

[Date]

Assessment Task 2

Wells College

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Develop ICT solution - Assessment Task 2

LAST UPDATED: January 2021, Version No.1.0

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Contents

Case scenario	3
Heaven Systems internal IT Service Agreement	4
Task 1: Prepare team support and monitor	6
Task 2: Review client support	8
Task 3: Submit both report to your trainer for approval	8

Assessment 2 – Case Study

Instructions:

You need to analyse a case scenarios and complete tasks mentioned after scenario.

You need to demonstrate your develop ICT solution ability to identify the solution, determine client support and manage the team in development an awareness of cyber security in workplace.

Duration:

Trainer will set the duration of the assessment.

Evidence required:

<i>Tasks</i>	<i>Evidence</i>	<i>Submission</i>
Supporting Plan Report	A complete report on team supporting and monitoring team performance, and client support for the case study.	In printing

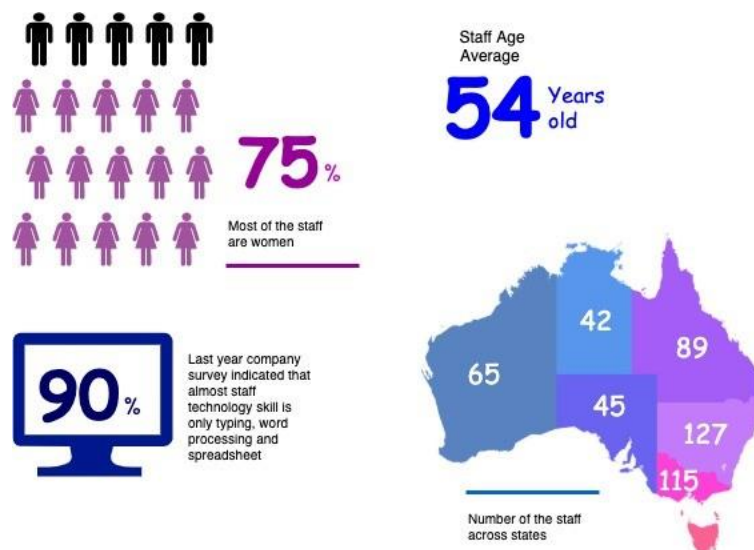


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ABN: 19 080 559 600 | CRICOS CODE: 01856K | RTO: 90501

Case scenario

Established in 1999 with offices located throughout the western Sydney, Heaven Systems is a world-class, full-service provider of residential, commercial, and logistics-based transportation solutions for businesses and individuals. Many of the world's largest, most respected corporations rely on the company's unwavering commitment to innovation, quality, and customer service to move their employees, offices, and industrial facilities—domestically and internationally—anywhere in the world. Heaven Systems was experiencing an increase of phishing emails that were reaching employee inboxes and introducing the risk of a data breach. As phishing attacks increased, productivity slowed down while end users waited for IT to investigate the suspicious emails. "Phishing emails were getting more specific and sophisticated, and we worried that an employee might open one and cause serious damage," said David Potter, IT Director at Heaven Systems. While there are multiple layers of security to filter email as it enters Heaven Systems' network, it's still possible for some targeted phishing emails to slip through and get into employee in-boxes. For this reason, IT must rely on end users to determine whether an email is safe to open. But it's not always easy to tell. "For instance," said Potter, "one area of the company was getting phishing emails that looked legitimate. They appeared to come from a customer, but the attachment was malicious." Refer to employee background statistic show below:

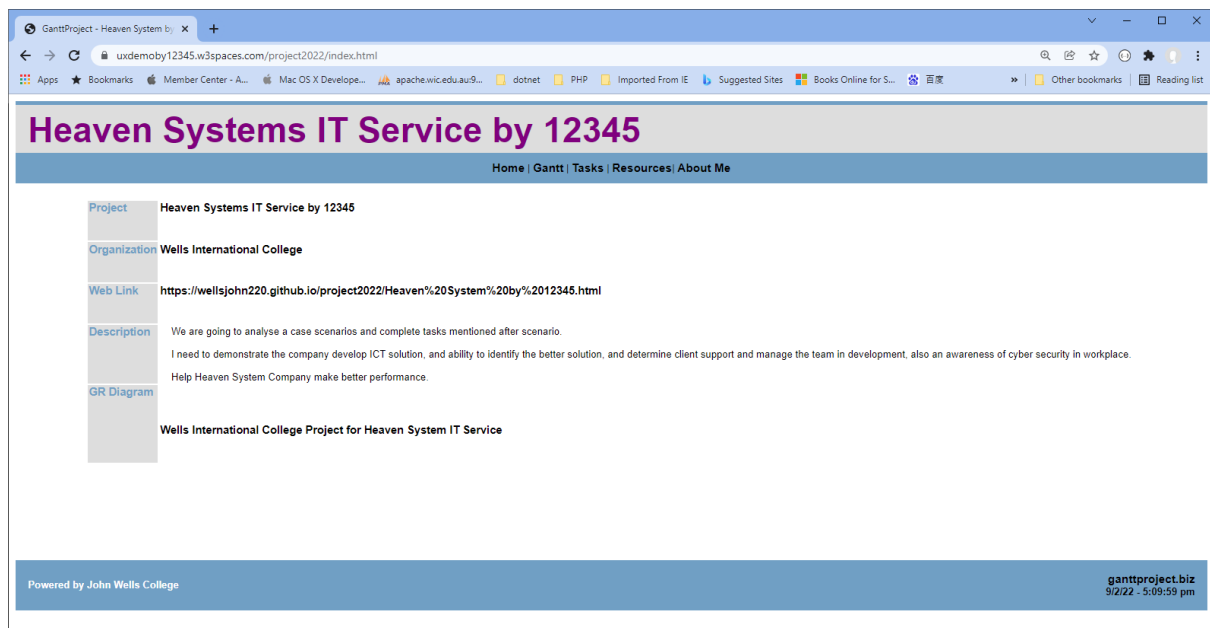


To help employees identify phishing emails, IT holds annual training to show them what red flags to look for. Then, IT sends mock phishing attacks to test them. If a user clicks on a couple simulated phishing emails, they're required to take the security training again. Human nature being what it is, some users were ignoring legitimate email because they didn't want to make a mistake that would require them to take the training again. Others decided to play it safe and send every questionable email they received to IT to see if it was OK. While IT recognized the obvious threats, even they had to question some of the attachments. "You can imagine the amount of time we spent investigating emails," said Potter. "It took about an hour per email to copy the attachment to a USB drive and then spin up a machine to test the file off network," he explained. "That's valuable time that IT could spend doing other things."

You are work as an IT project manager assigned by Potter to handle this problem in the company. The company decide to use the system to detect a Spear-Phishing. To accelerate suspicious email analysis and response, Heaven Systems implemented MailMon, an automated phishing incident reporting and response service that empowers end users to report suspicious emails directly from the inbox. MailMon runs on Microsoft Exchange 2013 or newer and Office365; it is deployed to end users as an Outlook plug-in, including Outlook App for Android and iOS devices.

You and your friend are 10 years' experience staff in the company. After you evaluate the MailMon, it generates a report in the complex form, many of the staff including a current IT department are not familiar with the system. Potter approved on new project team recruitment, and HR organised 3 **new graduated** IT staffs joining your team. Potter would like your team to gain more awareness on this cyber security incidence

<https://wellsjohn220.github.io/project2022/Heaven%20System%20by%2012345.html>



Heaven Systems IT Service by 12345

Home | Gantt | Tasks | Resources | About Me

Project: Heaven Systems IT Service by 12345

Organization: Wells International College

Web Link: <https://wellsjohn220.github.io/project2022/Heaven%20System%20by%2012345.html>

Description: We are going to analyse a case scenarios and complete tasks mentioned after scenario.
I need to demonstrate the company develop ICT solution, and ability to identify the better solution, and determine client support and manage the team in development, also an awareness of cyber security in workplace.
Help Heaven System Company make better performance.

GR Diagram: Wells International College Project for Heaven System IT Service

Powered by John Wells College

ganttpoint.biz
9/2/22 - 5:09:59 pm



Figure: MailMon Monitoring Sample

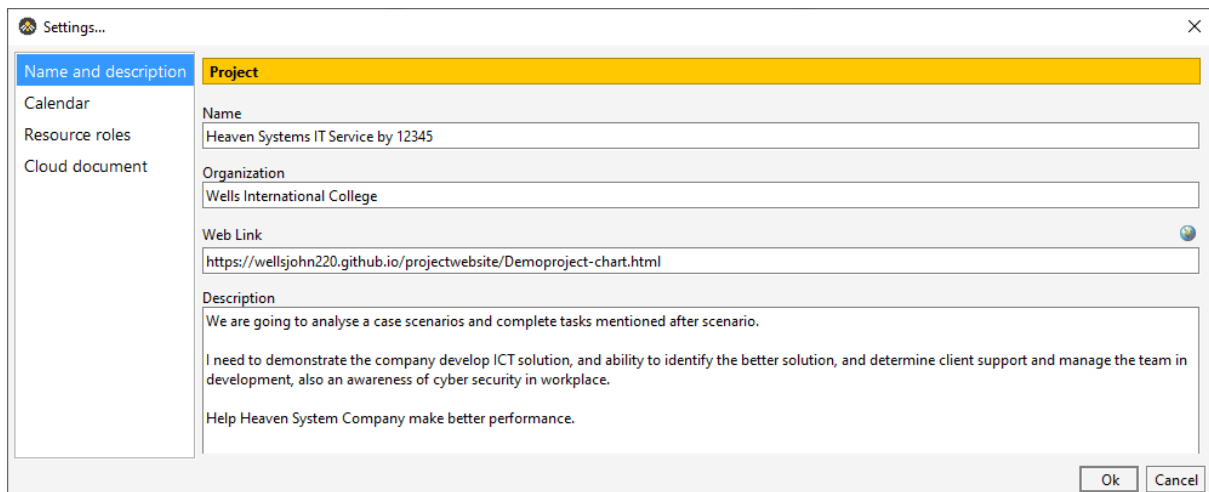
Heaven Systems internal IT Service Agreement

Severity Level	Description	Target Response
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1 (Outage)	Entire Company Server down	Immediately
2 (Critical)	Entire Department Server down	Within 15 Minutes
3 (Urgent)	Staff computer down	Within 1 hours
4 (Important)	Staff computer not work properly or potential for interrupt their routine work	Within 3 hours
5 (General)	Upgrade software Training request	Within 48 hours

Sample link: <https://wellsjohn220.github.io/projectwebsite/Demoproject-chart.html>

Learn how to using GanttProject: https://www.youtube.com/watch?v=5FukJpd_VNs&t=1242s



The screenshot shows the 'Settings...' dialog box in GanttProject. The 'Name and description' tab is selected. The 'Project' section is highlighted in yellow. The fields are as follows:

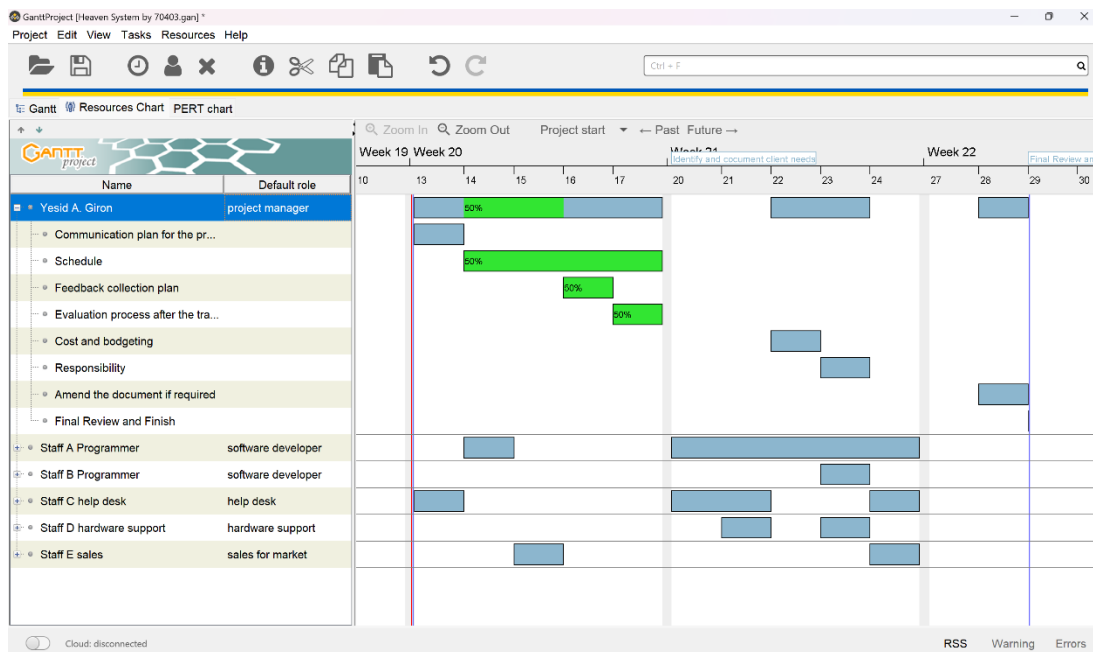
- Name:** Heaven Systems IT Service by 12345
- Organization:** Wells International College
- Web Link:** <https://wellsjohn220.github.io/projectwebsite/Demoproject-chart.html>
- Description:**

We are going to analyse a case scenarios and complete tasks mentioned after scenario.

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Help Heaven System Company make better performance.

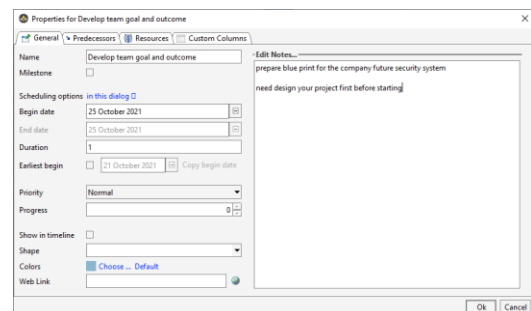
At the bottom right, there are 'Ok' and 'Cancel' buttons.



Task 1: Prepare team support and monitor

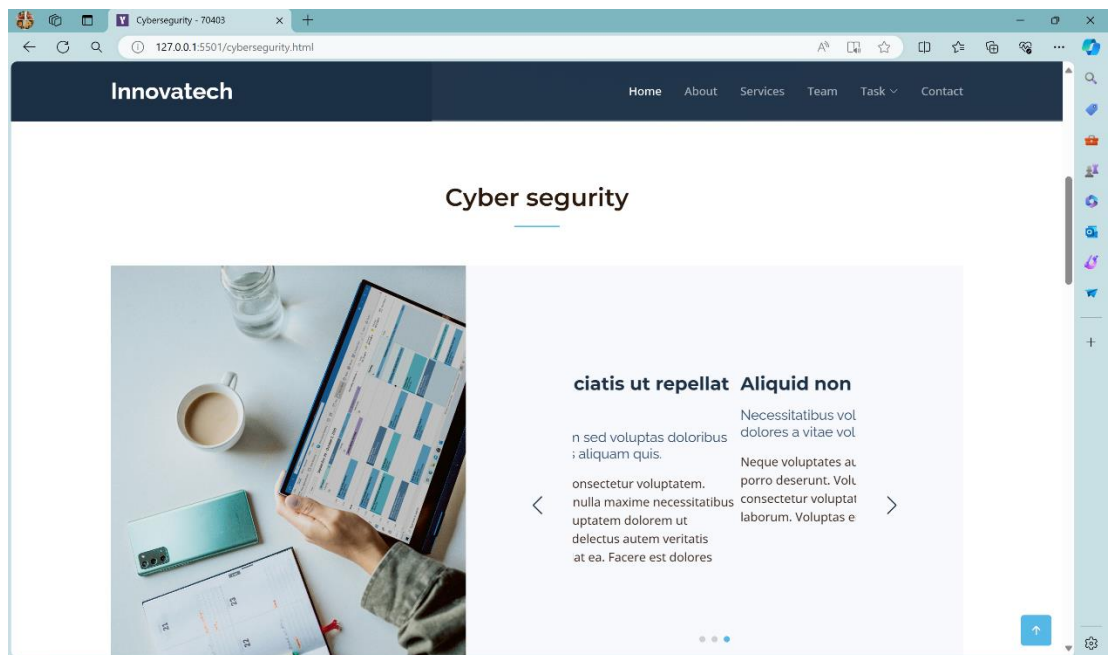
1. Develop team goal and outcome

prepare blue print for the company future security system
need design your project first before starting



Develop communication plan for the project team, please refer:

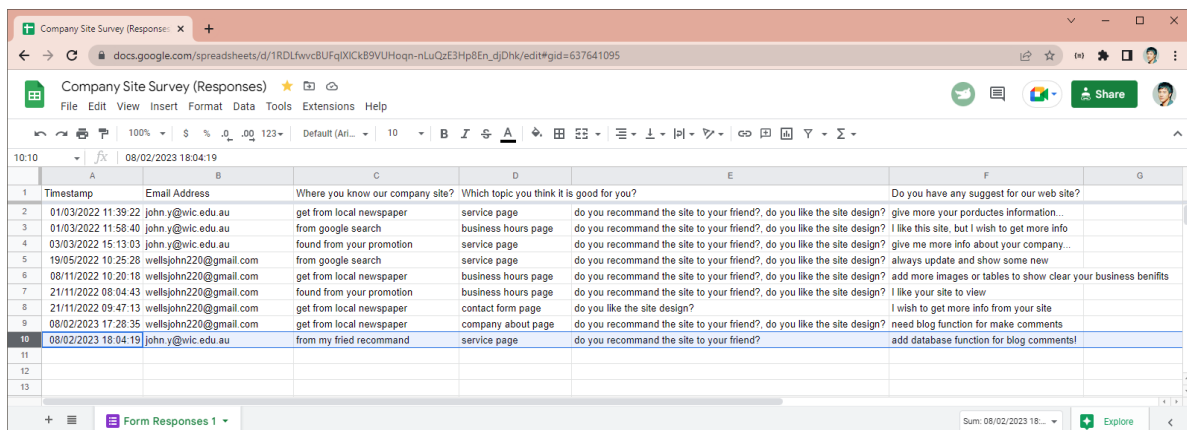
<https://wellsjohn220.github.io/ictsolution/#services>



2. Develop team KPI and action plan to address team training needs

- Tools and Method for the training
- Cost and budgeting
- Schedule
- Feedback collection plan
- Evaluation process after the training

Here are my feedback results for collection

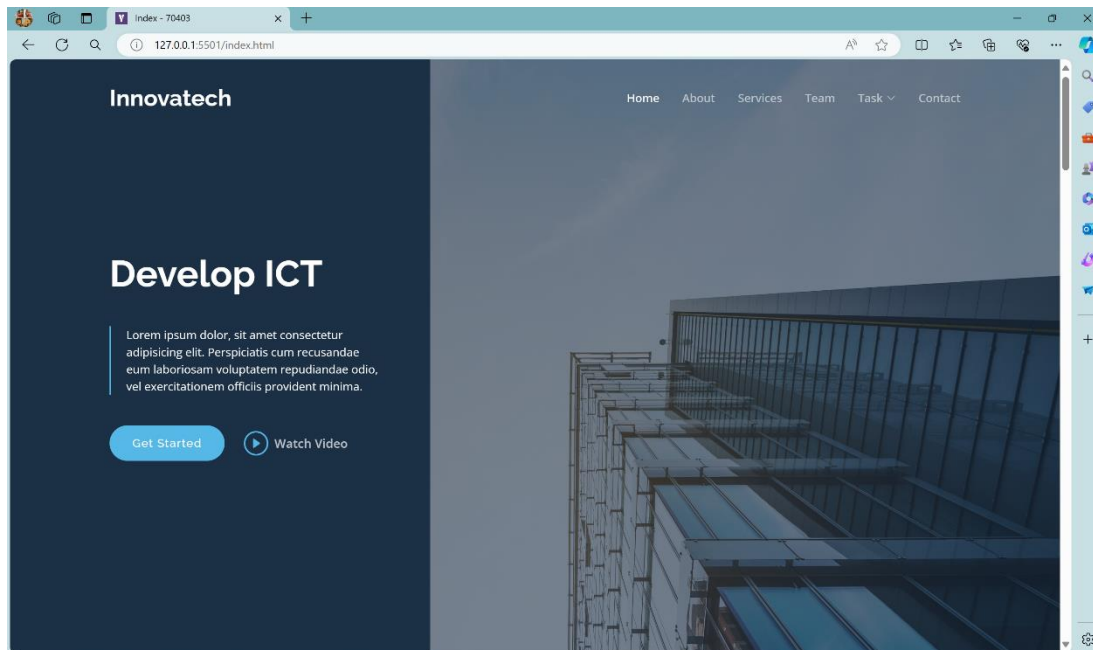


Timestamp	Email Address	Where you know our company site?	Which topic you think it is good for you?	Do you have any suggest for our web site?
01/03/2022 11:39:22	john.y@wic.edu.au	get from local newspaper	service page	do you recommend the site to your friend? do you like the site design? give more your products information...
01/03/2022 11:58:40	john.y@wic.edu.au	from google search	business hours page	do you recommend the site to your friend? do you like the site design? I like this site, but I wish to get more info
03/03/2022 15:13:03	john.y@wic.edu.au	found from your promotion	service page	do you recommend the site to your friend? do you like the site design? give me more info about your company...
19/05/2022 10:25:28	wellsjohn220@gmail.com	get from google search	service page	do you recommend the site to your friend? do you like the site design? always update and show some new
08/11/2022 10:25:18	wellsjohn220@gmail.com	get from local newspaper	business hours page	do you recommend the site to your friend? do you like the site design? add more images or tables to show clear your business benefits
21/11/2022 08:04:43	wellsjohn220@gmail.com	found from your promotion	business hours page	do you recommend the site to your friend? do you like the site design? I like your site to view
21/11/2022 09:47:13	wellsjohn220@gmail.com	get from local newspaper	contact form page	do you recommend the site to your friend? do you like the site design? I wish to get more info from your site
08/02/2023 17:28:35	wellsjohn220@gmail.com	get from local newspaper	company about page	do you recommend the site to your friend? do you like the site design? need blog function for make comments
08/02/2023 18:04:19	john.y@wic.edu.au	from my friend recommend	service page	do you recommend the site to your friend? add database function for blog comments!

The design like:

Above site could be access by my web support site:

<https://gironyess.tech/index.html>



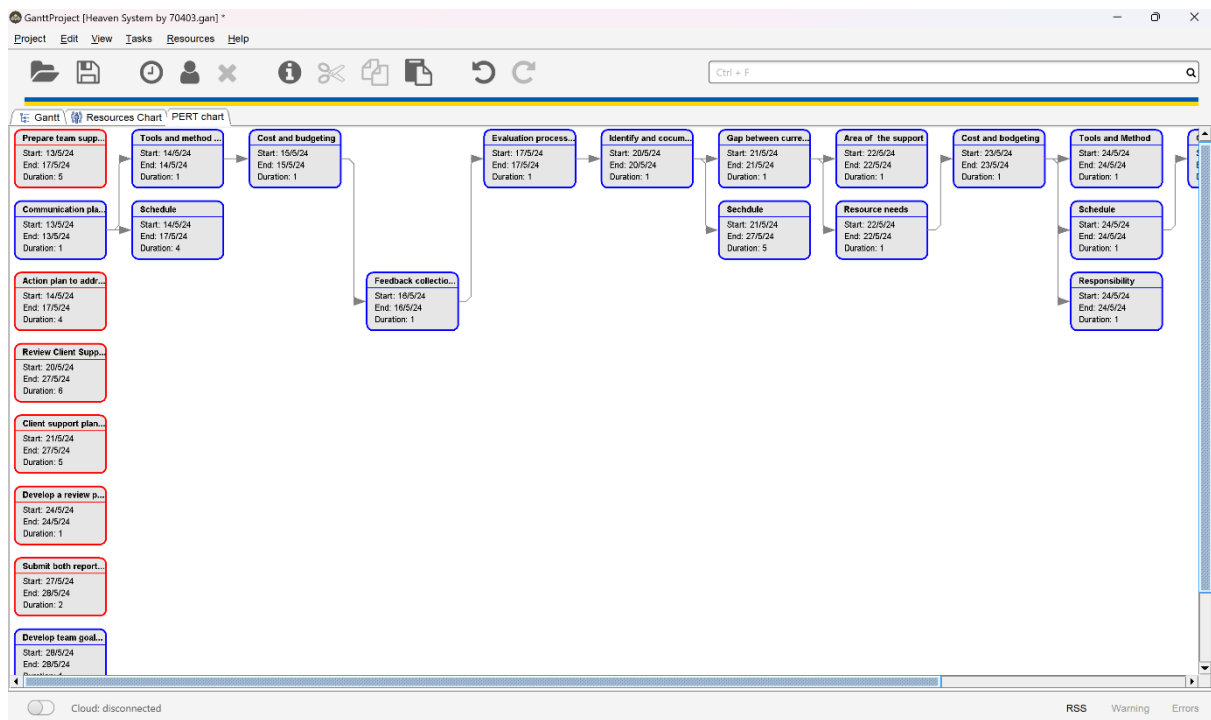
We could learn about web feedback form from: <https://www.youtube.com/watch?v=BtoOHhA3aPQ&t=15s>

Task 2: Review client support

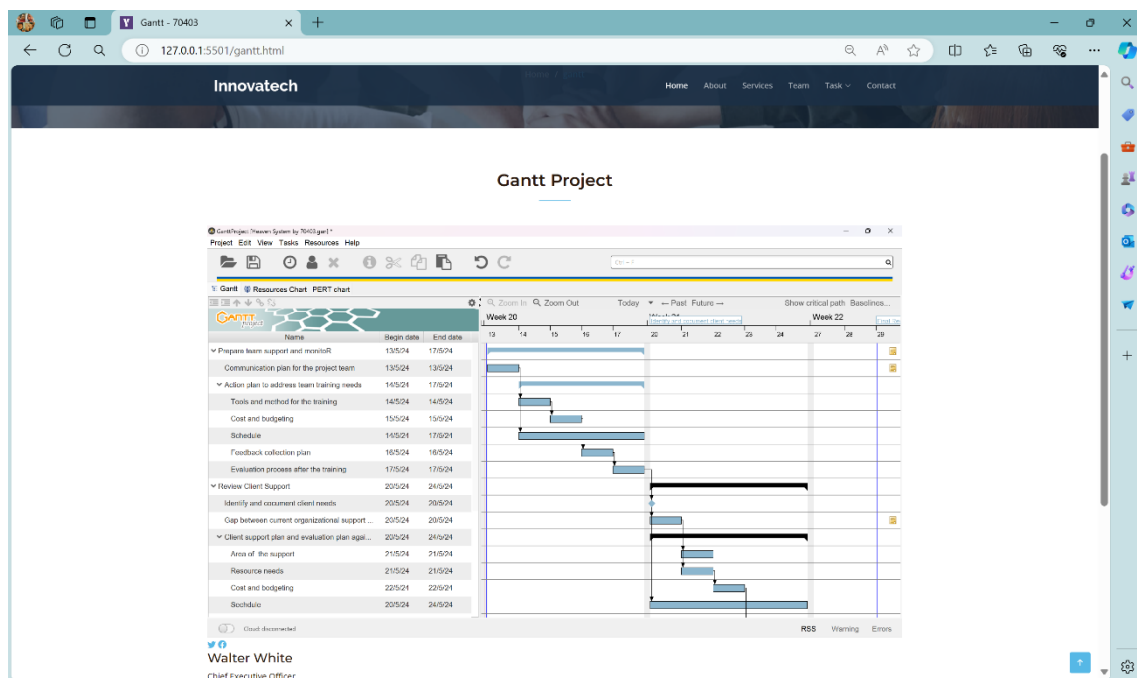
1. Identify and documenting client needs
 - Gap between current organizational support and their needs
2. Develop a client support plan and evaluation plan against company SLAs
 - Area of the support
 - Resources needs
 - Cost and budgeting
 - Schedule
3. Develop a review process on the selected solution
 - Tools and Method
 - Schedule
 - Responsibility

Task 3: Submit both report to your trainer for approval

1. Get feedback from your trainer
2. Amend the document if required



My Subject Web Site: <https://wellsjohn220.github.io/ictsolution/> already showing linked above project.



<https://gironyess.tech/gantt.html>