

Compromised Account Management SC

Service	Compromised Account Management
Service Manager	Information Security Officer
Department	Information Security Office
Contact	
Service Owner	AVP/CIO - Stephen Rieks
Description	<p>Manage and monitor alerts that identify at-risk or breached accounts.</p> <p>Function 1: Investigation</p> <p>Function 2: Remediation</p> <p>Function 3: IT Service Center Notification</p>
Service Users	Any Google Apps user.
User Services	Like other security measures, this service is "behind the scenes". And its value lies in the fact that, once compromised accounts occur, it is dealt with swiftly. User are immediately contacted if there is a suspected security breach. User are advised to change their password. And if need be, the account is (temporarily) removed from the system to mitigate any cascading effect.
Business Services	Security breaches can occur in many different forms, thus, all departments and units can expect containment of the damage to protect users' data and identify the root of the problem in a timely manner.
Technical Services	
Requirements	The requirement for using this service is to be any Google Apps user.
Rates / Cost of Use	There are no fees associated with using these services.
Getting Started	A user does not request access to this service.
Availability	This service is performed during normal or standard business hours of operation.
Getting Help	All requests for assistance are completed using FredQuest: https://fredquest.fredonia.edu/
SLA Notes	
Business Procedures	The business procedure is located with the Primary responsible person on the RACI form and also, see Appendix A.
Change Procedures	<p>Changes to the service (transition, additions, and discontinuations) must be reviewed by TAC and approved by the Service Manager (CIO) and Cabinet.</p> <p>The following procedures are used for changes to the software, hardware or business procedures.</p>
Assigned Primary Support	
Assigned Secondary Support	

RACI Chart

Function 1

Name: Investigation

Description:

Level	Responsible	Accountable	Consulted	Informed
Primary	Idalia Torres	Fred Ullman	Trusted external sources, IT Service Center	Google Apps user
Secondary	Scott Grien	Fred Ullman	Trusted external sources, IT Service Center	Google Apps user
Tertiary				

Function 2

Name: Remediation

Description:

Level	Responsible	Accountable	Consulted	Informed
Primary	Idalia Torres	Fred Ullman	Users	Google Apps user
Secondary	Scott Grien	Fred Ullman	Users	Google Apps user
Tertiary	Mike Gerholdt	Fred Ullman	Users	Google Apps user

Function

Name: IT Service Center Notification

Description:

Level	Responsible	Accountable	Consulted	Informed
Primary	Idalia Torres	Fred Ullman	Not Applicable	IT Service Center
Secondary	Scott Grien	Fred Ullman	Not Applicable	IT Service Center
Tertiary	Mike Gerholdt	Fred Ullman	Not Applicable	IT Service Center

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Status

Active

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