

CKL Design – Employee Monitoring System Implementation
[Research Report]

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BC 302 – Professional Communication

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Research Report

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1. Memo of Transmittal

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To: Steven T. Waldberg, CEO

From: Martin Cernok, Martin Konecny, Jan Lulajka

Subject: Employee Monitoring and Motivation System Implementation

Dear Mr. Waldberg:

Based on your request, we have investigated the issue of inappropriate usage of information technologies by employees in the company. We found that this issue has been present in the company for quite some time. We came to a conclusion that implementation of employee monitoring system is necessary to counter this problem. Further, new motivational measures should be put in place as well to prevent further deterioration of morale resulting from the implementation of the system.

In the report, we suggest implementation of a two branch monitoring system in order to eliminate inappropriate behavior. Firstly, we have discovered that employees are often using the Internet for personal purposes and thus avoid their duties what causes poor utilization of the work time. Further, some employees also often spent unjustifiably long time copying documents and chatting with other colleagues in the copying room. We have received a number of complaints about this issue from other employees. In order to address this issue we found it is necessary to implement specialized two-component monitoring system.

Firstly, we proposed implementation of specialized software solution that would allow the company to precisely monitor employee computer activity. In the report, we introduced the technical analysis of the software as well as we examine financial costs associated with its implementation.

Secondly, to discourage employees from avoiding work by spending a lot of time in the copy room or kitchen, we proposed to implement surveillance system. We also provided you with both technical and financial analysis in the report.

Regarding the nature of the aforementioned measures, we found it necessary to implement new motivational measures as well, in order to ease possible negative effects of the aforementioned measures. Further, we also examined some specific measures that could be done in order to secure successful and effective implementation.

We are grateful for having this opportunity to analyze the issue and conduct this report. Please, if you have any questions related to this report, feel free to contact us, we would be very pleased to provide you with further information.

Sincerely,

Martin Cernok, Martin Konecny and Jan Lulajka

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3. Executive Summary

CKL Design is facing major problems related to usage of information technologies by its employees for personal purposes. This behavior has been widespread throughout all departments of the company as well as it has been present for significant period of time. Analysis of the improper usage of information technologies in CKL Design by its employees showed that in order to discourage and prevent such behavior, an employee monitoring system has to be implemented.

There are wide implications of this issue for the company. The company has invested significant amount of money into various hardware and software and improper employee behavior causes poor utilization rates, what eventually threaten financial relevancy of such investments. Further, implementation of the monitoring system would not only eliminate the immediate problem, but would also enhance company's flexibility and would open new opportunities for the firm.

In order to effectively address the issue, it is necessary to implement two-branched system. First branch constitutes employee computer activity monitoring system that would restrict access to certain Internet and computer functions, while second branch would be represented by camera surveillance system that would monitor employee activity at places that are used for work-avoidance.

To prevent negative impact of the monitoring systems, further motivation enhancement policies should be put in place as well. These measures should increase freedom of employees, promote their responsibilities and self-confidence, improve communication and encourage employees' commitment to company's vision. Implementation of these measures in conjunction with control systems is crucial for preserving employees morale and eventually company's competitiveness.

With these programs in place, company should become more organized, more flexible and responsive to market challenges as well as should gain better ability to expand its market share.

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5. Body of the Report

5.1 Problem Description

CKL Design s.r.o. is a graphic studio located in Bratislava, but operating in the whole area of Slovakia and Czech Republic. As a design studio, the company is highly dependent on usage of the computers and other information technologies. In spite of the fact that IT may be very useful especially in terms of fast communication, information sharing and increasing effectiveness and efficiency, it can also constitute a huge distraction for employees.

The most recent problem that occurred about four months ago and which seems to have been persistent for the whole time of company's existence is the misuse of company's computer technology for personal purposes by employees. This problem has been reported with increasing frequency from every department of the company during the last few weeks. Managers have been receiving several complaints per week from regular employees about misuse of IT, what only highlights the necessity of finding a solution. There are individuals in the company, who repeatedly show no intention in fully utilizing their work-time and who do only a part of their assigned duties. The rest of the time is, according to their co-workers, used for sending and receiving personal e-mails, visiting social networks and playing online games. The reports are coming from unsatisfied employees who work hard and who fully use their work-time, but are paid the same amount of money at the end of the month as those, who are wasting their time on things that are not related to their work duties. This situation has a negative impact on the all departments as the overall morale and motivation has significantly decreased over a really short period of time. What is more, it seems that managers' interventions towards those individuals were not effective and even worsened the overall atmosphere in the firm.

Because it is impossible for the managers to control every employee individually in the workplace, the unsatisfied employees insisted on defining and implementing any possible

means of employee activity monitoring which would be applied to counter these problems. As there is a high level of variance in the time requirements for each project, it is difficult to measure the effectiveness of one's work by counting the hours needed to finish it. Even though every department is responsible for a different graphic design technique we are convinced that some common pattern can be applied to all of them. In order to be effective, this method should be complex and conceptual because of several reasons.

Firstly, it would be unfair to monitor only suspected employees because it would create an atmosphere of distrust among employees resulting from selective persecution of suspected employees. Moreover, this suspicion would be clearly based on information from peer employees and thus it could possibly result in personal conflicts among them and subsequently to lower morale. Secondly, selective monitoring would make other non-monitored employees feel safe to do what their, currently monitored, colleagues used to do. Lastly, it would be discriminatory to monitor some people based on an assumption or a testimony of an alleged eyewitness. To address such problems, it is obvious that it is necessary to implement a complex system that would monitor all the work activities of all employees. When these conditions are fulfilled, we assume that the possible negative impact on morale would decrease. In order to understand this issue more closely however, it is necessary to look at the wider implications it has for the company.

5.2 Problem Analysis

The problem we have described above has several wide implications for the company and it seems that addressing this issue is crucial for its future success. These implications concern with; general culture in the company, company's long-term profitability, loss from investments, cease of opportunities and others.

Since the operations of the company are primarily concerned with design, the company tried to enforce the creativity among their employees. CKL Design was relatively benevolent towards their employees in order to create an environment that provides open and flexible working conditions. The company allowed its employees to listen to the music or to surf the Internet for the inspiration. However, it seems that many employees were abusing these privileges and they spent more time doing their personal stuff than working. This situation increased tension among employees and promoted feelings of discouragement instead of supporting creative friendly environment. The biggest problem was naturally inappropriate usage of Internet. Unfortunately, there was a whole variety of ways in which employees used Internet. It was found that CKL employees misuse the Internet for social

networking, emailing and reading news during the time they were supposed to be working. Several extreme cases that were discovered recently concerned with the usage of the Internet for online gaming and downloading music, what is obviously unacceptable and even may be considered a violation of the contract between the company and employee.

Misuse of the information technologies during the work time has negative effects on the long-term performance and profitability of the whole company as well. We assume that the attitude of some workers negatively influences utilization of the working time. It is obvious that the company cannot stay competitive if it pays salaries to the employees that are not doing their job. This is a cost that none company can afford. In certain period of time the company may experience that it is no longer competitive because of higher costs of production. This will be particularly result of higher time-per-unit production requirement. If not addressed, this situation will cause that it will not take too long before the company realizes that it is running out of the business. If such behavior is not stopped, it will inevitably result in company's insolvency and therefore quick action needs to be implemented in order to prevent such scenario. Even though there is a need for an additional investment, it is more than clear that it is going to pay back in a short period of time.

The company has already invested significant amount of finance into informational technologies, such as new computers, expensive design software and printers to make the company competitive in the market. However, this investment will never pay back if the utilization of the computers and software will remain on the same level as it is now. It is expensive wasting of the resources when the computers are used for social networking, online shopping and for other purposes instead of working on the projects.

On the other hand, big advantage that the company could gain, except for an increase of productivity, is possibility to gain more control over each employee's actions. This could be very useful tool for several reasons. Primarily, the company would be able to evaluate performance of employees more effectively. Based on the evaluation the company would be able to reward the best employees or address the issue of underperformance. Further, promotion process would be clearer as well as possible downsizing of the company would take place more easily. Additionally, implementation of these mechanisms would encourage competition among employees which would subsequently lead to higher quality of our products and thus to further growth opportunities as well. Also, implementation of computer monitoring system would allow the company to protect itself from illegal behavior of employees. Some employees may illegally download content from the Internet and thus expose the whole company to threat of a lawsuit or other legal action. With the monitoring in

place, the company would be able to identify the person responsible for this and thus avoid many possible problems and excessive costs.

As one can see, the implications for the company are really wide and they literally span across all of its operations. Therefore, we are convinced that implementation of effective monitoring system would not only be beneficial to address the issue of work-avoidance by some individuals, but also to seize other new opportunities as well as to possibly gain competitive edge over our competitors in the long-term.

5.3 Solution Suggestions

As we have described above, there are several areas of problems that the monitoring system should address, as well as there are significant reasons why this system should be implemented. To set a framework for this system, we suggest two broad conceptual areas that would characterize it. First would consist of a computer activity control and a monitoring system while second would involve closed circuit television monitoring.

The computer monitoring system should be able to flexibly address issues that we want to deal with while not necessarily restrict capabilities of a computer to a level where it would make working with the computer ineffective or uncomfortable. Therefore, the system should be able to prohibit using various download portals, torrent sites, possibly access to personal accounts on social networks, online game websites etc. Also, to preserve flexibility and comfort, online game websites and personal social network accounts may be allowed during lunch-brakes or during overtimes. In addition, to effectively control the amount of work done by individuals, the system should be able to precisely identify and measure time spent working in a given time intervals.

As far as camera control system in concerned, we assume that we should be able to monitor time spent copying materials as well as time spent in the kitchen in order to identify if it was really justified. We naturally do not want create a kind of "big brother" environment and thus we want to emphasize that the placement of cameras should be minimized as well as it should be very delicate and carefully considered.

In addition, we are aware of the possible negative reactions to these measures and therefore we think that new motivation measures should be put in place as well. We are convinced that measures that would promote vision acceptance by employees, assign more responsibilities to employees, create more opportunities for career advancement, encourage joint activities during weekends or on various occasions, improve communication between management and stimulate healthy competition among employees would ease the transition

period of the implementation of the systems as well as would help the company to avoid further deterioration of morale.

We think that if these principles are followed, the implementation will be successful and the company will become more flexible, competitive and able to face future market challenges and seize new growth opportunities.

5.4 Technical Specifications

Probably the most important part of this research report is the specification of equipment needed to launch the employee monitoring process and all other related activities. As mentioned before, the two main areas that need constant surveillance are the copy-machine usage and utilization of time spent on computers; therefore it will be necessary to purchase, install and start using a digital video camera, employee monitoring software and other necessary equipment needed for proper function of the system. Fortunately, the current availability of such technology is very high, making it attainable for relatively low amount of money as the competition forced the manufacturer to produce products of higher quality and sell them for lower prices. This situation however, allowed the producers of cheap and low quality products to successfully enter the market and diffuse between other entities without being noticed. Therefore, careful choice of proper equipment is essential for the effective implementation of the proposed systems. For this reason, only well-known brands were chosen to be purchased and installed to ensure full reliability in every situation.

5.4.1 Camera Monitoring Systems



Illustration 1,
Alza (n.d.)

Especially in terms of video surveillance, many companies gained throughout the time a stable position on the market, thus ensuring the reliability of their products. For the purposes of CKL Design s.r.o., the best choice would be the purchase of AXIS M1054 Network Camera (see Illustration 1) According to the information provided by Axis Communications AB (n.d.), AXIS, as one of the market leaders, specializes in indoor surveillance systems whilst putting

enormous emphasis on high quality of recorded video in connection with extremely easy installation and user-friendliness. The company offers free customers support and lifetime warranty for the camera, plus adds free installation of the equipment by professionals. Among many others, the key features of the camera are HD video resolution, ability to catch fast moving objects, ability to record during both day and night, connection to intruder alarm, motion sensor and build-in storage, microphone and speaker. All features and capabilities are shown in the tables 1, 2 and 3 in Appendix 1. Moreover, the camera is significantly smaller than most cameras with same parameters and remarkably smaller than all cameras with the same price, therefore would likely not create much disturbance among employees. The combination of price, quality of the product and services and the camera's parameters was the main criterion based on which we have decided to choose this particular brand and model.

As mentioned above, the installation costs will be zero, as all necessary tools and required wiring will be provided for free. The only additional equipment that needs to be purchased is a desktop with an external Hard Drive. Fortunately, the purchase of the desktop will save time when implementing the computer activity monitoring system, as it will be able to run and maintain both systems. Based on the fact that the CKL Design s.r.o. has a long-term business relationship with the Alza.cz a.s., a company that is responsible for supply of the whole IT equipment, the video camera, the required desktop and Hard Drive will be supplied by them. Because of the aforementioned relationship, there is space for price negotiations with Alza.cz a.s., what will result into a decrease of the overall system price. For the desktop, the HP COMPAQ CQ1100cs (see Illustration 2, Alza (n.d.)) will be the most suitable solution based on the verified quality of HP products and its discounted price. For the surveillance purposes, there is no need to purchase a workstation or even a mainframe system because of low processing requirements; therefore it is the internal Hard Drive plus the graphic card and not the processor that is the main criterion for purchase.

Illustration 2,
Alza (n.d.)



According to Alza.cz a.s. (n.d.), HP COMPAQ CQ1100cs is run by the AMD Zaca Dual-Core E-450 processor with 1.65 GHz frequency, offers 1,000 GB of storage and 2GB of DDR3 Ram with frequency of 1,066 MHz. The AMD Radeon HD6320 graphic card will together with the pre- installed Microsoft Windows 7 Home Premium 64bit Operating System ensure full compatibility with both surveillance systems. Detailed description of the desktop's features can be found in the Table 4 in Appendix 2.



Illustration 3, Alza (n.d.)

The same pattern will be applied to the external Hard Drive, where Seagate FreeAgent GoFlex 4000GB (see Illustration 3) appeared to be the best choice. The 4,000 GB will provide enough space for video records for several months, what would allow managers to evaluate the behavior of employees from a long-term perspective with appropriate evidence in hands. The specifications of Seagate FreeAgent GoFlex 4000GB are shown on the Table 5 in Appendix 3.

5.4.2 Computer Activity Controlling

As with the case of the video camera, there is vast amount of companies offering computer activity monitoring software on the market, creating tons of software available to try and purchase. One has to be again extremely careful when deciding which one to choose. Therefore, it is essential to focus on companies that exist long enough to gain a stable position on the market

based on software that really works. In terms of software, malfunctions and mistakes in functionality are far more frequently appearing compared to hardware, what highlights the necessity of proper choice even more. The main criteria, based on which particular software will be chosen are low system requirements, ability to manage large networks, easy installation and maintenance, user-friendliness and interactive graphical user interface. When taking the size of the CKL Design graphic studio into consideration, there is no need to purchase software that is able to track activity of thousands of computers connected to several networks, what will significantly influence the actual cost of the program. From all

possible software developers, the NetVizor created by the award-winning NetVizor Corporate Network Monitoring Software Solution company fulfills all required criteria, is available to purchase for a very good price plus offers additional useful features. The most important ones are, according to the NetVizor Web Site (n.d.), “logs of keystrokes typed, logs of website visits and searches, logs of application usage, logs of internet connections made, logs of files and documents used, logs of chat conversations, logs of windows opened, logs of email activity, logs of all internet traffic data, logs of file uploads and downloads, logs of user total active/idle times, detailed user activity reports and detailed network activity reports.” All features are listed in Table 6 in Appendix 4. As the names of the functions are quite self-explanatory, there is no need to discuss them in more detail. To be able to use the software, it must be installed on a computer with direct access to Intranet of the company, what in terms of NetVizor won’t represent any further investments, as it can be very quickly and easily installed without any professional assistance. The recorded data will be stored on the internal HDD of the newly purchased desktop, so that the data can be easily and fully separated from those created by the video camera. This computer will also serve as the main controlling and analyzing point of the whole employee monitoring system, what will enable its administrator to quickly access data about every single piece of hardware in the company’s network as well as the video records that might be up to three months old. The following table states prices of aforementioned employee monitoring solution equipment.

Table 1 – Costs of the IT Solution

Item	Price	Discount	Price after discount
AXIS M1054 Network Camera [3]	1,131€	10%	1,020€
HP COMPAQ CQ1100cs	303€	10%	273€
Seagate FreeAgent GoFlex 4000GB	294€	10%	265€
NetVizor	705€	0%	705€
Total	2,433€		<u>2,263€</u>

5.5 Justification & Evaluation of the Solution

The proposed solution – installation of video cameras and computer activity tracking software, will remarkably impact the operations of the company in at least three ways.

Firstly, it will eliminate the occurrence of idle employees who are not fully utilizing their work time, thus increase effectiveness of every department. Secondly, it will increase morale

of those employees who were unsatisfied about the current situation that allows some individuals to make brakes in the work or misuse the company's IT for personal purposes, whilst still getting exactly the same amount of money at the end of the month as other employees doing the same type of work. Thirdly, it will reveal any possible weaknesses in every department in terms of work-effectiveness, what will provide the company's managers with valuable information about the exact aspects, which are requiring improvements. The costs of acquiring, installing and running both surveillance systems are very low, especially when compared to the benefits the CKL Design s.r.o. will gain by doing so. By choosing the right equipment to purchase, the company saves money on installation, because this service will be either provided for free or won't be necessary at all. Therefore, the initial investment is expected to be returned in relatively short time, whilst contributing to creation of such an environment that will be able to create additional profits in the future.

5.6 Motivation Measures

Besides the obvious benefits that the implementations of the above-presented systems we are aware of the possible negative impacts it may has on the employees. The very nature of surveillance and activity monitoring system promotes atmosphere of distrust and increases tensions between management and employees. Therefore, we would like to implement these systems only in conjunction with new motivational measures based on several principles.

We believe, that a modern company should be flexible and easily distinguishable from its competitors. Implementing new motivational measures is in our opinion both necessary when we consider the aforementioned system as well as it is beneficial in terms of the company's future prospects. In order to promote a good atmosphere we would like to propose several conceptual motivational measures.

Most of all, it is necessary to clearly define company's vision and encourage the employees to follow it. This is rather harder task though. First thing that is necessary to do is to define vision and hold a meeting where it will be presented. It is particularly important that managers themselves clearly emphasize the importance of following this vision and most of all; start to act in compliance with it themselves in order to create an example to follow. If they fail to do so, or if they promote behavior, though unintentionally for example by rewarding inappropriate behavior, employees with not identify themselves with the policy and the measure will fall short of the mark.

Further, employees should be encouraged to take responsibilities for their actions as well as they should be given more autonomy when working on projects. Also, employee

initiative should be encouraged as well. We are convinced that if employees are shown that their ideas are listened to and implemented, they will feel more self-confident and independent what will result in greater efficiency, better work environment and eventually more profits. By promoting their creativity, which is very important in the design business, the company will utilize more of its employees potential.

Closely linked to the previous point is the idea of easier access for promotion. When giving employees more responsibilities and enhancing their autonomy, employees will grow professionally. This is particularly important for the company because it directly relates to its structure. Company needs to be flexible to absorb significant number of talented self-confident individuals once they are given more freedom. Therefore, in order to prevent higher employee turnover, the company should be prepared to adjust its structure in a way that would create more decentralized environment. Once the employee proved himself and management starts assuming he would do better on a higher position, company should provide him with his own team of subordinate designers. Likely, there will be more of such teams over time in the company what will further speed-up the growth of the company because of this decentralized structure.

In addition, these teams as well as other regular employees should be confronted with effective reward system that promotes specific type of behavior. This is very crucial and delicate because often, it is hard to strictly define what the proper behavior is. Some employees may be faced with situations that are extraordinary and thus if the rules are too rigid, they may be faced with punishment. Therefore, these rules should be flexible and organic what would make them fit into all of the aforementioned ideas about structure and character of the company.

Creativity and freedom may be further promoted by allowing employees twice a month to work only on things they want. This should not diminish efficiency of company's operations that much and it could possibly bring some very good ideas to the table.

Last but not least, better communication between managers and employees should be put in place as well. Managers should be more informal in their communication and should hold more informal meetings. This may be further encouraged by common off-work activities. Such approach would forge relationships in the company and it would make the company more cohesive what would likely result in higher efficiency.

Implementation of the aforementioned surveillance and computer activity system is a delicate matter and mixing it with these motivational measures may seem contradictory. Nevertheless, we are convinced it is in reality very reasonable and in fact necessary.

Beginning of the implementation is very crucial and thus it is important that these two concepts do not confuse employees. It is crucial for the company to explain them that the policy of the company is based on both freedom and order and that offensive and unfair behavior to others cannot be tolerated. Company should build good relationships between employees and promote cohesive environment, but it also should treat each employee fairly and protect those who are being offended.

6. Conclusion

After examining the issue we are convinced that its resolution is very crucial for the company. If we fail to adopt appropriate measures, not only we will continue operating with low utilization but will also possibly threaten competitiveness capabilities of the company as whole. We are convinced that addressing this problem is not only important for the company from the perspective of removing its deficiencies, but we also assume that adoption of the aforementioned measures constitutes an unique opportunity to brighten company's future prospects and open it to new market opportunities.

7. Appendices

Appendix 1

Table 1: Camera Specifications of AXIS M1054

Camera Type	Fixed, HDTV 720p
Image Sensor	1/4" progressive scan RGB CMOS
Lens	2.9 mm: 84° view, F2.0, fixed iris, fixed focus
Light Sensitivity	0 lux with illumination LED on
Indoor/Outdoor	Indoor
Day/Night	PIR sensor and illumination LED
Wireless	No
PoE	Yes, IEEE 802.3af Class 2
Audio	Two-way, built-in microphone and speaker
Software Included	Recording software
Alarm Inputs/Outputs	1/1

Table 2: Video Specifications of AXIS M1054

Resolution	1280x800 to 160x90
Video Codecs	H.264 (MPEG-4 Part 10/AVC), Motion JPEG
Streams	Multiple, individually configurable streams in H.264 and Motion JPEG
Frame Rate	30 fps in all resolutions
On-Camera Analytics	Video motion detection, active tampering alarm

Table 3: Physical Specifications of AXIS M1054

Power Sources	Power over Ethernet IEEE 802.3af Class 2
Power Consumption	Max. 6.49W
Operating Temp	0 – 40°C (32 – 113°F)
Vandal/Tamper Resistance	Active tampering alarm
Onboard Storage	Yes
Dimensions	95mm H x 59mm W x 41mm D (3.7" x 2.3" x 1.6")

Appendix 2

Table 4: Description of HP COMPAQ CQ1100cs

Controller	
CPU Speed	1.65 GHz
Hard Disk Size	1,000 GB
PC Specification	
Chipset	AMD Hudson D1
CPU Family	AMD Zaca Dual-Core E-450
DVI Out	1 x DVI D
Hard Disk Speed	7,200 RPM
Hard Disk Type	SATA 3G
Internal Expansion Bays	1 x 3.5 inch
Memory Size	2048
Memory Slot	2 x DIMM
Memory Type	DDR3 1066 MHz
Model Name	CQ1100cs
Number of Hard Disks	1
Operating System	Microsoft Windows 7 Home Premium (64 bit)
Optical Drive Type	DVD SuperMulti
Processor Number	E 450
Processors (Max)	1 (1)
Removable Flash Memory Adaptor	6 in 1 Card Reader
Wired Network	Yes
PC Graphics	
VGA Port	1 x 15 pin D Sub
Video Card	AMD Radeon HD 6320
PC Input/Output	
Audio Line In Ports	1 x Audio Line In
Audio Line Out Ports	2 x Audio Line Out
Integrated Network	Yes
Keyboard	USB keyboard
Network Card Data Link Protocol	Ethernet
Network Card Speeds	10/100
Network Interface Options	Integrated
Pointing Device	USB Optical Mouse
RJ-45 Ports	1 x RJ 45
General	
Dimensions	100 x 270 x 320 mm
Weight	2.25

Appendix 3

Table 5: Description of Seagate FreeAgent GoFlex 4000GB

Specifications	
Model Number	STAC4000100
Interface	USB 3.0
Compatibility	USB 2.0
Capacity	4TB (4,000 GB)
Speed	5,400 RPM
Physical Dimensions	
Height	158mm (6.22 in)
Width	124mm (4.88 in)
Length	44mm (1.73 in)
Weight (typical)	1080g (2.38 lb)
Shipping Weight	1.080kg (2.381 lb)
Color	Black
Features	
Automatic Backup Software	PC & Mac
Supported OS	Microsoft Windows 2000/XP/Vista Apple Mac OS X 10.3.x and higher
Warranty	2 years
Position	Vertical and Horizontal
Encryption	192-bit Triple DES

Appendix 4

Table 6: Complete list of NetVizor features

Logs Keystrokes Typed	Real-time Visual Remote Monitoring
Logs Website Visits and Searches	Real-time Web-Based Remote Control
Logs Application Usage	Remote File System Browsing
Logs Internet Connections Made	Built-In Website Blocking
Logs Files and Documents Used	Built-In Application Blocking
Logs Chat Conversations	Built-In Chat Client Blocking
Logs Windows Opened	Built-In Portable Drive Blocking
Logs Email Activity	Roving User Tracking
Logs All Internet Traffic Data	Remote Computer Viewing
Logs File Uploads and Downloads	Remote Security Auditing
Logs User Total Active/Idle Times	Log File Encryption
Detailed User Activity Reports	Instant Activity Alert Notifications
Detailed Network Activity Reports	Disables Spyware Detectors
Trend Analysis & Top 10 Reports	Remote Stealth Network Install

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