If the incident involves criminal activity; STOP!
Do not take any further action until you have consulted with law enforcement officials.

TIER 1 INCIDENT:
Relatively minor, low-risk, or non-inflammatory incidents that can be dealt with effectively by your own internal team with minimal outside involvement.

TIER 2 INCIDENT:
More serious, risky, or dangerous incidents that could:
- Place students or staff in physical danger;
- Create legal or PR problems for the school;
- Cause a strong, emotional reaction among parents, staff, or members of the community;
- Involve repeat offenders.

School administration receives notice of a technology-related incident

Evidence Storage

Preserve evidence (physical and digital)

Involve ICT/Technical staff (as needed)

Provide support for students and other parties

Conduct a preliminary investigation (using investigation forms)

Do you suspect illegal, unlawful, or harmful activities?

NO

Could this incident create legal or PR problems for the school?

NO

Do you still consider this a serious incident?

YES

Determine how to engage parent(s)

Evaluate Incident

Consult Stakeholders

Take school action

Engage with support groups (School Leaders, Parents/Guardians, ICT Staff, Counselor/Well-being Staff, Community Support Groups)

Consult stakeholders

Agencies report back to school

Take school action

Follow up

Support

Audit

Evaluate