End users name: Daisy Philips // 1-1-1990
End users email: daisyphilips.nanosphere@outlook.com // solarwinds123
End user Pin: 9595
Micro-satellite company: NanoSphere Technology
Windows Login: NanoSphere Admin // solarwinds123

A tiny new space startup looking to build and deploy micro-satellites.
The company has mostly been hardware and software engineers working out of a large converted garage space.
They have received some grants and some investments, and they want to expand to hire more engineers, but also a few non-technical employees such as an office manager, a media person, etc.
Most employees will continue to work out of a central location, but both technical and non-technical users will sometimes need to travel.
Information security is a priority: The company's only value is its intellectual property. The company is unwilling to allow these technical designs to be stored on the cloud, and does not want any it's intellectual property to leave the building (except in the form of offsite backups).

Presentation Components:

- Team/individual introductions:
    - One interesting/fun fact about yourself
    - Career ambitions
- Overview of presentation:
    - Describe the project scenario and client requirements
    - What are the solutions to the problems given to us by the client?
- Perform live technical demonstrations
    - What part will each team member be demonstrating and how?
    - Demonstrate full provisioning computer system and key operations:
        - Show that the user has a profile on computer
        - Show that the user has a functioning email connected to email client
        - Daisy Philips should be a non-administrator account
        - How will remote connectivity be established by CyberGuardianIT and the end user (Daisy)
        - CyberGuardian IT employees should have admin access while customer employees will not.
        - Demonstrate how CyberGuardianIT will support the email client, shared network drive, and any cloud-based resources.
        - Demonstrate a single file/folder restoration/backup.

        - How to mitigate data loss on OS? Mention in the presentation how to perform a baremetal restoration if the OS is deemed inoperable.
    - Demonstrate the automation of repetitive and tedious processes.

Deliverables:

- A Github Organization (CyberGuardian IT)
    - Original Repo should have sufficient explanation of who we are, what the project was about, and how all of the materials in the repo pertains to the project.
    - Separate repositories for:
        - Presentation materials
        - Project materials
        - SOPs, Topologies, other documentation
        - Any scripts written
    - Under Presentation materials
        - Slide deck, as a PDF
        - A link to the video of our live presentation
    - SOPs
        - Ensure they have the headings: purpose, scope, responsibilities, prerequisites, procedures, references, definitions, revision history
        - SOP should share common format: SOP-example-template
    - Scripts
    - Systems Documentation
        - Any relevant info needed for the operation of the system
        - Network topology

User provisioning:

- Setup a single endpoint as you would for a new user:
    - This should include connecting the new user to whatever network or cloud resources they will use
        - Shared folders
        - Backup system
        - Email address connected to email client

Backup Solution:

- User endpoints will need a backup solution. Backups should:
        - Preserve user data
        - Minimize user downtime in the event of system failure.

Collaboration:

- Each user endpoint needs an email client:
    - Email client should be connected to the user's email.
- Assume that the company will have its own domain name, and that the email provider will be providing the backend.
    - Create an example account on that provider for demonstration purposes.
- Shared files:
    - Users need to be able to collaborate by sharing files and documents.

Remote Access:

- You will need to establish technology and protocols for secure remote access.
- You (the MSP) will need remote Admin/root access for management and troubleshooting.
- Depending on the scenario, users may also need remote access on occasion. Evaluate the client's needs and implement an appropriate solution.
- Stretch Goal: implement a solution for remotely accessing a user's system over the internet to help them troubleshoot a problem. Assume that the MSP must securely access the machine over the internet.