Netsafe® School Incident Response Flowchart

Cybersafety incident/break is discovered and recorded.

Refer to the school’s cybersafety policy and practices, and to this flowchart.

Generally, an “incident” can be classified under one of the following three categories:

Illegal
(or suspected of being so)

Age-Restricted
Illegal to show or give to a minor. Individual situations will vary in seriousness.

Inappropriate
Is this potentially so serious that senior management should be informed immediately?

No
Isolate and secure if a school device.

Yes
Immediately report incident to senior management. Isolate and physically isolate and secure it so that content cannot be erased.

Omit if no ownership issue.

Preliminary analysis and investigation.

Need to report the matter to senior management in accordance with the school’s cybersafety policy.

No
Choose “No” only if certain.

Yes
Clean or sterilize – with appropriate software. Log the action.

File report of incident with school's cybersafety team (led by a senior manager) for later review of decision-making processes and trends.

Is support required for any person involved?

Audit
If there has been a serious incident, and a full audit has not been carried out as a part of the official investigative process, it is a good practice to have one done.

Outsourced examination
(may include forensic audit).

or

Incident resolution by senior management and Board of Education.

Important!
Document every action you take when dealing with an incident.

Contact One or More:

For Illegal Images:
Local law enforcement agency or the Georgia Bureau of Investigation. For severe instances or any incident involving personnel, contact the Georgia Bureau of Investigation.

For Criminal Threats/Harassment, Drugs, Copyright Breaches (e.g., Videos, Music), or other Criminal Activity:
Local law enforcement agency.

If Evidence Found indicating the Importation of Illegal Items:
Local law enforcement agency.

For Help Regarding the Correct Contact:
Local law enforcement agency or the Georgia Department of Education.

Important!
Document every action you take when dealing with an incident.

Do Not Copy, Print, or Display
If no ownership issue, close down the device and physically isolate and secure it so that content cannot be erased. Immediately inform senior management of the incident. It is recommended that the school seek legal advice urgently. (This advice could be regarding potential employment or ownership issues, and on the reporting of the matter to the appropriate law enforcement agency.) You are required to contact your local law enforcement agency and the school’s insurer.

This flowchart provides general guidance only. Specific advice should be obtained in each circumstance. ©Internet Safety Group Inc. 2009

Dr. John D. Barge, State School Superintendent, Georgia Department of Education is a partner in the Georgia Cyber Safety Initiative which is part of Georgia Bureau of Investigation’s Internet Crimes Against Children Task Force.