DCL: SaTC: Early-Stage Interdisciplinary Collaboration:

# A Sociotechnical Metrics Framework for Network and Security Operation Centers

## **Challenge:**

• Network and Security Operation Center (SOC) metrics fall short when linking these components together: especially the security posture of the network and the human operations of the SOC.

#### Solution:

• We are developing an adaptable metrics framework that accounts for changing landscapes (e.g., supporting work-from-home) while harmonizing SOC performance against enterprise network security.



### Scientific Impact:

 Ignite a major shift in the network (and thus internet) security landscape by changing the way networks are monitored: with tailored metrics for real-world environments.

## **Broader Impact:**

• Fundamentally alter SOC operations by incentivizing behavior that is aligned with the realities of the environment.

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