Title	Security Incident Reporting
Type	Standard
Related Policy	Computer Security Incident Response
Category	Security
Status	Approved
Approved	
To Be Reviewed	
Scope	Applies to all City information technology assets.
Standard	It is the responsibility of each City staff member to follow established policies and standards for reporting Security violations to their Department.

The Department should notify ITSD as soon as practicable, via the Service Desk at 768-2930, of any suspected or real abuse incident involving a City information technology asset. The Service Desk will notify the ITSD Security Manager or his designee of the incident.

If it is not clear as to whether a situation should be considered an abuse incident, ITSD should be contacted to evaluate the situation.

If the abuse incident involves a threat to personal safety/physical property or criminal activity, ITSD will work with APD and/or other law enforcement agencies as necessary to help resolve the incident.

When faced with a potential abuse incident:

If the incident involves a computer that is compromised or which may contain evidence, do not alter the state of the system. The computer should remain powered on and all of the currently running programs should be left as is. Do not shut down or restart the computer unless instructed to do so by a Specialist or the ITSD Security Manager.

Only if instructed to do so by a Specialist, the ITSD Security Manger, or a representative of law enforcement, disconnect the computer from the network by unplugging the network cable from the back of the computer.

Document any information you know while waiting for ITSD or law enforcement to respond to the incident. This may include date, time, and the nature of the incident. Do not attempt to obtain any information from the computer itself. Any information you can provide will aid in responding in an appropriate manner.

Rationale Due to the potential of the loss of confidential data and for the safety and privacy of City employees, it is imperative that a formal reporting process be followed when responding to incidents of City computer abuse.