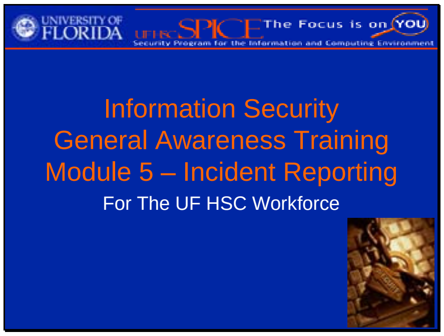
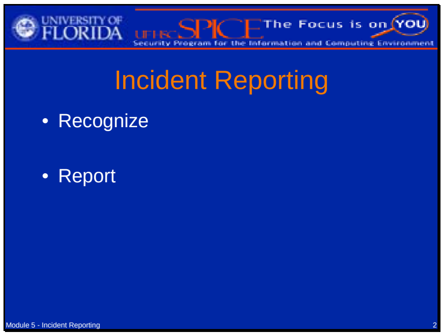
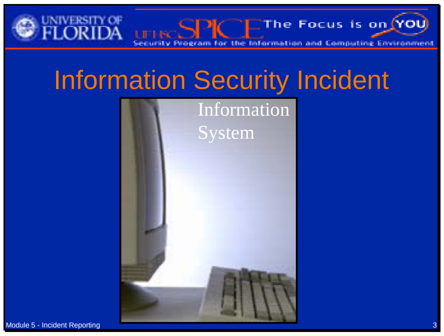
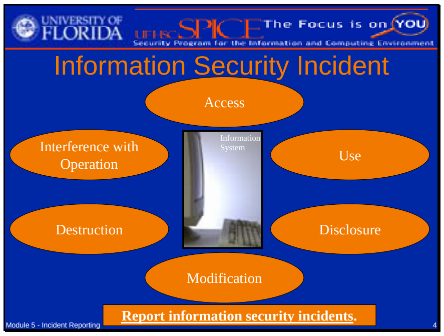
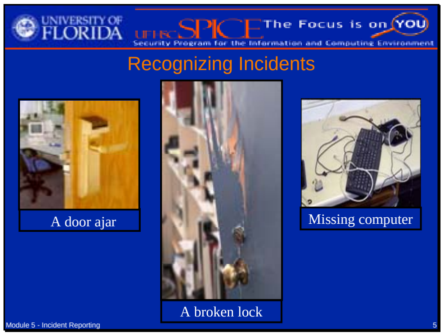
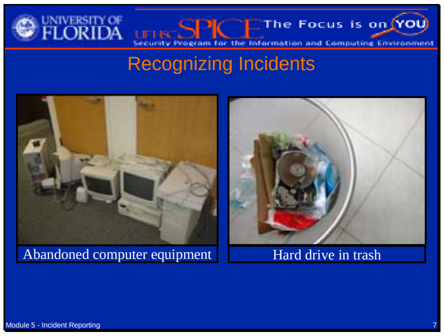
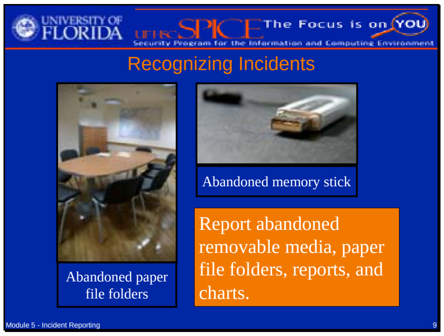
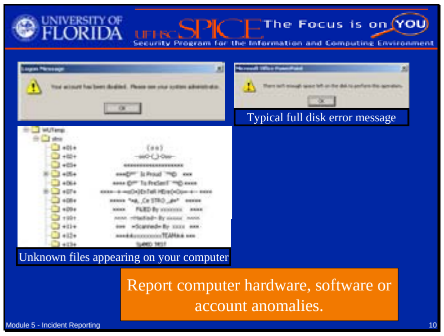
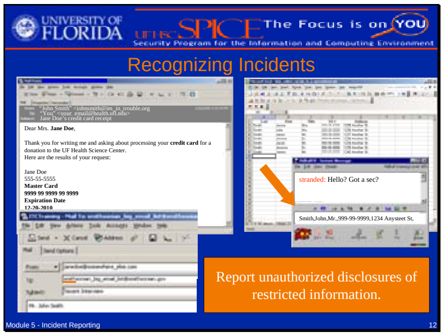
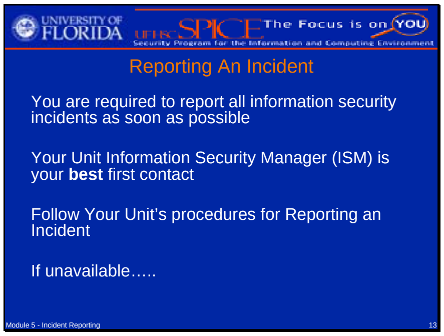
 Information Security General Awareness Training Module 5 – Incident Reporting For The UF HSC Workforce	This is a general awareness training presentation on information security, at the end of which you should understand…
 Incident Reporting • Recognize • Report Module 5 - Incident Reporting 2	how to recognize a potential information security incident and your obligation to report them.
 Information Security Incident Information System Module 5 - Incident Reporting 3	An information security incident is …
 Information Security Incident Access Interference with Operation Use Information System Destruction Disclosure Modification Report information security incidents. Module 5 - Incident Reporting 4	… the *attempted* or successful unauthorized access, use, disclosure, modification, or destruction of information, *or interference with system operation* in an information system. You are required to report them when you suspect one has occurred. So it is important to know how to recognize them.

 UNIVERSITY OF FLORIDA UF ISC SPICE The Focus is on YOU Security Program for the Information and Computing Environment Recognizing Incidents A door ajar A broken lock Missing computer Module 5 - Incident Reporting 5	The door to your workspace is ajar or open upon arrival when normally locked, a broken lock or door, or a missing laptop, PDA or desktop computer from your department work area…
 UNIVERSITY OF FLORIDA UF ISC SPICE The Focus is on YOU Security Program for the Information and Computing Environment Recognizing Incidents Report suspicious observations. Module 5 - Incident Reporting 6	…may be an indication that someone has accessed your work area who is not authorized to be there, and has seen, heard or taken Restricted information, or a computer *containing* Restricted information. Don't wait to confirm; report the suspicious observation immediately to get help with the investigation.
 UNIVERSITY OF FLORIDA UF ISC SPICE The Focus is on YOU Security Program for the Information and Computing Environment Recognizing Incidents Abandoned computer equipment Hard drive in trash Module 5 - Incident Reporting 7	Abandoned computer equipment in a hallway, dumpster, trashcan or other unsecured area can lead to…
 UNIVERSITY OF FLORIDA UF ISC SPICE The Focus is on YOU Security Program for the Information and Computing Environment Recognizing Incidents Report abandoned computer equipment. Module 5 - Incident Reporting 8	computer equipment being removed from the premises without authorization and without proper sanitization of disks to permanently remove information. Report when you see abandoned computer equipment.

 UNIVERSITY OF FLORIDA UF HSC SPICE The Focus is on YOU Security Program for the Information and Computing Environment Recognizing Incidents Abandoned memory stick Report abandoned removable media, paper file folders, reports, and charts. Abandoned paper file folders Module 5 - Incident Reporting 9	It is not uncommon to find abandoned CDs, memory sticks, and floppy disks in a conference room, computer lab or waste basket, or abandoned paper file folders, reports and charts in classrooms, conference rooms, cafeterias or other publicly used areas. These errors could lead to Restricted information falling into the hands of an unauthorized person, and also should be reported immediately.
 UNIVERSITY OF FLORIDA UF HSC SPICE The Focus is on YOU Security Program for the Information and Computing Environment Typical full disk error message Unknown files appearing on your computer Report computer hardware, software or account anomalies. Module 5 - Incident Reporting 10	Your computer's hard drive is suddenly full, or your logon account is locked out, but you haven't used it to login recently, or your password has changed, but you didn't do it, or unknown files have recently appeared on your computer. These are indications that a computer virus or worm has been placed on your computer, or a computer hacker has accessed your computer. These too should be reported immediately.
 UNIVERSITY OF FLORIDA UF HSC SPICE The Focus is on YOU Security Program for the Information and Computing Environment Recognizing Incidents Odd telephone call… Phishing email… Report if anyone asks you for your password. Module 5 - Incident Reporting 11	If someone calls and asks you for your password or if you receive an email message asking for your account information, this could be a phishing attempt to get you to put HSC information at risk. Report if anyone asks you for your password or account information.
 UNIVERSITY OF FLORIDA UF HSC SPICE The Focus is on YOU Security Program for the Information and Computing Environment Recognizing Incidents "John Smith" <johnsmith@im_in_trouble.org "You" <your_email@health.ufl.edu> Jane Doe's credit card receipt Dear Mrs. **Jane Doe**, Thank you for writing me and asking about processing your **credit card** for a donation to the UF Health Science Center. Here are the results of your request: Jane Doe 555-55-5555 **Master Card** **9999 99 9999 99 9999** **Expiration Date** **12-20-2010** stranded: Hello? Got a sec? Smith,John,Mr.,999-99-9999,1234 Anysteet St, Report unauthorized disclosures of restricted information. Module 5 - Incident Reporting 12	If you send restricted information to an unauthorized recipient in an email message (notice the email address has auto-filled a Smithsonian email list when smith, john was the desired recipient) or in an instant message (notice the spreadsheet was being worked on in the background when the instant messenger window popped up and the text that was supposed to go into the spreadsheet, instead went into the instant messaging window) or if you receive HSC Restricted information you are not authorized to have (here notice the message was supposed to have gone out

as a reply to the donor, but was sent to a third party),

an unauthorized disclosure or inappropriate sharing incident needs to be reported.



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UF HSC SPICE The Focus is on YOU

Security Program for the Information and Computing Environment

Reporting An Incident

You are required to report all information security incidents as soon as possible

Your Unit Information Security Manager (ISM) is your **best** first contact

Follow Your Unit's procedures for Reporting an Incident

If unavailable…..

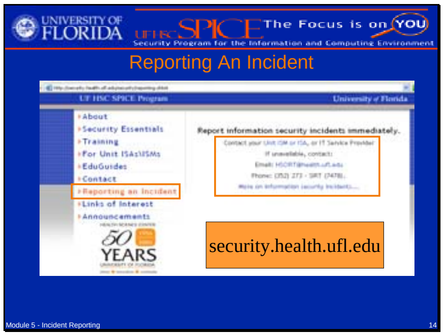
Module 5 - Incident Reporting 13

There are other incidents you may encounter, but we have covered those most likely to occur. Now let's talk about who you report an incident to.

You are required to report all information security incidents as soon as possible.

Your Unit Information Security Manager (ISM) is your best first contact because he or she is best trained to handle them appropriately. Your Unit ISM or ISA should have procedures instructing you how to report an incident. Be familiar with both your Unit ISM and your Unit's Incident Reporting procedures before you encounter an incident.

If you are unable to contact your Unit ISM expediently, there are other places to report information security incidents…..



UNIVERSITY OF FLORIDA

UF HSC SPICE The Focus is on YOU

Security Program for the Information and Computing Environment

Reporting An Incident

Report information security incidents immediately.

Contact your Unit ISM or ISA, or IT Service Provider

If unavailable, contact:

Email: HSCIRT@health.ufl.edu

Phone: (352) 273 - SIRT (7478).

More on information security incidents….

security.health.ufl.edu

Module 5 - Incident Reporting 14

If your Unit ISM or Unit reporting procedures are not available to you,

access the HSC Security Web site and select

Reporting an Incident.

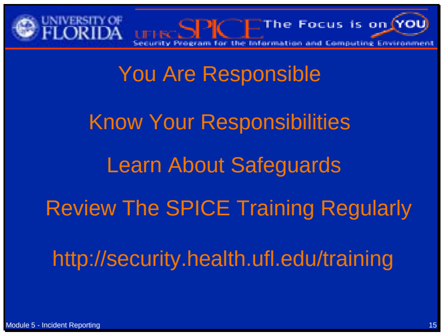
You can report an incident to:

Your Unit ISA if you know him or her, or

Another staff member from your IT department, or

The HSC Incident Response Team directly at the email address and phone number displayed here.

The most important thing is to report an incident when you suspect one has occurred.

 UNIVERSITY OF FLORIDA UF HSC SPICE The Focus is on YOU Security Program for the Information and Computing Environment You Are Responsible Know Your Responsibilities Learn About Safeguards Review The SPICE Training Regularly http://security.health.ufl.edu/training Module 5 - Incident Reporting 15	This concludes our general awareness training presentation on incident reporting. You should now be aware of the types of security incidents you are likely to encounter and your responsibility to report when you observe one or cause one. Continue with the remaining SPICE general awareness training modules, and review them regularly as needed. *<5 minutes>*