

Cyber Security Incident Request for Assistance Form



This form should be used to request assistance from the National Cyber Security Centre (NCSC) in relation to a cyber-security incident. The NCSC is a part of the Government Communications Security Bureau (GCSB).

Send this completed form to NCSC by email (incidents@ncsc.govt.nz). If the completed form contains confidential or classified information, or if you have concerns about the integrity of your systems, please contact the NCSC to arrange an alternative method of receipt.

If the matter is urgent, you can contact NCSC by phone on (04) 498 7654.

At any time, please also contact NCSC if you:

- have any queries about this form or any assistance provided by NCSC;
- wish to disclose the fact you have sought, or are receiving, assistance from NCSC; or
- are approached by anyone outside of your organisation in relation to the reported cyber security incident.

Part 1: Your Contact Details

Your organisation	
Organisation name:	
Physical address:	
Postal address:	

Contact person	
Name:	
Job title:	
Work phone:	
Mobile:	
Email:	

Alternative contact person

Name:	
Job title:	
Work phone:	
Mobile:	
Email:	

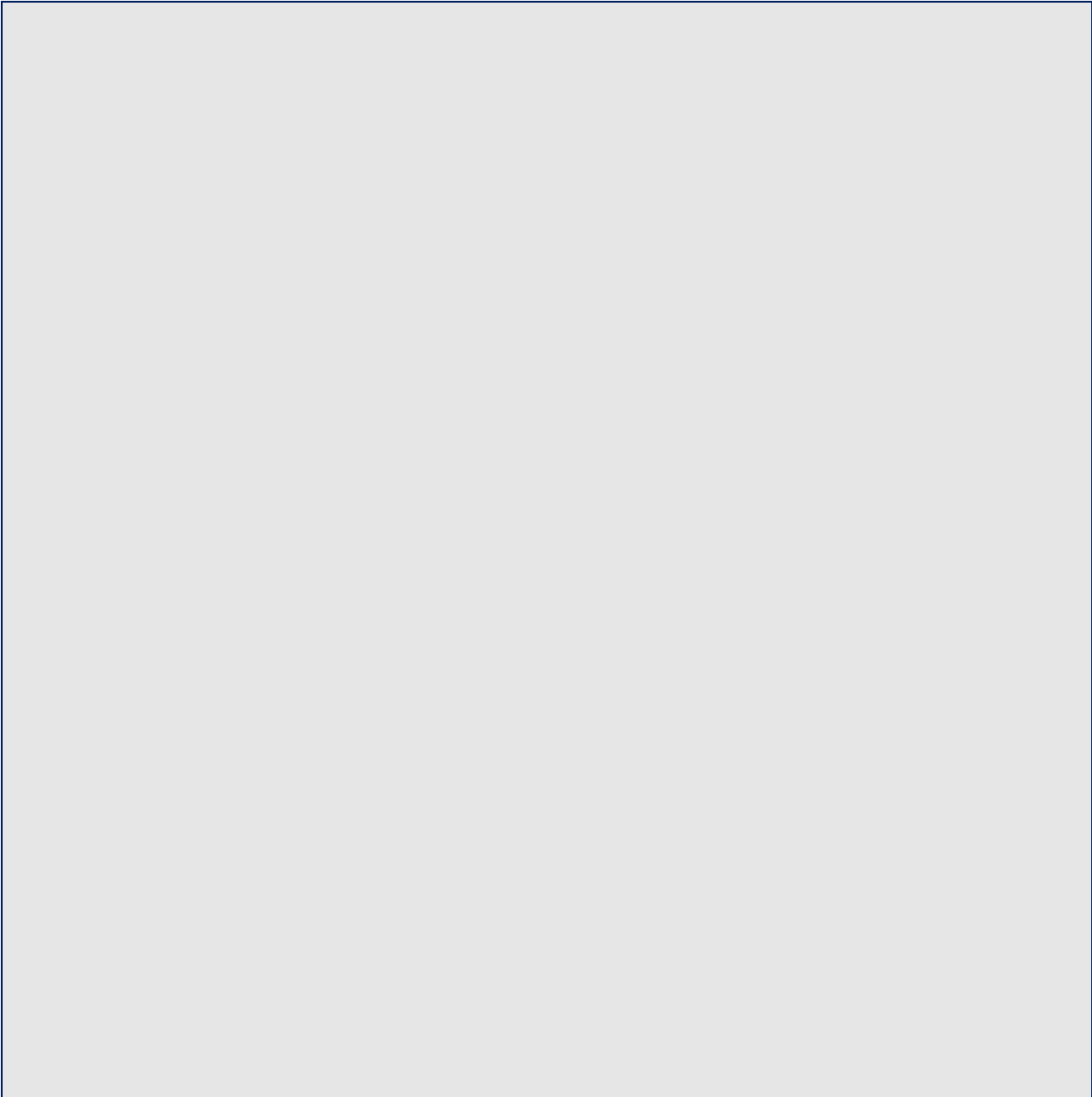
Part 2: Cyber Security Incident Details

Your system details

Government system classification (if any):		
Information/security services outsourced?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please name company:		
Gateway outsourced?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please name company:		
Public-facing IP address range:		

Incident description

Please provide a brief summary of the incident, including whether any attack was successful and resulted in any compromise or disruption of services. Please also identify any sensitivities in relation to the information or people affected by the incident.



Incident timing	
Date identified:	
Time identified:	

Incident Status	
Resolved:	<input type="checkbox"/>
Unresolved	<input type="checkbox"/>

Part 3: Request for Assistance

Assistance requested

Please provide a brief summary of the assistance you are seeking (for example, advice, or inspection of data or hardware).

Information or hardware provided to the NCSC

Please identify any information and/or hardware you are providing to the NCSC for the purpose of receiving assistance. This information and hardware must only be that related to the cyber security incident reported to the NCSC. Please ensure this includes the full list of information and hardware provided to the NCSC.

Part 4: Submission of Request for Assistance Form

- This form must be **signed and submitted** to the NCSC by a person authorised by your organisation to do so (**the NCSC may request separate written confirmation of this authority**).
- By submitting this completed form, your organisation agrees to the application of terms and conditions for any assistance the NCSC may provide in respect of the cyber security incident reported in this form.
 - Where this form is submitted by an organisation which NCSC has an existing arrangement with for provision of assistance, any assistance will be provided on the basis of the terms and conditions set out in the relevant arrangement.
 - Where this form is submitted by an organisation which NCSC does not have an existing arrangement with for provision of assistance, NCSC may be able to provide Evaluation Services in relation to the cyber security incident. These Evaluation Services will be provided on the basis of the terms and conditions set out on page 6 of this form.
- An NCSC representative will contact one of your identified contact persons to discuss your request for assistance and will advise whether the NCSC is able to provide assistance.

Signature of authorised person:	
Date:	
Name:	
Job title:	

NCSC Evaluation Services
Terms and Conditions

The Evaluation Services

1. The Evaluation Services are those services (if any) NCSC provides to you (the organisation requesting assistance or, where appropriate, the individual) in relation to evaluation of the cyber security incident you have reported to NCSC.
2. The Evaluation Services may include using NCSC tools to analyse any information or hardware you provide to NCSC.
3. NCSC will endeavour to report to you on the results of any Evaluation Services NCSC provides. NCSC will determine the form and content of any such report.

Application of these terms and conditions

4. These terms and conditions apply to any Evaluation Services NCSC may provide you in relation to the cyber security incident you have reported to NCSC.
5. These terms and conditions form part of a legally binding agreement between the Government Communications Security Bureau (acting through NCSC) and you.
6. The agreement begins when NCSC advises you it will provide Evaluation Services in relation to the incident you have reported to NCSC and you have submitted this completed Cyber Security Incident – Request for Assistance Form (the Form).

Your ability to provide information to NCSC

7. You have the authority to provide the information and hardware listed in the Form to NCSC so that NCSC can provide you with Evaluation Services. This includes the authority to provide NCSC with communications of people who use your systems and information that may be considered personal.
8. The persons identified as your contact persons in the Form are authorised to act and make decisions on your behalf in relation to any Evaluation Services provided by NCSC.

Confidentiality of information provided by NCSC

9. The following information must only be disclosed to those people within your organisation who have a need to know the information:
 - a) any information that NCSC provides to you during or after providing you with the Evaluation Services, including any reports on the result of the Evaluation Services; and
 - b) the fact that NCSC is providing you with the Evaluation Services.
10. The information identified in clause 9 above may only be disclosed outside of your organisation where required by law, or with the consent of NCSC. You will consult with NCSC before you make any disclosure outside of your organisation required by law.

11. You must also comply with any specific instructions NCSC gives you about how to handle any information NCSC provides to you, including any reports.
12. NCSC may require individual persons within your organisation, including identified contact people, to sign non-disclosure agreements before NCSC provides information to those persons.
13. You will notify NCSC of any breaches of clauses 9 to 12.

How NCSC will protect and use your information

14. NCSC will store the information or hardware provided by you for up to 12 months from the date of receipt, except where that information or hardware is associated with malicious activity or with indicators of malicious activity, which NCSC may store indefinitely.
15. NCSC may use information or hardware provided by you and analysis of your information or hardware in reports about information assurance and cyber security provided to other entities.
16. Unless you agree, NCSC will not disclose any information or hardware, or any analysis of information or hardware to another entity that would readily identify any authorised user of your systems.

Limitation of liability and indemnity

17. The following limitations of NCSC's liability apply, as far as they are permitted by law:
 - a) NCSC has no liability to you in respect of any loss or damage that you might suffer as a result of any evaluation service provided to you by NCSC; and
 - b) NCSC excludes any express or implied warranties in relation to any Evaluation Service provided to you.
18. You indemnify NCSC in respect of any damage, liability, or related expenses that NCSC incurs as a result of any evaluation service provided to you by NCSC.
19. Clause 18 does not apply if you are a Crown department or agency.

When this agreement ends

21. This agreement ends in any of the following situations:
 - a) you ask NCSC to stop providing the Evaluation Services;
 - b) NCSC decides to stop providing the Evaluation Services to you and informs you of this decision; or
 - c) NCSC finishes providing you with the Evaluation Services.
22. Even after this agreement ends, clauses 9 to 19 above continue to operate.