# Gap between current org support and their needs.

## Project team goals

* To be able to stop phishing attacks/threats by enabling End-users to use the new security system Mailmon.
* Train end-users to use Mailmon
* Develop user’s manual

## Identify team needs/gap

* Team needs to get knowledge and skills to use Mailmon
* Team needs to be able to teach/train end users to use Mailmon
* More IT people needed to conduct training and develop user’s manual.

## Team support planning

### IT teams

* IT teams will be send to training on Cyber security and how to use Mailmon.
* IT teams will be send to training on how to conduct training/coaching to be able to train user effectively.
* Use coaching/mentoring for junior IT staff
* Use rewards system to encourage development

### End user

* Use coaching/mentoring for end-user who has having difficulty to learn to use Mailmon
* Get representatives from each area that will act as a trainer who can continue to provide ongoing training and support. Representatives should be tech savvy and have great interpersonal skills.
* Use rewards system to encourage development

## Communication Plan – please answers, research online for example

## Team KPIs

### First 2-3 months

* After the Cyber security training, Phishing emails should decrease by 20% in the first month and further 20% on the following month.
* After the end-user training has started, 10% of the End users should be able to use Mailmon in the first week.

### Annual target

* Cyber security issue such as phishing emails should be 0 occurrence.
* 90% of the End users should be able to use Mailmon in the first year.

## Team Performances evaluation planning

## IT teams

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Tools** | **Cost** | **Schedule** | **Feedback plan** | **Evaluation process** |
| * Online * face to face * books * software | $5000 - $7000 | * 4 weeks * 10 hrs./week | * Email * Meeting | * Reports * Use KPI |

## End user

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Tools** | **Cost** | **Schedule** | **Feedback plan** | **Evaluation process** |
| * Online * face to face * user manual * software | $5000 - $10000 | * 4 weeks * 5 hrs./week | * Email * Meeting | * Reports * Use KPI |

# Review client supports.

## Identify client needs

* Gap between current organizational support and their needs.
  + The main gap between organization support and their needs is the skills and knowledge to use the new cyber security technology. The organization has implemented new cyber security system called Mailmon and the IT team and end user needs to get knowledge and skills to use this new system effectively.
  + Organization also needs to add more IT staff to support and train large number of users across Australia.

## Identify client support planning and Client support evaluation planning against company SLAs

### Support planning

|  |  |  |  |
| --- | --- | --- | --- |
| **Area of support** | **Resources needs** | **Cost** | **Schedule** |
| IT department | Computers, internet, room | $10,000 | * 10 hrs/week * 4 weeks |
| Operation | IT staffs, Internet, Computers, room | $ 15,000 | * 5 hrs/ week * 3 months |
| Management | IT staffs, Internet, Computers, room | $ 10,000 | * 5 hrs/ week * 3 months |

### Evaluation planning

|  |  |  |  |
| --- | --- | --- | --- |
| **Area of support** | **Resources needs** | **Method** | **Schedule** |
| IT department | IT staffs, Internet, Computers, room | Observation, email,  Meeting, KPI | 2 hrs/week |
| Operation | IT staffs, Internet, Computers, room | Observation, email,  , meeting, KPI | 1 hr/week |
| Management | IT staffs, Internet, Computers, room | Observation, email,, meeting, KPI | 1 hr/week |

## A review process on the selected solution

|  |  |  |
| --- | --- | --- |
| **Tools/methods** | **Schedule** | **Responsibility** |
| IT Training | 2hrs /week | IT manager/ assessor |
| User’s manual | 1hr/week | Supervisor/IT team |
| End user training | 2hrs /week | Supervisor/IT team |

There are three fundamentals solutions for the organizations issue, the first one is to train IT team on cyber security and Mailmon, the second one is to develop user’s manual, and the third one is to train end users to use Mailmon. The table has provided the overview of the review process for each solutions, such as including hours of review each week (Schedule), the person who has the responsibility of conducting the review and provide feedback.