SOP for Malware Detected

# Purpose

This Standard Operating Procedure (SOP) outlines the steps to address "malware detected" related issues reported by users.

# Scope

This SOP applies to all IT support staff responsible for incident resolution.

# Procedure

1. Acknowledge the issue reported under "Malware Detected".  
2. Gather relevant information from the user (e.g., screenshots, error messages).  
3. Perform initial diagnosis based on system logs or user feedback.  
4. Attempt resolution steps specific to this issue category.  
5. If unresolved, escalate to the appropriate technical team.  
6. Document actions taken and resolution details in the incident system.

# Resolution Validation

Confirm with the user that the issue is resolved. Monitor for recurrence.

# Documentation

Ensure all steps and observations are recorded in the incident management system.