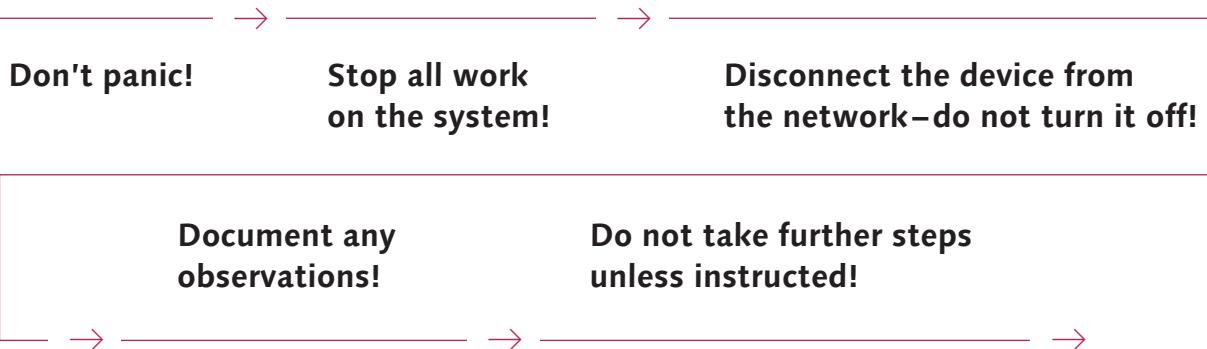


IT Incident Instructions

1) Recognizing an IT Incident

- System not working normally?
- Strange warning or error messages?
- Suspected malware?
- Access data compromised?

2) Stay Calm and React Prudently



3) Reporting an IT Incident

Please notify the Service Center for Computer Systems and Communication (SCC) via +49 (0) 36 43 / 58 24 24 or nutzerservice@uni-weimar.de.

- Who is reporting the emergency? (include your contact details)
- Which IT system is affected? (see yellow sticker for Uni devices)
- How were you working with the IT system?
- What did you notice?
- When did the incident occur?
- Where is the affected device located? (building, room, workspace)
- Wait for further question or instructions.