

## POLICIES AND PROCEDURES

**Subject: Laptop Computer Loss**

**Policy No. 15**

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Date: June 24, 2009

Approved by: Cheryl J. Norton, President, Southern Connecticut State University

Signature: \_\_\_\_\_

### Policy

The purpose of this policy is to provide guidance and establishes minimum standards when university owned laptop is lost or stolen.

### Policy Details

The following processes must be followed in the event of a laptop or mobile device being reported missing and/or stolen from a university location. **This process should be followed regardless of whether or not confidential information is thought to be compromised.**

1. Campus police must be IMMEDIATELY notified upon the discovery of the loss or theft.
2. Once on the scene and after an initial assessment of whether confidential information may have been compromised, Campus Police must immediately notify the CIO and the President's Office regarding the loss or theft as well as the assessment of information contained.
3. The CIO is responsible for immediately 1) notifying the system office CIO with this information and 2) contacting the employee to reset all of his/her passwords. Resetting of the passwords must be completed as soon as possible.
4. Upon completion of the police report, a copy of this report should be faxed or hand carried to: 1) President's Office, 2) Provost's Office, 3) CIO and provided to the appropriate personnel in Finance and Administration for filing an 853 form.
5. If sensitive data is thought to be contained on the laptop, the President will then immediately contact the Chancellor regarding the theft or loss of this equipment and the assessment of information contained as described in the police report.
6. Should confidential information be potentially compromised, all affected parties will be immediately contacted and offered protection through DEBIX as well as credit

monitoring. This process will be completed within the timeline specified by federal regulations if not before.

7. If a laptop contains sensitive data, an incident report, to be coordinated through the President's Office, will be filed with the Chancellor as soon as possible, but no later than 24 hours from the discovery of the event.

8. If the laptop or mobile device is found, Finance and Administration will submit an amended 853 form and distribute to those who received the 853 form. An amended incident report will be provided to the Chancellor via the President's Office.

9. Within 30 days of the incident, a report by the head of the unit in which the equipment was lost, identifying the steps taken to prevent further loss of equipment must be provided to the President.

**Should a laptop or mobile device owned by the university be found missing or stolen when the employee is off campus, whether in or out of state, this incident MUST be reported to the local authorities where the loss or theft was thought to occur. Notification must be made at the time of discovery. AT THE SAME TIME, CAMPUS POLICE MUST ALSO BE NOTIFIED.**

### **Exceptions**

Any exception to the procedures in this Policy shall require prior written approval from the President or designee.