# Assessment 1: Presentation

(Example answers)

## Reminders

* Please read the case study
* Answers the questions and present your answer to the class.
* Use any presentation tools such as PowerPoint.

## Task 1: Scope issue

### The company current issue?

* The major issue is Heaven Systems experiencing an increase of phishing email attacks that were reaching employee inboxes and introducing the risk of a data breach and this led to productivity slowing down.
* Phishing attacks are getting more strategic and sophisticated that even though they have security filter they still need to rely on end user to determine whether email is safe to open or not. For this reason, end user needs to get trained how to identify phishing emails.
* Employee statistics shows that most of the end users are women age over 50 years old and have intermediate technology skills (typing, word processing, spreadsheet). Furthermore, staff are dispersed across the country. Suggesting making IT training happen is very challenging.

### 2. Brief for possible solution to identified issue. Each solution must be assessed on

### • commercial potential

### • suitability for the target audience or purpose

### • feasibility of implementing solution

### Answers

The solution are:

* Developed online IT training and put in on the internet so it can be accessed anytime and anywhere. For example, users has attended the actual training but feel that he wants to do it again, he can accessed the material anytime and anywhere he/she is.
* Developed face to face IT training to users who feel that online training is not enough for them as their IT skills are low.
* Get a representative from each state. Each representative need has intermediate to advance IT skills. Train this representative to do the face-to-face training to
  + Commercial wise - The solution will benefits business as the productivity will rise again and solve the issue.
  + Suitability for the target audience or purpose – IT training need not be technical for the end user, but representative will have more technical training as he will be one acting as an IT support for that state.
  + feasibility of implementing solution – the training does not require IT staff to travel as he can do training online and will get just a representative from each state. Organization can save money.