Professional Studies II

*ICTICT532 Apply IP, ethics and privacy in ICT environments*

*BSBXCS402 Promote workplace cyber security awareness and best practices*

*ICTICT517 Match ICT needs with the strategic direction of the organisation*

### Assessment requirements

This workbook will guide you through the processes used to research, develop, review and apply intellectual property, ethics, privacy and cyber security policies within a games organisation for the protection of all stakeholders, including staff and clients/customers.

You are required to submit the following to Canvas for assessment.

* this workbook with all sections completed
* the following documents you will develop during the subject. :

1. NDAcontract.pdf
2. PrivacyPolicy.pdf
3. CodeofEthics.pdf
4. GrievancePolicy.pdf
5. ICTSecurityPolicy.pdf
6. ICTgapanalysis.pdf
7. ICTworkbreakdown.pdf

### Learner notes

* Refer to the *Assessment Briefs* page in Canvas for a list of resources to assist in your research.
* Review the AIE lectures to support your knowledge and information gathering.

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# Before you start – Review the Case Study

Read through the General Games Company Case Study materials available on Canvas:

* + Business Identity
  + Business Plan
  + Strategic Plan
  + Privacy Policy

There is a range of information contained within these documents that you will need to refer to as you complete the workbook tasks.

# Topic 1 – Review policy documents

During this subject keep a record of the discussions you have with your trainer, assessor, classmates or others about how organisational strategy, ethics or privacy policies can be applied to games companies.

Discussions you could record may include;

* Asking your instructor/assessor for feedback on your responses to workbook tasks s
* Asking your instructor/assessor for clarification on specific tasks related to the organisational policies that relate to games companies
* Discussing specific policies and their impact on games companies with classmates
* Reviewing and discussing online policy or organisational resources with a classmate
* Receiving feedback from your assessor on your assessment submission.

To complete this task you are required too;

1. Record the details of at least two (2) discussions or interactions.
2. Describe any changes you made to your task responses as a result of these discussions.

#### Discussion records

|  |  |
| --- | --- |
| **Topic of Discussion:** | Data Security |
| **Date:** | 7/12/2021 |
| **Names of discussion participants:** | Flynn and Craig Lovell. |
| **Discussion description:** | We gathered to talk about the risks associated with data security.  We pointed out flaws in General Games Co not having an anti-virus as well as no training involved in online safety.  We talked about how staff members are using the same personal password for work.  We noticed some staff members where leaving their computers on when absent. |
| **Resultant actions:** | Installed on all work-related computers an anti-virus called Norton Pro.  Provided training for staff about online safety and data protection.  Forced passwords to be more than 8 digits long, with capital letters, symbols and changed every month.  Train staff to lock and turn off devices when unattended to prevent unwanted access. |

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| --- | --- |
| **Topic of Discussion:** | Copyright |
| **Date:** | 7/12/2021 |
| **Names of discussion participants:** | Flynn May and Craig Lovell |
| **Discussion description:** | Discussed that we need to keep on top of the Copyright laws to make sure we do not get a lawsuit  Discussed copy laws and the research sources needed.  Discussed that the copyrighting your product is automatically and how we must document the process to provide proof we made the product. |
| **Resultant actions:** | Trained staff on how to document their work and follow the copyright laws and guidelines. |

# Topic 2 – Research and identify sources of information

## 2.1 IP legislation and resources

References for this task

* List of websites listed on the *Assessment Briefs* page
* Subject materials
* Personal internet research

To complete this task you are required to;

1. Identify one (1) piece of Australian intellectual property (IP) legislation that would apply to the General Games Company. Record its URL location.

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| --- | --- |
| **Legislation:** | intellectual Legislation Laws amendment act 2015 |
| **Website:** | <https://www.legislation.gov.au/Details/C2015A00008> |

## 2.1 IP legislation and resources cont.

1. Identify and record the URL of two (2) industry standard intellectual property (IP) websites.
2. Describe the purpose of each site.

|  |  |
| --- | --- |
| **Website 1:** | https://www.ipaustralia.gov.au/ |
| **Description of Content/Use:** | Quote from the about us page has the following: “We administer IP rights and legislation relating to patents, trademarks, designs and plant breeder's rights. We contribute to the innovation system more broadly by using our skills and experience to advise government and Australian businesses to make the most of their IP.” The website is a guide to gain the knowledge on how the IP rights and to teach us to manage intellectual property for our own business.  Our business will be creating its own IP, with developers authorising creative work that we will own, according to the website: “You can use our website to help you develop a strategy for your IP or employ an attorney or qualified person. Ultimately though, you are the keeper of your IP.” |

|  |  |
| --- | --- |
| **Website 2:** | https://www.wipo.int/portal/en/index.html |
| **Description of Content/Use:** | According to the website, it is the global forum for intellectual property services around the world. They are a self-funding agency and are part of the United Nations.  Their mission according to their About Us page is: "To lead the development of a balanced and effective international IP system that enables innovation and creativity for the benefit of all. Our mandate, governing bodies and procedures are set out in the WIPO Convention, which established WIPO in 1967." This website would be beneficial to our company to provide global protection for the intellectual property of our games and employees. |

## 2.2 Copyright legislation and resources

To complete this task you are required to;

1. Identify the Australian copyright legislation that would apply to the General Games Company.
2. Record its URL location.

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| --- | --- |
| **Copyright legislation:** | Copyright Act 1968 |
| **Website URL:** | <https://www.legislation.gov.au/Details/C2021C00044> |

1. Identify and document two (2) industry standard copyright websites.
2. Describe the purpose of each site.

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| --- | --- |
| **Website 1:** | htpps://www.copyright.org.au/ |
| **Description of Content/Use:** | The about page says: “The Australian Copyright Council is an independent, non-profit organisation. Founded in 1968, we represent the peak bodies for professional artists and content creators working in Australia’s creative industries and Australia’s major copyright collecting societies.We are advocates for the contribution of creators to Australia’s culture and economy, the importance of copyright for the common good. We work to promote understanding of copyright law and its application, lobby for appropriate law reform and foster collaboration between content creators and consumers.” The ACC promotes their values of copyright laws by providing easily accessible and affordable practical, user-friendly information, legal advice, education, and forums on Australian copyright law for content creators and consumers.  Their website is used to find answers or ask questions about copyright laws that you are not familiar with or to make sure your company or website is not violation them with any other company. |

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| **Website 2:** | https://creativecommons.org/ |
| Description of Content/Use: | According to the Creative commas website: “Creative Commons is a global non-profit organization that enables sharing and reuse of creativity and knowledge through the provision of free legal tools. [Their] legal tools help those who want to encourage reuse of their works by offering them for use under generous, standardized terms; those who want to make creative uses of works; and those who want to benefit from this symbiosis.” Creative Commons promotes free and fair use of IPs and other copyright licenses, by having specific terms allowing other creators to use their works, commercially or non-commercially. Their website can be used to find specific symbols / tools to identify and use other people’s IPs in your own works. They promote encouragement of reuse of creators works by allowing a simple system for identifying which license a creator has established. |

## 2.3 Privacy policies

To complete this task you are required to;

1. Conduct some personal, online research to identify two (2) video game companies providing similar products/services to General Games Company.
2. Locate and review their privacy policies.
3. Briefly describe (in 2 to 3 sentences) the key points and purpose of each policy.
4. Provide the URL link to the policy.

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| --- | --- |
| **Organisation 1:** | Chaos theory |
| **Policy URL:** | https://www.chaostheorygames.com/legal/privacy-policy |
| **Description of Content/Use:** | Chaos theory collects Personal data for the following reason:  (Analytics)  Personal data: cookies; usage data.  (Heat mapping and session recording)  Personal data: cookies, usage data, and session times.  (User database management)  Personal information: email address, phone number.  “The Data may be accessible to certain types of persons in charge, involved with the operation of this Application (administration, sales, marketing, legal, system administration) or external parties (such as third-party technical service providers, mail carriers, hosting providers, IT companies, communications agencies)” |

|  |  |
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| **Organisation 2:** | BlowFish Studios |
| **Policy URL:** | https://www.blowfishstudios.com/privacy |
| **Description of Content/Use:** | Blowfish studios collects Personal data for the following reasons:  (Analytics)  Personal data: cookies; usage data.  ” Collects nonpersonal information when customers use an online product and services / play games by blowfish.”  (User database management)  Personal data: cookies, usage data and session times  ” Collects unique id information about software applications and hardware, browsing information advertisements serves and length of time advertisement was visible.”  “Blowfish Studios collects personal information during customer registration by using Facebook Connect, Twitter or other authentication options to create an account or profile, customer support or technical service request, newsletter subscription, marketing surveys or otherwise through use of Blowfish Studios, games. Blowfish Studios may also receive non-personal data from third parties.” |

# Topic 3 – Intellectual Property and Non-Disclosure Agreements

To complete this task you are required to;

1. Use the IP Contract Generator tool available on IP Australia (<https://www.ipaustralia.gov.au/understanding-ip/ip-contract-generator>) to create an NDA contract between your organisation and a contractor employed for service (for example, a sound engineer making music/sounds).

When using the tool, take into consideration the use cases of the business, as stated in the case study.

1. Upload your NDA contract to Canvas.

[Learners note: Naming convention – YourName.NDAcontract.pdf]

# Topic 4 – Understanding personally identifiable information

To complete this task, you are required to review the business plan for the General Games Company. Answer the following questions in the spaces provided.

1. Identify five (5) pieces of personally identifiable information (PII) collected by the organisation.
2. Describe why, when and how the organisation uses each piece of PII.

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| --- | --- |
| **PII example** | **Why, when and how each piece of PII is used** |
| Title, Name, Gender | Accessible when players download and play our game, required for in app purchases and keeping track of progress. |
| Billing information, PayPal, credit card, address, … | Used to allow customers to make in app purchases and for proof of purchases which helps with warranty and refunds. |
| Contact details, Address, Phone number and email | General games company maintains an association with the ICN gateway which is a connection service putting providers in contact with customers. |
| Employment Records | Records of past and present employees working at general games co. |
| Usage analytics | In game analytics are collected to analyse to improve game metrics. Such as ad watched time. |

1. Describe the potential risks that may result from the misuse or unauthorised access of PII.

|  |
| --- |
| * Breach of pricey / loss of data / leaked user info * Privacy policy should explain how we protect this information. * Reputation. * If leaks and breaches occur, the company can lose reputation * Users are easier targets for fake fishing attacks * Competition may learn important trade secrets |

# Topic 5 – Developing privacy policies

To complete this task you are required to review the privacy policy for the General Games Company. Do the following;

1. Download the *Privacy Policy Template* available on Canvas.
2. Compare the existing General Games Companyprivacy policy against the requirements of the template and general industry standards.
3. Amend the General Games Company privacy policy using the template. Your final policy document should address all the business practices as proposed in the General Games Company business plan and aligns with industry standards.
4. Upload your Privacy Policy to Canvas.

[Learner note: Naming convention – YourName.PrivacyPolicy.pdf]

# Topic 6 – Develop a Code of Ethics

To complete this task you are required to develop a Code of Ethics for General Games Company that will guide the organisation when navigating potential ethical challenges. Follow these steps;

1. Read the business objectives and products described in the General Games Company business plan. Take note of the ethical challenges the company might face.
2. Review the sample Code of Ethics documents provided on Canvas;

* Australian Computer Society
* International Game Developers Association
* Engineers Australia
* You may source one of your own (please provide the URL reference link).

1. Using the sample Codes as a guide, develop a Code of Ethics to align with the requirements of the General Games Company.
2. Upload your Code of Ethics to Canvas.

[Learner note: Naming convention – YourName.CodeofEthics.pdf]

1. Identify and justify any modifications you made to the sample Code of Ethics to meet the requirements of the General Games Company and align with industry standards. Write your response in the space below.

|  |
| --- |
| * Changing all ‘I’ to the Game company name and we. * Re worded Fair Treatment. * Added more information to all topics. * Talking about breach of data in system integrity. * Talked about being a fair tax mark accredited company in co-op * Talked about training staff and pushing their knowledge. |

# Topic 7 – Developing Grievance Policies

Grievance policies and procedures are designed to manage the complaints or grievances within the organisation in relation to the application of the code of ethics.

**References for this task**

Explore the below resources and use this information when developing your grievance policy. Reference all sources used.

* **Employee Grievance Procedures – template:**

<https://resources.workable.com/grievance-procedure>

* **Vic guidelines for Dispute Resolution:**

<https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/dispute-resolution>

* **NSW Anti-Discrimination - Making a Complaint:**

<https://www.antidiscrimination.justice.nsw.gov.au/Pages/adb1_makingacomplaint/adb1_makingacomplaint.aspx>

To complete this task you are required to;

1. Create an Employee Grievance Policy, based upon industry standards, for the General Games Company. Assume the company is situated in the state you study/live in.
2. Upload your Employee Grievance Policy to Canvas.

[Learner note: Naming convention – YourName.GrievancePolicy.pdf]

# Topic 8 – Manage cyber security

## 8.1 Research cyber security threats and stakeholder knowledge

To complete this task, you are required to;

1. Identify and document at least five (5) cyber security threats to the General Games Company.
2. Describe how they can harm the organisation, employees and/or customers/clients.
3. Describe the level of awareness the General Games Company employees and customers should have against each threat.
4. Reference all information sources.

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| **Threat 1:** | Data breach |
| **Description of harm to organisation:** | A data breach is when sensitive, confidential and protected information is obtained/exposed to an unauthorized person. The files in the data breach are viewed and/or shared without permission. Not only will the reputation of the company go down but depending on the information obtained the damage can be very severe not only for General Games company, for instance people personal information being leaked or our game analytics etc. |
| **Level of organisational awareness required** | General Games company must have a high level of awareness because the threat is possibly major. Customers will be informed about that information we hold, if the case of a data breach we will inform customers that they should change all their details asap. |
| **References or URLs:** | <https://www.kaspersky.com/resource-center/definitions/data-breach>,  https://safety.lovetoknow.com/personal-safety-protection/what-is-data-theft |

|  |  |
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| **Threat 2:** | Malware |
| **Description of harm to organisation:** | Malware, which is also known has malicious software, downloaded or installed can slow down the computer system or stop it working all together, can act as trojan malware, spyware, viruses and adware and many more. Once it has be realised into the company system hackers can almost do as they please, they can take information, add files, and more.  This can harm the businesses by stopping and slowing production on work computers but it could leak work and data. |
| **Level of organisational awareness required** | Because you can gain malware from clicking pop up ads, downloading email attachments the level of awareness required is high. |
| **References or URLs:** | https://www.securitymagazine.com/articles/96146-5-cybersecurity-threats-for-businesses-in-2021and-3-tips-to-combat-them |
| **Threat 3:** | Phishing |
| **Description of harm to organisation:** | Phishing is hacking scheme where someone can pretend to be our company, using exact looking logos and emails that look legitimate, the scheme is getting customers to either provide personal details, clicking links or downloading files. Even staff of General Games company must be careful that this can target them as well.  Phishing can lead to breach of data or viruses. |
| **Level of organisational awareness required** | The level of awareness is high because the organisation must know if someone is trying to pretend to be the company and prevent any damage possible, customers should also remain alert and know the company wouldn’t ask for personal details. |
| **References or URLs:** | https://www.securitymagazine.com/articles/96146-5-cybersecurity-threats-for-businesses-in-2021and-3-tips-to-combat-them |

|  |  |
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| **Threat 4:** | Compromised Passwords |
| **Description of harm to organisation:** | Having common passwords or the same passwords across multiple accounts will leave accounts more vulnerable to attacks. If someone managed to gain your details they can gain access to that account, this can cause data breaches. |
| **Level of organisational awareness required** | The level of awareness is high because having a compromised password is a high risk, staff will be told to have multiple passwords that are different then their personal accounts and employees of general games will follow specific guidelines for maximum security. |
| **References or URLs:** | https://www.securitymagazine.com/articles/96146-5-cybersecurity-threats-for-businesses-in-2021and-3-tips-to-combat-them |

|  |  |
| --- | --- |
| **Threat 5:** | Ransomware |
| **Description of harm to organisation:** | The harm ransomware causes are general games company’s computer systems being encrypted. We could be locked out of our systems or files. Most cases the data is being held for a ransom fee. Worst case scenario if the business was forced to pay the fee there isn’t a guarantee we gain access back to our system. |
| **Level of organisational awareness required** | Because ransomware is often spread through malicious downloads or phishing emails, the awareness required to prevent this is to know the difference between an official email and be extremely careful when downloading. |
| **References or URLs:** | https://www.securitymagazine.com/articles/96146-5-cybersecurity-threats-for-businesses-in-2021and-3-tips-to-combat-them |

## 8.2 Develop Information and Communication Technologies (ICT) security policies

To complete this task, you are required to review the General Games Company business plan. Do the following.

1. Download the ‘Cyber Security Policy.docx’ example from Canvas.

Other examples are also available on Canvas on the *Assessment Briefs* page.

1. Using the example, and referring to industry standards, develop the ICT security policy for the General Games Company to align with the company’s business plan. Consider all stakeholder requirements.
2. Upload your ICT security policy to Canvas.

[Learners note: Naming convention – YourName.ICTSecurityPolicy.pdf]

1. Reference all information sources.

[*https://business.gov.au/online/cyber-security/create-a-cyber-security-policy*](https://business.gov.au/online/cyber-security/create-a-cyber-security-policy)

*https://www.mcafee.com/enterprise/en-au/security-awareness/cybersecurity/cybersecurity-policies.html*

## 8.3 Research ICT potential technical problems

To complete this task, you are required to review the General Games Company strategic plan. Do the following;

1. Identify and record at least five (5) *technical problems* that the General Games Company may face when enacting its strategic plan.
2. Describe how these technical problems could harm the organisation, employees and/or customers/clients.

Examples include security risks, network communication issues, compatibility issues.

Review the AIE lectures for more examples.

|  |  |
| --- | --- |
| **Problem 1:** | Cloud storage |
| **Description:** | You can store information on a secure cloud storage such as project files, sensitive information and digital content. There are two major issues using cloud storage. One being if the cloud goes offline, you won’t have access to the information you have stores, second being data breaches. This can cause major legal problems for the company, high risk of data leaks of customer and employees’ personal information. |

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| **Problem 2:** | **Data security** |
| **Description:** | Data breaches, malware and phishing can be prevented through having up to date data security. Data security will prevent information going into unauthorized hands.  The problem with data security is not having enough or having installed outdated security will mislead you into thinking you’re protected leaving you vulnerable. |

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| **Problem 3:** | **Choosing the rights operating system** |
| **Description:** | If an employee isn’t familiar with the operating system, there can be a massive difference in knowledge, for instance knowing how to properly prevent hackers and knowing the licensing for the operating system. Each operating system differs in many things such as security flexibility and speed. |

|  |  |
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| **Problem 4:** | **Communications over a network** |
| **Description:** | You can communicate over the internet / network using software like Microsoft teams, discord, email and other third-party sites. You can privately share information guaranteeing only the wanted people will see it. Sharing private and sensitive information is risky because the software used doesn’t 100% stop hackers from gaining this information. This can compromise the compony and lead to data breaches. |

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| **Problem 5** | **Mobile payments** |
| **Description:** | There are in general three major risks when dealing with mobile payments:  Cybersecurity risk: Hackers can gain access to your phone in various ways such as phishing or malwares, having outdated software also leaves you vulnerable to them. Smartphones contain a lot of information on them such as the wallet and bank apps and a hacker can gain this information.  Liquidity risk: mobile operators are usually holding money in trust for users, it is crucial that the third party has sufficient cash in hand to serve any withdrawal or transferral request in a timely manner, as most of the third-party payment platforms and financial institutions are highly integrated, such crisis may also affect the whole finical industry.  Data-privacy risk: Because smart forms are so portable there is a chance you can leave it unattended where the wrong person can pick it up and access unwanted information. They can access apps like ‘wallet’ which hold credit card information and even other people’s information’s if you have saved them. |

## 8.4 ICT gap analysis

Undertaking a critical analysis of General Games Company’s current ICT systems will guide your team in developing a solid action plan on how to meet the strategic direction of the organisation. This will require an evaluation of the organisation’s current ICT systems.

To complete this task you are required to;

1. Perform an ICT gap analysis on the General Games Company using the process steps noted below.
2. Propose ICT changes to address the gaps you identify. Where possible include a range of solutions to resolve each identified gap.
3. Use tools, like a cost-benefit analysis, to compare your proposed solutions and select your final recommendation.

*[Learner note: For the purposes of this exercise, if the case study documents do not provide detail regarding specific ICT infrastructure currently in use, you can assume that either the resources do not exist or are the bare minimum required to perform work tasks.]*

**Gap analysis process steps**

1. Download the “*ICT-Gap-Analysis-Template*” spreadsheet from Canvas.
2. Complete both the *hardware* and *software* sheets.
   1. *Refer to the Case Study documentation* to complete this document.
   2. Brainstorm details about your proposed business as you go.

A screenshot of the template document is provided below.



1. Upload your ICT gap analysis spreadsheet to Canvas.

[Learner note: Naming convention – YourName.ICTgapanalysis.pdf]

**Gap analysis process steps cont. over**

**Gap analysis process steps cont.**

1. Download the ‘*ICT-Work-Breakdown-Structure-Template.doc’. Y*ou may choose to use online tools like diagrams.net.
2. Complete the template.
3. Upload your ICT Work Breakdown Structure document to Canvas.

[Learner note: Naming convention – YourName.ICTworkbreakdown.pdf]

1. Document your final proposals in a **Work Breakdown Structure** detailing all the individual elements that need to be completed, considering the priorities and dependencies of each task.

A screenshot of the template document is provided below.

