Master Thesis - Incident Handling AI at Ericsson

Background
Lab Operations provides a world class lab infrastructure, networks and Hardware Services to the Research and Development (R&D) organizations with labs located across the globe. We provide an infrastructure that enables our stakeholders to efficiently configure and deploy their environments for Test, Production, Design, and Bench.

Thesis Description
This thesis aims to produce an AI-based solution for the management of Incident Handling for all our labs. The solution shall be able to quickly analyze the problem, choose from a list of recovery procedures, implement the procedure, and finally validate the result. It should also trigger emails and text messages to those who must contribute actively and other concerned parties.

This would be part of the work towards automating Business Continuity and Service Continuity Management in compliance to Ericsson’s Information Security Requirements (based on ISO27001).

The following steps are envisioned as part of the thesis work:
- Investigate the existing Incident Handling procedures used today.
- Understand the architecture and operations of the labs.
- Implement the AI Incident Handling solution with at least one critical service.
- Test the solution by replicating an existing incident with the recovery performed by AI.
- Compare the test results to that of the existing incident.

The thesis will be concluded with a result presentation to the Security team.

Qualifications
This project aims at students in computer science, computer engineering or similar. Background in wireless communication is preferred with an understanding of ISO27001 and Business Continuity.

Extent
2 students, 30hp each

Location
Ericsson AB Linköping

Preferred Starting Date
January 2023

Keywords
AI, Security, Business Continuity, Incident Handling

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