# Standard Operating Procedure for Malware

## Purpose

This SOP outlines the steps to identify, troubleshoot, and resolve issues related to malware.

## Scope

This SOP applies to all IT support personnel responsible for addressing incidents involving malware.

## Procedure

1. Identify the issue and gather user inputs/logs.

2. Verify if the issue is recurring or a one-time failure.

3. Perform standard troubleshooting steps for malware.

4. Escalate to Tier 2/3 support if unresolved.

5. Document resolution and close the incident.

## Contacts

For escalation or further assistance, contact the IT Operations Team.