Anticipate, Prepare, and Manage: Emergencies, Incidents, and Everything in Between

Hamilton College Library & Information Technology Services (LITS)

**Anticipate**

**Incident Management Team**
Designed to handle everything from a temporary problem to a major outage:
- Categorized incident types for easy recall
- Standardized communication format for easy recognition
- Trained staff and distributed a quick reference guide for reporting incidents

**Prepare**

**LITS Incident Response Process**

A flowchart was developed, based on the National Incident Management System. This allows us to quickly manage simple to complex incidents. We conduct regular tabletop exercises to keep sharp.

**Manage**

Incidents handled in the past year include:
- Stolen college laptop
- Compromised email accounts
- Google Doc phishing attack
- Library Catalog down
- WannaCry Cyberattack
- Building flood causing Cable TV outage

Presented by:
**Debby Quayle**, Director, Help Desk & Communications
**Beth Bohstedt**, Director, Access Services & Collection Strategies