



Los Angeles County Department of Mental Health Computer Incident Response Matrix

Type of Incident:	Incident Number:	Date of Incident:
Address of Incident:		Time of Incident:
Reported by:	Phone Number:	
DMH Facility Name:	Report Date:	Report Time:

Type/Impact	Insignificant No impact because threat realized and no exploitation of vulnerability	Minor Some minor effect on the system. It will require minimal effort to repair or reconfigure the system	Significant Resulted in some tangible harm, albeit negligible and perhaps only noted by a few individuals or departments. Will require some resources to repair	Damaging Damage to the reputation of system management and/or notable loss of confidence in the system's resources or services It will require expenditure of significant resources to repair	Serious Caused considerable system outage and/or loss of customers and business confidence or caused compromise or loss of large amount of Government information or services	Critical Caused extended system outage or permanent closure, causing operations to resume or resulted in complete compromise of Government department's services or information
Accidental or inadvertent user error:	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement
Improper use of access privileges	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement
Employee damage or theft of information	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement
Internal breach, Physical break in, theft, vandalism	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement
External breach, Unauthorized access to information, hack	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement
Technical breach impacting operations or compromising systems of information	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement	Complete SIR Inform Mngment Contact Helpdesk Contact Privacy Contact Security Breach Hotline Law Enforcement

INSTRUCTIONS: For each type of threat listed in the left-most column, select the facility's incident response for each of the potential impacts listed in the first row.