

Incident Reporting Policy for Technology Usage

[Index](#)

1. Purpose



مدرسة الآفاق الحديثة ذ.م.م. NEW HORIZON SCHOOL W.L.L.

- Objectives of the policy
- 2. Scope
 - Applicability of the policy
- 3. Definitions
 - Key terms and concepts
 - Incident
 - Security Breach
 - Technology Resources
- 4. Policy Statement
 - Commitment to incident reporting and response
- 5. Reporting Procedures
 - 5.1. Who to Report To
 - 5.2. How to Report
 - 5.3. Information to Include
- 6. Incident Response
 - 6.1. Initial Assessment
 - 6.2. Investigation
 - 6.3. Documentation
- 7. Follow-up Actions
 - 7.1. Resolution
 - 7.2. Reporting to Authorities
 - 7.3. Communication
- 8. Training and Awareness
 - Employee and student training initiatives
- 9. Policy Review
 - Frequency and procedures for policy review
- 10. Compliance and Enforcement



مدرسة الآفاق الحديثة ذ.م.م. NEW HORIZON SCHOOL W.L.L.

- Addressing non-compliance and consequences



مدرسة الآفاق الحديثة ذ.م.م. NEW HORIZON SCHOOL W.L.L.

Technology Incident Reporting Policy

Reviewed Date: October 2026

Reviewed By: Mrs. Reenu Vimal (IT Specialist)

Approved By: Mrs. Vishnu Vandana (Principal)

1. Purpose

The purpose of this policy is to establish guidelines for the reporting and management of incidents related to the use of technology at New Horizon School. The policy aims to enhance the safety and security of all technology resources, including hardware, software, and data.

2. Scope

This policy applies to all students, staff, and authorized personnel who use technology resources owned or operated by New Horizon School. It covers incidents involving, but not limited to, hardware malfunctions, software issues, security breaches, misuse of technology, and violations of the Acceptable Use Policy.

3. Definitions

- **Incident:** Any event that disrupts the normal operation of technology resources, poses a risk to these resources, or violates school policy.
- **Security Breach:** An event that results in unauthorized access to or disclosure of sensitive data or technology resources.
- **Technology Resources:** All electronic devices, software applications, networks, and data employed for educational and administrative purposes.

4. Policy Statement

New Horizon School is committed to fostering a safe and secure technology environment. All incidents must be reported promptly to ensure a swift response and resolution. Reporting incidents allows the school to mitigate risks, improve procedures, and maintain the integrity of its technological resources.

5. Reporting Procedures



مدرسة الآفاق الحديثة ذ.م.م.

NEW HORIZON SCHOOL W.L.L.

- **5.1. Who to Report To:**

- Incidents should be reported to the designated Technology Coordinator or the Data Protection Officer immediately upon discovery.

- **5.2. How to Report:**

- Use the **Incident Report Form** [link or location of the form] to document the incident.
- Incidents may also be reported verbally, but a written report must follow within 24 hours.

5.3. Information to Include:

- The incident report should include the following details:
 - Date and time of the incident
 - Location of the incident
 - Description of the incident
 - Individuals involved (if applicable)
 - Actions taken prior to reporting
 - Any witnesses present
 - Contact information of the person reporting

6. Incident Response

6.1. Initial Assessment:

- Upon receiving a report, the Technology Coordinator or Data Protection Officer will conduct an initial assessment to determine the severity and impact of the incident.

6.2. Investigation:

- A detailed investigation will be launched for significant incidents, involving relevant stakeholders and, if necessary, law enforcement.

6.3. Documentation:



مدرسة الآفاق الحديثة ذ.م.م. NEW HORIZON SCHOOL W.L.L.

- All investigations and their outcomes must be documented and retained for future reference.

7. Follow-up Actions

7.1. Resolution:

- Following the investigation, appropriate measures will be taken to resolve the incident, which may include system restoration, disciplinary actions, or policy revisions.

7.2. Reporting to Authorities:

- If the incident involves illegal activity or serious breaches, local authorities will be notified as required by law.

7.3. Communication:

- Relevant stakeholders and affected individuals will be informed of the incident and any necessary follow-up actions or changes in policy or procedures.

8. Training and Awareness

- All staff and students will receive training on incident reporting procedures and the importance of reporting technology-related incidents.

9. Policy Review

This policy will be reviewed annually or as necessary to ensure effectiveness and compliance with legal and educational standards.

10. Compliance and Enforcement

Failure to report technology-related incidents or violations of this policy may result in disciplinary actions in accordance with school policy.

Approved By:

Mrs. Vishnu Vandana