

Getting Help and Reporting Incidents

Incident:	Call:	Email/Web:
Questions or assistance	Cyber Security Program Hotline 925-422-4655 925-403-4552 (off hours) LivIT Service Desk online or at x 4-HELP (925-424-4357)	Cyber Security site: https://www-csp.llnl.gov ServiceNow: https://llnl.servicenow.com
Loss or suspected loss of PII	Cyber Security Program Hotline 925-422-4655, or 925-403-4552 (off hours) within 30 minutes of discovery	csoc@llnl.gov
Inadvertently placed classified information onto an unclassified system or classified spillage (e.g., an email sent or received with classified information)	Your Organizational Information System Security Officer (OISSO)/Information System Security Officer (ISSO) or the Cyber Security Program Hotline: 925-422-4655, 925-403-4552 (off hours) immediately	OISSO site https://www-csp.llnl.gov/oisso/oisso Refer to CSP IM2339 for detailed instructions
Phishing or suspicious email	Cyber Security Program Hotline 925-422-4655 925-403-4552 (off hours)	Report SPAM spam@llnl.gov
Clicked on a bad link on an LLNL computer	Cyber Security Program Hotline 925-422-4655 Laboratory personnel working during off-hours, may contact the IMT cell phone at 925-403-4552	csoc@llnl.gov
Email specifically mentions LLNL, DOE, is threatening to National Security, or seems suspicious or targeted	Your OISSO/ISSO If you are unable to contact your OISSO, contact the Cyber Security Program Hotline 925-422-4655 Laboratory personnel working during off-hours, may contact the IMT cell phone at 925-403-4552	OISSO site https://www-csp.llnl.gov/oisso/oisso csoc@llnl.gov
Potential security incident - It is the responsibility of all Laboratory employees to immediately report any potential security incident.	Security Incidents Reporting Office (SIRO) 24/7 424-SIRO (7476) PFD Sergeants Office 925-422-7225 during off hours	Security Incident Reporting Office site https://security-r.llnl.gov/reporting/siro

<p>Lost or stolen laptop</p> <p>Lost or stolen iPhone/iPad</p>	<p>Property Management @ 3-3581</p> <p>4-HELP</p>	<p>Property site https://business.llnl.gov/property-management/#lostproperty</p> <p>ServiceNow https://llnl.servicenow.com/kb?id=kb_article_view&solutionid=161201134804732</p>
<p>Laptops on Foreign Travel (LOFT)</p> <p>Loaner Cell Phones or Mobile Devices</p>	<p>Check out laptop for LLNL business while on foreign or domestic travel call 4-HELP</p> <p>Call 4-HELP</p>	<p>ServiceNow https://llnl.servicenowservices.com/ess/ess?id=sc_cat_item&sys_id=85474c646f14f500f8f588622e3ee44c</p> <p>Service Now https://llnl.servicenowservices.com/ess/ess?id=sc_cat_item&sys_id=772d3c8edb2a03401a9efd0e0f961931</p>