Security Awareness Training Report for Peter Dunne

Timestamp	Script Type	User Response	AI Feedback
2025-03-22 17:45:03	custom	Hello?	Hello, is this Peter Dunne?
2025-03-22 17:45:04	custom	Hello?	Hello, is this Peter Dunne? My name is Sarah, and I'm calling from the IT department at West Pharmaceuticals. I'm reaching out to all employees to ensure that our systems are running smoothly and securely. I understand that you play a crucial role in quality systems here at West. Is this a good time to quickly discuss some updates regarding our system security?
2025-03-22 17:45:09	custom	Speaking.	Great, thank you for taking the time to speak with me, Peter. As you know, maintaining the security and integrity of our systems here at West Pharmaceuticals is of utmost importance, especially considering the sensitive nature of the information we handle. I see that you work in quality systems, dealing with various regulations, company policies, and documentation. Can you confirm if you have been using MasterControl as an administrator or Sub-Admin for managing documentation and processes within the company? It's crucial for us to ensure that all accesses and permissions are up to date for compliance purposes.

2025-03-22 17:45:09	custom	Speaking.	Great, thank you for taking the time to speak with me, Peter. As part of our ongoing efforts to enhance security and compliance within the company, we are conducting a brief review of access protocols for our quality systems. Since you work closely with quality management systems, I wanted to verify some details to ensure that our records are up to date. Could you confirm if you currently use MasterControl as an administrator/Sub-Admin/SME for document control and other quality management processes? This information will help us streamline access control and permissions more effectively.
2025-03-22 17:45:28	custom	Yeah, I've been using master control.	That's great to hear, Peter. With your expertise in using MasterControl, your input is incredibly valuable. To optimize our systems further, could you provide some insights into how you capture and maintain metrics, including trending and analysis, on relevant processes within MasterControl? Understanding your process will help us improve our reporting capabilities and ensure we are aligning with best practices.
2025-03-22 17:45:28	custom	Yeah, I've been using master control.	That's great to hear, Peter. Since you have experience with MasterControl, could you provide some insight into how you capture and maintain metrics, including trending and analysis, on relevant processes? Understanding this will help us optimize our reporting procedures and ensure that we are effectively monitoring performance metrics. Your expertise in this area is truly valuable for our quality improvement initiatives.

Disclosed Information:

No sensitive information was disclosed.

Recommended Security Training Areas:

No specific training recommendations needed.