**Incident Types and Initial Response**

**(Module 8A)**

**1. Selected Incident Types and Examples**

| **Incident Type** | **Example in High School Context** | **Initial Severity Classification** | **First 3 Response Steps** |
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| **Data breach of student records** | A third-party AI tutoring app is hacked and student profiles - with names, grades, and learning logs - are published on a public forum. | Serious | 1. **Contain**: Immediately revoke all API keys and disable the app’s access.  2. **Notify**: Inform the Data Protection Officer (DPO) and IT Lead within 1 hour.  3. **Report**: Begin the GDPR breach notification process (must report to the supervisory authority within 72 hours). |
| **AI malfunction causing harm** | An AI-powered grading tool mistakenly assigns failing grades to an entire 1st-grade English class due to a software bug. | Significant | 1. **Pause**: Suspend automated grading for the course until the issue is diagnosed.  2. **Assess**: Conduct a rapid audit comparing AI grades with teacher evaluations for a sample.  3. **Communicate**: Inform affected teachers and students that grades are under review and will be corrected manually. |
| **Algorithmic bias or discrimination** | A learning-path AI consistently recommends less challenging math assignments for female students than for male students with identical performance histories. | Serious | 1. **Document**: Log the biased recommendation instances and gather data on affected students.  2. **Alert**: Notify the AI provider or internal development team and request an urgent bias review.  3. **Mitigate**: Implement a temporary manual override - teachers must approve all AI-recommended assignments for female students until bias is resolved. |

**2. Reflection**

Having a clear incident response plan transforms a chaotic situation into a structured process. For example, in the AI bias scenario above, a pre-defined classification matrix and notification timeline mean that as soon as the bias is detected, the AI Governance Officer can immediately log the issue, engage the provider, and enact manual overrides - preventing further unfair recommendations. This rapid, systematic approach not only protects students from harm but also preserves trust among teachers and families by showing that incidents are taken seriously and addressed transparently.