Memorandum

### To: Senior Management – Web Development Company

### From: Jessica Scharber

Date: 7/15/2020

Re: Potential Malware Infection

Confidential

# Dear Sirs and Madams,

# This memo is to inform you of the malware warning that was received this morning, Friday, 11/23/18, at 5:30 a.m.; on the main server.

# The malware warning indicated that an update to the server’s security software was required immediately. However, because the warning was not displayed in the typical Microsoft alert box, it had a questionable premise and would need more investigation. Because sales would begin at 6:00 a.m., research began immediately to determine if the warning was credible, meaning sales would need to be halted for several hours to do a complete security update; or to discover if this was a fallacious threat.

# In an attempt to locate the origin of the warning, online searches were performed for information pertaining to malware warnings via Google, technical community forums and Microsoft. At the same time a call was placed to John Doe, in web security, to seek his counsel in an effort to expedite the process. However, he was unreachable at that time.

The online research revealed that there are, in fact, several, fraudulent malware warnings attempting to get users to download an update; but in actuality, they are phishing scams to gain access to files. After confirming that Web Development Company’s anti-virus software is up to date and showing no threats, a search was done in system files to see if any unusual activity could be detected. With no usual activity detected, a determination was made that the malware threat is likely to be fraudulent.

The authority to decide whether to proceed with sales or to halt sales for a security update, belongs to executive staff. Unsuccessful attempts were made to contact supervisor, Jane Doe, to report the findings. Since executive staff was unable to be reached, a decision was made to allow sales to proceed; based on the inference that the warning was likely fallacious, considering the data that was extrapolated through online research and company records.

The system has been monitored continuously since then and has shown no usual activity or additional problems.