



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

1-866-44-NYSOC (69762)

NYS Security Operations Center hotline staffed 24/7 by cyber analysts.



Email

support@soc.ny.gov

If you are including sensitive data and you are not a NYS Office 365 user, consider encrypting using the ITS Chief 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>