



PROJECT (10%)

CYBERLAW & SECURITY POLICY

BITS 2523

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Group : Group B

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QUESTION 1

List **5 (FIVE)** policies that you think will be mostly useful for organisations to have during this COVID19 pandemic and the resulting MCO.

QUESTION 2

Out of the list you provided above:

- a. Choose **1 (ONE) MOST** useful policy for organisations to have during this COVID19 pandemic and the resulting MCO. Support your choice with a valid argument by providing at least **2 (TWO)** arguments as to why your chosen policy is the most important.
- b. Develop that policy for your organisation. Your policy document should contain the following format:
 1. Overview
 2. Purpose
 3. Scope
 4. Policy
 5. Policy compliance
 6. Related standards, policies and processes
 7. Definitions and terms
 8. Revision history
 9. References

ANSWER (1)

1. Email Security Policy
2. Network Access Policy
3. Social Media Policy
4. Audit Policy
5. Risk Assessment Policy

ANSWER 2(a)

Policy chosen: Social Media Policy

A social media policy is a corporate code of conduct that establishes principles for employees who, as part of their employment or as a personal matter, post content on the Internet. Currently, social media plays a very important role in our daily life. It is a useful tool for communicating with individuals locally and globally, as well as for sharing, creating, and disseminating information.

However, there are some people who use it in a bad way such as spreading fake news, gossip, and rumours on social media like WhatsApp, Twitter, and Instagram. For instance, they spread a rumour about inhaling the vapour of boiling cloves that can cure from COVID-19. An article written by Ahmad Shaherman Shamsuri stated that treatment using cloves as an antidote for Covid-19 patients is a myth simply because there are no scientific studies proving the substance can be a cure to the pandemic but the President of the Malaysian Association of Public Health Physicians, Datuk Dr. Zainal Ariffin Omar said, yet in traditional treatment, cloves are used as an ingredient to treat colds, sore throats, and coughs. Even though there is no research about it, it has its own effectiveness. This shows that their misleading information already spread widely, and certain people already believe it. As a result, people sometimes put more credence to what they read on social media than to information from more reliable news sources. Therefore, social media policy is very important in handling all the fake news, gossip, and rumours from spreading faster and serious action can be taken for those who started it first.

Social media scams are terribly prevailing on the net, particularly on social media. Scamming activities on social media become rampant throughout the Covid-19 pandemic. Since the start of the Movement Control Order (MCO), many online users have become victims of fraud and scams. Number of the scams embrace mask scam, scam calls, investment scam, and cash scam. Currently that a lot of individuals are opting to use online e-commerce sites as they are confined to their homes, it is an opportunity for scammers to line up online sites for scamming activities. As happened in Petaling Jaya: a brand-new wave of scammers area unit believed to be preying on online banking customers and presumably taking advantage of the upper rate of e-commerce activities that comes with restrictions obligatory beneath the Movement Control Order (MCO). Besides that, a girl from Perak lost her savings once she found out that RM18,000 was listed to be transferred out from Maybank account by using online platform M2U. A security expert said that it is not surprising if scammers create a scenario to cheat individuals out of their cash. As a result, individuals should be more aware of how to behave online and offline. Do not trust people or companies claiming to supply you access to your personal knowledge on their websites and never offer out any of your personal or banking information over the phone. Therefore, social media policy is incredibly needed to prevent scamming activities “popping up like mushrooms” throughout the pandemic.

ANSWER 2(b)

1. Overview

Social media is a platform where everyone may use it whether in a school, university, or in an organisation or company. Thus, Skies Company needs to update social media policy to give the regulatory requirements to the employees during COVID19 pandemic. Social media policy or better known as social networking policy, provides guidelines for employees who upload content on the Internet either as part of their job in SC or as an individual itself. Due to COVID19 pandemic and MCO, social online communications such as WhatsApp, Facebook, Instagram, and blogs are increasingly used by employees to communicate with clients and to share any events held by SC and share knowledge about business. Since people are not allowed to do the event in public during MCO, SC will do

all the planned events online. Company representative who has access to all of the company's social media will upload each event held by SC.

2. Purpose

The purpose of social media policy is to provide guidance for the employees who can access company's social media and is responsible for uploading any non-confidential information such as advertisements, SC events, and sharing knowledge related to SC business during MCO. Besides that, this policy provides guidance for employees who uses social media to communicate, collaborate, share information, and interact with clients during MCO. Social media policy is created to prevent sabotage and spreading fake news on the Internet.

3. Scope

Social media policy applies to all the employees who works remotely at home during MCO. The policy applies to all form of social media used by employees including WhatsApp, and Telegram. Also, the policy may apply to employees outside the working hours if the employees use their personal social media to threaten the company's reputation and violates other policies of company during MCO in social media.

4. Policy

SC will take an approach to comply with all regulations made by the government during MCO. Therefore, the employees need to work from home and must use any appropriate social media to interact with clients as well as public as SC recognises the vital role of social media but issues of protection of the confidentiality of company information, and restriction on uploading the sensitive content using company's social media must be defined. It is to ensure the confidentiality of company information can be maintained and no cyber sabotage occurs. This policy intends to protect the appropriate use of social media

while avoiding matters that may be illegal and contrary to SC regulations so that it does not threaten the SC's reputation.

5. Policy compliance

SC has strived to gain a good reputation for ethical behaviour, a reputation that has been contributed by all employees past and present since SC began. SC reputation for integrity is one of SC greatest assets as it enables SC to give effective services to clients. To maintain SC's good reputation, SC has updated the social media policy as below:

- The employees should avoid creating sensitive content on SC social media whether employees share it from other party or intentionally upload it.
- The employees need to ensure company confidentiality is safe and do not upload it on any social media including blogs.
- Keep important documents containing client information or any projects so that SC can establish a good relationship with client company.

All employees including interns are expected to comply with social media policy while using SC social media or interact with client as employee of SC on personal social media. The updated social media policy will be used by all SC employees if the government ordered all companies to close during MCO and all employees must work from home. Failure to comply with the SC's updated social media policy, the employee will be suspended, and if the offense persists, the employee may be fired or fined.

6. Related standards, policies and processes

6.1 – Standards

- Keep Information Secure.

Employees are also prohibited from sharing customer or team member personally identifiable information on external social media sites. Every year, employee take

a course on how to protect customer and team member information. Therefore, same standards apply on social media.

- **Be Transparent and Disclose.**

When the employees talk about SC on social media, they should disclose that they work for SC. His or her friends may know where they work, but their network of friends and colleagues may not, and they do not want to accidentally mislead someone.

- **Be Responsible**

All employees are encouraged to speak about the company and share news and information, but only authorised and trained spokespeople may speak on behalf of SC and issue official company responses. If an employee sees something being shared related to SC on a social media platform that should not be happening, immediately inform the SCCM.

- **Follow the Law, Follow the Code of Conduct**

To avoid violating trademark, copyright, or publicity rights, do not post images or other content without the consent of those who own or appear in the media. When quote other words, be sure to credit them and, if appropriate, add a link. The employees are personally responsible for complying with any terms of the social media platforms they use. Also, the employees should familiarise with the terms and standards for each platform employee use.

6.2 – Policies

This section applies to disclosure of protected information while engaging in social media activity (1) during MCO at or while conducting activities, or (2) as part of the

employee's official duties. Such employees or individuals must follow all applicable state, federal, and local law and policies found in SC Code of Conduct and standards manual. Any content that violates any of these or contains and leads to a client's private or personal information, is strictly prohibited, and should not be posted by employees or others using the site. Violations must be reported immediately to SCCM.

6.3 – Processes

- Introduce the purpose of social media as part of corporate strategy for employees, whether it is for marketing, recruitment, or employer branding. Such as, when employees publish work-related social media content, they should provide useful information or insight that is relevant to the business.
- Employees are not permitted to share any confidential and proprietary information on the Internet. Responsibility for the content and be prepared to deal with any consequences arise because of inappropriate online actions or statements.
- Keep clients in mind before publishing any content, employees should ensure that they are not trying to alienate readers who may be current clients or future clients, or past, current, or future employees.

7. Definitions and terms

- SC – Skies Company
- MCO - Movement Control Order
- Sabotage – Defined as intentional and malicious acts that disrupt normal processes and functions or result in the destruction or damage of information.
- SCCM – Skies Company Communications and Marketing

8. Revision history

Version	Editor	Purpose	Change Description	Authorised By	Effective Date
1.0	Izzatul Hanani		Original	SC Management Committee	20/02/2015
-	Siti Nazieha	Annual review	No change	SC Management Committee	03/06/2016
1.1	Farah Farhana	Addition of information	Scope section: All employees must use handphone provided by SC to communicate with clients.	SC Manager	05/10/2018
-	Izyan Nadhirah	Annual Review	No change	SC Management Committee	18/12/2019
2.0	Amirah Aqilah	Policy update	All sections have been updated according to the current situation of COVID19 pandemic.	SC Management Committee	01/04/2020

9. References

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