

DTS Security Incident Reporting Process

DTS provides an electronic method to report security incidents to DTS Security. All incidents involving the following situations should be reported to DTS using this electronic form.

- Theft of loss of equipment
- Unauthorized access or use of systems or equipment
- Website Defacement
- Disruption of Service
- Exposure of confidential or sensitive data
- Unauthorized system changes
- Unauthorized access to restricted area(s)
- Malicious Email
- Phishing Attempt

In addition to reporting to DTS, employees must notify their Agency Privacy Officer or the DHS Security Officer of the incident so that internal reviews and tracking of the incident will occur.

Reporting Process

1) Employees should visit the DTS Service Now ticketing system at [DTS Security Incident Reporting Form](#) or by visiting <https://dts.utah.gov/security/forms> and selecting the Form 512 Incident Notification link.

← → ↻ dts.utah.gov/security/forms

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Penetration Test Request

- [Form 599 Penetration Test](#)

Security Development Lifecycle Checklist (SDLC)

- [Form 524 Full - SDLC](#)
- [Form 524 SDLC for Websites](#)

Risk Acceptance

- [Risk Acceptance Form Guideline](#)
- [Form 525 Risk Acceptance Form](#)

Report an Incident

- [Report an Incident Guideline](#)
- [Form 512 Security Incident Notification](#)

Request an Investigation

Delegation Rights Access

- [Delegate Access Guideline](#)
- [Form 506 Delegate Access](#)

Forensic Investigation

- [Form 505 Security Investigation Request](#)

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2) Employees should complete all the request details in the form and then click the **Submit** button at the bottom.

The screenshot shows a web browser window displaying the 'Security Incident Notification' form. The browser address bar shows the URL: https://utah.service-now.com/nav_to.do?uri=%2Fcom.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1%26sysparm_id%3D5f49d75a13c57a40d6017e276144b065%26sysparm_. The page title is 'Service Catalog > Security Forms > Security Incident Notification'. The form fields include: 'Customer Name' (text input), 'Agency' (text input), 'Phone' (text input), 'Law Enforcement Notified' (dropdown menu with '-- None --'), 'Case Number' (text input), and 'Agency Name' (text input). A note states: 'If Law Enforcement is notified the following two fields are required. If no, skip the next two fields.' The left sidebar shows navigation options like 'Self-Service', 'Service Catalog', and 'Incidents'. The right sidebar shows a notification: 'Employee needs the app... Christopher Bramwell has bee...'. The user's name 'Christopher Bramwell' is visible in the top right corner.

3) Employees will be redirecting to their Incident dashboard where they can see the details of the incident they reported. Employees may visit this page during the incident review to see DTS Security updates and questions in the comment sections. DTS Security will contact the Employee for further information if needed.

The screenshot shows the 'Incident - INC0645966' dashboard. The browser address bar shows the URL: https://utah.service-now.com/nav_to.do?uri=%2Fincident.do%3Fsys_id%3Df9ac4a7d13c232003a2e56722244b039%26sysparm_view%3D. The page title is 'Incident - INC0645966'. The incident details include: 'Number' (INC0645966), 'Caller' (Christopher Bramwell), 'Business phone' ((801) 884-8466), 'Opened' (2017-04-11 06:55:29), and 'Closed' (empty). The 'Summary' is 'Security Incident Notification'. The 'Activity' section shows a log entry for Christopher Bramwell on 2017-04-11 06:55:29 with details: 'Assignment group: DTS - Enterprise Security', 'Impact: 3 - Low', 'Incident state: Active', 'Opened by: Christopher Bramwell', 'Priority: 4 - Low', 'Task type: Incident', and 'Template Name: Security Incident Notification'. The left sidebar shows navigation options like 'Self-Service', 'Service Catalog', and 'Incidents'. The right sidebar shows a notification: 'Employee needs the app... Christopher Bramwell has bee...'. The user's name 'Christopher Bramwell' is visible in the top right corner.