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- Email Quarantine Manager-Release Process
- Initiating Quarantine Release Workflow
- Workflow email
- Responding to Workflow Questionnaire

Resolving Incidents
- Checking Incident Status
- Resolving the Incident
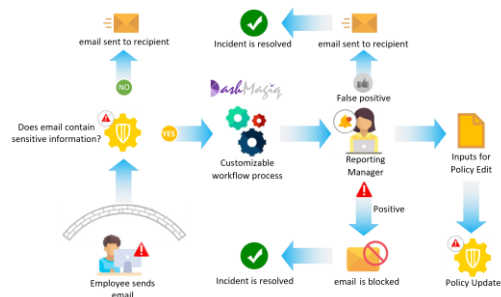- Reviewing the Incident

Dashboard and Reports
- Dashboard Navigation
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Introduction to DashMagiq

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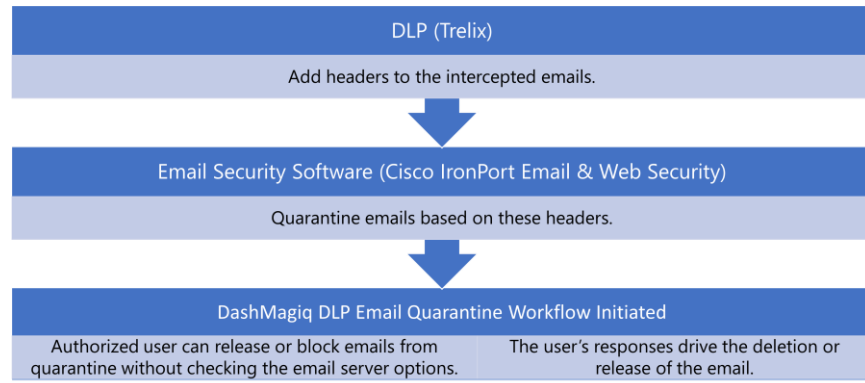_____
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DashMagiq DLP Email Quarantine Release Workflow: An Overview

A **workflow-based tool** to **release the emails from quarantine that are intercepted by DLP** using End-Customer email Security Software.

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How Does it Help?

| Speedy Resolution	Business Collaboration in Policy Edits	Improved Training
• Manager can quickly decide to release the selected quarantined business-critical emails as part of the workflow.	• Business leaders can easily review and recommend edits to the DLP email policies that block too many critical emails.	• The InfoSec Analyst can study the incident trends and impart proper training to the top 10 violators.

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DashMagiq Dashboard: An Overview

A role-specific, custom, and interactive console that allows InfoSec Analyst to view the list of all active DLP quarantined emails and take appropriate action (release or block emails).

- Access the Quarantine History – Released and Blocked emails.
- Customize the dashboard's responsive interface as per requirements.
- Deep dive into numbers and trends, and generate graphical or tabular reports.

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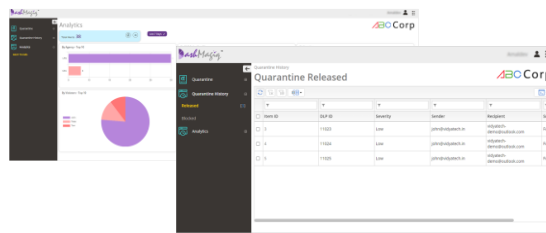
How Does the Dashboard Help?

Custom Layouts

Drill-down dimensions help serve information to the right roles at the right time with the right granularity.

Quick Resolution

InfoSec Analyst can release the quarantined emails directly from the dashboard by providing basic information like email address and comments.

Reporting

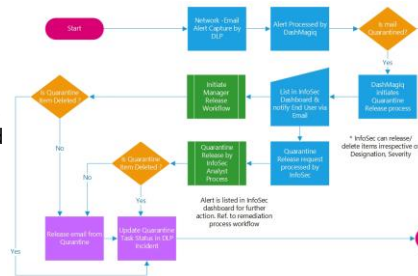Analyst may export data of these tabular and graphical dashboards to Excel for reporting purposes.

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Email Quarantine Manager-Release Process (Continued)

1. The manager notification email contains a link to access the details. (Refer to the screenshot on the right – Item Details Link: click here)

2. After reviewing the details, the manager can decide to either release or block the email.

Note: The manager can decide to release the email from quarantine after studying the email contents and the company data protection policies carefully.

Data Loss Prevention Policy Violation
Item Quarantined - ACTION REQUIRED

⚠ **Alert**
We have detected a DLP Policy Violation by one of your team members. The item was quarantined by the DLP software and will not be delivered to the recipients.

Item Details

Item #	108
Date/Time Item Reported*	9/26/2022 4:11:00 PM
Violated Policy	
Sender Name/ID	John@Vidyatech.in
Destination (Email Id)	vidyatech-demo@outlook.com
Severity	Low
Item Details Link	click here

🛡 **Recommended Action**
Click the Item Details Link to view the email contents. If the email doesn't violate any DLP policy, you may approve to release it from quarantine.

Information & Support
Please contact support@dashmagiq.com for any queries or assistance.

Regards,
Item Team

Powered by
DashMagiq®

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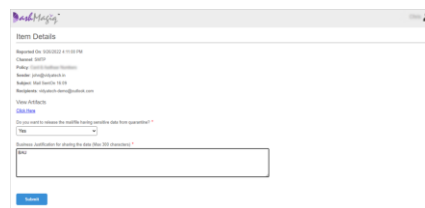_____
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Email Quarantine Manager-Release Process (Continued)

The manager needs to provide a justification for releasing or blocking in the questionnaire.

If the manager chooses to:

- **Block the email:** The email is automatically deleted from the quarantined emails list and no further action happens in the workflow.
  - **Release the email:** The email is released, and the email sender is notified.

Note: The workflow sends up to three reminders in the span of 24 hours for the resolution (either release or block the email). However, once the reminders get expired, no escalation is triggered, and the workflow gets deactivated automatically.

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Initiating the Quarantine Release Workflow

1. When a sender sends an email that violates a DLP policy, the DLP intercepts the email, and the email Quarantine Release Workflow is initiated.

2. The incident is automatically added to the list of active quarantined emails in the dashboard and an email notification is sent to the sender's manager to release/block the email.

3. Either InfoSec Analyst can resolve the incident from the DashMagiq Dashboard, or the manager can take appropriate action after accessing the details.

Note: The Analyst provides comments as justification for the action taken – why should the email be released, or why should it be blocked further?

- If the Analyst decides to block the email further, the email is automatically removed from the list of quarantined emails and no further reminder is sent for the resolution.

- However, if an email is marked as 'Blocked' by a manager, the InfoSec Analyst cannot release the email from the quarantine.

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Workflow email structure

1. When the workflow is initiated, the sender's manager receives an email that notifies him/her about the incident.

2. The email contains the following information and a link (click here) to access the item details:
   a) Date and time of incident
   b) Violated Policy
   c) Sender's details: name and email address
   d) Receiver/Destination email address
   e) Incident Severity: Low/Medium/High
   f) Item Details Link

3. The email also suggests the action under 'Recommended Action' section.

4. The DashMagiq team can be contacted if any support needed.

Data Loss Prevention Policy Violation
Item Quarantined - ACTION REQUIRED

⚠ Alert
We have detected a DLP Policy Violation by one of your team members. The item was quarantined by the DLP software and will not be delivered to the recipients.

Item Details

Item #	108
Date/Time Item Reported*	8/26/2022 4:11:00 PM
Violated Policy	
Sender Name/ID	John@Vidyatech.in
Destination (Email Id)	vidyatech-demo@outlook.com
Severity	Low
Item Details Link	click here

Recommended Action
Click the Item Details Link to view the email contents. If the email doesn't violate any DLP policy, you may approve to release it from quarantine.

Information & Support
Please contact support@dashmagiq.com for any queries or assistance.

Regards,
Item Team

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Responding to Workflow questionnaire

After reviewing the details, the manager needs to answer two questions in the default questionnaire:


1. **Question:** *Do you want to release the email/file from the quarantine?*
   Action: The manager should select **Yes/No**.

2. **Question:** *Business justification for sharing the data*
   Action: The manager should **provide a justification** before releasing a quarantined mail. The manager can also decide to block the email.

NOTE: These two basic questions help in the quick resolution. Per the business requirements, the number of questions can be increased, or these can be rephrased.

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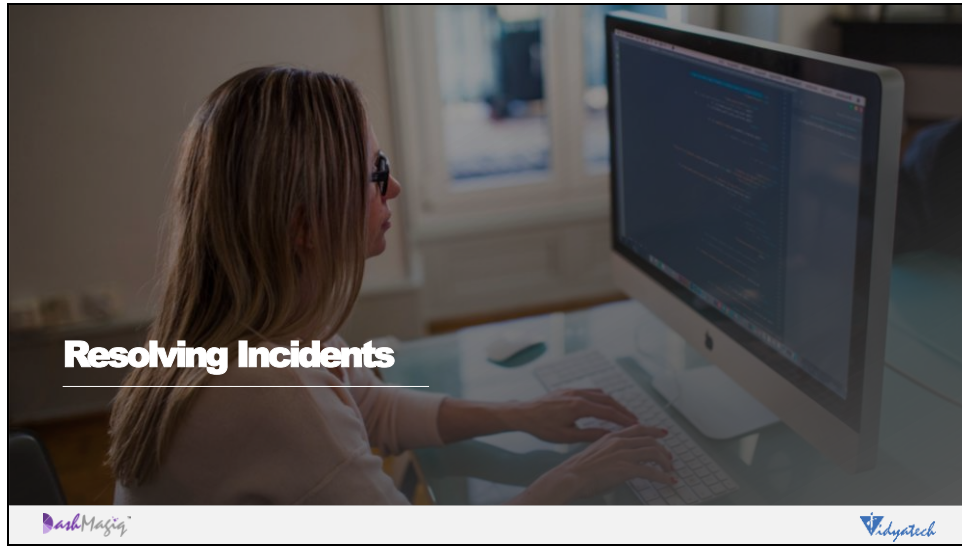
Checking Incident Status

- The workflow sends up to three (3) reminders in a span of 24 hours for the resolution of the incident – either release or block the email.

- Once the reminders expire, the workflow gets deactivated automatically.

- In the Dashboard, the Analyst can check the status of:

  - Active quarantined emails

  - Released and blocked emails

  - Quarantined emails that are about to expire

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Resolving the Incident (Email Block/Release)

- The manager or the Analyst decides to release the email from quarantine after studying the email contents and the company data protection policies carefully.
- As explained earlier, the manager releases or blocks the quarantined email by filling in the questionnaire, which is accessed via the link received in email notification.
- The InfoSec Analyst can release or block multiple emails in one go from the Dashboard. He/she can also view the details of each incident before taking any action.

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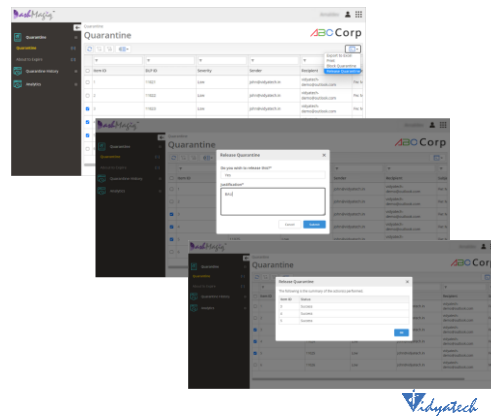
Reviewing the Incident with Completed Response

The **Quarantine History** can be accessed to view the list of released and blocked quarantined emails.

Released: View the list of items (the quarantined emails) that have been released.

- Check the Severity, Sender/Recipient details, Subject Line, Justification, etc.

- Select an incident to view the Details, Process History and Workflow History.

- The Workflow History lists the details, like the justification for releasing/blocking the email and who resolved the incident (submitted the response).

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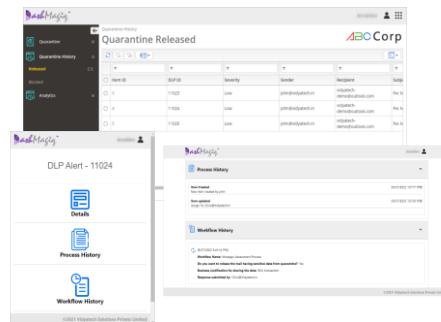
Reviewing the Incident with Completed Response (Continued)

Blocked: View the list of items (the quarantined emails) that have been blocked.

- Check the Severity, Sender/Recipient details, Subject Line, etc.

- Select an incident to view the Details, Process History and Workflow History. (Same as Released)

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Dashboard and Reports

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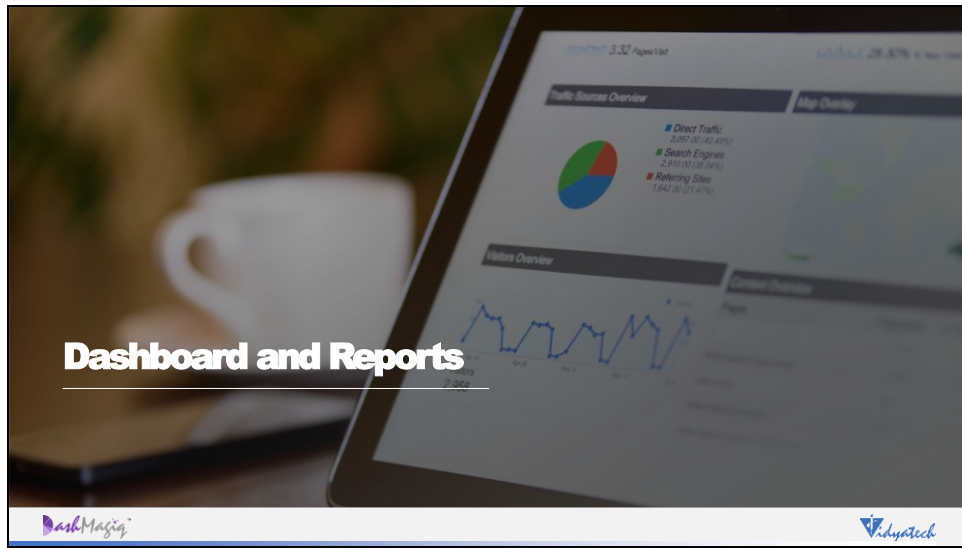
DashMagiq Dashboard

A role-specific, custom, and interactive console that allows InfoSec Analyst to:
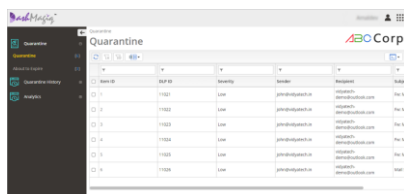
1. View the list of all active DLP quarantined emails.

2. View the list of quarantined emails that were released or blocked in the past 7 days (or older).

3. Release or block the active DLP quarantined emails from the dashboard.

The Analytics section brings out the trends which help in policy edits and improving the trainings.

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DashMagiq Dashboard: The Navigation (Continued)

Quarantine History: View the history of quarantined emails that have been released or blocked.

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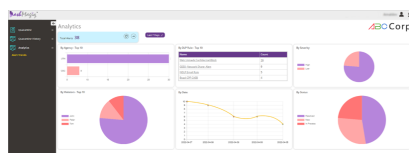_____

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DashMagiq Dashboard: The Navigation (Continued)

Analytics: Showcases trends; provides graphical representation of data, like Top 10 Violators, Policies Violated, Severity, etc.

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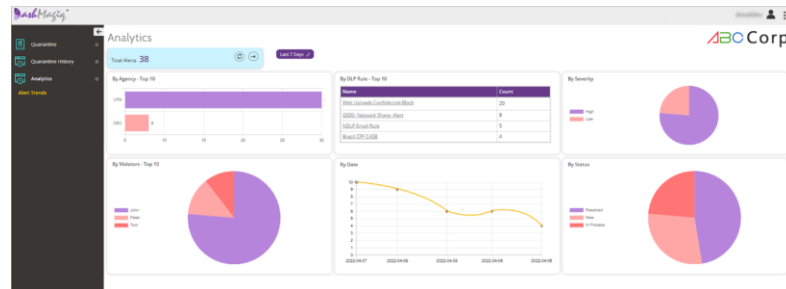
Reports

Graphical Reports:

- Deep dive into data (trends) with Pie, Bar, Column and Line charts.
- Drill down further for more details.
- Export the report as Excel or print the PDF.

Tabular Reports:

- View the list of active quarantined emails, released and blocked emails.
- Sort, filter, or group the data the way you need.
- Export the report as Excel or print the PDF.

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