NCSA Security Contact Process

Document Name: NCSA Security Contact Process
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Urgent Priority

Security Incident or concern that is of a critical nature and requires immediate response.

- *Examples: Key resources managed by security are down (e.g., bastion hosts or certificate authorities), or a security incident on a production system is in progress.*

NCSA has a 24/7/365 operations help desk that can in an emergency direct any security incidents and issues to the appropriate Security Engineers. You can contact the help desk at **(217) 244-0710**, or email "**help (at) ncsa.illinois.edu".**

Help Desk Instructions

High Priority

Needs to be addressed in a timely manner, i.e., in the next couple hours during business days.

- *Examples: A new user needs access to a system controlled by security, or you think that your laptop or web site may have been compromised.*

1. Send a note to **"security (at) ncsa.illinois.edu"**
2. Flag the note as High Priority
3. List Subject as High Priority
4. Clearly state the issue or need
5. Provide contact information

This reaches the security operations team and the CISO.

Non-emergency

- Examples: Questions, configuration change request, meeting requests, etc

1. Send note to **"help+security (at) ncsa.illinois.edu"**
2. Clearly state the issue or need
3. Provide contact information

This creates a ticket for the security operations team.

PGP Key

If you want to encrypt any email to the security team then you can use the NCSA Security Team PGP located here or from the MIT PGP keyserver.

- PGP keyID: 5574C6BE
- Key fingerprint = 15CE 01F0 0392 E004 7084 9AF4 D1A5 D4E2 5574 C6BE