

BEHAVIOUR DURING SERIOUS IT-INCIDENTS



Keep calm & report the IT incident
Better to call once more than once too little!



University-IT incident emergency number:
+49 (0) 3496 67 5500 or your area admin



Who's reporting?



Which IT system is affected?



How did you work with the IT system?
What did you observe?



When did the event occur?



Where is the affected IT system?
(building, room, workspace)

Behavioural advice

Stop further work
on the system

Pull out network cable,
disabling Wi-Fi

Follow further
instructions



Take photos of the IT system or screenshots as proof.