

PROCEDURES FOR:

All Users

REPORTING A SUSPECTED ELECTRONIC SECURITY INCIDENT



Description:

An electronic security incident may result in damage to or misuse of the Mason network or a device connected to it. Symptoms that may indicate an electronic security incident include, but are not limited to:

- unusually sluggish computer performance;
- applications and / or windows opening without user prompt; or
- system rebooting or shutting down for no apparent reason.

If you suspect that an electronic security incident may have occurred or may be imminent, you are expected to take the actions listed below.

What to do:

1. Stop using the computer at once — continued use may inadvertently damage potential evidence in the event the electronic security incident becomes part of a criminal case.
2. Contact the ITU Support Center at 703-993-8870 or support@gmu.edu.