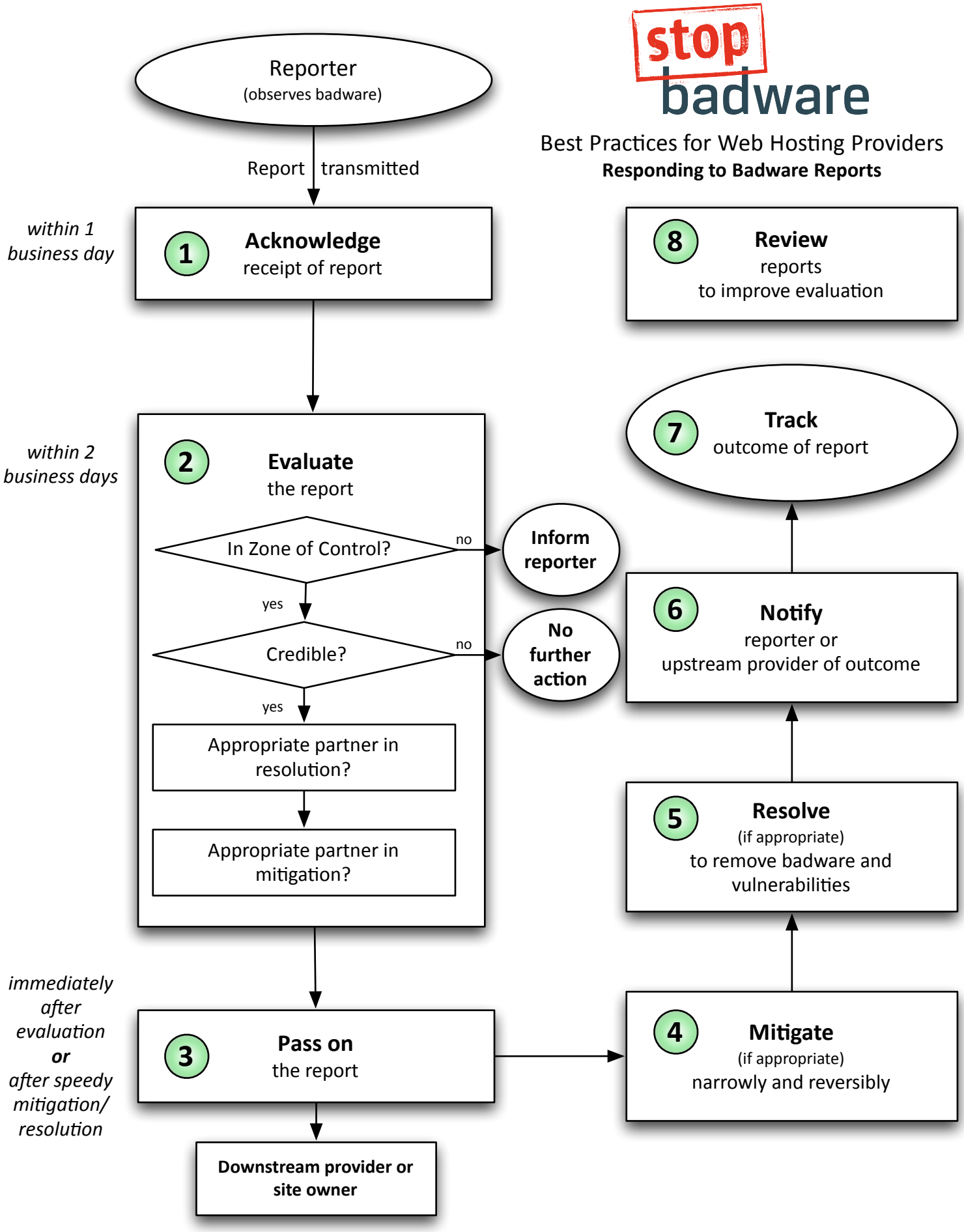
stop badware
Best Practices for Web Hosting Providers
Responding to Badware Reports
Reporter
(observes badware)
Report transmitted
within 1 business day
1 Acknowledge
receipt of report
within 2 business days
2 Evaluate
the report
In Zone of Control?
no
Inform reporter
yes
Credible?
no
No further action
yes
Appropriate partner in resolution?
Appropriate partner in mitigation?
immediately after evaluation or after speedy mitigation/ resolution
3 Pass on
the report
Downstream provider or site owner
4 Mitigate
(if appropriate)
narrowly and reversibly
5 Resolve
(if appropriate)
to remove badware and vulnerabilities
6 Notify
reporter or
upstream provider of outcome
7 Track
outcome of report
8 Review
reports
to improve evaluation