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# CUSTOMER IDENTIFICATION REPORT

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## CUSTOMER NAME: ALINE BECQ

**Business Type:** LabCyber Research

**Type:** Cybersecurity Research and Development

The **Campus Cyber** in La Défense is a hub dedicated to cybersecurity, bringing together various national and international actors in the field. It aims to promote the transfer of skills and technologies between public research institutions and cybersecurity companies. The campus facilitates joint projects among academic, industrial, and governmental actors, and supports training and technological startups.

**LabCyber** is one of the key players at the Campus Cyber. They focus on **cybersecurity research, innovation, and training**. Their mission is to strengthen cybersecurity measures, bring innovative products to market, and support the development of new technologies and skills in the cybersecurity domain.

## PROBLEM DESCRIPTION

LabCyber requires an IT solution to streamline their documentation process, specifically for machine protocol documentation, and to seamlessly integrate with their Git repository.

### Why This Customer Was Chosen

LabCyber was chosen because they are actively engaged in cybersecurity research and have a clear need for an IT solution to streamline their documentation process, specifically for machine protocol documentation, and to seamlessly integrate with their Git repository. The team has agreed to provide continuous feedback during the development process.

### Estimated Development Time

The development of this application is confirmed to be feasible within 20–30 hours.

## Proof of Customer Agreement

BECQ Aline 10:56 AM 🇧🇪

BA Hello Nicolas, we have a small number of users, already getting them to book a slot on a platform is complex

BECQ Aline 11:02 AM 🇧🇪

BA What could be useful to us is an application that helps with documentation, especially machine protocol and allows us to feed our git.

11:13 AM 🇧🇪

BECQ Aline 2/13/2025 11:02 AM

What could be useful to us is an application that helps with documentation, especially machine protocol and allows us to feed o...

My team, I told them about your idea and we are ready to make this application.

👍

11:23 AM 🇧🇪

After that, for the LabCyber git and the rest, we'll talk about it again if I need specific access or documentation on the machine protocol.

11:23 AM 🇧🇪

So you validate that we can start looking for ideas on how to develop the documentation support application, especially on the machine protocol and which allows us to feed the LabCyber git.

BECQ Aline 11:52 AM 🇧🇪

BA Yes, with great pleasure 😊

### Details of the challenge to tackle

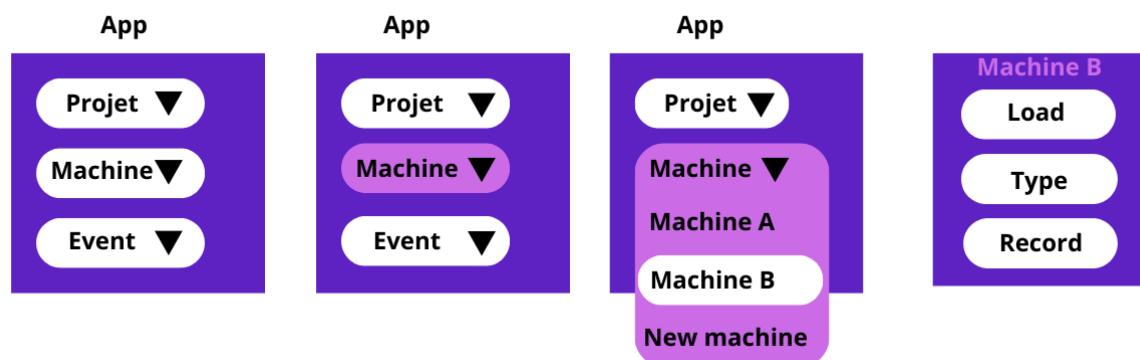
All FabLabs face an issue with documenting. Sharing is at the core of the FabLab philosophy, as they are places to grow skills as a community not just as individuals. But documenting takes time, formalism or people dedicated to this task.

What could help (and this is just a hypothesis) is an app that would reduce the documentation time to its bare minimum and therefore reducing the FabManager input. It will redirect the content to its final documentation location here a github repo (part of it would be openly accessible part not)

The easiest ways to document could be photos, brief texts or vocals.

The types of documentation in Labs are either projets, machines or events related.

What I have in mind is an app helping to architecture the documentation. It needs to be used on a phone easily (responsive design). The authentication process should be reduced to the bare minimum but security should not be neglected.



Once the content added it would be pushed for commit. An administrator would have to validate the addition.