

B1—Professional Communication

B1 Argued mail

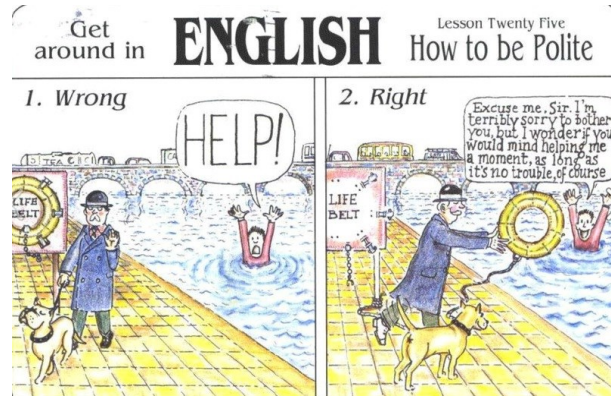
Defending one's position with
moderation and professionalism



B1 Argued mail

binary name: B1-argued-mail.pdf

Delivery method: Github



- **Context:**

You are an IT security analyst at an IT services company. After conducting a security audit on a client project, you accidentally left an uncorrected security flaw.

- **Timeline:**

- April 10: Security audit assigned.
- April 15: Discovery of several vulnerabilities, beginning of corrections.
- April 20: Audit completed and report sent to the client.
- April 22: The client discovers a flaw not mentioned in the report and contacts you.

Here is the client's message:

Dear (your name),

We have identified a critical flaw not reported in your April 20 audit for our "CyberSécur" project.

We understand that mistakes can happen, but given the critical nature of this flaw, it is imperative to be more vigilant. We have invested over 2000 euros for your expertise. My superiors demand an explanation. What should I tell them?

Sincerely,

Jean Lemoine

Security Manager

InnovTech

All the constituent elements of the email are expected

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Subject : Write the reasoned email you would send to this client to defend your position.

- header (sender, recipient, CC, date, subject, name of the attachment, . . .);
- body of the email;
- complete signature.

This email **must** be written in the **language of the campus where you are currently enrolled**.