

I. PURPOSE AND SCOPE

This rule ensures information security incidents are reported in a timely manner to the appropriate personnel and the personnel responsible for responding to and mitigating information security incidents follow consistent and effective processes and procedures.

II. DEFINITIONS

- A. Information Security Incident (ISI):** events or vulnerabilities that jeopardize the confidentiality, integrity, and availability of the college's information assets, IT resources, and information systems.
- B. User (Authorized User):** any person, including students, staff, faculty, permanent and temporary employees, contractors, vendors, research collaborators, and third-party agents, who accesses any college electronic resources, information systems, or IT resources.

III. PROCEDURES

A. Information Security Incident Identification and Reporting

1. Users must report any observed or suspected information security incidents (ISI) upon discovery as quickly as possible to the Helpdesk via phone call, email, or other automated method. The college develops and implements ISI response procedures including:
 - a. examples of information security events or incidents;
 - b. ISI reporting forms in an easily accessible format to assist the reporter with capturing all pertinent details of the incident;
 - c. feedback processes to notify ISI reporters of the ISI investigation status and investigation results as appropriate; and
 - d. ISI Management.
2. The college establishes and implements procedures for effectively managing ISI once they have been reported. These procedures must include:
 - a. clearly defined roles and responsibilities for management and response personnel;

- b. methods for detecting ISI;
- c. collection, retention and presentation of evidence procedures;
- d. mechanisms for monitoring and quantifying the impact of ISI; and
- e. documenting lessons learned to report on the effectiveness of current incident management procedures and identify improvements to existing security controls and practices.