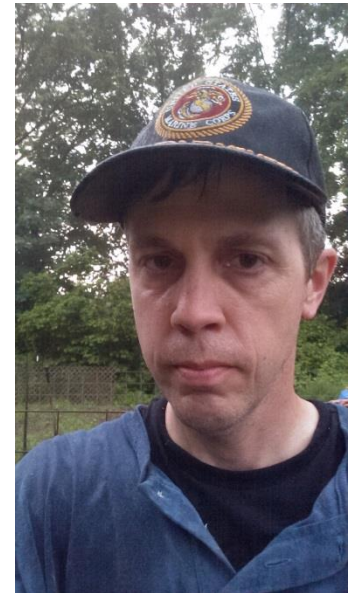
Building the Team for a Successful SOC

Effectively employ human capital to meet business
needs

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Who am I

- 20 years in IT and Security services
- Degrees: MAOM, BS, AB
- CISSP, GCIH, GSNA, GICSP
- Previously held CCNA, CCSE, ISS-SE
- DoD and Utility industry
- Strength-based leadership



Agenda

- What is a SOC
- The right leader
- The right staff
- Difficult personnel

What is a SOC

- Tool to accomplish business goals
- One size does NOT fit all
- Best practices are nuanced
- Organizational needs should shape the SOC
 - Mission
 - People

The right leadership

- Business acumen
- Emphasis on process and people
- Knowledge of the tools of the trade
- Allows for a little fun
- Above all else, empowering with a light hand on the tiller

The right staff

- Enthusiastic
- Trustworthy
- Good judgment
- Capacity to learn
- Business vs Hobbyist
- A little daring!

Enthusiastic staff

- Discretionary energy
- Valuable work
- Competition
- Takes their work seriously
 - BUT NOT TOO SERIOUSLY
- Teamwork over talent
 - KSAs spread
 - Catalyst

Dealing with difficult personnel

- Person or process?
- Role or attitude?
- Facilitate their success
 - Even if it is not here
- Consistent feed back
 - Both positive and negative

Summary

- Building involves
 - Leaders understand the organizational needs
 - Empower the team
 - Enthusiastic and engaged personnel

Questions

