



# KN University Network Design

COIT13236 – Cyber Security Project

<b>Document Title</b>	Training and Handover Document
<b>Document Type</b>	Technical Artefact
<b>Document Status</b>	Completed
<b>Document Version</b>	V_2.01
<b>Group No</b>	02
<b>File name</b>	group02-training-and-handover-document.docx
<b>Created By</b>	Narayan Parajuli (12144248)
<b>Create Date</b>	05/08/2024
<b>Reviewed By</b>	Krishan Himesh Abeyrathne (12217274)
<b>Reviewed Date</b>	15/08/2024

## Table of Contents

Training and Handover Document.....	1
Components.....	2
1. Training Plan.....	3
i. Training meeting	
ii. Content	
2. Handover Process	
i. Documentation	
ii. Knowledge Transfer	
3. Support and Assets	
i. Contact Data	
ii. Extra Assets	
4. Feedback and Upgrades	
i. Feedback Collection	
ii. Ceaseless Improvement	

## Training and Handover Document

### Training and Handover Document:

Ensuring that staff are satisfactorily prepared and ready to manage and keep up with the network is critical for functional continuity and security for KN University. A comprehensive training and handover report gives clear rules, techniques, and assets for both current and incoming personnel.

### Components:

#### 1. Training Plan:

- i. Training meetings: Timetable training courses for network administrators and support staff of KN University.
- ii. Content: Remember preparing training for network management protocols, security, investigating, and best practices of KN University.

#### 2. Handover Process:

- i. Documentation: Provide extensive documentation of the network plan, design, and strategies.
- ii. Knowledge Transfer: Lead handover sessions to clarify key parts of the network for the support team.

#### 3. Support and Assets:

- i. Contact Data: Give contact details to continuous support and escalation.
- ii. Extra Assets: Offer admittance to extra assets, for example, information bases and online support forums.

#### 4. Feedback and Upgrades:

- i. Feedback Collection: Gather feedback from training participants to further develop training sessions.
- ii. Ceaseless Improvement: Update preparing materials and documentation in view of feedback and changes in network innovation.

## References

Oppenheimer, P. (2010) Top-Down Network Design. 3rd ed. Indianapolis, IN: Cisco Press.

Anderson, M. (2019) 'Best Practices for Network Management Documentation', International Journal of Network Management, 15(4), pp. 315-328. doi:10.1002/nem.1178.