Reporting a Security Incident

patricia falcon - 2024-08-13 - Comments (0) - Physical Security

If you are aware of a security incident or have been successfully targeted by a malicious threat actor, it is crucial to report the incident immediately. A security incident can take many forms, including but not limited to:

- **Device theft**: The loss or theft of a university device containing sensitive information.

- **Phishing, job scams, financial fraud/extortion, loss of PII**: Incidents where fraudulent schemes have led to monetary losses or the inadvertent disclosure of sensitive personally identifiable information (PII) such as passwords, banking information, or other confidential data .

- **Network intrusion**: Unauthorized access to Brown University's network, including any connected devices

- **Viruses, malware or ransomware attacks**: Incidents where malicious software is used to disrupt use of a Brown device or demand a ransom for the return of access to your files or systems.

In the event of a security incident, you must submit a security incident ticket to the Office of Information Technology (OIT). To create a ticket, you can either **email** help@brown.edu, use the **Submit a Ticket** form, or reach out by **phone**: 401-863-4357. To ensure a **quick** response, we recommend reaching out by **phone**.

While it is important to report suspicious emails and phishing attempts, please note that these should be reported via the Phish Alert button in your Gmail inbox or directed to the Phish Bowl at phishbowl@brown.edu. The Phish Bowl is a valuable tool for making OIT aware of potential phishing messages. However, it is not an incident response tool and is not intended for reporting active security incidents.

If you have fallen victim to a phishing scam or any other form of fraud, and it has resulted in losses or exposure of sensitive information, it is essential to report it as a security incident through the appropriate channels mentioned above.

When in doubt, reach out! Members of our community should never hesitate to report a potential security incident. If you suspect a security incident or data compromise, report it immediately. This isn't just best practice - it's the mission of OIT. Brown is committed to ensuring the safety and security of our community's data and information systems, and our community members are a critical component of that mission and culture.