

# **T Level Technical Qualification in Digital Support Services**

Occupational specialism assessment (OSA)

## **Cyber Security**

Assignment 3 – Company overview

Assignment Brief Insert

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Company overview

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# Company overview

This document is included in the 30 minutes' reading time for assignment 3.

## Introduction – Hawker Tech Solutions UK

Hawker Tech Solutions UK is a growing organisation selling assistive technology solutions and consultancy services to small- or medium-sized enterprises (SMEs). It has an excellent reputation amongst its customers, many of whom are in the local area, for cost-effective solutions, reliability, and delivering friendly customer service.

Hawker Tech Solutions UK was established in 2017 and currently employs 30 staff, a number of whom work in remote roles. There is a small administration team that works in head office alongside the IT support team. Remote staff work from home but can attend the office if required in addition to undertaking visits to customer sites.

## Physical security

The office is based in a business park on the outskirts of a city centre. Hawker Tech Solutions UK is one of six businesses located in a shared single-storey building. Each business has its own set of keys to the main reception of the building. Each business has its own office in the building, with Hawker Tech Solutions UK using a lock that requires a 4-digit personal identification number (PIN) code to be able to access their premises. Within the Hawker Tech Solutions UK office there is a server room that requires a different 4-digit PIN code to access. Both PIN codes were set by the previous occupants.

The building has an unmanned reception area that is shared and accessible from an entrance located in the car park of the business park. There is also an emergency exit at the rear of the building. There is a fire door at the rear of the building, which is only used in emergencies. The car park contains no access control or security.

There is also a shared kitchen / canteen area and shared toilets the employees or guests from any business in the building can access at any time. The entrance to the reception area is open from 8am – 6pm daily (excluding weekends). To access the main hallway, visitors must buzz the relevant business who will open the inner access door. Several dummy CCTV cameras have been installed to give the impression that the car park is monitored. A single real CCTV camera is pointed at the doors that give access to reception. This system was installed by a previous occupant who has since left the building.

The server room has an air conditioning system keeping the server systems at an acceptable temperature. It has been found in hot weather (25 °C or more) that a fire exit in the server room must be opened to help with airflow. The alarm system monitoring this fire exit has been deactivated to allow the IT team to open the door quickly, when necessary, without fearing the alarms may be triggered. The fire exit is often used to receive deliveries to bypass the need to go through reception. In addition to the fire exit in the server room, there is also a fire exit in the main office area.

In the reception area there is a visitors' book that visitors are expected to sign. Hawker Tech Solutions UK also maintains its own visitor book that is located at a desk set up at the entrance to the office. Upon signing the visitor book, visitors are then given the PIN code for the office door and are encouraged to pick up a handout that includes information on the corporate wireless network they can join.

The management team has identified a need for improved physical security measures but are not sure which measures would be easiest to implement, the most cost-effective and the easiest to install. The management team has concerns about the security of the Hawker Tech Solutions UK office premises, but also the overall building security. Recommended measures should consider both the overall building, and Hawker Tech Solutions UK office premises.

## IT systems

All IT systems are currently set up by the IT team. Laptops and desktop computers are supplied to users with a standard image that includes all software and files.

Remote users are given an account on their local system made by an administrator. This allows them to complete management tasks, such as installing software or making network settings changes, when working from home or at client sites. The aim of this is to empower staff, and to reduce support calls to the IT team.

Current IT systems that are supported:

- Office-based:
  - 1 x domain controller and VPN server (running Windows Server 2012 R2)
  - 1 x file server (running Windows Server 2016)
  - 7 x desktop computers (running either Windows 10 or Windows 11 or Linux operating systems)
  - 1 x network printer
  - 1 x wireless access point.
- Remote workers:
  - 23 x laptop computers (running either Windows 10 or Windows 11 or Linux operating systems)

Remote staff are provided with USB storage devices so they can take work home with them. It is common practice for staff to email files to each other in place of using the USB storage devices.

All staff are encouraged to ensure that anti-malware and firewall applications provided by the operating system are turned on. No additional configuration is provided. Hawker Tech Solutions UK currently has no system in place to monitor compliance with this policy.

## Process and procedures

The senior management team is aware that the current policies and procedures in place are not adequate for the organisation as it is growing in size. There is a clear procedure for onboarding new employees in place. A new employee is provided with a company laptop or desktop, given a company introduction and several policies that must be read and returned.

## Cloud services

Hawker Tech Solutions UK currently don't use cloud services. However, it has embraced flexible working allowing staff to use company -issued devices when working remotely. Current policies allow employees to use their own devices when completing work outside of the office if they wish to.

## Backups

Company servers are backed up on a Sunday morning. User data from employee computers is backed up daily for office computers. Users with laptops have been provided with instructions on how to schedule a local daily backup.

## Laptops

All remote and hybrid employees are provided with laptops. Employees are supplied with a log-in account that is in the following format:

- Username: First name (for example, John)
- Password: Hawker123 (users are made to reset their password at the first login).

It is recommended that employees change their password every 180 days. During company induction employees are provided with a password policy that recommends they refrain from using their name or Hawker Tech as their password.

All remote workers are given local administrator rights for their laptops so they can install software and change settings as required.

All computers are provided with built-in security tools enabled.

All remote workers connect to the office via a VPN solution to allow access to files stored on the file server.

## Mobile phones

Staff are currently not provided mobile phones but are given a £10 subsidiary every month towards their own personal mobile device. Staff are allowed to connect their device to corporate networks and are encouraged to set up their work email on the device.

## ID cards

Staff are provided with an ID card that contains their name and job title. A smartcard access control system was purchased but has not been implemented.

## Wireless network access

All staff and guests are encouraged to join the wireless network. Guests are provided with access information only when they have signed the visitor book in the Hawker Tech Solutions UK premises, for security purposes.

## Users

All staff are able to access all files shared on the main file server. Human Resources (HR) records are stored in a secured database that only the administration team (office-based) and HR manager (remote worker) can access via a shared username and password.

## IT Team

The IT support team consists of one manager, and two IT support apprentices. This team is based in the office close to the server room. All IT support tickets are currently logged via email or phone.

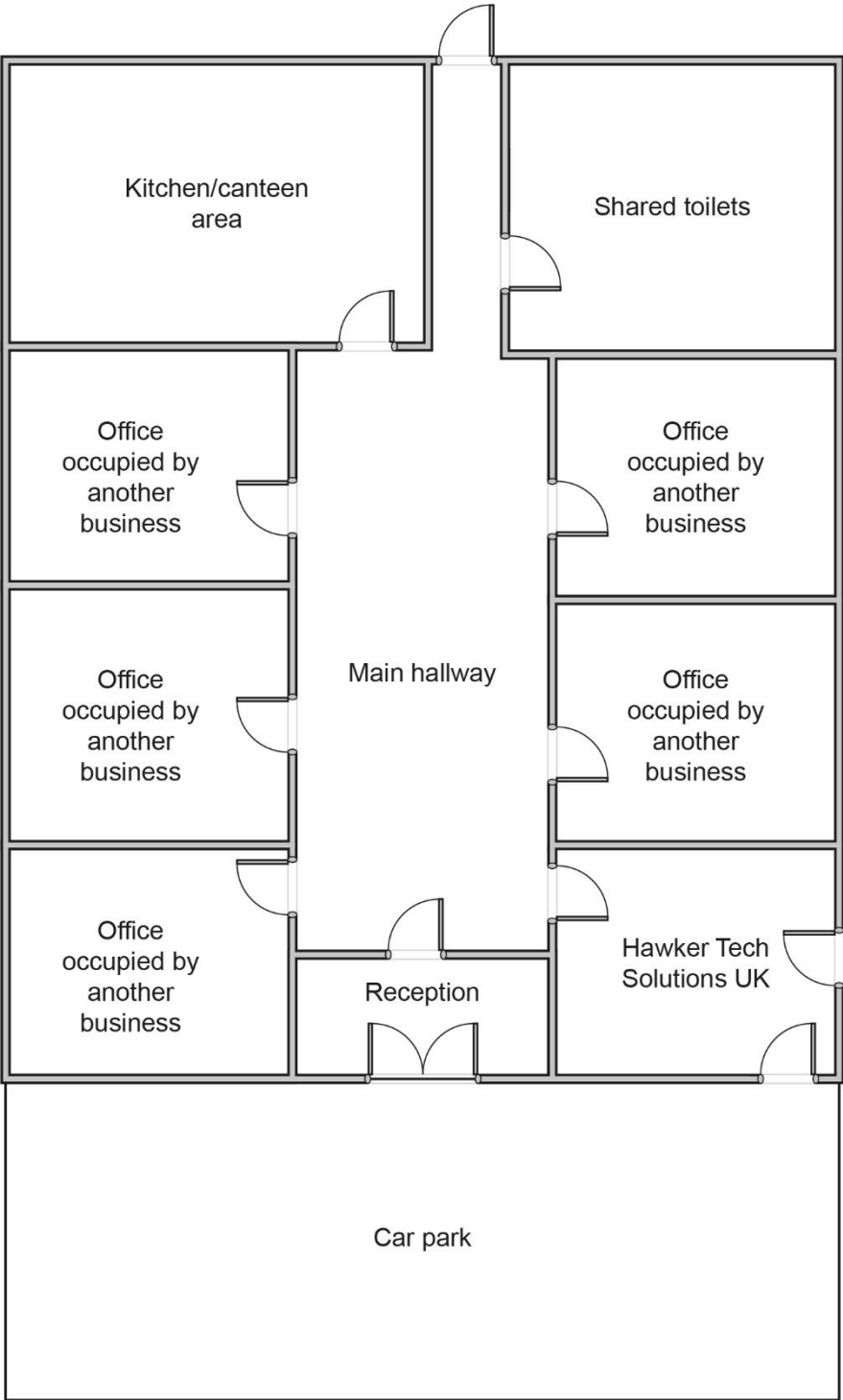
## Staff training

All staff are provided the same training at induction. They are given access to a 30-minute video that explains the importance of staying safe online, using email appropriately and how to use USB storage devices to be able work effectively from home. Staff are also provided with several policies that must be read and understood before being signed and returned at the end of the first day. This is to ensure that there is a record that all staff have been given access to the policies the business requires them to adhere to.

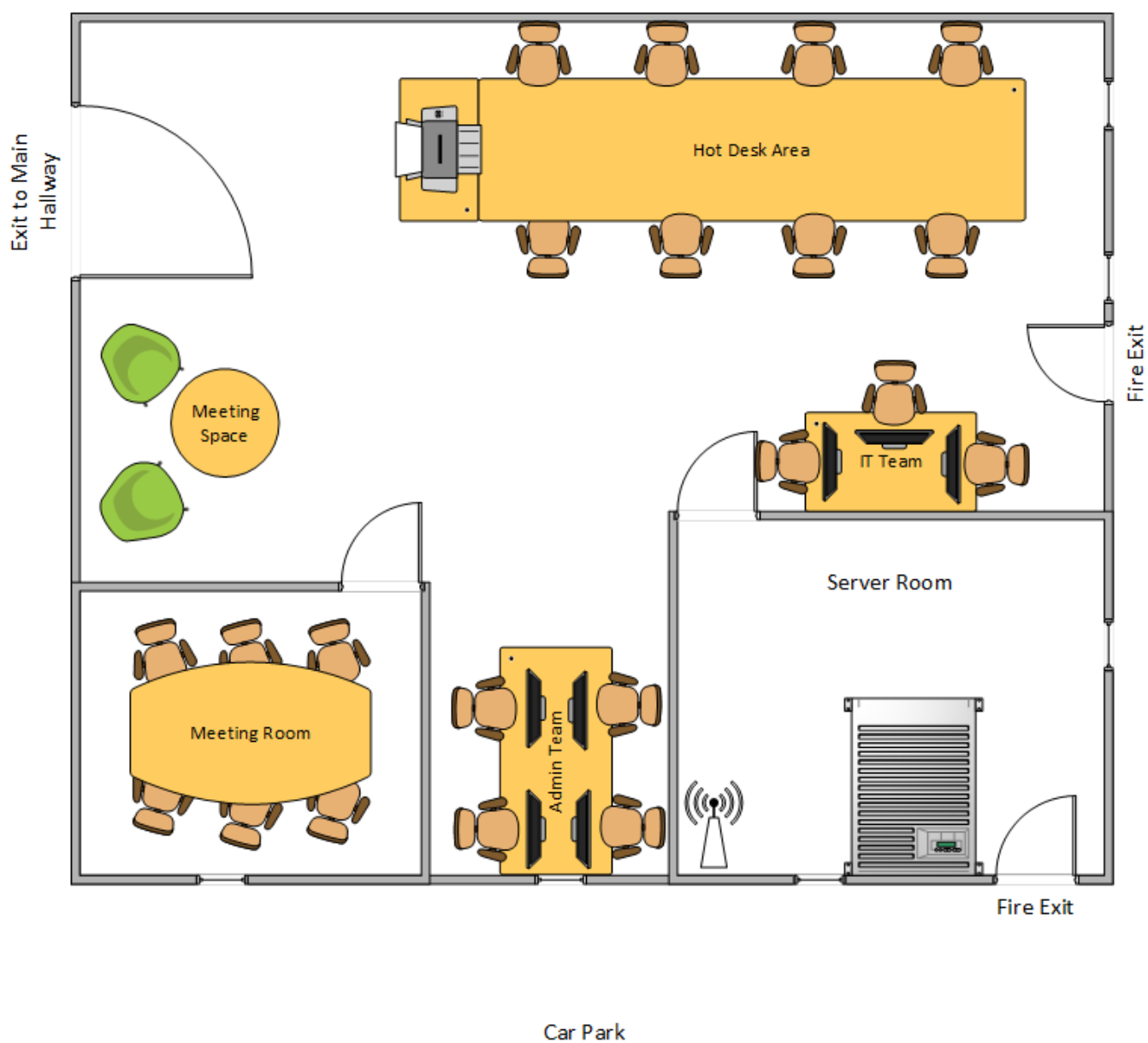
## Problem identified

The senior management team have identified that currently the policies in place are generic and outdated. They do not reflect the current size of the organisation and do not adequately secure the company, its network and its customers. It is also concerned there is no formal disaster recovery and business continuity policies in place.

# Building plan



## Hawker Tech Solutions UK: office plan



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