

Abuse@vt.edu
workflow update

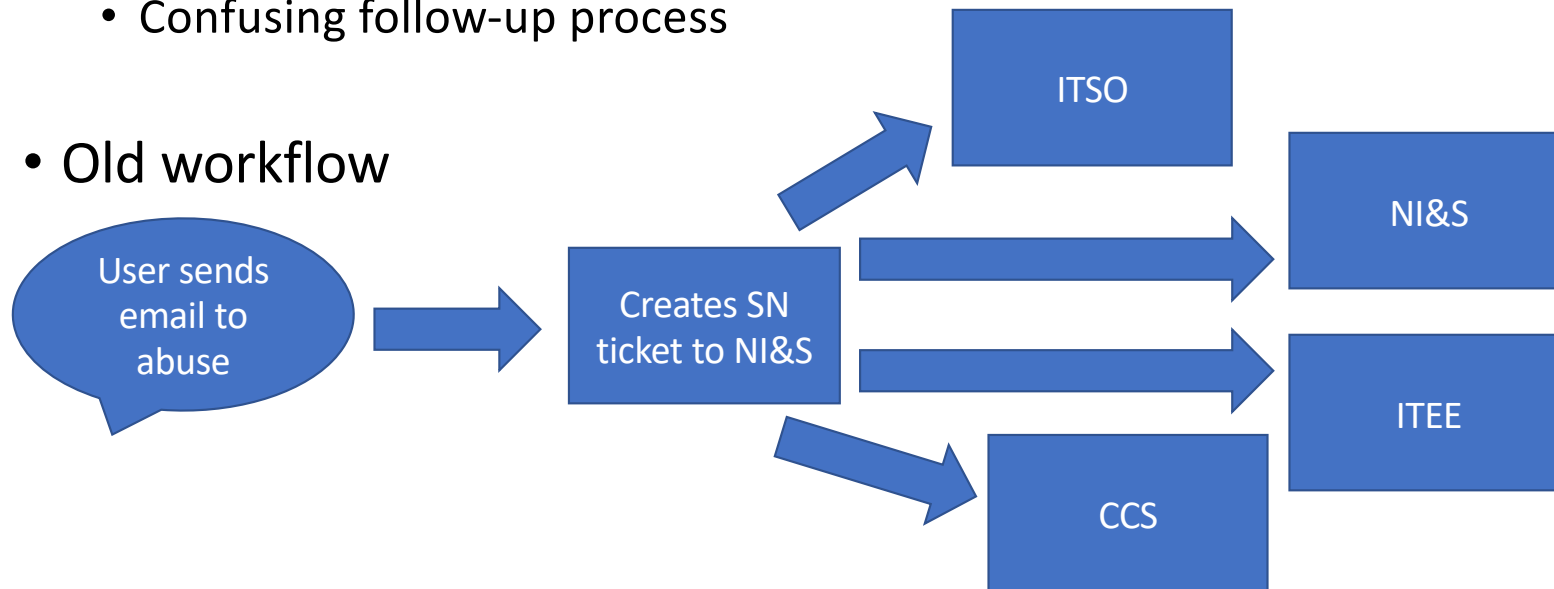
M. DeBonis – v1.0 20210315

In partnership with
ITSO, NI&S, ITEE and CCS

The abuse@vt.edu email (old workflow)

- In the past
 - Used as a bit of a catch-all email communication mechanism for "issues"
 - Didn't align with the RFC usage for the reserved email alias
 - Confusing follow-up process

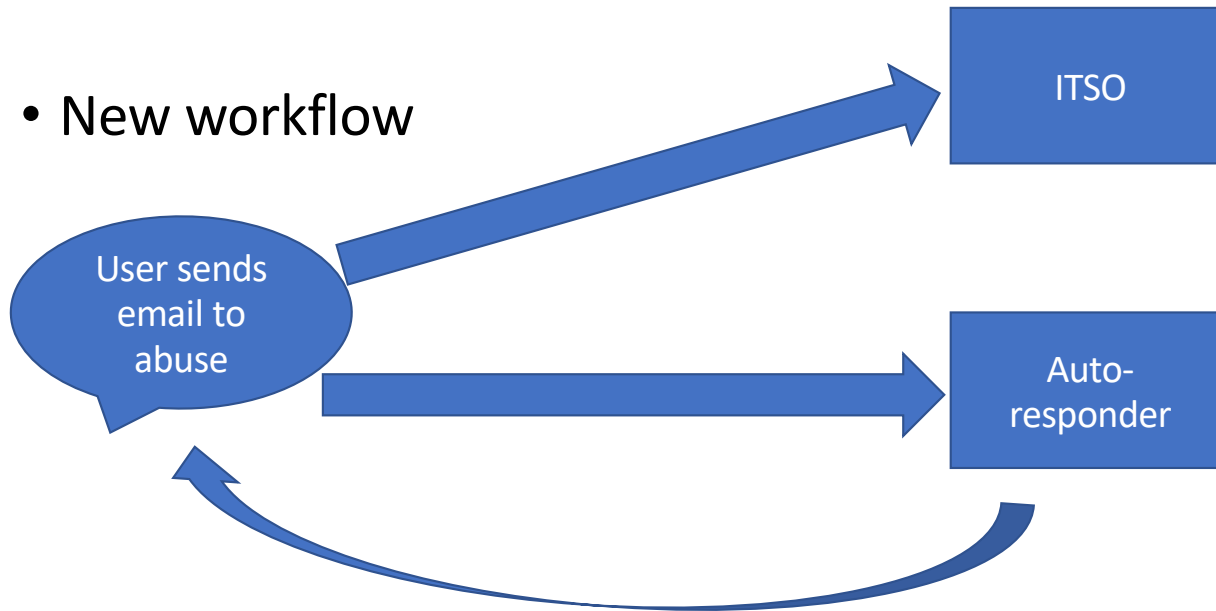
- Old workflow



The abuse@vt.edu email (new workflow)

- In the present
 - Sending email will cause an auto-response email sent back to user
 - ITSO also gets a copy

- New workflow



The abuse@vt.edu email (response details)

- The response
 - If worried about immediate harm – call 911
 - If spam\phish and you DID respond
 - Contact ITSO via "Have I been hacked?" SN RITM
 - If spam\phish and you DID NOT respond
 - Use email client tool to mark spam\phish and delete email
 - If a potential acceptable use violation
 - Contact ITSO@vt.edu
 - Everything else
 - Create a VT 4help ServiceNow ticket

Abuse@vt.edu
workflow update

M. DeBonis – v1.0 20210315

In partnership with
ITSO, NI&S, ITEE