**Purpose**
Review and discuss the IT Policy and Process for Incident Handling and Response.

**Topics**
1. Incident Management Policy
2. Incident Reporting Process
IT Security Incident Management

What is an incident?

- HSCEP OP: 56.50 Incident Response

How do I respond to it?

- Determine your role and follow the matrix of predefined responsibilities.
What is an incident?

The Texas Department of Information Resources defines an incident as:

*an attempted or successful unauthorized access, use, disclosure, exposure, modification, destruction, release, theft, or loss of sensitive, protected, or confidential information or interference with systems operations in an information system.*

-Department of Information Resources, Incident Response Team Redbook, July 2014
What do I do and what is the process?

System User
- Reports abnormal event to IT Help Desk at 915-215-4111, option 1, or ELP.HelpDesk@ttuhsc.edu.

IT Help Desk Personnel
- Receives report from system user and notifies Information Security Office.

Critical Incident Response Team (CIRT)(First Responder)
- Validates abnormal event as an incident or not.
- If event is determined to be an incident, reports to the Information Security Officer.
Information Security Officer

- Determines level of incident as either small, medium or large.
- Assigns CIRT lead if incident is classified as medium or higher.
- Activates incident response plan.
- Notifies the Chief Information Officer/Information Resources Manager when incident is classified medium or higher.

CIRT Team

- Implements remaining phases to handle incident as defined in the incident response plan.
- Tracks and documents the incident per the incident response plan.
- Reports incident resolution to the Information Security Officer.

Information Security Officer

- Validates abnormal event as an incident.
- Reports incident resolution to the Chief Information Officer/Information Resources Manager, other executive-level management and the Department of Information Resources.
Questions?

Please contact the Help Desk at ELP.HelpDesk@ttuhsc.edu or 915-215-4111, option 1.