



Information Technology Services

Security Incident Reporting

Purpose: Compromises in security can occur at every level of technology, from an individual's desktop computer to the largest and best-protected systems on campus. Incidents can be accidental incursions or deliberate attempts to access systems. Each incident requires a calculated response at a level appropriate to the potential impact to the security of individuals and the campus IT infrastructure.

1. An "**IT security incident**" is any accidental or malicious act with the potential to significantly damage the functionality of the information technology infrastructure of GCSC, provide for unauthorized access to college resources or information, allow college information technology resources to be used to launch attacks against the resources and information of other individuals or organizations.
2. You should report:
 - a. Strange Desktop Behavior
 - b. E-mails with a suspicious attachment
 - c. If you suspect that your computer has been breached (hacked); for example, you notice strange files left on your desktop or in your working folders.
 - d. Strange behaviors, such as the hard drive light constantly flashing, the computer responding very slowly to your typing, or other unusual actions.
 - e. Unexpected windows pop up on your screen.
 - f. If your Web browser behaves strangely, such as not opening to the default home page or the one you have selected.
3. Report IT related security incidents to the Technical Support desk. IT support staff will help you assess the problem and determine how to proceed.
4. If the Technical Support desk is not available, individuals should complete the IT Security Incident Report form. The form will be reviewed by the Security Officer to determine what action is necessary.
<https://www.gulfcoast.edu/administration-departments/information-technology-services/staff/incident-report.html>