

Incident Response Plan

What should you do if you become aware of a credit card incident?

- 1** Immediately write down the details of what happened.
- 2** Report what you know to the ITS Help Desk 919-962-HELP (4357). Clearly state, "Please create a critical ticket for Information Security involving credit card data."
- 3** Share the report with your Information Security Liaison (ISL) and manager.



Incident Response Plan

What should you do if someone emails you a credit card number?

1

Copy all the recipients email addresses into a new blank email.

2

In the email write, "For security reasons we are unable to accept credit cards via email. Delete the original email and delete it from your delete folder to ensure it is not archived."

3

Include a CERTIFI approved alternative method(s) for remitting payments.

