

INFORMATION INCIDENT CHECKLIST

Information incidents occur when unwanted or unexpected events threaten privacy or information security. They can be accidental or deliberate and include the theft, loss, alteration or destruction of information. An information incident can be especially serious when it is a **privacy breach**: the compromised data includes personal information such as names, birthdates, health or financial details, or social insurance numbers.

The following checklists provide high-level guidance for responding to information incidents. See the [Information Incident Management Process](#) and the [Process for Responding to Privacy Breaches](#) for complete details.

Program Area Employees

1. Notify your supervisor. This is an urgent priority.
2. You and / or your supervisor report the information incident immediately to the Shared Services BC Service Desk by calling 250 387-7000 or toll-free at 1-866 660-0811 (available 24 hours a day) and selecting Option 3. State that you are reporting a security incident, and provide your name and contact information only.
3. Notify your Ministry Chief Information Officer.
4. Contain the information incident, if possible. For example, recover the information or records, suspend the activity that led to the incident; correct the physical weakness that led to the incident, etc. Note: If the information incident involves information technology, seek the direction of the Investigations Unit before taking any steps.
5. Gather details regarding the information incident (the type of information affected and its sensitivity, whether the information was recovered, cause and extent of incident including how many individuals affected, dates of occurrence, business area involved, foreseeable harms and/or risks to individuals).

After a report has been made to the Shared Services BC Service Desk, you will receive a call from an investigator with the Government Chief Information Officer's Investigation Unit, who will gather information and provide immediate containment and resolution advice. You may then be asked to work collaboratively on the information incident with the Government Chief Information Officer's staff, or others.

Business Owners (Including Supervisors and Service Providers)

1. Provide direction to the employee about the information incident.
2. Ensure the information incident is reported locally (notifying senior managers, ministry CIO) and to the Office of the Government Chief Information Officer by calling the Shared Services BC Service Desk at 250 387-7000 or toll-free at 1-866 660-0811 and selecting Option 3.
3. Contain the information incident, if possible. For example, recover the information or records, suspend the activity that led to the incident; correct the physical weakness that led to the incident, etc. Note: If the incident involves information technology, seek the direction of the Government Chief Information Officer's Investigations Unit before taking any steps.
4. Review existing procedures/processes to ensure non-repetition of the breach.

A business owner is the "owner" of the information incident. You will be asked to work collaboratively on the incident with the Standing Response Team, the Government Chief Information Officer's staff, or others. As part of this, you may be asked to assist in notifying individuals about the information incident.

You may also be asked to prevent future information incidents by developing procedures/processes necessary to ensure non-repetition of the breach, implementing incident investigation recommendations and reporting on their compliance to your ministry and the Office of the Government Chief Information Officer. You could also be asked to provide training and education to ensure employees understand their responsibilities in handling personal or confidential information. You may also need to support the audit activities of the Office of the Government Chief Information Officer in following up on the information incident.

Ministry Chief Information Officer

1. Ensure that the information incident has been reported to the Office of the Government Chief Information Officer by calling the Shared Services BC Service Desk at 250-387-7000 or toll-free at 1-866-660-0811 and selecting option 3
2. Where appropriate inform and update your ministry executive, including the deputy minister
3. Ensure that the Risk Management Branch receives a General Incident Loss Report (GILR) within 24 hours
4. Act as the primary ministry point of contact for:
 - a. receiving reports about the management of the information incident from the employee / business owner
 - b. communicating advice and information to/from the Information Incident Lead and the Standing Response Team
 - c. receiving status reports and a final investigation report from the Standing Response Team, and distributing them as necessary
5. Follow up and resolve minor information incidents (as determined by the standing response team) in collaboration with the ministry business owner
6. Liaise with other ministry chief information officers in multi-ministry incidents
7. Assist program areas in reviewing existing procedures and in implementation of recommendations from the information incident