IP(s) Blocked by Provider

Provider notifies us about problem. Advises IP(s) now blocked.

Were the IP(s) and logfiles sent?*

No → Request IP(s) and/or logfiles* from Provider. Ask that the IP(s) be unblocked (especially if Ezproxy) while we investigate.

Yes

*NOTE: logfiles must include IP(s), date, time and timezone

Start a JIRA ticket with UBC IT and include the logfile plus any other info from Provider. Note if this is the EZproxy IP in the ticket. Add further info to the ticket as the Provider supplies it.

Inform the Provider that incident is being investigated. Request release of IP(s), if haven't already already done.

Follow up with UBC IT on investigation. Let Provider know result of investigation and action taken.

Follow up with Provider as necessary.