



## See Something, Say Something: Reporting Incidents

*A Quick Guide for Staff – Provided by Alpha IT Solutions*

### Introduction: Early Detection is Key

In the fight against cybercrime, prompt reporting is our most effective weapon. A seemingly minor security incident can quickly escalate into a major breach if left unaddressed. By reporting suspicious activity, you play a vital role in protecting our organisation and its data.

### 1. What Constitutes a Cybersecurity Incident?

An incident is any event that compromises the **confidentiality, integrity, or availability** of our systems. Examples include:

- **Malware Infection:** Your device behaving strangely, slowing down, or showing ransomware demands.
- **Phishing Success:** Realising you have clicked a suspicious link or accidentally shared credentials.
- **Unauthorised Access:** Noticing someone accessing systems or data they should not have.
- **Data Breach:** Sensitive data being exposed, whether intentionally or by accident.
- **Suspicious Activity:** Any unusual or unexpected activity on the network that "doesn't feel right."

### 2. Why Reporting is Essential

- **Minimising Damage:** Early intervention allows the security team to contain the threat and prevent it from spreading.
- **Preventing Future Attacks:** Analysing incidents helps us identify vulnerabilities and strengthen our defences.
- **Legal Compliance:** Regulations like **GDPR** require us to report certain data breaches to authorities within a strict **72-hour timeframe**.
- **Protecting Reputation:** Professional and transparent handling of incidents maintains the trust of our clients.



### 3. How to Report & Practical Tips

- **Act Quickly:** Report the incident the moment you become aware of it.
- **Provide Clear Details:** Include a description of what happened, the date/time, affected systems, and any error messages you saw.
- **Do NOT Fix it Yourself:** Unless specifically trained, do not attempt to "clean" the device. You might accidentally destroy valuable forensic evidence or worsen the situation.
- **Maintain Confidentiality:** Handle the incident discreetly to protect the privacy of those affected.
- **Document Everything:** Keep a brief record of the steps you took and who you contacted.

### Our Reporting Channels

If you suspect a security issue, please contact the Alpha IT Solutions support team immediately:

- **Phone:** +353 (0)23 881 0061 or +353 (0)21 242 8244
- **Email:** [support@alphait.ie](mailto:support@alphait.ie)
- **In-house:** Notify your designated Security Lead or IT Manager.

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**“When it comes to cybersecurity: if you see something, say something!”**

*For technical assistance or advice on device security, contact the Alpha IT Solutions team.*

**Call:** +353 (0)23 881 0061 | **Email:** [support@alphait.ie](mailto:support@alphait.ie)

