Windows Defender- Security alert

Title

Desktop - Windows Defender- Security alert

Purpose:

Follow this procedure when a user report

Account has been blocked/lockedComputer hackedGetting Windows Defender warning/alert

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Advise the user:

Don't call on given Windows Security Toll Free number

Don't click on Scan or any other options.Force shut down the system (by clicking Ctrl + Alt + Delete or Alt + F4).

5.

Please document following Device specific and other details in Description field-

Model NameModel NumberIP AddressSerial Number/Service TagHas this device ever worked: Y/N?When did it stop working?Preferred day/time to contact.

6.

Follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

Clinic (Specific)/End User Windows Laptop/End User Windows Desktop

Service

Not found in Service Now

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Hardware

Resolution Subcategory

Clinic (Specific)/End User Windows Laptop/End User Windows Desktop

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

Escalate incident to correct group based on Clinic and Corporate user- Check User's Department and Title which can be found within Service Now.

For clinic user (Department should be of 4 or 6 digits and Title can be RN, PCT, Clinic Manager, Facility admin, secretary, etc.)-

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For corporate user and others (Department shows as 9900XXXX, 5500XXXX, 6500XXXX, 1100XXXX, etc.)-

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Published by

DTI-EUX-HCL-HelpDesk-L1