State of A	Alaska		
Office of Information Technology Information Security Policies		Effective: Last Review:	
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Pages	6	Distribution:	SOA

1. Purpose

To ensure the effective and appropriate reporting of known or suspected security incidents related to State of Alaska (SOA) information assets, system and/or services. All SOA employees have a duty to report all information security violation and problems to the State Security Office (SSO) on a timely basis.

2. Statutory Authority

Under Alaska Statute (AS) 44.21 et. Seq., the Department of Administration is assigned responsibility for statewide Executive Branch automated data processing and telecommunication support.

The Governor's Administrative Order 284 (AO 284) establishes the statewide Office of Information Technology (OIT) to be housed within the Department of Administration. The AO further establishes the position of Chief Information Officer (CIO), with designated authority for all telecommunication and information technology services within the SOA Executive Branch.

Records owned by executive branch agencies are subject to oversight as designated by the Commissioner of their respective department as specified in AS 44.17. Record retention requirements are subject to comply with State archivist statutes AS 40.21. OIT sets and enforces digital information security, privacy, and protection standards and practices assuring all SOA information assets.

3. Policy Scope

This policy is applicable to all SOA branches, departments, divisions, corporations, commissions or other related entities which will be referred to as Department(s).

4. Definitions

Terms in this document are defined in the SOA policy ISP-002 Information Security Glossary.

5. Policy Statement

This policy stipulates the process for:

Incident reporting.

5.1. Incident Reporting

5.1.1 Requirement to Report

Personnel must promptly report any known or suspected security incident to the SSO. The initial information to have available is listed on the incident response card found in section 5.1.2 of this policy. Personnel must create an SSO help desk ticket, an example shown in section 5.1.3 of this document, and contact the SSO at 907-269-5000. If electronics are not available, a manual report must be created; an example shown in section 5.1.4 of this document and contact the SSO at 907-269-5000.

Examples of security incidents include:

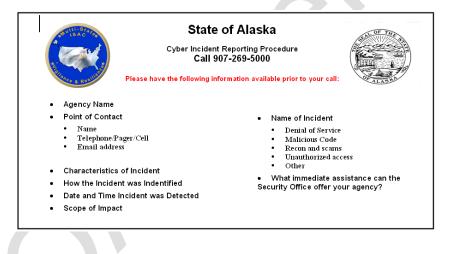
• Loss or unauthorized disclosure of confidential information;

- Serious misuse of assets (e.g., ethics violations, adult material, copyright infringement, misuse of email such as spamming or threatening, criminal activity, theft of equipment or media and unauthorized access to systems or facilities);
- Infection from a virus, worm, Trojan, botnet, spyware and adware;
- Use of a prohibited peer-to-peer network (e.g., KaZaA, Gnutella, or Limewire);
- Any direct human controlled compromise that has occurred on any device, system, network or service;
- Any other unusual or suspicious activity or event that could potentially affect the confidentiality, integrity and availability of SOA telecommunications or information technology services, systems, information or assets, including natural disasters; and
- The possible accumulation of security events that may escalate to the level of a security incident.

The SSO representative will complete an Incident Notification Report (INR) or Enterprise Service Desk System (USD) by using the appropriate template and will take the necessary steps to ensure proper notification or escalation occurs.

Serious misuse of assets must further be reported to the SSO or the Director of Personnel and Labor Relations.

5.1.2 Example of Incident Response Card



5.1.3 Example of SSC Help Desk Ticket Security Incident Request Template (req33999)

Result of Alaska Request Active al.us/Lead/html/popup frames/html/POPUP_LIRLID-0+popup/type=1 State of Alaska Request Service Center Request ed in as: Wolf, Daniel (Log Out) * * Viow * Activities * Actions * [Search * Report * Window * Help * Edit Create Service Ord 33999 Request Template security incident Detail Edit Create Service Ord Affected End User Request Area Status customer Services.Security.Incident Infection Closed NO Greated By Asset Priority Severity Mak, Edward W 2 2 2 Security.investigations Security.investigations Security.investigations Attoched Change Charge Back ID Call Back Date/Time Root Cause	(<u>C</u> lo
Service Center Request Reques	(<u>C</u> lo
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security.investigations	
Attached Change Charge Back ID Call Back Date/Time Root Cause	
Summary Security Related	
Summary Security Related No	
security insident to the second	
become the sused to report security incidents. 00:19:14	
select properties tab and and complete as many properties as possible. note that some properties are required. for large scale incidents (see scope property), set priority level to 1.	
for serious incidents, notify darrell davis by phone at 269-6733 or 244-4742.	
for definition of serious incidents, please see sp-004 at: http://www.state.ak.us/local/akpages/ADMIN/info/security/auth/Enterprise_Security_Policies_Final.pdf	
enter additional information as log comments. provide initial summary details on the security incident here:	
Open Date/Time Last Modified Resolve Date/Time Close Date/Time	
08/03/2005 09:26 am 04/09/2007 03:58 pm 04/09/2007 03:58 pm	
1. Activitics 2. Service Type 3. Related Requests 4. Knowledge 5. Attachments 6. Properties 7. Template	
Search Logs	
History	
Analyst Date Time Summary	

5

5.1.4 Example of Incident Notification Report Form

State of Alaska State Security Office Providing Leadership in Security, Telecommunications Infrastructure and Information Technology Incident Notification Report Call the State Security Office (907) 269-5000				
Secur	ity Event Name:			
Date:				
	ity Event Number:			
٧	Question	Response		
1 –	Name (of reporting individual)			
	Other point of contact			
	Agency or organization			
	Phone number (primary)			
	Phone number (alternate)			
	E-mail address			
	Source & Destination IP, Port,			
	Protocol?			
	Physical Location of the System			
	involved?			
_	Who has been notified?			
	What actions have been taken?			
	Question	Response		
	Date and time of event	Перринзе		
2	Date and time event was detected			
	Impact (i.e., who/what was affected			
	and what was the impact?)			
	Type of incident:			
	Denial of service			
	Malicious code			
	Scans or information gathering			
	Unauthorized access			
	Loss or theft			
	Destruction of assets or data			
	Other (describe to best of ability)			
Y	Question	Response		
3 -	Attacking IP address(s) (if known)			
)	Type of access gained			
	Network			
	Logged-on to device/computer			
	Use of resources			
	Access to information (if yes, type):			
	Personal/PII			
	Financial			
	Financial			
	Financial Health			

Example of Incident Notification Report (Page 2)

