

## Guidelines on Anti-Virus Process

Recommended processes to prevent virus problems:

- Always run the Duke University standard, supported anti-virus software available from the Duke University OIT software download site. Download and run the current version; download and install anti-virus software updates as they become available.
- NEVER open any files or macros attached to an email from an unknown, suspicious or untrustworthy source. Delete these attachments immediately, then "double delete" them by emptying your Trash.
- Delete spam, chain, and other junk email without forwarding, in accordance with Fuqua's Acceptable Use Policy.
- Never download files from unknown or suspicious sources.
- Avoid direct sharing of removable media with read/write access unless there is absolutely a business requirement to do so.
- Always scan removable media from an unknown source for viruses before using it.
- Back-up critical data and system configurations on a regular basis and store the data in a safe place.
- New viruses are discovered almost every day. Periodically check the Anti-Virus Policy and this Recommended Processes list for updates.

### Definitions

Removable Media	Includes, but not limited to floppy disc, USB ("thumb" or "flash") drives, SD or similar memory cards and external hard drives.
-----------------	---

### Revision History

1.0 Date	Who made the revision	Change made
2012-01-26	Fuqua Infrastructure	Initial issue

*This document was adapted from a draft created by the SANS Institute and is used by permission of the SANS Institute.*