

# NOTICEBORED

## Security procedure

### What to do if portable IT equipment is lost, damaged or stolen

#### Introduction

It is your responsibility to take due care of any portable IT equipment such as laptops, PDAs, cellphones *etc.* issued to you by the company. This means you must take all reasonable steps to prevent the equipment being lost, damaged or stolen, for example by using approved security devices (cable locks *etc.*) and not leaving equipment unattended in insecure locations. However, if company IT equipment is actually lost, damaged or stolen, this briefing explains what to do.

#### What to do

1. Before anything untoward happens, **take a note of the equipment type/model and serial number**. Keep this information somewhere safe as it will help you report an incident.
2. If a security incident occurs, **call the Corporate Security Office immediately** (within a few hours at most). This is especially important if the equipment carried sensitive corporate or personal data.

**☎ Corporate Security Office: +00 123 456 7890**

This number is available 24 hours a day.

Reverse the charges if necessary.

Corporate Security will contact the Information Security Manager, IT staff and other relevant parties to ensure that remote access from the device is immediately blocked. If the device was a mobile phone, for example, they will arrange for someone to call the phone company to suspend the phone service and prevent someone running up a large bill.

3. If you believe the equipment may have been stolen or deliberately damaged, **inform the local Police as soon as practicable**. The Police will take down details of the incident and the equipment. They may be able to recover stolen equipment although this very seldom happens in practice. It is important that you obtain a crime reference number from the Police, or at least obtain the name of the person who took down the information and note the date and time it was reported.
4. **Inform your manager** about the incident at the next suitable opportunity (ideally within one working day). Your manager will probably arrange for replacement equipment to be issued to you provided there is sufficient money available in the budget. Bring your data backups in to the office when you collect your replacement equipment and, if necessary, ask IT Support for assistance to restore your data. *Remember: unless you have taken data backups, any information on the lost, damaged or stolen equipment is probably irrecoverable!!*

#### Further information

For general advice on information security controls, contact the Information Security Manager, the Corporate Security Office, the IT help desk, or speak to your manager. Information Security's intranet website offers more advice.