

OPERATIONS — LAYER 4

L4

The Operations Layer

WHERE VERDICTS BECOME COORDINATED ACTION

L4 is where Converge360 turns judgment into action. Intelligence decides what is happening; Operations decides what to do — and makes it happen. Three components coordinate the whole response: one **automates** the sequence of steps, one drives the **human-owned work** to closure, and one **reaches the right people** across every channel. Incidents come in; a coordinated, accountable response goes out.

WHERE L4 SITS

L5 Experience

L4 Operations

L3 Intelligence

L2 Foundation

L1 Ingestion & Discovery

COMPONENTS

3

Workflow, Task Management & Notification.

CONSUMES

Incidents from L3

Incidents, plus workflow & task events.

PRODUCES

Coordinated response

Playbook runs, tracked tasks, alerts.

FEEDS INTO

↑ **L5**

Experience presents the whole picture.

Three components, one response



08

Workflow

EXECUTES THE RESPONSE

Runs ordered, automatable sequences of steps — playbook runs and automated actions driven by L3 incidents.



09

Task Management

OWNS THE HUMAN WORK

Assigns, tracks and drives human-owned tasks to closure — keeping accountability clear across the team.



10

Notification

REACHES THE RIGHT PEOPLE

Delivers alerts and escalations across email, chat, SMS and on-call channels to engage responders fast.

Why operations matters

A verdict that nobody acts on protects nothing. The gap between knowing and doing is where most security programs lose time — handoffs get dropped, the same incident is worked twice, the right person hears about it an hour too late. Operations closes that gap. It **executes what can be automated, assigns what needs a human**, and makes sure the right people know — turning each incident into a coordinated response with clear ownership and no dropped threads.



Automate the repeatable

Ordered playbook steps run themselves, the moment an incident lands.



Own the human work

Every task has an owner and is driven to closure — accountability is never ambiguous.



Reach the right people

Alerts and escalations find responders across every channel, fast.



COMPONENT 08 · OPERATIONS

Workflow

Executes the response

Workflow **executes the response** — running ordered, automatable sequences of steps the moment an incident arrives from Intelligence.

When an incident lands, the first minutes matter. Workflow is the engine that acts on it without waiting. It runs playbooks — ordered, repeatable sequences of steps — and triggers automated actions in response to L3 incidents, executing the parts of the response that don't need a human to decide. Containment, enrichment, ticket creation, remediation: whatever the playbook defines, Workflow performs consistently, every time. The output is playbook runs and automated actions — a fast, repeatable response that frees people for the work only people can do.

■ KEY CAPABILITIES

**Playbook execution**
Runs ordered, multi-step sequences from incident to resolution.

**Automated actions**
Triggers containment, enrichment and remediation without manual steps.

**Conditional logic**
Branches the response by incident type, severity and context.

**Repeatable & consistent**
Every incident of a kind is handled the same way, every time.

■ WHAT IT CAN AUTOMATE

PLAYBOOK ACTIONS

Containment

Enrichment

Ticketing

Remediation

Approvals

Tool actions

**Executes the response**
Workflow handles the parts of the response that **don't need a human to decide** — so the routine happens instantly and people are freed for the judgment calls that do.

← CONSUMES

- Incidents from L3 Intelligence
- Playbook & automation definitions

→ PRODUCES

- Playbook runs & automated actions
- Workflow output for Task Management & Notification

COMPONENT 09 · OPERATIONS

Task Management

Owens the human work

Task Management **owns the human work** — assigning, tracking and driving human-owned tasks to closure with accountability that's never in doubt.

Not everything can or should be automated. Some steps need a person to investigate, decide or approve — and that's where work goes to die if nobody owns it. Task Management prevents that. Consuming incidents and the output of Workflow, it creates the human-owned tasks a response requires, assigns each to a clear owner, tracks its status, and drives it to closure. Nothing sits in limbo; nothing is worked twice. The output is owned, tracked, closed tasks — and a team where accountability is always visible.

■ KEY CAPABILITIES

 Task assignment Routes each piece of human work to a clear, accountable owner.	 Status tracking Follows every task from open to closed, in real time.
 Closure & SLA Drives tasks to completion against deadlines and SLAs.	 Accountability Makes ownership and progress visible across the whole team.

■ WHAT IT TRACKS PER TASK

TO CLOSURE

Owner	Status	Priority
Due date / SLA	Linked incident	Closure state


Owns the human work
 Workflow runs what's automatable; Task Management makes sure the rest — the **human judgment, investigation and approvals** — actually gets done, by someone, on time.

← CONSUMES - Incidents from L3 Intelligence - Workflow output from component 08	→ PRODUCES - Owned, tracked, closed tasks - Task events for Notification & L5
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COMPONENT 10 · OPERATIONS

Notification

Reaches the right people

Notification **reaches the right people** — delivering alerts and escalations across every channel so responders engage fast.

A response only moves as fast as the people behind it can be reached. Notification is how Operations engages them. It consumes incidents along with workflow and task events, and delivers alerts and escalations across the channels people actually live in — email, chat, SMS and on-call. When something needs attention, the right person hears about it in the right place; when it goes unanswered, it escalates. The output is multi-channel alerts and escalations: the assurance that no incident waits on someone who simply never saw it.

■ KEY CAPABILITIES

**Multi-channel delivery**
Reaches people on email, chat, SMS and on-call channels.

**Smart escalation**
Escalates automatically when an alert goes unacknowledged.

**Targeted routing**
Sends each alert to the right person or team, not everyone.

**Event-driven**
Fires on incident, workflow and task events as they happen.

■ CHANNELS IT DELIVERS ON

REACH RESPONDERS

Email

Chat

SMS

On-call / paging

Webhooks

Mobile push

**Closes the loop on action**
Workflow does what's automatable, Task Management owns what's human — and Notification makes sure **people know**, so nothing stalls waiting on a response that never reached its owner.

← CONSUMES

- Incidents from L3 Intelligence
- Workflow & task events from components 08 & 09

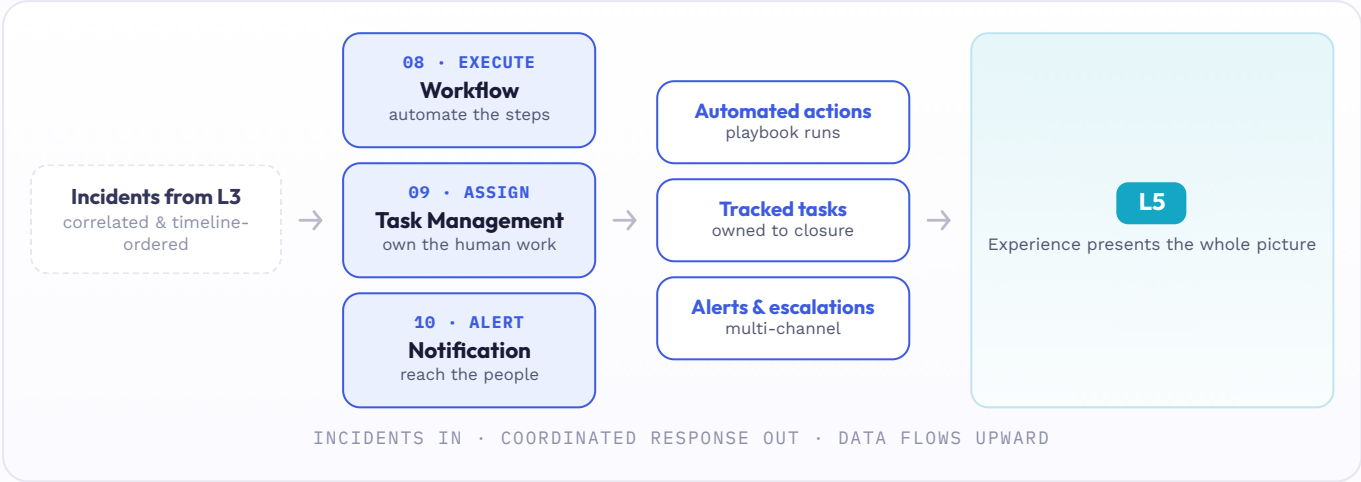
→ PRODUCES

- Multi-channel alerts & escalations
- Engagement events surfaced to L5

HOW L4 WORKS AS ONE LAYER

Three components. One coordinated response.

Workflow executes what can be automated, Task Management owns what needs a human, and Notification makes sure the right people know — all driven by the same incidents from Intelligence. Together they turn a verdict into action with clear ownership, fast engagement and no dropped threads, then hand the whole picture up to Experience.



CROSS-CUTTING · AGENTIC AI / LLM FABRIC

Coordination is a reasoning problem too.

The agentic fabric threads through all five layers, including this one. At L4 it helps **draft and run playbooks**, suggest the next best action, **assign and chase tasks**, and write the escalations — executing alongside the platform end to end, so the team coordinates the response instead of assembling it by hand.

COMPONENT	CONSUMES	PRODUCES	DOWNSTREAM
Workflow	Incidents from L3	Playbook runs, automated actions	→ L5
Task Management	Incidents + workflow output	Owned, tracked, closed tasks	→ L5
Notification	Incidents + workflow & task events	Multi-channel alerts, escalations	→ L5

From verdict to action

Every incident becomes a coordinated response, automatically set in motion.

Clear ownership

Automated steps run; human tasks have owners and deadlines — nothing is dropped.

The right people, fast

Alerts and escalations reach responders wherever they are, the moment it matters.

Operations turns a verdict into action — automated where it can be, owned where it must be, and delivered to the right people fast.