SYSTEM FAILURE OR DISRUPTION
Has your system or website’s availability been disrupted? Are your employees, customers, suppliers, or partners unable to access your system or website? Has your service been denied to its users?

UNAUTHORIZED CHANGES OR ADDITIONS
Has anyone made unauthorized changes or additions to your system’s hardware, firmware, or software characteristics without your IT department’s knowledge, instruction, or consent?

SUSPICIOUS QUESTIONING
Are you aware of anyone attempting to gain information in person, by phone, mail, e-mail, etc., regarding the configuration and/or cyber security posture of your website, network, software, or hardware?

SUSPICIOUS E-MAILS
Are you aware of anyone in your organization receiving suspicious e-mails that include unsolicited attachments and/or requests for sensitive personal or organizational information?

UNAUTHORIZED ACCESS
Are you aware of anyone attempting (either failed or successful) to gain unauthorized access to your system or its data?

UNAUTHORIZED USE
Are unauthorized parties using your system for the processing or storage of data? Are former employees, customers, suppliers, or partners still using your system?

We encourage you to report any activities that you feel meet these criteria for an incident. Note that our policy is to keep any information specific to your site and system confidential unless we receive your permission to release that information. US-CERT has partnered with law enforcement agencies such as the U.S. Secret Service and the Federal Bureau of Investigation to investigate cyber incidents and prosecute cyber criminals.

Report an incident to the U.S. Computer Emergency Readiness Team
For more cyber tips, best practices, "how-to" guidance, to sign up for technical and non-technical cyber alerts, and to download this poster, visit www.US-CERT.gov