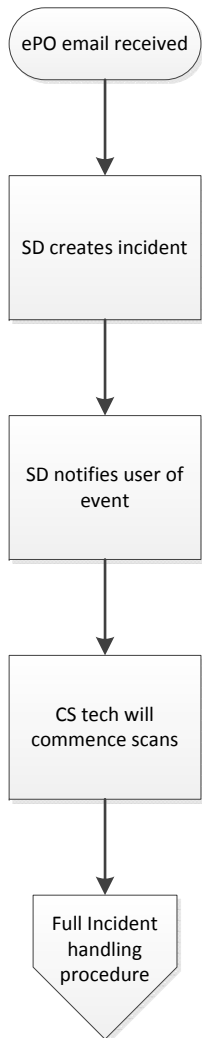


## ePO Alert Procedure

**Issue Date:** 2015-07-16  
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**Updated By:** Lisa Mildon  
**Revision:** 1.0



### Definitions:

ePO - McAfee's Electronic Policy Orchestrator

End User - Designation for the customer of the potentially lost\stolen computing device.

CS - Client Services

CS Tech - Client Services Technician

CS Security Tech - The technician on the CS team designated to serve as the CS security incident handler.

SN - ServiceNow

SD - Service Desk

TU - Target Username

TH - Target Host Name

### Procedure:

1. An email notification arrives notifying of an ePO alert.
2. SD creates an incident with the following parameters:
  - a. Category: Endpoints
  - b. Subcategory: Security
  - c. Service: ePO Alert
  - d. Caller: TU listed in email.
  - e. Configuration item: TH listed in email.
  - f. Assigned to: CS Security Tech.
  - g. ITIL Watch list: Director, Endpoint Manager and CS Tech assigned to corresponding area
  - h. Work notes: Copy contents of email.
3. SD will contact TU notifying them of event.
  - a. SD may also advise user to unplug network cable if event is severe. (Issuing multiple ePO alerts)
4. Continue to Full Incident Handling Procedure.