



# **SOC Alert Triage and Incident Escalation Training Course**

11 – 15 April 2027  
Cape town

## SOC Alert Triage and Incident Escalation Training Course

**Ref:** 755\_157484 **Date:** 11 – 15 April 2027 **Location:** Cape town **Fees:** 4500 Euro

### Overview

SOC Alert Triage and Incident Escalation Training Course is a five-day intermediate course for security operations analysts, junior incident responders, SIEM monitoring functions, detection engineers, security administrators, and escalation coordinators who leave with a SOC Triage and Escalation Playbook. Participants connect monitoring context, log-source coverage, alert validation, event correlation, threat intelligence, incident classification, evidence preservation, escalation, shift handover, metrics, and detection improvement. Agile Leaders Training Center develops SOC alert triage and escalation practice.

### Who Should Attend

- Security monitoring functions responsible for reviewing and validating alerts
- Incident response functions responsible for receiving escalations and preserving evidence
- SIEM operations functions responsible for log coverage, correlation, and case records
- Detection engineering functions responsible for improving use cases and reducing noise
- Security administration functions responsible for affected assets and access context

The course assumes participants work with security logs, alerts, monitoring tools, or response procedures, and leaves out product administration, malware reverse engineering, offensive exploitation, certification preparation, and exam coaching.

### Departments and Industries

The course supports departments and industries that monitor security events and coordinate incident escalation.

- Security operations and cyber defense
- Incident response and threat detection
- IT infrastructure and service operations
- Financial services and telecommunications
- Healthcare, industrial operations, and digital services

### Learning Objectives

By the end of this course, participants will be able to:



- Apply monitoring context and log-source coverage to alert review
- Analyze alert evidence and correlate related security events
- Evaluate threat intelligence against observed indicators
- Prioritize incidents by confidence, impact, and escalation criteria
- Build evidence, handover, and communication records
- Build a SOC Triage and Escalation Playbook

## **Course Agenda**

### **Day 1: Establish Monitoring Context**

- SOC Role, Queue, and Escalation Responsibility Map
- Asset, Identity, and Business Service Context Sheet
- Log Source Coverage and Data Quality Matrix
- Monitoring Priority and Detection Use-Case Register
- Analyst Activity and Evidence Handling Checklist

### **Day 2: Validate and Triage Alerts**

- Alert Intake and Duplicate Suppression Method
- True-Positive and False-Positive Validation Tree
- Event Timeline and Cross-Source Correlation Worksheet
- Indicator, Behavior, and Threat Intelligence Comparison
- Alert Confidence and Investigation Priority Matrix

### **Day 3: Classify and Escalate Incidents**

- Incident Classification and Severity Decision Guide
- Affected Asset, Account, and Service Scope Record
- Initial Evidence Preservation and Transfer Log
- Escalation Threshold and Routing Matrix
- Responder Brief and Stakeholder Notification Record

### **Day 4: Sustain SOC Operations**

- Shift Handover and Open-Case Continuity Sheet
- Queue Health and Analyst Workload Dashboard
- Triage Quality and Escalation Accuracy Metrics
- Detection Gap and Logging Improvement Register
- Closed-Case Review and Feedback Loop



## Day 5: Practice SOC Triage and Escalation

- Exercise: Validate Alerts Against Monitoring Context
- Exercise: Correlate Logs and Threat Intelligence
- Exercise: Classify and Escalate a Security Incident
- Exercise: Deliver Shift Handover and Improvement Actions
- Capstone: SOC Triage and Escalation Playbook

## Practical Exercises

The course uses suggested activities based on financial services, telecommunications, healthcare, industrial operations, and digital services.

- Suggested activity: assess log coverage and monitoring context before reviewing an alert queue.
- Suggested activity: validate an alert, correlate events, compare threat intelligence, and record confidence.
- Suggested activity: classify an incident, preserve initial evidence, and prepare an escalation brief.
- Suggested activity: hand over open cases and propose detection or logging improvements from case metrics.

## FAQs

### Who suits SOC alert triage and incident escalation training, and what does it assume?

Security monitoring, incident response, SIEM operations, detection engineering, security administration, and escalation functions suit the course; it assumes work with logs, alerts, monitoring tools, or response procedures.

### How does SOC alert triage differ from incident response training?

SOC alert triage concentrates on validating, correlating, classifying, documenting, and escalating security events, while incident response training coordinates containment, eradication, recovery, and improvement after an incident is confirmed.

### How should a SOC analyst validate an alert?

A SOC analyst should compare the alert with asset and identity context, source data, related events, known indicators, expected activity, detection logic, and documented exceptions before assigning confidence and priority.

### What makes a SOC incident escalation actionable?

An actionable escalation states the reason, confidence, severity, affected scope, timeline, supporting evidence, work completed, unresolved questions, recommended next action, and communication route.



## **What belongs in a SOC Triage and Escalation Playbook?**

A SOC Triage and Escalation Playbook contains monitoring context, log coverage, validation steps, correlation methods, threat-intelligence checks, classification criteria, evidence controls, escalation routes, handover records, metrics, and improvement actions.

## **Conclusion**

Participants take back a SOC Triage and Escalation Playbook that connects monitoring, analysis, evidence, decisions, and communication. It changes isolated alert handling into a traceable operational workflow. The playbook supports consistent validation, timely escalation, reliable shift handover, measurable quality, and detection improvement.