



IT/PPS 09.01.01, Incident Management and Reporting
Issue No. 3

Effective Date 04/02/2007

Reviewer: Special Assistant to the Vice President for Information Technology

01 PURPOSE

This PPS outlines the procedures to be followed by Information Technology staff when reporting various types of information technology (IT) incidents. For the purposes of the PPS, an incident is defined to be a security compromise or violation, any unplanned outage to a core IT service or system, a data center alarm condition, or any noteworthy disruption to normal IT operations.

02 Incident Management

- 02.01 All outages and incidents are to be immediately communicated through the appropriate Assistant Vice President (AVP) to the Vice President and the Office of the Vice President for Information Technology.
- 02.02 The Response Manager will be the appropriate AVP, the AVP's designee, or in the case of security-related incidents, the Information Security Officer, or the Information Security Officer's designee.
- 02.03 The Response Manager will complete an initial assessment of the incident and initiate the appropriate initial response strategies.
- 02.04 The Response Manager will oversee ongoing response strategies and tactics per relevant policy or procedure and will keep the Vice President apprised of incident status and response efforts.

03 Incident Reporting

- 03.01 The Response Manager will send a report on the incident to the Special Assistant to the Vice President for Information Technology for review and archive. The [Security Incident Template](#) will be used for reporting security-related incidences. All other outages or disruptions should utilize the [Service Outage Template](#).
- 03.02 The report will provide the following information:
 - a. Description of the problem/outage/incident
 - b. Cause(s) of problem/outage/incident
 - c. Solutions implemented
 - d. Future mitigation considerations, possible actions that will prevent the problem from recurring)

e. Information required by State or Federal regulatory authorities (e.g., the Texas Department of Information Resources)

03.03 The Special Assistant to the Vice President for Information Technology will maintain an archive of incident reports.

04 MAJOR RESPONSIBILITIES ASSOCIATED WITH THIS PPS

04.01 Major responsibilities for routine assignments associated with this PPS include the following:

<u>Positions</u>	<u>Section</u>	<u>Date</u>
Special Assistant to the Vice President for Information Technology	All	Annually

Approved: _____
Reviewer

Approved: _____
Vice President for
Information Technology