



HLC Accreditation Evidence Document

Title: Information Security & Privacy Office

Office of Origin: Information Technologies

Description: Information, from their website, on the Information Security & Privacy Office. This office is located with Information Technologies and deals with the privacy and ethical management of data at the university.

Date: 2018

Information Security & Privacy Office

About

The Information Security & Privacy Office (ISPO) is responsible for the development and maintenance of the [University's Information Security Program](#), and providing institution-wide, platform independent professional services.

Information Security Incident Response and Information Security Assessment services guide the University in handling information security and privacy risk. ISPO's services enable the institution to respond to unauthorized disclosure of institutional information, and to identify areas where information assets are not adequately safeguarded.

ISPO seeks to promote a culture that values collaboration, excellence, and integrity.

Mission Statement

The mission of the ISPO is to preserve the confidentiality, integrity, and availability of information assets on systems that collect, store, transmit, and process the information with which The University of New Mexico is entrusted, through people, procedures, and solutions. ISPO provides an Information Security Program and top tier professional services in the interest of supporting the University's overall mission of engaging faculty, students, and staff in its educational, research, and service programs.

Report an Incident

If you suspect that your NetID (i.e. LoboMail account) or a computer have been compromised and you need to know what to do, please see our [FAQ](#)

[Abuse Report Form](#)

- or -

[Help.UNM Self Service](#)

- or -

security@unm.edu

- or -

(505) 277-2497

- or -

[UNM EthicsPoint](#)

For more information, visit our [Contact Information](#) page

Information Security & Privacy Office

FAQ

Click questions to expand answers.

ISPO Services

How do I contact or request service from the ISPO?

How do I submit a request to establish or modify a firewall rule?

How do I request an information security review for my purchasing request?

How do I request an information security review for a contract or legal clause?

Malware & Hacking

What do I do if I suspect that my UNM-owned computing asset has been compromised?

What do I do if I suspect my personal computing asset has been compromised?

NetID Issues

My account (NetID) was locked by ISPO, who do I contact to have my account unlocked?

What do I do if I suspect that my account (NetID) is compromised?

Email Issues

What do I do when I get spam email?

What is phishing email, how is it different from "spam", and what do I do when I get it?

You asked me to send an email message as an attachment, how do I do that?

Other

I didn't find the answer I was looking for, who do I contact for more information?

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