Security Investigations Requests

Customer Procedure

Primary Point of Contact: Bob Phillips

Overview:

IT Security accomplishes security investigations upon requests from appropriate University personnel when required.

Customer Procedure:

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

Final authority to initiate security investigations rests with the ISO or designee.

2) The requester must provide:
   a. Who is to be investigated (Name(s), username(s), etc…)
   b. The focus area of the investigation.
   c. The timeframe for the investigation is required.
   d. Information on specific computing assets involved.

3) Upon completion, the requestor will be notified of the outcome of the investigation and supplied with data supporting the findings as appropriate.

Measure of Completion:

Security investigation requests will be considered complete following notification to requester.