



New York State Cyber Incident Reporting Procedure

What to Report?

Any adverse event that threatens the confidentiality, integrity or availability of government resources, or that involves misuse of computing resources or is disruptive to normal system or data processing operations, including:

- Misuse, criminal or unauthorized use of systems
- Data theft or accidental disclosure of data
- Unauthorized modification or deletion of data
- Web page compromise
- Credential compromise
- Unauthorized access attempts
- Denial of service
- Unauthorized changes to hardware, software or configuration
- Unauthorized or malicious software (malware)
- Unusual system behavior



Call
Cyber Command Center
(518) 242-5045

After hours (5 p.m. - 9 a.m., weekends and holidays), please call the NYS Watch Center at (518) 292-2200 and ask to report an incident to the Cyber Command Center.



Email
cycom@its.ny.gov

If you are including sensitive data and you are not a NYS Office 365 user, consider encrypting using the ITS Enterprise Information Security Office's PGP public key.

More information on the incident reporting procedures, the public key, and forms can be found at: <https://its.ny.gov/incident-reporting>