Computer Incident Response Initiation

Customer Procedure

Primary Point of Contact:  Mike Lowry

Overview:

IT Security initiates the Computer Incident Response process upon direction of appropriate University personnel.

Customer Procedure:

1) Requests can be made via email, phone call, or Remedy ticket by appropriate University personnel including:
   a. IT Leadership
   b. Legal / Compliance
   c. UT Police

   Final authority to initiate computer incident response procedures rests with the ISO or designee.

2) The requester must provide detailed information concerning the incident to include assets, information, and personnel involved.

Measure of Completion:

Computer Incident Response initiation will considered complete when all initial actions and notifications have been completed.