



## State of Delaware

### Cyber Security Incident Reporting Procedure

Call 1-302-739-9560 or email at: [DTI\\_Servicedesk@state.de.us](mailto: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.