

Job No.	Fault/Issue	Priority	Time to complete	Reasons for priority	Remediation actions carried out
10001	User suspects Virus on USB Drive	1 - High	5 mins	Suspected Virus provides a real potential threat to the network	USB Drive scanned for viruses. EICAR virus identified and cleaned/removed from USB Drive.
	Request for AV Software to be installed on laptop/configure to scan 8am Mondays	1 - High	15 mins	Lack of AV software leaves the computer vulnerable to attack	Avira Antivirus installed on the computer, drive scanned and is clean.
	Installation of Collaboration software requested	2 - Medium	5 mins	Work related task of routine nature	Microsoft Teams installed for customer.
	Requested guidance on encrypting removable media	4 - Information	20 mins	Information request	Instruction guide on how to use Bitlocker to Go has been written to send to the user.
10002	Perform routine maintenance on a computer to be sold to staff for personal use - automatic updates configured - all Application and OS updates are installed - check Event Log for errors - run Chkdsk on computer	3 - Low	60 Mins	Computer is to be sold off for personal use. Routine maintenance is not Business critical in any way and therefore should be prioritised behind work related tasks	Windows Updates downloaded to the computer. Windows Updates set to install and reboot automatically. Device manager checked and Bluetooth Adapter driver has been installed. Event logs checked with no significant errors. CHKDSK has found ORPHAN errors which have been resolved by the software. A full physical disk scan also run with no issues reported.
10003	Configure personal mobile device for BYOD use - install email app/set up work email - install intranet App - configure security when accessing company resources	2 - Medium	30 mins	Routine installation and configuration request with low impact across the business	Outlook email and Microsoft SharePoint Apps have been installed on the mobile device. Email device is configured with the users email settings and both accounts are logged in using their Microsoft 365 accounts. Biometric Authentication has been configured to prevent unauthorised access to the device.