

How the service works



1 A User logs on



2 An alert is triggered



3 The incident is examined by a Behaviour Analyst



4 They determine if it's genuine or not

Key to incident categories

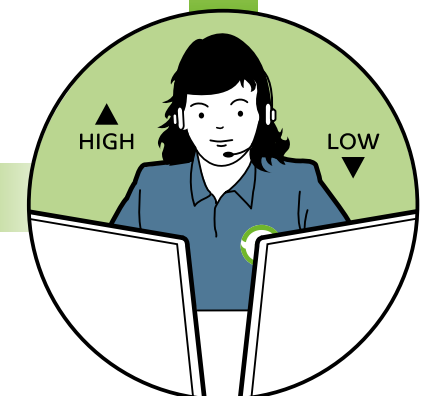
- A** Illegal, life threatening
- B** Serious e.g. bullying, mental health, racism, pornography
- C** Less serious e.g. profanities, vulgarities



7 **Category B** incidents are reported that day by email
Category C incidents are detailed in a weekly round-up report, by email



6 **Category A** incidents are reported immediately by telephone, and within a report that is emailed the same day



5 Genuine incidents are assigned a threat level
See key to incident categories opposite