State of Delaware
Cyber Security Incident Reporting Procedure
Call 1-302-739-9560 or email at: DTI_Servicedesk@state.de.us

Please have the following information available prior to your call:

- Agency Name
- Point of Contact Information:
  - Name  Phone / Cell / Email address
- Characteristics of Incident:
  - Physical Loc of Systems Involved
  - Source & Destination IP, Port, Protocol
  - Operating System & Software/Patch Update Versions
  - System Function (DNS/Web Server, etc)
- How the Incident was Identified
- Date & Time Incident was Detected
- Scope of Impact
- Nature of Incident:
  - Denial of Service
  - Malicious code
  - Recon and scans
  - Unauthorized access
  - Personally Identifiable Info Lost
  - BotNet
  - DNS Attack
  - Other
- Specific Assistance Required?
Multi-State Information Sharing and Analysis Center
Cyber Alert Level Indicator

**Severe** Red or Severe – Indicates a severe risk of hacking, virus or other malicious activity resulting in wide spread outages.

**High** Orange or High – Indicates a high risk of increased hacking, virus or other malicious cyber activity which targets or compromises core infrastructure.

**Elevated** Yellow or Elevated – Indicates a significant risk due to increased hacking, virus or other malicious activity which compromises systems or diminishes service.

**Guarded** Blue or Guarded – Indicates a general risk of increased hacking, virus or other malicious activity.

**Low** Green or Low – Indicates a low risk. No unusual activity exists beyond the normal concern for known hacking activities.