# SOP for Malware Issues

## Purpose

To troubleshoot and resolve Malware issues.

## Scope

Includes Security systems and Malware-related services.

## Procedure

1. User reports Malware issue via Help Desk.  
 2. Verify the reported issue by checking system logs and configurations.  
 3. Perform initial troubleshooting steps such as restarting services, checking settings, or running diagnostic tools.  
 4. If the issue persists, escalate to the respective Security support team.  
 5. Apply the recommended solution and verify resolution.  
 6. Confirm resolution with the user and close the ticket.