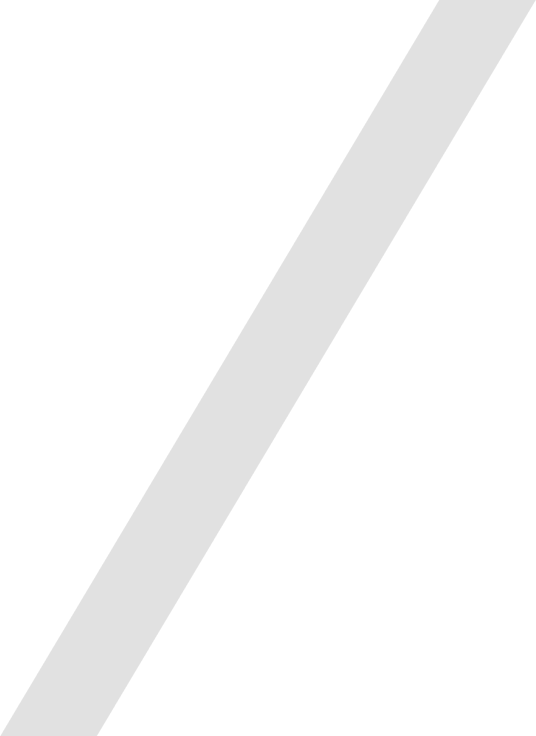
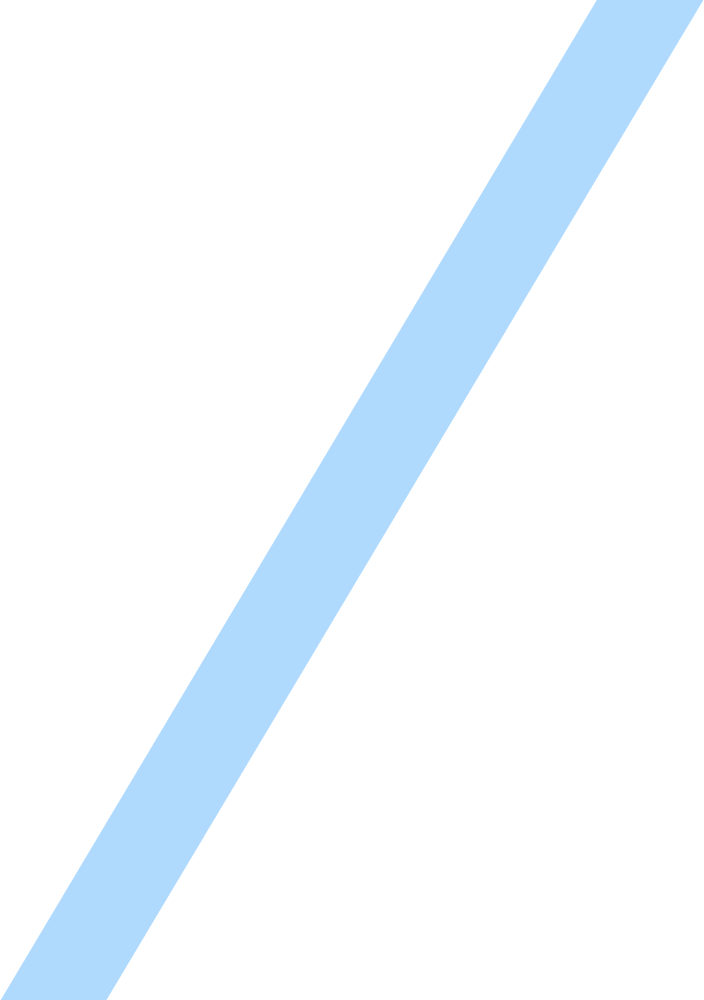
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| ACME Trading Services Staff Requirements and Protocols |

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| ACME Trading Services Work from Home (WFH) Report  Email: ats@atservices.com.au  Website: acmets.com.au |

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# Executive Summary

Acme Trading Service is a small traditional in-office tech consulting business of nine staff located at 123 Norwood Parade, Norwood.

Acme Trading Services main business tasks are to help their clients use technology better by:

* Improving the business processes that take place
* Reducing the costs of the company
* Maximising any tech opportunities

Acme Trading Service help businesses in developing and implementing technology to accelerate business growth, manage risk better, reduce cost, and help change how the business system is functioning.

Due to the current climate, the business will need to shift their work practices from their traditional in-office operation to a work-from-home environment.

Having employees work from home highlighted the urgent need for Acme Trading Service to change the way theya were operating. They had to find better ways to get the same tasks completed, re-establish effective communication systems and of course there was the issue of cybersecurity.

This move from a secure and safe office space to a home office comes with many challenges and security issues Acme Trading Service are not familiar with.

This ACME Trading Service Staff Requirements and Protocols report will prepare the move from their traditional in-office operation to a work-from-home environment.

# Current Business Environment

Assessment 1 - Part A) Identify and Review protocols

# Provide an overview of ACME Trading Services Current business environment:

#### 2.1

#### a) Team protocols for virtual ways of working

# Identify two team protocols for virtual ways of working and list them in the space below.

1) Passed information on through emails rather than discussing issues over the phone.

2) Understand the purpose of the collaboration tool

#### b) Cyber Safety Protocol

# Identify ACME Trading Services current Cyber Safety Protocol and summarise the purpose of this protocol below:

**Providing guidelines for how to keep workplace data and sensitive information private and secure from Cyber Safety Threats**

#### c) Roles and responsibilities of team members for working in a collaborative environment according to team communication protocols

List two roles and three responsibilities of staff team members for working in a collaborative environment according to the ‘ACME Trading Services Policy and Procedures Manual’?

# Role: Working with a group of people sharing ideas and skills in order to achieve a common goal. And, Working collaboratively, instead of individual.

# Responsibilities:

# 1) communicate clearly,

# 2) actively listening to others,

# 3) respecting the diversity of your colleagues.

#### d) Roles and responsibilities of Management in promoting collaborative work environments

# List two roles and three responsibilities of Management in promoting collaborative work environments?

# Roles: Bringing staff together and making sure they own all of the business goals, and, Providing clarity and context for team members

# Responsibilities:

# 1) Cultivate openness and transparency

# 2) Establish a judgement-free idea-sharing culture

# 3) Encourage collaboration across departments

#### 3.1 Communication tools and technology that are utilised to support teams working collaboratively in virtual environments.

I Identify and list two communication tools and one technology ACME Trading Services have available to support teams working collaboratively in virtual environments.

Communication tools

1) Microsoft Teams

2) Zoom

Technology

1) Email

# Business Areas of Improvement

Assessment 1 Part B) Improve current protocols

#### 5.1- Legal requirements for collaborative work arrangements:

a) What is the object of ‘Fair Work Act 2009”

b) What are the (11) eleven minimum employment entitlements that have to be provided to all employees?

a) Maximum weekly hours

b) Requests for flexible working arrangements

c) Offers and requests for casual conversion

d) Parental leave and related entitlements

e) Annual leave

f) Personal/carer’s leave, compassionate leave and unpaid family and domestic violence leave

g) Community service leave

h) Long service leave

i) Public holidays

j) Notice of termination and redundancy pay

k) Redundancy pay

c) What does ‘Conduct that is serious misconduct include’?

a) the employee, in the course of the employee’s employment, engaging in:

(i) theft; or

(ii) fraud; or

(iii) assault; or

(iv) sexual harassment;

b) the employee being intoxicated at work;

c) the employee refusing to carry out a lawful and reasonable instruction that

is consistent with the employee’s contract of employment.

d) What does a staff code of conduct provide?

The staff code of conduct provides the rules, values, ethical principles and vision for your business

e) Which Act provides for the safety, health and welfare of persons employed or engaged in industry in South Australia?

Act: Work Health and Safety Act 2012 (SA)

Together with this Act, which Regulation sets up health and safety duties to provide protections from hazards and risks in the workplace?

Regulation: Work Health and Safety Act 2012 (SA)

What does the ‘Codes of Practice’ provide guidance to?

provide guidance as to what measures should be taken by employers to prevent work

place injury

#### 6.1 - Which document ACME Trading Services had provided to ITWorks that lists the virtual platform tools used and the frequency these virtual platforms are used.

Document name: ACME Trading Services tools and technology

What are the Virtual platform tools used and the Frequency of use?

Virtual Platform 1) Microsoft Teams

Frequency of use: Weekly team meetings

Virtual Platform 2) Zoom

Frequency of use: Weekly team meetings

# Recommendations

Assessment 2 – Develop protocols

The protocols you develop below will be discussed and shared with other members of your team in your Assessment 3 meeting. You will discuss your developed protocols and listen to other team members protocols. You will receive feedback and provide feedback to other team members.

### Share Knowledge Protocol 1

Protocol Title: How to communicate effectively to share knowledge in a virtual environment collaboratively with team members.

Protocol Summary:

*What is this protocol about?*

This protocol provides guidelines for the knowledge sharing process in a Virtual environment.

Date protocol was developed: 11/11/2022

By whom: Andre Alexandrov

Protocol checklist:

Checklist on how to communicate effectively to share knowledge in a virtual environment

* Ensure that everyone has received prior notice of a meeting and what tool is being used
* Only use approved virtual platforms (teams and zoom)
* Test to make sure the platform works as expected before the meeting
* Check that everyone required has joined the meeting
* Ensure that everyone can speak/communicate whether by voice or chat
* Use a front facing camera showing your face at all times
* When not speaking mute your microphone.
* When away from computer, make it known, whether by writing a comment or using appropriate signage
* If you have something you would like to add to a presentation/conversation, use raise hand feature and speak when called upon
* Ask for and record feedback when a presentation is complete.
* Monitor chats within the virtual environment

### Share Knowledge Protocol 2

Protocol Title: How to Share data with team members collaboratively in a virtual environment Including a procedure on the tools and technology that can be used to share knowledge in a virtual environment.

Protocol Summary:

*What is this protocol about?*

Date protocol was developed:

By whom: Andre Alexandrov

Protocol Checklist:

Checklist on how to share knowledge in a virtual environment including tools and technology that can be used.

* For non-classified documents use the platform used (Microsoft teams/Zoom) to share documents
* Classified data must be shared with a password protection and encrypted when shared online.
* Only share data that is required
* Data within office areas can be shared physically through the use of a Storage device (ssd/HDD) or a physical copy such as a print out.
* Do not share data over unprotected internet such as in a café or a hotel.
* If specific data is required, request it from the appropriate person and have a plan to receive the data safely.
* Once you have received the data always have it on your person until review
* If digital always only connect to a device that is known to be connected to a secure internet connection and one that is approved by ACME
* If printing/scanning is required only use devices approved by ACME or devices that have an airgap to the internet.

### Cyber security protocol 1

Protocol Title: ‘Hardware security – Storage of work devices’

Protocol Summary:

*What is this protocol about?*

*The protocol provides a guideline on how to store work devices safely when working from home*

Date protocol was developed: 14/11/2022

By whom: Andre Alexandrov

Protocol Checklist:

Checklist on the storage of work devices while working in a ‘Work from home’ environment.

* Do not disclose the password for the device to anyone.
* Do not use a password that is in use elsewhere
* Do not use the device for non-work related activates
* Do not install software not cleared by IT
* If you will be away from view of the device for less than an hour, lock the device so that a password will be required to gain access, this should be automatic ,
* When away from the device for more than an hour, save all work and completely turn off the device and store in an area not visible and that is dry and cool.
* When you are finished with the device, completely turn off the device and store in an are not visible or easily accessible and locked

### Cyber security protocol 2

Protocol Title: ‘Internet Usage – Appropriate use of social media’

Protocol Summary:

*This protocol provides guidelines about appropriate use and behaviors while using social media*

*Date protocol was developed: 15/11/2022*

*By whom: Andre Alexandrov*

Protocol Checklist:

* Do not post sensitive, private or confidential company information on social media
* Be respectful towards other co-workers
* Make clear that all views are your own and are not representative of ACME
* Respect the privacy of coworkers and customers
* If you want to post about co-workers or customers, get approval from ACME and or the co-worker

# Conclusion

In this section you are to:

• bring the report to a close by tying together the sections and arguments

• provide a summary of the report’s outcomes/arguments

• discuss the options

• explain what recommendations will be made and why they are necessary

# References

List relevant references