

## IT INCIDENT RESPONSE STANDARDS

**PURPOSE** A standard includes specific low level mandatory controls that help enforce and support a policy.

The purpose of the IT Incident Response Standards is to provide the Brock University user community and ITS staff with clearly defined steps to report and respond to IT incidents that do not have IT security implications.

**CAVEAT** These Standards apply only to non-security related IT incidents. If an incident is determined to have security implications, the IT Security Incident Response Standards must be referenced.

**Brock University user community** All suspected or actual IT incidents must be immediately reported to the IT Help Desk.

**ITS Staff** Upon notification of a suspected or actual IT incident, the IT Help Desk must refer the incident to the IT department responsible for the area (i.e., Goodman School of Business, Faculty of Education, Department of Computer Science, Faculty of Applied Health Sciences and the Library) or Information Technology Services (ITS).

All ITS staff must report all IT incidents immediately upon detection by either posting the incident to the ITS BBM group "Brock ITS" or by contacting their immediate supervisor, who then must post the incident to the ITS BBM group.

**Incident Manager** The most senior IT employee responding to the incident must take the role of the Incident Manager and determine the severity and urgency of the incident based on the number of potential users affected, the services affected and the time of

year with respect to the academic calendar and / or events taking place at the University (e.g., registration, exams, open house, lecture series, etc.).

The Incident Manager must also build a team to respond to the incident.

**Subject Matter Expert(s)** Subject matter expert(s) ("SME") may be contacted to assist in determining the severity and the resolution of the incident. The SME must continue working on the incident until it is resolved and / or they are relieved of their duties.

A list of SMEs is maintained in the SharePoint ITS Team site.

**Incident Communications Manager** A senior Client Services staff member must take the role of the Incident Communications Manager for all communications and documentation pertaining to the incident.

**AVP ITS** The Associate Vice-President, ITS (AVP ITS) will stay abreast of the incident response at all times and handle all communications to the Brock University Senior Administrators.

**Documentation** The Director, Client Services will work with the other ITS Directors, the AVP ITS and the stakeholders to finalize the IT Incident Report to be filed in Footprints.

