

IF YOU EXPERIENCE ANY OF THESE WHEN
ON THE CITY OF BURNABY'S NETWORK,
CONTACT IT HELPDESK IMMEDIATELY

- Provide date(s) and time(s) of the suspicious activity
- When possible, include screenshots or other useful info
- Notify your Supervisor

01 Your computer is behaving oddly or looks different

For example, there is something new on your desktop or task bar that you haven't seen before or it looks like someone has taken over your mouse and keyboard

02 You suspect there is potential identity or data theft

For example, customers are inquiring about suspicious charges on their credit card or you can see confidential personal information that you normally cannot see

03 The City's website and social media channels have been hacked

For example, inappropriate content is appearing on the website and/or social media or the website is redirected to non-City website

04 There is a break-in at your office or facility

For example, there are unidentified devices attached to computing equipment or to a network port or there is a credit card pinpad in the vicinity

05 You receive unsolicited email that does not correlate with your business operations

For example, you receive email from unknown sources asking you to divulge private information (aka phishing emails) or you receive threatening email communication (Contact 911 depending on the severity)

06 You witness misuse of the City's network and computing resources

For example, threatening emails or texts are being sent from a City account or pornography resides or is accessed on City equipment

TYPES OF ISSUES TO REPORT IMMEDIATELY

IT SECURITY ISSUES

For more information refer to the resources available on the connectBurnaby Portal

- Introduction to the Information Technology (IT) Security Incident Response Plan
- Nine Important Points about Protecting Personal Confidential Information

PROTECTING STAFF AND KEEPING
THE CITY'S NETWORK SAFE



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