

# ****Appendice****



# ****Appendix A: Email****

**Appendix A: Email Logs**

**Email Communications Log**

**Milestone 1**

**DOspace Meeting Email August 25 2016**

**2016 Fall - ISQA-4110-860 : INFORMATION SYSTEMS ANALYSIS**

**(ISQA4110860.1168): Looking for group to join**

**15 messages**

**Brevan Douglas Jorgenson - bjorgenson@unomaha.edu <do-not- Thu, Aug 25, 2016 at 8:04 reply@blackboard.com> AM**

**Reply-To: "Brevan Douglas Jorgenson - bjorgenson@unomaha.edu" <bjorgenson@unomaha.edu>**

**Hello Peers,**

**My name is Brevan Jorgenson, I am currently a senior in IT Innovation major taking the ISQA 4110-860 with you. I am looking for a group to make or join, if anyone is interested please let me know. Thanks.**

**-Brevan**

**Brevan Jorgenson <bjorgenson@unomaha.edu> Thu, Aug 25, 2016 at 11:02 AM**

**To: Douglas Nichols <dnichols@unomaha.edu>, Logan Miller <loganmiller@unomaha.edu>, "Brendan M. Murray bmmurray@unomaha.edu" <bmmurray@unomaha.edu>**

**Hey Guys,**

**I think we should all be in a group. Brendan, when you have a minute could you let us know your project idea and then I can send it off to the professor if everyone is cool with it? Thanks all.**

**Sent: Thursday, August 25, 2016 10:59:49 AM**

**To: Brevan Jorgenson**

**Subject: Re: 2016 Fall - ISQA-4110-860 : INFORMATION SYSTEMS ANALYSIS (ISQA4110860.1168): Looking for group to join**

**Hey Brevan,**

**I would like to join your group. Do you have an idea for the project?**

**matt m <mm4902@gmail.com> Thu, Aug 25, 2016 at 11:17 AM**

**To: Brevan Jorgenson <bjorgenson@unomaha.edu>**

**The clinic I'm working for is currently entering a transition period which is why I'm still determining if the project is a good idea, I have the approval of my boss but I'm not entirely sure if the organization will be around until Spring 2017.**

**The project is to make a SQL based backend for diabetic drug trials. Each study would have it's own table and each entry can be uniquely identified by the last name and Date of Birth. The planned front-end would rely on some form of web page as input. Since one of the servers is already running a XAMPP server I thought the best option is MariaDB as the database and PHP for the webforms.**

**When you forward this to Dr. Pietron you can mention my name since she already saw the proposal.**

**Thanks, Matt**

**Thanks, Matt Murray**

**Brevan Jorgenson <bjorgenson@unomaha.edu> Thu, Aug 25, 2016 at 11:36 AM**

**To: Douglas Nichols <dnichols@unomaha.edu>, Logan Miller <loganmiller@unomaha.edu>, "Brendan M. Murray bmmurray@unomaha.edu" <bmmurray@unomaha.edu>**

**Please send me an email if this project and group works for you so I can let the professor know. If I dont hear from you by the end of today I will assume you dont want to be apart of the group thanks.**

**The project is to make a SQL based backend for diabetic drug trials. Each study would have it's own table and each entry can be uniquely identified by the last name and Date of Birth. The planned front-end would rely on some form of web page as input. Since one of the servers is already running a XAMPP server I thought the best option is MariaDB as the database and PHP for the webforms.**

**Sent: Thursday, August 25, 2016 11:02:53 AM**

**To: Douglas Nichols; Logan Miller; Brendan M. Murray - bmmurray@unomaha.edu**

**Subject: Re: 2016 Fall - ISQA-4110-860 : INFORMATION SYSTEMS ANALYSIS (ISQA4110860.1168): Looking for group to join**

**Hey Guys,**

**I think we should all be in a group. Brendan, when you have a minute could you let us know your project idea and then I can send it off to the professor if everyone is cool with it? Thanks all.**

**Sent: Thursday, August 25, 2016 10:59:49 AM**

**To: Brevan Jorgenson**

**Subject: Re: 2016 Fall - ISQA-4110-860 : INFORMATION SYSTEMS ANALYSIS (ISQA4110860.1168): Looking for group to join**

**Hey Brevan,**

**I would like to join your group. Do you have an idea for the project?**

**On Thursday, August 25, 2016, Brevan Douglas Jorgenson - bjorgenson@unomaha.edu <do-notreply@blackboard.com> wrote:**

**To: Brevan Jorgenson <bjorgenson@unomaha.edu>**

**I would like to join your group, does anyone else have a project? These take long enough to approve that we can wait a couple days**

**Brevan Jorgenson <bjorgenson@unomaha.edu> Fri, Aug 26, 2016 at 8:37 AM**

**To: Leah Pietron <lpietron@unomaha.edu>**

**Cc: Douglas Nichols <dnichols@unomaha.edu>, Logan Miller <loganmiller@unomaha.edu>, "Brendan M. Murray bmmurray@unomaha.edu" <bmmurray@unomaha.edu>**

**Dr. Pietron,**

**We are students from the ISQA 4110-860 course and the four of us will be in a group. Our project idea is going to be the one that Brendan has already sent to you as of right now, however we might change it or tweek it a bit. The current description is:**

**The project is to make a SQL based backend for diabetic drug trials. Each study would have it's own table and each entry can be uniquely identified by the last name and Date of Birth. The planned front-end would rely on some form of web page as input. Since one of the servers is already running a XAMPP server I thought the best option is MariaDB as the database and PHP for the webforms.**

**Thanks.**

**Sent: Thursday, August 25, 2016 8:45:39 PM**

**To: Brevan Jorgenson**

**Subject: Re: 2016 Fall - ISQA-4110-860 : INFORMATION SYSTEMS ANALYSIS (ISQA4110860.1168): Looking for group to join**

**Yep definitely cool with that**

**Matt M <mm4902@gmail.com> Sat, Aug 27, 2016 at 3:23 PM**

**To: Brevan Jorgenson <bjorgenson@unomaha.edu>**

**Cc: Douglas Nichols <dnichols@unomaha.edu>, Logan Miller <loganmiller@unomaha.edu>**

**Hi everyone, so I was going through some of the preliminary work for the project and due to fluctuating needs I don't think this would be a good idea for a project. The studies will be regularly added, changed, and queried in such a way that it would make it to unstable for us to make a project out of.**

**However I talked to one of the managers at DOspace and they would be willing to meet and discuss some of the needs they have that we could meet using a database.**

**Douglas Nichols <dnichols@unomaha.edu> Sun, Aug 28, 2016 at 12:09 PM To: Matt M <mm4902@gmail.com>**

**Sounds like a great idea, Matt.**

**Brevan Jorgenson <bjorgenson@unomaha.edu> Mon, Aug 29, 2016 at 7:53 AM**

**To: Matt M <mm4902@gmail.com>**

**Cc: Douglas Nichols <dnichols@unomaha.edu>, Logan Miller <loganmiller@unomaha.edu>**

**Sounds like a good idea to me, way to be proactive. If you have a date and time for a meeting with them please let me know so I can get it on my calendar. Any ideas for a team name?**

**Sent: Saturday, August 27, 2016 3:23:46 PM**

**To: Brevan Jorgenson**

**Cc: Douglas Nichols; Logan Miller**

**matt m <mm4902@gmail.com> Mon, Aug 29, 2016 at 9:54 AM**

**To: Brevan Jorgenson <bjorgenson@unomaha.edu>**

**Cc: Douglas Nichols <dnichols@unomaha.edu>, Logan Miller <loganmiller@unomaha.edu>**

**I don't have any ideas for a team name. Cherie's availability is Monday-Friday this week pretty much 9-5. Let me know of a time after 2pm that would work?**

**Thanks, Matt Murray**

**Brevan Jorgenson <bjorgenson@unomaha.edu> Mon, Aug 29, 2016 at 9:56 AM**

**To: matt m <mm4902@gmail.com>**

**Cc: Douglas Nichols <dnichols@unomaha.edu>, Logan Miller <loganmiller@unomaha.edu> Would Thursday or Friday at 4:00 work of everyone?**

**From: ma m <mm4902@gmail.com>**

**Sent: Monday, August 29, 2016 9:54:57 AM**

**matt m <mm4902@gmail.com> Tue, Aug 30, 2016 at 2:40 PM**

**To: Brevan Jorgenson <bjorgenson@unomaha.edu>**

**Cc: Douglas Nichols <dnichols@unomaha.edu>, Logan Miller <loganmiller@unomaha.edu>**

**I have not gotten any replies other then from Brevan. Can I schedule a meeting for Thursday some time after 4PM? Let me know before tommorow morning so I can contact Cherie.**

**--**

**Thanks, Matt Murray**

**Douglas Nichols <dnichols@unomaha.edu> Tue, Aug 30, 2016 at 8:51 PM**

**To: matt m <mm4902@gmail.com>**

**Sorry Matt, I did not notice that my message only went to Brevan. I worked some stuff out and I could meet on Thursday around 4, but I can't stay too long, about an hour.**

**matt m <mm4902@gmail.com> Wed, Aug 31, 2016 at 8:59 AM**

**To: Douglas Nichols <dnichols@unomaha.edu>, Logan Miller <loganmiller@unomaha.edu>, Brevan Jorgenson <bjorgenson@unomaha.edu>**

**That's all right I know many of us aren't used to hitting Reply All. I still have not gotten a response from Logan but I will set something up for 3:30 if that's ok. This way Douglas can stay a little longer for the meeting. If you can all tell me a bit about your interests and skills I think this will help us to both complete our tasks more efficiently and allow me to zone in on how to complete the project DOspace needs help on. I'll wait a few more hours and send my response to Cherie.**

**If it helps you can set automatic forwarding on your UNO email so you get all of the messages.**

**As you already know my name is Matt. I've worked in IT support for about 5 years while in college, I'm not a server admin but I want to be one and In my current job I am quickly learning the ins and outs. I currently work for a small clinic which will be transitioning from Creighton to a non-profit. I work the most hours and have the most experience in my department so I have been running things since I started in May. In this Job I do alot of Project Management as well as the technical work involved in the tasks.**

**--**

**Thanks, Matt Murray**

**Brevan Jorgenson <bjorgenson@unomaha.edu> Wed, Aug 31, 2016 at 9:03 AM**

**To: matt m <mm4902@gmail.com>, Douglas Nichols <dnichols@unomaha.edu>, Logan Miller**

**<loganmiller@unomaha.edu>**

**3:30 at DOspace on Thursday is fine with me. I work as a technical consultant at the College of**

**Business on campus. I have been full time for about 6 months and I personally am interested**

**in everything hardware related. My SQL coding in oracle isnt the worst but it isnt the best either. I havent spent much time coding in access.**

**From: ma m <mm4902@gmail.com>**

**Sent: Wednesday, August 31, 2016 8:59:20 AM**

**To: Douglas Nichols; Logan Miller; Brevan Jorgenson**

**Appointment Setup at DOspace**

**Gmail - DOspace Today**

9/22/2016 Gmail ­ 2016 Fall ­ ISQA­4110­860 : INFORMATION SYSTEMS ANALYSIS (ISQA4110860.1168): Milestone 1 grading and PERT\_ED Quiz

Leah Rose Pietron ­ lpietron@unomaha.edu <do­not­reply@blackboard.com> Mon, Sep 12, 2016 at 11:59 AM

Reply­To: "Leah Rose Pietron ­ lpietron@unomaha.edu" <lpietron@unomaha.edu>

If you have not noticed, I posted a audio tutorial on the PERT Diagrams and ED problems. You will be taking a quiz tomorrow and it will resemble the examination problem

Also, I will be beginning Milestone 2 and each group needs to identify the Milestone Manager as I would like your RRM by Monday morning.

I will be downloading all of the groups Milestone 1 this evening. I will use the groups email to provide feedback. Remember, if your group scored less than 10% of 115 points, I would advise you to redo and resubmit. The resubmission comes with a 10% penalty.

Hope you had a nice weekend.

Dr. Pietron

Brevan Jorgenson <bjorgenson@unomaha.edu> Mon, Sep 19, 2016 at 11:00 AM

To: Douglas Nichols <dnichols@unomaha.edu>, Matt M <mm4902@gmail.com> Happy Monday Guys!

Did either of you decide who wants to be Milestone Manager for Milestone 2? I just wanted to make sure we have the RRM sent to her, it appears to be due before noon today. If I do not hear back from either of you by 11:30 I am going to try and send her one with Doug as the Milestone Manager, simply because of alphabetical order. Also are we still planning on meeting today at 5:00?

From: Leah Rose Pietron ‐ lpietron@unomaha.edu <do­not­reply@blackboard.com>

Sent: Monday, September 12, 2016 11:59 AM

Subject: 2016 Fall ‐ ISQA‐4110‐860 : INFORMATION SYSTEMS ANALYSIS (ISQA4110860.1168): Milestone 1 grading and PERT\_ED Quiz

matt m <mm4902@gmail.com> Mon, Sep 19, 2016 at 11:57 AM

To: Brevan Jorgenson <bjorgenson@unomaha.edu>, Douglas Nichols <dnichols@unomaha.edu>

Thanks for handling that Brevan, I'm fine with Douglas as the Milestone manager. I should be able to make it for the meeting. I have a class at 6pm though so I won't have a ton of time. If it is possible would anyone be interested in moving to a different day.

‐‐

Thanks, Matt Murray

Brevan Jorgenson <bjorgenson@unomaha.edu> Mon, Sep 19, 2016 at 12:29 PM

To: matt m <mm4902@gmail.com>, Douglas Nichols <dnichols@unomaha.edu>

Sure let's talk about it tonight.



**Appendix A: Email**

**Milestone 2**

**Milestone 2**

Gmail - Milestone 2 RRM

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

Matt M <mm4902@gmail.com>

Milestone 2 RRM

2 messages

Brevan Jorgenson <bjorgenson@unomaha.edu>

Mon, Sep 19, 2016 at 11:37 AM

To: Leah Pietron <lpietron@unomaha.edu>

Cc: Douglas Nichols <dnichols@unomaha.edu>, Matt M <mm4902@gmail.com>

Brevan Jorgenson

Technical Consultant

bjorgenson@unomaha.edu

Oﬃce (402) 554-2609 /  Fax (402) 554-3747

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

SpaceMen\_M2\_RRM\_v1.0.docx

94K

Mon, Sep 19, 2016 at 12:39

PM

To: Douglas Nichols <dnichols@unomaha.edu>, Matt M <mm4902@gmail.com>

Brevan Jorgenson <bjorgenson@unomaha.edu>

I guess she wants something diﬀerent other then title changes from last

milestone. Sorry, lets work on this together tonight. Thanks.

[Quoted text hidden]

From: Leah Pietron

1 of 2

Gmail - Milestone 2 RRM

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

Sent: Monday, September 19, 2016 12:36 PM

To: Brevan Jorgenson

Subject: RE: Milestone 2 RRM

Brevan,

Did you look at this RRM?  There are no assignments, but copied something from a

source.

Tell Doug to read the presentation and look at the documents.

lrp

From: Brevan Jorgenson

Sent: Monday, September 19, 2016 11:38 AM

To: Leah Pietron <lpietron@unomaha.edu>

Cc: Douglas Nichols <dnichols@unomaha.edu>; Matt M <mm4902@gmail.com>

Subject: Milestone 2 RRM

[Quoted text hidden]

SpaceMen\_M2\_RRM\_v1.1\_lrp.docx

94K

2 of 2

Gmail - RRM MM2

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

Matt M <mm4902@gmail.com>

RRM MM2

1 message

Brevan Jorgenson <bjorgenson@unomaha.edu>

Mon, Sep 19, 2016 at 5:27 PM

To: Matt M <mm4902@gmail.com>, Douglas Nichols <dnichols@unomaha.edu>

Brevan Jorgenson

Technical Consultant

bjorgenson@unomaha.edu

Oﬃce (402) 554-2609 /  Fax (402) 554-3747

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

SpaceMen\_M2\_RRM\_v2.0\_DKN.docx

95K

1 of 1

Gmail - Goals

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

Matt M <mm4902@gmail.com>

Goals

1 message

Mon, Sep 19, 2016 at 5:41

PM

To: Brevan Jorgenson <bjorgenson@unomaha.edu>, Douglas Nichols

<dnichols@unomaha.edu>, Matt M <mm4902@gmail.com>

Brevan Jorgenson <bjorgenson@unomaha.edu>

Brevan: To have a preliminary Database made in Access hosted online by the

29th of September

Douglas: Executive Summary, Items for Approval

Matt: Meeting minutes and email log

Brevan Jorgenson

Technical Consultant

bjorgenson@unomaha.edu

Oﬃce (402) 554-2609 /  Fax (402) 554-3747

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

1 of 1

Gmail - Meeting Today

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

Matt M <mm4902@gmail.com>

Meeting Today

1 message

Thu, Sep 22, 2016 at 4:55

PM

To: Matt M <mm4902@gmail.com>, Douglas Nichols <dnichols@unomaha.edu>

Brevan Jorgenson <bjorgenson@unomaha.edu>

Hey Guys I will be a little late heading over to PKI, things at work got crazy.

Sorry, will be over as soon as I am done.

Brevan Jorgenson

Technical Consultant

bjorgenson@unomaha.edu

Oﬃce (402) 554-2609 /  Fax (402) 554-3747

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

1 of 1

Gmail - Thursday 22 meeting 3.0

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

Matt M <mm4902@gmail.com>

Thursday 22 meeting 3.0

5 messages

Matt M <mm4902@gmail.com>

Thu, Sep 22, 2016 at 11:54 AM

To: Douglas Nichols <dnichols@unomaha.edu>, Brevan Jorgenson

<bjorgenson@unomaha.edu>

here are my modiﬁcations to appendices A and B. I think it may be more

conducive to organizing our email conversations for us to organize our threads by

the relevant meeting or due date they correspond to.

Matt's Modiﬁcations Sep-22-2016.zip

554K

Douglas Nichols <dnichols@unomaha.edu>

To: Matt M <mm4902@gmail.com>

Thu, Sep 22, 2016 at 4:55 PM

Sounds great Matt, I will take a look at them, but I am sure they look great!

[Quoted text hidden]

Matt M <mm4902@gmail.com>

To: Brevan Jorgenson <bjorgenson@unomaha.edu>

Sat, Sep 24, 2016 at 12:50 PM

Hi Brevan I just wanted to ask how things were going with the database? Is there

anything you need help with?

[Quoted text hidden]

Mon, Sep 26, 2016 at 7:54

AM

To: Matt M <mm4902@gmail.com>, Douglas Nichols <dnichols@unomaha.edu>

Brevan Jorgenson <bjorgenson@unomaha.edu>

Good Morning Gentlemen,

I hope you all had nice weekends and that you are feeling better Doug. The

database is not as far as I would have liked to have gotten but I am going to

try to get more work into it tomorrow. There isn't anything I can think of right

now that you can do to help me but I certainly appropriate the oﬀer. Are we

still on for meeting Thursday? I have on my calendar the meeting starts at

1 of 2

Gmail - Thursday 22 meeting 3.0

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

5:00 PM but Matt I know you said you thought it was 6:00 PM. Either time is

ﬁne with me, when works for your Doug? Thanks both.

Brevan Jorgenson

Technical Consultant

bjorgenson@unomaha.edu

Oﬃce (402) 554-2609 /  Fax (402) 554-3747

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

From: Matt M <mm4902@gmail.com>

Sent: Saturday, September 24, 2016 12:50:00 PM

To: Brevan Jorgenson

Subject: Re: Thursday 22 meeting 3.0

[Quoted text hidden]

matt m <mm4902@gmail.com>

Mon, Sep 26, 2016 at 10:06 AM

To: Brevan Jorgenson <bjorgenson@unomaha.edu>, Douglas Nichols

<dnichols@unomaha.edu>

I set the event on my calendar as 5pm now, I'm pretty free thursday so any time

works for me. Will you be hosting the project on an AWS VM  or do you plan to

transfer the project via email of ﬂashdrive?

[Quoted text hidden]

-Thanks, Matt Murray

2 of 2

Gmail - Work today

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

Matt M <mm4902@gmail.com>

Work today

2 messages

Matt M <mm4902@gmail.com>

Thu, Sep 29, 2016 at 1:42 PM

To: Douglas Nichols <dnichols@unomaha.edu>, Brevan Jorgenson

<bjorgenson@unomaha.edu>

I have some free time and am working today on our project, Is everyone ok with

me updating the framework for Milestone 2 so we can pick sections to ﬁll in

tonight?

Brevan Jorgenson <bjorgenson@unomaha.edu>

Thu, Sep 29, 2016 at 2:52

PM

To: Matt M <mm4902@gmail.com>

Cc: Douglas Nichols <dnichols@unomaha.edu>

Sounds great to me, I will see you tonight.

Brevan Jorgenson

Technical Consultant

bjorgenson@unomaha.edu

Oﬃce (402) 554-2609 / Fax (402) 554-3747

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

From: Matt M <mm4902@gmail.com>

Sent: Thursday, September 29, 2016 1:42:09 PM

To: Douglas Nichols; Brevan Jorgenson

Subject: Work today

I have some free time and am working today on our project, Is everyone ok with

me updating the framework for Milestone 2 so we can pick sections to ﬁll in

tonight?

1 of 1

Gmail - Access File

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

Matt M <mm4902@gmail.com>

Access File

1 message

Brevan Jorgenson <bjorgenson@unomaha.edu>

Thu, Sep 29, 2016 at 5:36 PM

To: Matt M <mm4902@gmail.com>, Douglas Nichols <dnichols@unomaha.edu>

Here is the SpaceMen Access File

Brevan Jorgenson

Technical Consultant

bjorgenson@unomaha.edu

Oﬃce (402) 554-2609 /  Fax (402) 554-3747

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

SpaceMen.accdw

1K

1 of 1

Gmail - Milestone 2 Meeting 4.0

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

Matt M <mm4902@gmail.com>

Milestone 2 Meeting 4.0

7 messages

Matt M <mm4902@gmail.com>

Thu, Sep 29, 2016 at 4:26 PM

To: Douglas Nichols <dnichols@unomaha.edu>, Brevan Jorgenson

<bjorgenson@unomaha.edu>

here is what I did for our framework. I haven't had a chance to compare it to the

example document but I based it of the M2 mind map. One thing new I did that

throws of the style a little is I marked all of the indexes using the standard header

theme. We can easily modify the header theme so it ﬁts our own scheme. Header

themes allow us to quickly modify the style of indexes in our Running Document as

well as mark new indexes quickly so I thought it would save us alot of time on

editing style in the long run

SM\_M2\_RD\_v1.7\_bdj.docx

437K

Thu, Sep 29, 2016 at 6:13

PM

To: Matt M <mm4902@gmail.com>, Douglas Nichols <dnichols@unomaha.edu>

Brevan Jorgenson <bjorgenson@unomaha.edu>

To do list by Tuesday:

Matt:

Statement of work

Project Scope Statement

Email Logs (Appendix A)

Doug:

Issue Log

Executive Summary

1 of 5

Gmail - Milestone 2 Meeting 4.0

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

Project Management Documents (Appendix D)

Email Dr. Pietron about Walkthrough

Brevan:

Further Database Development

Meeting Minutes (Appendix B)

Analysis Diagrams (Appendix C)

Econ Beneﬁt Analysis (Appendix D)

Brevan Jorgenson

Technical Consultant

bjorgenson@unomaha.edu

Oﬃce (402) 554-2609 /  Fax (402) 554-3747

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

From: Matt M <mm4902@gmail.com>

Sent: Thursday, September 29, 2016 4:26 PM

To: Douglas Nichols; Brevan Jorgenson

Subject: Milestone 2 Meeting 4.0

here is what I did for our framework. I haven't had a chance to compare it to

the example document but I based it of the M2 mind map. One thing new I did

that throws of the style a little is I marked all of the indexes using the

standard header theme. We can easily modify the header theme so it ﬁts our

own scheme. Header themes allow us to quickly modify the style of indexes in

2 of 5

Gmail - Milestone 2 Meeting 4.0

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

our Running Document as well as mark new indexes quickly so I thought it

would save us alot of time on editing style in the long run

Matt M <mm4902@gmail.com>

Sun, Oct 2, 2016 at 3:10 PM

To: Brevan Jorgenson <bjorgenson@unomaha.edu>, Douglas Nichols

<dnichols@unomaha.edu>

What is the name of our company? I know our group name is SpaceMen but I'm

not sure if "company name" is that, DOspace, or SpaceMen inc.

[Quoted text hidden]

Brevan Jorgenson <bjorgenson@unomaha.edu>

Mon, Oct 3, 2016 at 7:02 AM

To: Matt M <mm4902@gmail.com>, Douglas Nichols <dnichols@unomaha.edu>

I would say it is SpaceMen. Did you email Pietron about Thursday? If not could

you do that asap please. Thanks.

Brevan Jorgenson

Technical Consultant

bjorgenson@unomaha.edu

Oﬃce (402) 554-2609 /  Fax (402) 554-3747

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

From: Matt M <mm4902@gmail.com>

Sent: Sunday, October 2, 2016 3:10:02 PM

To: Brevan Jorgenson; Douglas Nichols

Subject: Re: Milestone 2 Meeting 4.0

[Quoted text hidden]

matt m <mm4902@gmail.com>

Tue, Oct 4, 2016 at 9:04 AM

To: Brevan Jorgenson <bjorgenson@unomaha.edu>, Douglas Nichols

<dnichols@unomaha.edu>

3 of 5

Gmail - Milestone 2 Meeting 4.0

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

Sorry for the delay, I am emailing Dr. Pietron now to ﬁnd a time for our walk

through.

I meant to tell you sooner that something came up today and I'll be unable to

make our meeting time today. I will email my work to both of you though.

[Quoted text hidden]

-Thanks, Matt Murray

Brevan Jorgenson <bjorgenson@unomaha.edu>

Tue, Oct 4, 2016 at 9:33 AM

To: Matt M <mm4902@gmail.com>, Douglas Nichols <dnichols@unomaha.edu>

Sorry Matt,

I meant to ask Doug if he emailed Dr. Pietron, but thank you for taking care of

it.

I also didnt remember that we had a meeting for tonight so that is okay that

you cant make it, I will try ﬁnish up what I have left and email it out.

Brevan Jorgenson

Technical Consultant

bjorgenson@unomaha.edu

Oﬃce (402) 554-2609 /  Fax (402) 554-3747

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

4 of 5

Gmail - Milestone 2 Meeting 4.0

https://mail.google.com/mail/u/0/?ui=2&ik=1c9e48bbef...

From: matt m <mm4902@gmail.com>

Sent: Tuesday, October 4, 2016 9:04:15 AM

[Quoted text hidden]

[Quoted text hidden]

Matt M <mm4902@gmail.com>

To: Brevan Jorgenson <bjorgenson@unomaha.edu>

Cc: Douglas Nichols <dnichols@unomaha.edu>

Wed, Oct 5, 2016 at 11:00 PM

Hi everyone, I was writing the meeting minutes and it occured to me that we need

to schedule a time with Cherie to go over our progress.

[Quoted text hidden]

5 of 5



**Appendix A: Email**

**Milestone 3**

Subject: Milestone 3 Walkthrough  
From: mm4902@gmail.com  
Sent: Thu Nov 10 2016 01:02:55 GMT-0600 (Central Standard Time)  
To: bjorgenson@unomaha.edu; dnichols@unomaha.edu;

---------------------------------------------------------------------------------

I finished everything for the Running Document. I did not see any commits from anyone so I only put my own material in. Please contact me if you are having problems, it does us no good if we aren't communicating. Brevan I know you have some work finished and want to put it in before the walkthrough tommorow, I checked Milestone 3 but only brushed over Milestones 1 and 2 so let me know if you see anything. Please add everything as you see fit to the running document and let me know when you have commited the final version onto the repository.

Again everyone remember that the Running Document uses a Table of Contents and Heading Styles. Make sure when copying your material in you format relevant section according to the headings. This allows us not only to update the ToC but to maintain consistancy in the document without having to manually change things.

Please pay attention to the README files in the repository, our repo link is <https://github.com/lericah/ISQA4110m2.git>

The easiest way to do the work is to download the Github Desktop from Github.com

Subject: Re: Milestone 3 Meeting 5  
From: bjorgenson@unomaha.edu  
Sent: Wed Nov 09 2016 18:41:06 GMT-0600 (Central Standard Time)  
To: mm4902@gmail.com;

---------------------------------------------------------------------------------

Okay, I am in class now but I will try to look afterwards. I don't necessarily agree with that organizational style this last minute because I need to give his to pietron this tomorrow at 11:00. But I will try to see what I get done tonight.

Brevan Jorgenson   
Technical Consultant  
bjorgenson@unomaha.edu  
Office (402) 554-2609 / Fax (402) 554-3747  
Mammel Hall 217C  
6708 Pine Street   
Omaha, NE 68106

**From:** Matt M <mm4902@gmail.com>  
**Sent:** Wednesday, November 9, 2016 5:07:21 PM  
**To:** Brevan Jorgenson  
**Cc:** Douglas Nichols  
**Subject:** Re: Milestone 3 Meeting 5

I commited a few more files. Please take a look at the README document before making your commits, to avoid messing around with forks I think everyone should commit their parts as seperate documents and include their change log as a seperate Document. I will put everything in the Milestone 3 document into a single Running Document with the official submission name at **10pm on Wednesday, today**

On Wed, Nov 9, 2016 at 11:50 AM, Brevan Jorgenson <[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)> wrote:

Yeah, I got stuck with some stuff at work so I havent touched it much today but I will add that.

Brevan Jorgenson

Technical Consultant

[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)

Office [(402) 554-2609](tel:%28402%29%20554-2609) /  Fax [(402) 554-3747](tel:%28402%29%20554-2609)

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

**From:** Matt M <[mm4902@gmail.com](mailto:mm4902@gmail.com)>  
**Sent:** Wednesday, November 9, 2016 8:56:33 AM  
**To:** Brevan Jorgenson; Douglas Nichols  
**Subject:** Re: Milestone 3 Meeting 5

I just noticed that while the PLAN document(which is based exactly on the M3 mindmap) does not have the Risk Management Plan and Risk Data sheet on it. I will fill this out though since I'm already handling the Risk Regeister. Brevan can you add this to the list of discrepancies in the class?

On Wed, Nov 9, 2016 at 7:46 AM, Matt M <[mm4902@gmail.com](mailto:mm4902@gmail.com)> wrote:

Sorry for any confusion, I genuinely want to avoid any conflicts, I was under the impression you were planning to meet Wednesday morning and I had not heard anything to suggest otherwise. When I didn't see anything posted to the github site and I hadn't heard anything about using a different system I assumed you were doing your own work. After the last Milestone where all my edits following the walkthrough were left out of the first submission I've had concerns about teamwork and communication.

On Wed, Nov 9, 2016 at 7:22 AM, Brevan Jorgenson <[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)> wrote:

I didn't respond because I didn't have a meeting finalized with her yet and the last part is just a statement.

Brevan Jorgenson

Technical Consultant

[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)

Office [(402) 554-2609](tel:%28402%29%20554-2609) /  Fax [(402) 554-3747](tel:%28402%29%20554-2609)

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

**From:** Matt M <[mm4902@gmail.com](mailto:mm4902@gmail.com)>  
**Sent:** Wednesday, November 9, 2016 7:12:42 AM  
**To:** Brevan Jorgenson  
**Subject:** Fwd: Milestone 3 Meeting 5

---------- Forwarded message ----------  
From: **Matt M** <[mm4902@gmail.com](mailto:mm4902@gmail.com)>  
Date: Tue, Nov 8, 2016 at 11:26 AM  
Subject: Milestone 3 Meeting 5  
To: Brevan Jorgenson <[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)>, Douglas Nichols <[dnichols@unomaha.edu](mailto:dnichols@unomaha.edu)>

Brevan when do you plan again on meeting with Dr. Pietron? I should have the Client Document updated in a few minutes and I'll jump to my remaining material.

Subject: RE: 2016 Fall - ISQA-4110-860 : INFORMATION SYSTEMS ANALYSIS (ISQA4110860.1168): Status  
From: lpietron@unomaha.edu  
Sent: Wed Nov 09 2016 07:25:54 GMT-0600 (Central Standard Time)  
To: bjorgenson@unomaha.edu;

---------------------------------------------------------------------------------

Confirmed

Leah R. Pietron, PhD, MS, MBA  
Associate Professor  
PKI 284E - Information Systems/Information Assurance   
  
1110 South 67th Street   
College of Information Science & Technology (IS&T)  
University of Nebraska at Omaha (UNO)  
Omaha, NE  68182-0392  
  
Telephone:  (402) 554-2801  
FAX:  (402) 554-3284  
Email:  [lpietron@unomaha.edu](mailto:lpietron@unomaha.edu)  
ISQA URL:  [www.isqa.unomaha.edu/home.htm](http://www.isqa.unomaha.edu/home.htm)  
SKYPE:  leah.r.pietron (personal)  
SKYPE:  drlrp\_uno (classes)

"I hear and I forget.  I see and I remember.  I do and I understand."  
                                    -- Chinese Proverb  
  
"The mediocre teacher tells.  The good teacher explains.  The superior teacher demonstrates.  The great teacher inspires."  
                                        -- William Arthur Ward

**From:** Brevan Jorgenson   
**Sent:** Wednesday, November 9, 2016 7:11 AM  
**To:** Leah Pietron <lpietron@unomaha.edu>  
**Subject:** Re: 2016 Fall - ISQA-4110-860 : INFORMATION SYSTEMS ANALYSIS (ISQA4110860.1168): Status

Good morning Dr. Pietron,

I never heard back from you about meeting on Thursday at 11:00 so I am just following up to see if you are still free then. Thanks.

**From:** Leah Pietron  
**Sent:** Monday, November 7, 2016 6:03 PM  
**To:** Brevan Jorgenson  
**Subject:** RE: 2016 Fall - ISQA-4110-860 : INFORMATION SYSTEMS ANALYSIS (ISQA4110860.1168): Status

On Thursday, I have only one apt â€“ the whole morning is open to except 9:30 a.m.  Wednesday is full of meetings.

**From:** Brevan Jorgenson   
**Sent:** Monday, November 07, 2016 5:59 PM  
**To:** Leah Pietron <[lpietron@unomaha.edu](mailto:lpietron@unomaha.edu)>  
**Subject:** Re: 2016 Fall - ISQA-4110-860 : INFORMATION SYSTEMS ANALYSIS (ISQA4110860.1168): Status

Ironic timing actually, we just got out of a meeting together about Milestone 3. Our documents are in progress and we were going to contact you about a walk through either Wednesday or Thursday. Would there be a time either of those days that works for you? Thanks.

**From:** Leah Rose Pietron - [lpietron@unomaha.edu](mailto:lpietron@unomaha.edu) <[do-not-reply@blackboard.com](mailto:do-not-reply@blackboard.com)>  
**Sent:** Monday, November 7, 2016 5:55:29 PM  
**Subject:** 2016 Fall - ISQA-4110-860 : INFORMATION SYSTEMS ANALYSIS (ISQA4110860.1168): Status

Gentleman,

You are not working on Milestone 3 and I have not received any documents.  At this point, you may think about dropping this class because you are not doing well.  This class is offered this summer or next Fall.

Think about it or get busy on your documents.

lrp

Subject: Re: Walkthrough Wed.  
From: bjorgenson@unomaha.edu  
Sent: Wed Nov 09 2016 07:05:59 GMT-0600 (Central Standard Time)  
To: mm4902@gmail.com;   
CC: dnichols@unomaha.edu;

--------------------------------------------------------------------------------

I am not sure the email you are talking about that you wanted me to get back to you on. I was going to start putting it all in a running document but of course I was going to give it to you both for review

afterwards. Please send me an email when you are done. I got some edits made last night and will be working on going through Pietron's blackboard today and making sure all of our stuff meets her standards. I dont plan on touching milestone one or two as she does not reread them or grade them again. Let me know if you need anything else or have any questions.

Brevan Jorgenson

Technical Consultant

[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)

Office [(402) 554-2609](tel:%28402%29%20554-2609) /  Fax [(402) 554-3747](tel:%28402%29%20554-2609)

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

**From:** Matt M <mm4902@gmail.com>  
**Sent:** Wednesday, November 9, 2016 1:12:16 AM  
**To:** Brevan Jorgenson  
**Subject:** Walkthrough Wed.

Hi Brevan. you haven't gotten back to me so I'm guessing your going to build the Running Document on your own using whatever you have without consulting us. I will have most of my content finished up very soon here and I will integrate it into our Running Document. You can then download it and add your own material,

While Milestones 1 and 2 need to be touched up in some small areas, by and large the headers, titles and font is dictated by the standard header and text types. Please be sure that you highlight your text using these defaults, which are in the main ribbon in Office,  so we can maintain consistancy in our document as well as values for the table of contents.

Subject: Re: Milestone 3 Meeting 2  
From: mm4902@gmail.com  
Sent: Sun Nov 06 2016 16:40:14 GMT-0600 (Central Standard Time)  
To: bjorgenson@unomaha.edu;

---------------------------------------------------------------------------------

I've been busy with the Mad King but I'll get down to work tonight

-------- Original message --------

From: Brevan Jorgenson <bjorgenson@unomaha.edu>

Date: 11/6/16 16:11 (GMT-06:00)

To: mm4902@gmail.com, Douglas Nichols <dnichols@gmav.unomaha.edu>

Subject: Re: Milestone 3 Meeting 2

Hey Matt,

I just wanted to follow up on the Gantt chart, this doc said we are sharing that responsibility? have you worked on that at all? If not that is fine we can meet up sometime this week and work on it together. According to Pietrons email we should have already sent her all of our documents but again she never told us this (or at least I was not able to find it anywhere). So when would be a good time this week for us to all meet her for a walk through? Would you guys be willing to meet tomorrow (Monday the 7th)? We can get all of our stuff together. I will edit it Tuesday and send it to her and then we can do a walk through on Wednesday. How does that sound?

Brevan Jorgenson

Technical Consultant

[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)

Office [(402) 554-2609](tel:%28402%29%20554-2609) /  Fax [(402) 554-3747](tel:%28402%29%20554-2609)

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

**From:** Brevan Jorgenson  
**Sent:** Thursday, October 20, 2016 6:04:52 PM  
**To:** mm4902@gmail.com; Douglas Nichols  
**Subject:** Milestone 3 Meeting 2

Here are the roles and responsibilities we came up with tonight. We want to try and have everything done by November 3rd so we have plenty of time for revisions.

Brevan Jorgenson

Technical Consultant

[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)

Office [(402) 554-2609](tel:%28402%29%20554-2609) /  Fax [(402) 554-3747](tel:%28402%29%20554-2609)

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

Subject: Re: Meeting today  
From: dnichols@unomaha.edu  
Sent: Thu Nov 03 2016 18:37:05 GMT-0500 (Central Daylight Time)  
To: mm4902@gmail.com;   
CC: bjorgenson@unomaha.edu;

---------------------------------------------------------------------------------

Working remotely works for me. Yes, will do on getting the information onto GitHub and the content looks good.

On Thu, Nov 3, 2016 at 1:46 PM, Matt M <[mm4902@gmail.com](mailto:mm4902@gmail.com)> wrote:

I think we can work remotely, please commit your work to the github repo, I'll try to get all of my material in also.

The meeting went pretty well I was worried about doing the project with Office365 if DOspace didn't have an account or were willing to pay the fees but Cherie believes that they have an account as part of their current office contract and are willing to go with it. Based on the meeting I think we should have the following for the form and the Database Tables. I've put the data type/filter in brackets

The Form should include the following and will pass it's values to a Requests table for processing by Cherie:

1. First Name [string]
2. Last Name [string]
3. Dospace Member ID [integer] [unique key]
4. Phone Number [phone number]
5. Email Address [email]
6. comment on Communication [string]
7. Under 19 [integer]
8. Work with Senior Citizen? [boolean]
9. non-english Mentor [boolean]
10. Skills Category Checklist, include Mac Software, [options as strings]
11. comment on Specific Skill needs [string]
12. What you hope to accomplish {string}
13. Skill Level {option}
14. Describe Experience {string}
15. Availability {string}
16. special comments [string]

We should have the following table structure:

**Members**

* Membership Number [key] [unique key]
* First Name [string]
* Last Name [string]
* Phone Number [integer, format as phone number]
* Email [email]
* Age [integer]
* General Computer Competency [string (base on the Skill level option from the form)]
* Personal Notes [string]

**Mentors**

* Mentor First name [string]
* Mentor Last Name [string]
* DOspace ID [number] [unique key]
* Phone Number [integer, format as phone number]
* Age [integer]
* Skills Category
  + add a few specific attributes for each major skill category listed in the form so later we can search by Skill category
* Availability[string]
  + seperate Attribute for each day of the week(ie. Monday - Sunday)
  + each day of the week(attribute) is a string and Cherie can enter the values however it makes sense for her(ie. 1pm-5pm, 7pm)
* Active   [boolean, (if the person is actively available right now for mentoring)]
* Personal Notes [string]

**Meetings** - these are meetings created by Cherie

* Meeting ID [autonumber] [integer, unique key]
* Date [date]
* Time [time]
* Member DOspace ID [integer, foreign key]
* Mentor DOspace ID [integer, foreign key]
* confirmed with Member
* confirmed with Mentor
* comment on Communication ,member {string}
* under 19 [boolean]
* work with Senior Citizen? [boolean]
* non-english Mentor [boolean]
* Skills Category Checklist, include Mac Software, [choice as string {must match the values in the form and in all tables}]
* comment on Specific Skill needs [string]
* Goal of Meeting [string]
* Outcome of Meeting [string]
* Success Value of Meeting [integer,(a rating system like 1-5 where the goals accomplished?)]
* special comments [string]

**Requests**

* this is where the input from the webform will go, Cherie's goal is to keep this table empty
* Cherie will take a single entry and turn it into a entry in the Meeting Table
* Cherie will update relevant parts of the Mentor and Member database based on Requests information and feedback before and after the meeting.

We should have the ability under the system to query active mentors with relevant skill sets to a request, check their availability, collect relevant information on DOspace members who have had meetings and make individual comments on them as well as on Mentors. We also need to be able to query past or present meetings, query meetings by general category, view success rates of meetings as well as write personal notes on how a meeting went and rank it's success compared to other meetings.

Some of what I have is a bit more then Cherie thinks we need but if we have it there as an option I think she'll want to use it to track the success of the program and help her boss' manage the direction of DOspace programs.

On Thu, Nov 3, 2016 at 9:08 AM, Brevan Jorgenson <[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)> wrote:

Hey guys,

How did it go yesterday? Do you still want to meet tonight? If so I have an event I have to be at work for until 6:30 so I will head over after my event. Let me know, thanks.

Brevan Jorgenson

Technical Consultant

[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)

Office [(402) 554-2609](tel:%28402%29%20554-2609) /  Fax [(402) 554-3747](tel:%28402%29%20554-2609)

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

Subject: Re: Meeting tomorrow  
From: cgeary@dospace.org  
Sent: Thu Nov 03 2016 09:57:09 GMT-0500 (Central Daylight Time)  
To: bjorgenson@unomaha.edu;

-----------------------------------------------

Thanks for meeting yesterday and showing me what you all have done so far. Please let me know if you need anything at all!

On Wed, Nov 2, 2016 at 4:28 PM, Brevan Jorgenson <[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)> wrote:

I really like the topics you came up with, I have class at 5:30 tonight so I am going to have to leave early. The professor was originally supposed to be out of town today and so we were not going to meet but his plans changed so we do have class. I sent out and email with what I have hosted on our Access Online account so far. It is just a simple demo that lets a user see their submission (it will not be like this in the end but it is good to have it this way for development). Since we are not actually creating a database until next semester keep in mind I have left this very simple. Let me know if you didnt get the invite to see the Access Online database or if you have any questions. Thanks. See you all in a bit

Brevan Jorgenson

Technical Consultant

[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)

Office [(402) 554-2609](tel:%28402%29%20554-2609) /  Fax [(402) 554-3747](tel:%28402%29%20554-2609)

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

**From:** Matt M <[mm4902@gmail.com](mailto:mm4902@gmail.com)>  
**Sent:** Tuesday, November 1, 2016 2:43 PM  
**To:** Brevan Jorgenson  
**Cc:** Douglas Nichols  
**Subject:** Re: Meeting tomorrow

Thanks for the reminder I know I almost scheduled something over it this morning, Brevan can you tell me what tables and attributes we have so far in the database?

I also have some suggested topics I think we could cover:

* What kind of reports are needed and how much detail do they involve
  + preporgrammed reports
  + necessary table attributes
  + ideal table keys
* Preferred and realistic processes for entering the data
  + we need a good idea of what the most efficient and probable routine will be when Cherie is taking in requests, finding mentors, and scheduling meetings
* The goals of the program and how the database can best serve those goals
  + What reports serve to improve the programs success
* Accesibility/Functionality of the database
  + maintenance
  + new functionality
* Security and users
  + multiple users
  + LAN access
  + WAN access
* Hardware and Software platform for final installation
  + where will we store the Database
  + How will we maintain redundancy of the system

I haven't been keeping up with my own work but remember to upload each section you complete as a seperate document to the github page. I will manage the running document and update it as we go.

Thanks, Matt

On Tue, Nov 1, 2016 at 8:58 AM, Brevan Jorgenson <[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)> wrote:

Quick reminder that our meeting with Cherie at DOspace is tomorrow.

Brevan Jorgenson

Technical Consultant

[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)

Office [(402) 554-2609](tel:%28402%29%20554-2609) /  Fax [(402) 554-3747](tel:%28402%29%20554-2609)

Mammel Hall 217C

6708 Pine Street

Omaha, NE 68106

1459889936417_UNO_logo.jpg--

**Cherie Geary**

Volunteer Coordinator

Subject: Re: Milestone 3 Meeting 3  
From: dnichols@unomaha.edu  
Sent: Wed Oct 26 2016 12:55:35 GMT-0500 (Central Daylight Time)  
To: bjorgenson@unomaha.edu;   
CC: mm4902@gmail.com;

---------------------------------------------------------------------------------

Lol, I might work remotely. I will be getting off work a little later tomorrow. I will put some stuff on git and continue working on the project if that's fine with you guys.

On Tue, Oct 25, 2016 at 7:21 AM, Brevan Jorgenson <[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)> wrote:

Haha yes I am still able to meet Thursday.

Brevan Jorgenson

Technical Consultant

[bjorgenson@unomaha.edu](mailto:bjorgenson@unomaha.edu)

Office [(402) 554-2609](tel:%28402%29%20554-2609) /  Fax [(402) 554-3747](tel:%28402%29%20554-2609)

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1459889936417_UNO_logo.jpg

**From:** Matt M <[mm4902@gmail.com](mailto:mm4902@gmail.com)>  
**Sent:** Monday, October 24, 2016 4:27:48 PM  
**To:** Douglas Nichols; Brevan Jorgenson  
**Subject:** Milestone 3 Meeting 3

Hi everyone It's looking like a busy week but I wanted to confirm that we will still be able to do the meeting this Thursday. You saw that I got the RRM in late, I'm not sure she will care that much but either way this was my bad. If we get any comments about why the RRM changed just tell her controlling interest in the project was purchased by Gorlocks who demanded title changes.

****

**Appendix B: Meeting Minutes**

# ****Appendix B: Meeting Minutes****

**Meeting Minute Logs**

**Milestone 1**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Meeting ID** | **1.0** | **Meeting Date** | **Aug 8 2016** | **Meeting Location** | **MH 217** |
| **Meeting Attendance** | **Brevan, Brendan, Douglas** | | | | |
| **Agenda**  **(filled in minutes)** | 1. **Confirm details of project expectations** 2. **Begin work on project**    1. **Responsibility Matrix**    2. **Change Log**    3. **Peer Evaluation Template** 3. **Discuss and schedule regular meeting times** 4. **Discuss and Schedule Emergency meeting times for Milestone 1** 5. **Go over details of how to accomplish project**    1. **MS Access Database**    2. **MS Access Webform**    3. **Necessary Tables and Relationships** | | | | |
| **Action Points** | **This meeting allowed us to discuss project ideas, group roles, and preferred communication methods for the project going forward.** | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Meeting ID** | **1.1** | **Meeting Date** | **Aug 9 2016 – 12:00** | **Meeting Location** | **PKI Computer Space** |
| **Meeting Attendance** | **Brevan, Brendan, Douglas** | | | | |
| **Agenda**  **(filled in minutes)** | 1. **Went over requirements for the walkthrough** 2. **Determined the next meeting times to finish Milestone 1** 3. **Created Running Document**    1. **Milestone 1 contents**    2. **Appendices** 4. **Visited with Dr. Pietron after Walkthrough appointment was cancelled** | | | | |
| **Action Points** | **From this meeting we were able to identify project wholes and plan future work times to address problems.** | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Meeting ID** | **1.2** | **Meeting Date** | **Aug 9 2016 – 14:00** | **Meeting Location** | **PKI Computer Space** |
| **Meeting Attendance** | **Brendan, Douglas** | | | | |
| **Agenda**  **(filled in minutes)** | 1. **Cleaned up Running Document** 2. **Determined requirements for Milestone 1 based on Templates** 3. **Filled out documents in Running Document** | | | | |
| **Action Points** | **This meeting allowed the team to begin working on project documents.** | | | | |



**Appendix B: Meeting Minutes**

**Milestone 2**

**Milestone 2**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Meeting ID** | **2.0** | **Meeting Date** | **Sep 19 2016 –**  **17:00** | **Meeting Location** | **MH 217** |
| **Meeting Attendance** | **Brendan, Douglas, Matt** | | | | |
| **Agenda**  **(filled in minutes)** | 1. **Changing weekly meeting times** 2. **Database development and hosting** | | | | |
| **Action Points** | **This meeting allowed for the team to improve work efficiency and project scope.** | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Meeting ID** | **2.1** | **Meeting Date** | **Sep 29 2016 –**  **17:00** | **Meeting Location** | **PKI Computer Space** |
| **Meeting Attendance** | **Brendan, Douglas, Matt** | | | | |
| **Agenda**  **(filled in minutes)** | 1. **Divided up milestone two responsibilities** | | | | |
| **Action Points** | **This meeting was for group delegation of tasks in milestone two.** | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Meeting ID** | **2.2** | **Meeting Date** | **Oct 6 2016 –**  **17:00** | **Meeting Location** | **PKI Computer Space** |
| **Meeting Attendance** | **Brendan, Douglas, Matt** | | | | |
| **Agenda**  **(filled in minutes)** | 1. **Created the running document from the various team member’s documents** 2. **Created documents that were still needed** | | | | |
| **Action Points** | **This meeting was for to finish up the milestone two running document before sending it off for edits.** | | | | |



**Appendix B: Meeting Minutes**

**Milestone 3**

**Milestone 3**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Meeting ID** | **3.0** | **Meeting Date** | **November 2 2016 –**  **17:00** | **Meeting Location** | **DOspace** |
| **Meeting Attendance** | **Brendan, Douglas, Matt, Cherie** | | | | |
| **Agenda**  **(filled in minutes)** | 1. **To show the client progress** 2. **Gather further information about clients evolving needs** | | | | |
| **Action Points** | **This meeting allowed for us to maintain a good relationship with the client so both of our needs are being met.** | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Meeting ID** | **3.1** | **Meeting Date** | **November 7 2016 –**  **17:30** | **Meeting Location** | **MH 217c** |
| **Meeting Attendance** | **Brendan, Douglas, Matt** | | | | |
| **Agenda**  **(filled in minutes)** | 1. **Quick check up on milestone 3 responsibilities** 2. **Delegation of walk through tasks** | | | | |
| **Action Points** | **This meeting was for group progress report and delegation of tasks in milestone three.** | | | | |

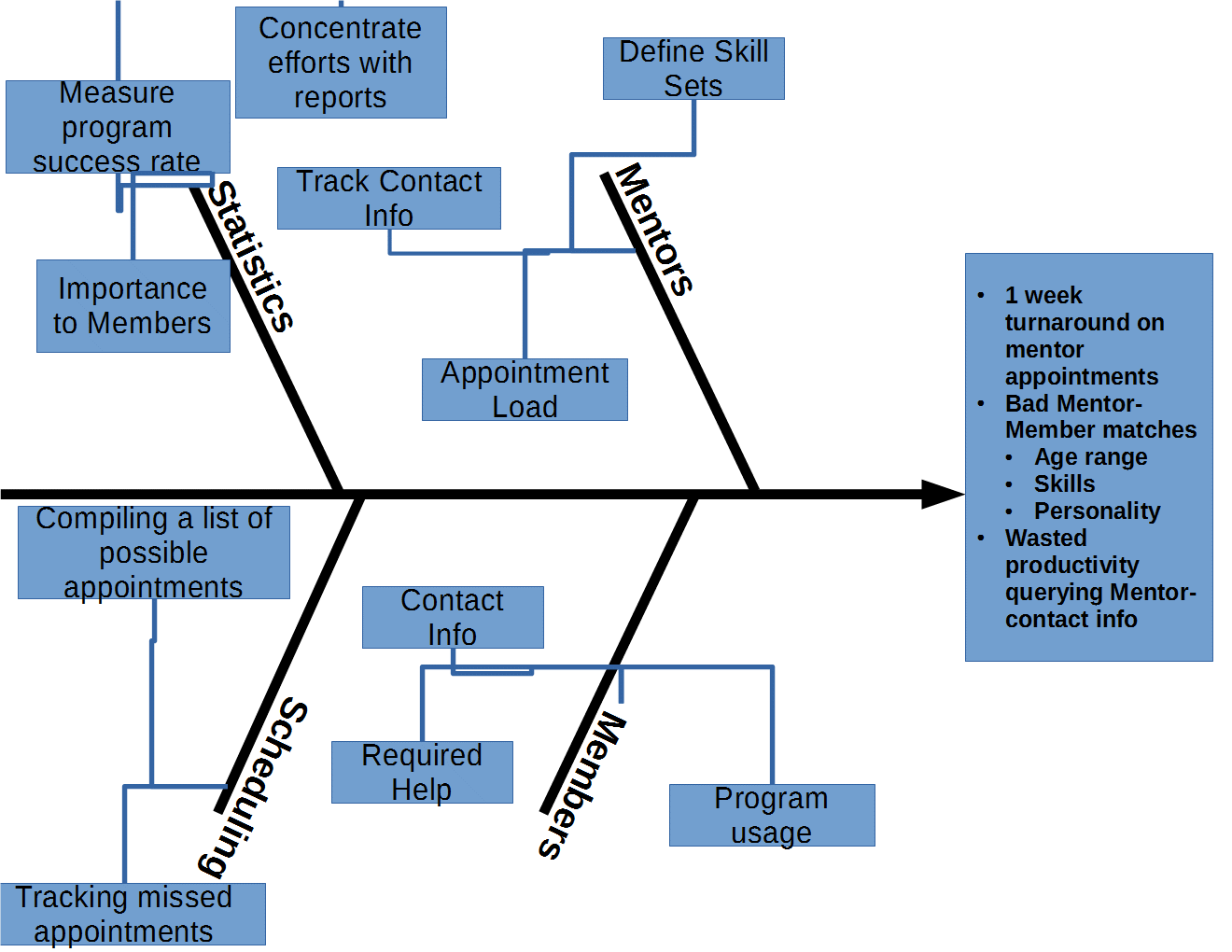
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| --- | --- | --- | --- | --- | --- |
| **Meeting ID** | **3.2** | **Meeting Date** | **November 10 2016 –**  **17:30** | **Meeting Location** | **PKI Computer Space** |
| **Meeting Attendance** | **Brendan, Douglas, Matt** | | | | |
| **Agenda**  **(filled in minutes)** | 1. **To meet after walk through and fix problems** 2. **Finalize documents for final walk through tomorrow** | | | | |
| **Action Points** | **This meeting was for to finish up the milestone three running document and appendices before sending it off for edits.** | | | | |

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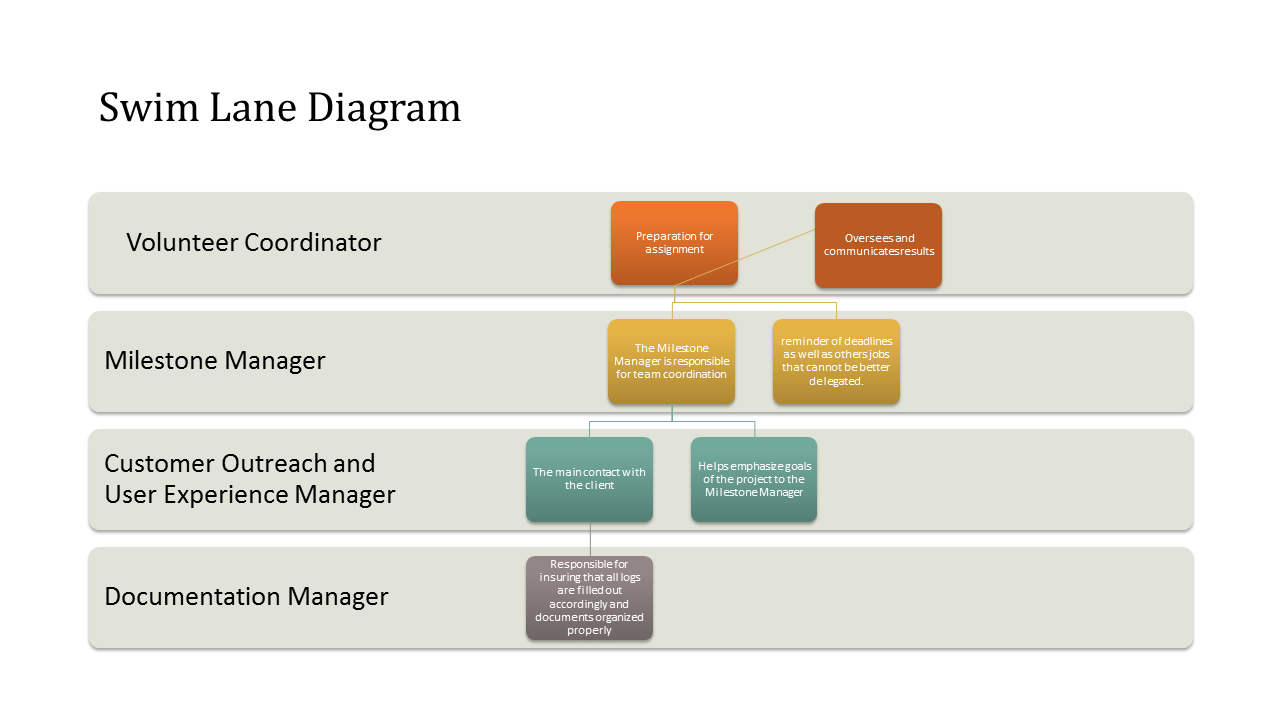
**Appendix C: Analysis Diagrams**

# ****Appendix C: Analysis Diagrams****

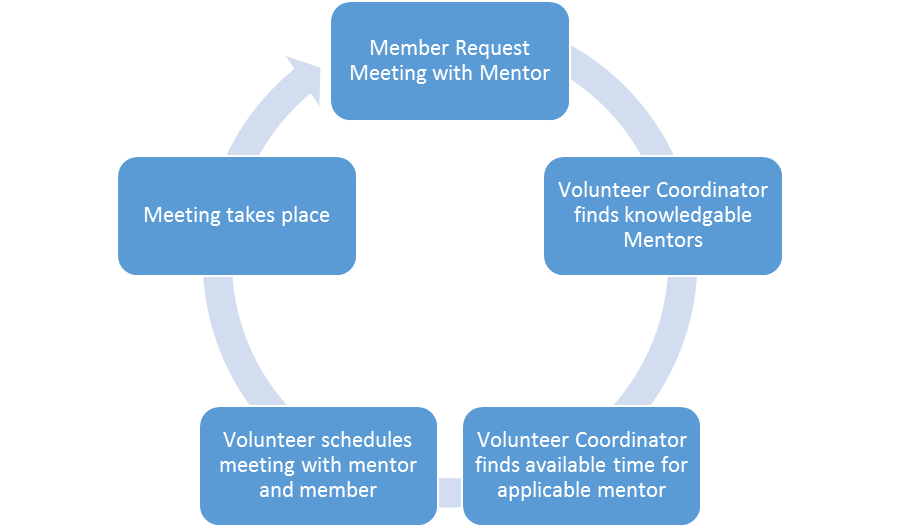
**Analysis Diagrams**

**Cause and Effect Diagram**

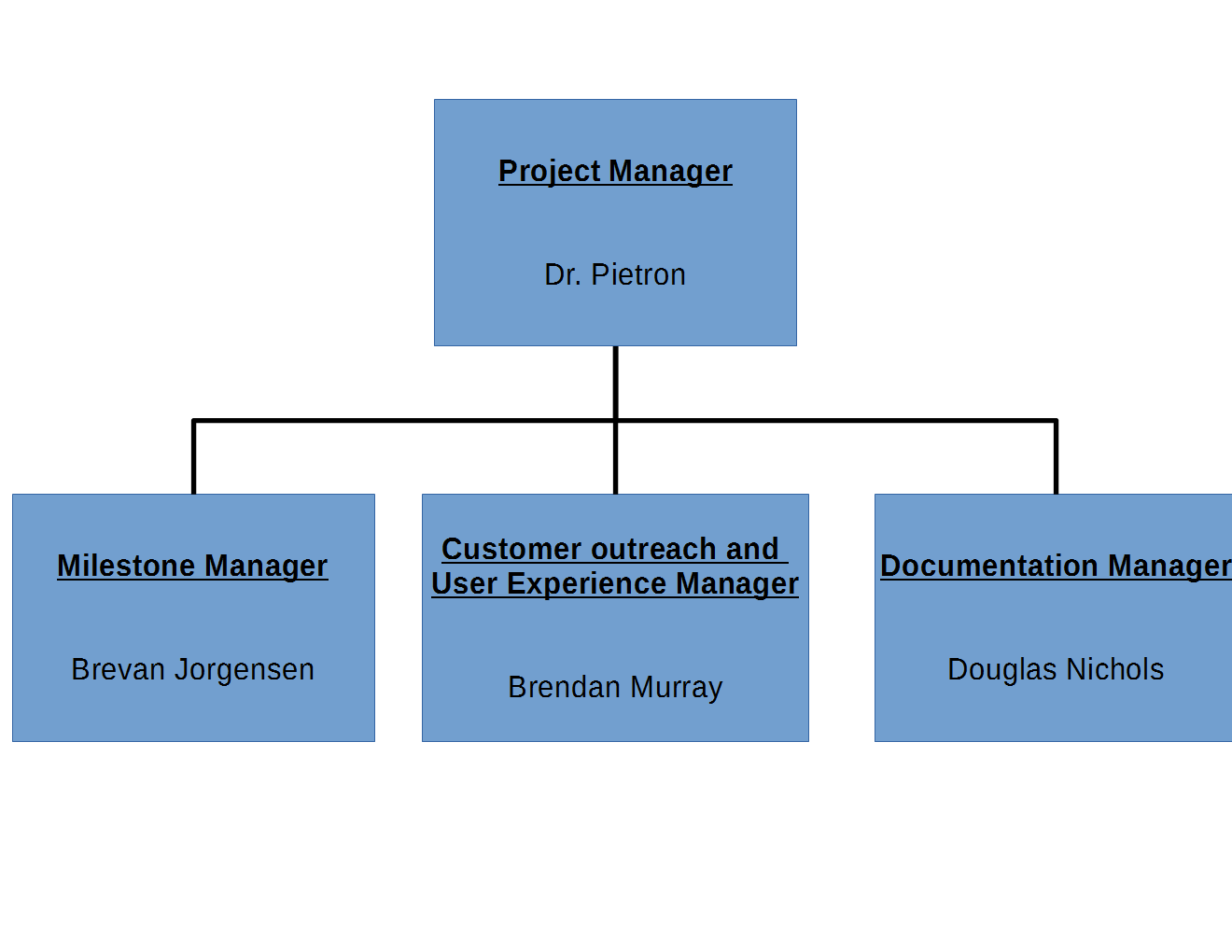
**Swim Lane Diagram**

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**Work Flow Diagram**

****

**Organizational Chart**



****

# ****Appendix D: Project Management Document****

(Attached as separate file)

****

# ****Appendix E: Economic Feasibility Analysis****

(Attached as separate file)

****

# ****Appendix F: Tracking Gantt Chart****

(Attached as separate file)

****

# ****Appendix G: Security Policies****

## Information Security Risk Analysis

|  |  |
| --- | --- |
| Policy | Description |
| Assets | * Equipment * Stored Data * Company Reputation * Customer anonymity |
| Vulnerabilities | * Undocumented access and modification * Physical Destruction * Data Degradation * Uncontrolled access and modification |
| Threats | * Digital Vandalism * Loss of Data * Inaccessibility of data * Fire/natural Disaster |
| Safeguards | * Physical server locks * Offsite backups * Independent Alpha/Beta/Gamma Backups * Snapshots * GPO and LDAP policies * Password Requirements |
| Losses | * Master System * Backup System * Data Integrity * System Controls |

### Security Policies

#### Anti-Virus Guidelines

**Free Use Disclaimer:** *This policy was created by or for the SANS Institute for the*

*Internet community. All or parts of this policy can be freely used for your organization. There is no prior approval required. If you would like to contribute a new policy or updated version of this policy, please send email to policy-resources@SANS.org@gmail.com.*

**Things to Consider:** *Please consult the Things to Consider FAQ for additional guidelines and suggestions for personalizing the SANS policies for your organization.* **Last Update Status:** *Retired*

Recommended processes to prevent virus problems:

* Always run the Corporate standard, supported anti-virus software is available from the corporate download site. Download and run the current version; download and install anti-virus software updates as they become available.
* NEVER open any files or macros attached to an email from an unknown, suspicious or untrustworthy source. Delete these attachments immediately, then "double delete" them by emptying your Trash.
* Delete spam, chain, and other junk email without forwarding, in with DOspace's *Acceptable Use Policy*.
* Never download files from unknown or suspicious sources.
* Avoid direct disk sharing with read/write access unless there is absolutely a business requirement to do so.
* Always scan a floppy diskette from an unknown source for viruses before using it.
* Back-up critical data and system configurations on a regular basis and store the data in a safe place.
* If lab testing conflicts with anti-virus software, run the anti-virus utility to ensure a clean machine, disable the software, then run the lab test. After the lab test, enable the antivirus software. When the anti-virus software is disabled, do not run any applications that could transfer a virus, e.g., email or file sharing.
* New viruses are discovered almost every day. Periodically check the *Lab Anti-Virus Policy* and this Recommended Processes list for updates.

1. Related Standards, Policies and Processes

None.

##### Definitions and Terms

None.

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##### Revision History

|  |  |  |
| --- | --- | --- |
| **Date of Change** | **Responsible** | **Summary of Change** |
| Dec 2013 | SANS Policy Team | Converted format and retired. |
|  |  |  |

Page 2

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#### Dial-In Access Policy

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*Internet community. All or parts of this policy can be freely used for your organization. There is no prior approval required. If you would like to contribute a new policy or updated version of this policy, please send email to policy-resources@SANS.org@gmail.com.*

**Things to Consider:** *Please consult the Things to Consider FAQ for additional guidelines and suggestions for personalizing the SANS policies for your organization.* **Last Update Status:** *Retired*

##### 1. Overview

See Purpose.

##### 2. Purpose

The purpose of this policy is to protect DOspace's electronic information from being inadvertently compromised by authorized personnel using a dial-in connection.

##### 3. Scope

The scope of this policy is to define appropriate dial-in access and its use by authorized personnel.

##### 4. Policy

DOspace employees and authorized third parties (customers, vendors, etc.) can use dial-in connections to gain access to the corporate network. Dial-in access should be strictly controlled, using one-time password authentication.

It is the responsibility of employees with dial-in access privileges to ensure a dial-in connection to DOspace is not used by non-employees to gain access to company information system resources. An employee who is granted dial-in access privileges must remain constantly aware that dial-in connections between their location and DOspace are literal extensions of DOspace's corporate network, and that they provide a potential path to the company's most sensitive information. The employee and/or authorized third party individual must take every reasonable measure to protect DOspace's assets.

Analog and non-GSM digital cellular phones cannot be used to connect to DOspace's corporate network, as their signals can be readily scanned and/or hijacked by unauthorized individuals. Only GSM standard digital cellular phones are considered secure enough for connection to DOspace's network. For additional information on wireless access to the DOspace network, consult the *Wireless Communications Policy*.

Note: Dial-in accounts are considered 'as needed' accounts. Account activity is monitored, and if a dial-in account is not used for a period of six months the account will expire and no longer

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function. If dial-in access is subsequently required, the individual must request a new account as described above.

##### 5. Policy Compliance

5.1 Compliance Measurement

The Infosec team will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

5.2 Exceptions

Any exception to the policy must be approved by the Infosec team in advance.

5.3 Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

##### 6. Related Standards, Policies and Processes

• Wireless Communications Policy

##### 7. Definitions and Terms

None.

##### 8 Revision History

|  |  |  |
| --- | --- | --- |
| **Date of Change** | **Responsible** | **Summary of Change** |
| Dec 2013 | SANS Policy Team | Converted format and retired. |
|  |  |  |

#### Extranet Policy

**Free Use Disclaimer:** *This policy was created by or for the SANS Institute for the*

*Internet community. All or parts of this policy can be freely used for your organization. There is no prior approval required. If you would like to contribute a new policy or updated version of this policy, please send email to policy-resources@SANS.org@gmail.com.*

**Things to Consider:** *Please consult the Things to Consider FAQ for additional guidelines and suggestions for personalizing the SANS policies for your organization.* **Last Update Status:** *Retired*

##### 1. Overview

See Purpose.

##### 2. Purpose

This document describes the policy under which third party organizations connect to DOspace networks for the purpose of transacting business related to DOspace.

##### 3. Scope

Connections between third parties that require access to non-public DOspace resources fall under this policy, regardless of whether a telco circuit (such as frame relay or ISDN) or VPN technology is used for the connection. Connectivity to third parties such as the Internet Service Providers (ISPs) that provide Internet access for DOspace or to the Public Switched Telephone Network do NOT fall under this policy.

##### 4. Policy

###### 4.1 Pre-Requisites

###### 4.1.1 Security Review

All new extranet connectivity will go through a security review with the Information Security department (InfoSec). The reviews are to ensure that all access matches the business requirements in a best possible way, and that the principle of least access is followed.

###### 4.1.2 Third Party Connection Agreement

All new connection requests between third parties and DOspace require that the third party and DOspace representatives agree to and sign the *Third Party Agreement*. This agreement must be signed by the Vice President of the Sponsoring Organization as well as a representative from the third party who is legally empowered to sign on behalf of the third party. The signed document is to be kept on file with the relevant extranet group. Documents pertaining to connections into DOspace labs are to be kept on file with the [name of team responsible for security of labs].

###### 4.1.3 Business Case

All production extranet connections must be accompanied by a valid business justification, in writing, that is approved by a project manager in the extranet group. Lab connections must be approved by the [name of team responsible for security of labs]. Typically this function is handled as part of the *Third Party Agreement*.

###### 4.1.4 Point Of Contact

The Sponsoring Organization must designate a person to be the Point of Contact (POC) for the Extranet connection. The POC acts on behalf of the Sponsoring Organization, and is responsible for those portions of this policy and the *Third Party Agreement* that pertain to it. In the event that the point of contact changes, the relevant extranet Organization must be informed promptly.

###### 4.2 Establishing Connectivity

Sponsoring Organizations within DOspace that wish to establish connectivity to a third party are to file a new site request with the proper extranet group. The extranet group will engage InfoSec to address security issues inherent in the project. If the proposed connection is to terminate within a lab at DOspace, the Sponsoring Organization must engage the [name of team responsible for security of labs]. The Sponsoring Organization must provide full and complete information as to the nature of the proposed access to the extranet group and InfoSec, as requested.

All connectivity established must be based on the least-access principle, in accordance with the approved business requirements and the security review. In no case will DOspace rely upon the third party to protect DOspace's network or resources.

###### 4.3 Modifying or Changing Connectivity and Access

All changes in access must be accompanied by a valid business justification, and are subject to security review. Changes are to be implemented via corporate change management process. The Sponsoring Organization is responsible for notifying the extranet management group and/or InfoSec when there is a material change in their originally provided information so that security and connectivity evolve accordingly.

###### 4.4 Terminating Access

When access is no longer required, the Sponsoring Organization within DOspace must notify the extranet team responsible for that connectivity, which will then terminate the access. This may mean a modification of existing permissions up to terminating the circuit, as appropriate. The extranet and lab security teams must conduct an audit of their respective connections on an annual basis to ensure that all existing connections are still needed, and that the access provided meets the needs of the connection. Connections that are found to be depreciated, and/or are no longer being used to conduct DOspace business, will be terminated immediately. Should a security incident or a finding that a circuit has been deprecated and is no longer being used to conduct DOspace business necessitate a modification of existing permissions, or termination of connectivity, InfoSec and/or the extranet team will notify the POC or the Sponsoring Organization of the change prior to taking any

###### 5. Policy Compliance

###### 5.1 Compliance Measurement

The Infosec team will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

###### 5.2 Exceptions

Any exception to the policy must be approved by the Infosec team in advance.

###### 5.3 Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

##### 6. Related Standards, Policies and Processes

• Third Party Agreement

##### 7. Definitions and Terms

None.

##### 8 Revision History

|  |  |  |
| --- | --- | --- |
| **Date of Change** | **Responsible** | **Summary of Change** |
| Dec 2013 | SANS Policy Team | Converted format and retired. |
|  |  |  |

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#### Removable Media Policy

**Free Use Disclaimer:** *This policy was created by or for the SANS Institute for the*

*Internet community. All or parts of this policy can be freely used for your organization. There is no prior approval required. If you would like to contribute a new policy or updated version of this policy, please send email to policy-resources@SANS.org@gmail.com.*

**Things to Consider:** *Please consult the Things to Consider FAQ for additional guidelines and suggestions for personalizing the SANS policies for your organization.* **Last Update Status:** *Retired*

##### 1. Overview

Removable media is a well-known source of malware infections and has been directly tied to the loss of sensitive information in many organizations.

##### 2. Purpose

The purpose of this policy is to minimize the risk of loss or exposure of sensitive information maintained by DOspace and to reduce the risk of acquiring malware infections on computers operated by DOspace.

##### 3. Scope

This policy covers all computers and servers operating in DOspace.

##### 4. Policy

DOspace staff may only use DOspace removable media in their work computers. DOspaceremovable media may not be connected to or used in computers that are not owned or leased by the DOspace without explicit permission of the DOspace InfoSec staff. Sensitive information should be stored on removable media only when required in the performance of your assigned duties or when providing information required by other state or federal agencies. When sensitive information is stored on removable media, it must be encrypted in accordance with the DOspace *Acceptable Encryption Policy*.

Exceptions to this policy may be requested on a case-by-case basis by DOspaceexception procedures.

##### 5. Policy Compliance

###### 5.1 Compliance Measurement

The Infosec team will verify compliance to this policy through various methods, including but not limited to, periodic walk-thrus, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

###### 5.2 Exceptions

Any exception to the policy must be approved by the Infosec team in advance.

###### 5.3 Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

##### 6 Related Standards, Policies and Processes

• Acceptable Encryption Policy

##### 7 Definitions and Terms

The following definition and terms can be found in the SANS Glossary located at:

https://www.SANS.org/security-resources/glossary-of-terms/

* Encryption
* Malware
* Removable Media
* Sensitive Information

##### 8 Revision History

|  |  |  |
| --- | --- | --- |
| **Date of Change** | **Responsible** | **Summary of Change** |
| Dec 2013 | SANS Policy Team | Converted to new format and retired. |
|  |  |  |

#### Server Audit Policy

**Free Use Disclaimer:** *This policy was created by or for the SANS Institute for the*

*Internet community. All or parts of this policy can be freely used for your organization. There is no prior approval required. If you would like to contribute a new policy or updated version of this policy, please send email to policy-resources@SANS.org@gmail.com.*

**Things to Consider:** *Please consult the Things to Consider FAQ for additional guidelines and suggestions for personalizing the SANS policies for your organization.* **Last Update Status:** *Retired*

##### 1. Overview

See Purpose.

##### 2. Purpose

The purpose of this policy is to ensure all servers deployed at DOspace are configured according to the DOspace security policies. Servers deployed at DOspace shall be audited at least annually and as prescribed by applicable regulatory compliance.

Audits may be conducted to:

* Ensure integrity, confidentiality and availability of information and resources
* Ensure conformance to DOspace security policies

##### 3. Scope

This policy covers all servers owned or operated by DOspace. This policy also covers any server present on DOspace premises, but which may not be owned or operated by DOspace.

##### 4. Policy

DOspace hereby provides its consent to allow DOspace Upper level Managementto access its servers to the extent necessary to allow DOspace Management to perform scheduled and ad hoc audits of all servers at DOspace.

###### 4.1 Specific Concerns

Servers in use for DOspace support critical business functions and store company sensitive information. Improper configuration of servers could lead to the loss of confidentiality, availability or integrity of these systems.

###### 4.2 Guidelines

Approved and standard configuration templates shall be used when deploying server systems to include:

* All system logs shall be sent to a central log review system
* All Sudo / Administrator actions must be logged
* Use a central patch deployment system
* Host security agent such as antivirus shall be installed and updated
* Network scan to verify only required network ports and network shares are in use
* Verify administrative group membership
* Conduct baselines when systems are deployed and upon significant system changes
* Changes to configuration template shall be coordinated with approval of change control board

###### 4.3 Responsibility

DOspace Upper level Managementshall conduct audits of all servers owned or operated by DOspace. Server and application owners are encouraged to also perform this work as needed.

###### 4.4 Relevant Findings

All relevant findings discovered as a result of the audit shall be listed in the DOspace tracking system to ensure prompt resolution or appropriate mitigating controls.

###### 4.5 Ownership of Audit Report.

All results and findings generated by the DOspace Upper level ManagementTeam must be provided to appropriate DOspace management within one week of project completion. This report will become the property of DOspace and be considered company confidential.

##### 5. Policy Compliance

###### 5.1 Compliance Measurement

DOspace Upper level Managementshall never use access required to perform server audits for any other purpose

The Infosec Team will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

###### 5.2 Exceptions

Any exception to the policy must be approved by the Infosec Team in advance.

###### 5.3 Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

##### 6. Related Standards, Policies and Processes None.

##### 7. Definitions and Terms

None.

##### 8 Revision History

|  |  |  |
| --- | --- | --- |
| **Date of Change** | **Responsible** | **Summary of Change** |
| Dec 2013 | SANS Policy Team | Converted format and retired. |
|  |  |  |

#### Server Malware Protection Policy

**Free Use Disclaimer:** *This policy was created by or for the SANS Institute for the*

*Internet community. All or parts of this policy can be freely used for your organization. There is no prior approval required. If you would like to contribute a new policy or updated version of this policy, please send email to policy-resources@SANS.org@gmail.com.*

**Things to Consider:** *Please consult the Things to Consider FAQ for additional guidelines and suggestions for personalizing the SANS policies for your organization.* **Last Update Status:** *Retired*

##### 1. Overview

DOspace is entrusted with the responsibility to provide professional management of clients servers as outlined in each of the contracts with its customers. Inherent in this responsibility is an obligation to provide appropriate protection against malware threats, such as viruses and spyware applications. Effective implementation of this policy will limit the exposure and effect of common malware threats to the systems they cover.

##### 2. Purpose

The purpose of this policy is to outline which server systems are required to have anti-virus and/or anti-spyware applications.

##### 3. Scope

This policy applies to all servers that DOspace is responsible to manage. This explicitly includes any system for which DOspace has a contractual obligation to administer. This also includes all server systems setup for internal use by DOspace, regardless of whether DOspace retains administrative obligation or not.

##### 4. Policy

DOspace operations staff will adhere to this policy to determine which servers will have anti-virus and/or anti-spyware applications installed on them and to deploy such applications as appropriate.

###### 4.1 ANTI-VIRUS

All servers MUST have an anti-virus application installed that offers real-time scanning protection to files and applications running on the target system if they meet one or more of the following conditions:

* Non-administrative users have remote access capability
* The system is a file server
* NBT/Microsoft Share access is open to this server from systems used by nonadministrative users
* HTTP/FTP access is open from the Internet
* Other “risky” protocols/applications are available to this system from the Internet at the discretion of the DOspace Security Administrator

All servers SHOULD have an anti-virus application installed that offers real-time scanning protection to files and applications running on the target system if they meet one or more of the following conditions:

* Outbound web access is available from the system

###### 4.2 MAIL SERVER ANTI-VIRUS

If the target system is a mail server it MUST have either an external or internal anti-virus scanning application that scans all mail destined to and from the mail server. Local anti-virus scanning applications MAY be disabled during backups if an external anti-virus application still scans inbound emails while the backup is being performed.

###### 4.3 ANTI-SPYWARE

All servers MUST have an anti-spyware application installed that offers real-time protection to the target system if they meet one or more of the following conditions:

* Any system where non-technical or non-administrative users have remote access to the system and ANY outbound access is permitted to the Internet
* Any system where non-technical or non-administrative users have the ability to install software on their own

###### 4.4 NOTABLE EXCEPTIONS

An exception to the above standards will generally be granted with minimal resistance and documentation if one of the following notable conditions apply to this system:

* The system is a SQL server
* The system is used as a dedicated mail server
* The system is not a Windows based platform

##### 5. Policy Compliance

###### 5.1 Compliance Measurement

The Infosec team will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

###### 5.2 Exceptions

Any exception to the policy must be approved by the Infosec team in advance.

###### 5.3 Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

##### 6 Related Standards, Policies and Processes

None.

##### 7 Definitions and Terms

The following definition and terms can be found in the SANS Glossary located at:

https://www.SANS.org/security-resources/glossary-of-terms/

* Malware
* Spyware

##### 8 Revision History

|  |  |  |
| --- | --- | --- |
| **Date of Change** | **Responsible** | **Summary of Change** |
| Dec 2013 | SANS Policy Team | Converted format and retired. |

#### Social Engineering Awareness Policy

**Free Use Disclaimer:** *This policy was created by or for the SANS Institute for the*

*Internet community. All or parts of this policy can be freely used for your organization. There is no prior approval required. If you would like to contribute a new policy or updated version of this policy, please send email to policy-resources@SANS.org@gmail.com.*

**Things to Consider:** *Please consult the Things to Consider FAQ for additional guidelines and suggestions for personalizing the SANS policies for your organization.* **Last Update Status:** *Retired*

##### 1. Overview

The Social Engineering Awareness Policy bundle is a collection of policies and guidelines for employees of DOspace. This Employee Front

Desk Communication Policy is part of the Social Engineering Awareness Policy bundle.

In order to protect DOspace's assets, all employees need to defend the integrity and confidentiality of DOspace's resources.

##### 2. Purpose

This policy has two purposes:

2.1 To make employees aware that (a) fraudulent social engineering attacks occur, and (b) there are procedures that employees can use to detect attacks.

2.1.0 Employees are made aware of techniques used for such attacks, and they are given standard procedures to respond to attacks. 2.1.1 Employees know who to contact in these circumstances.

2.1.2 Employees recognize they are an important part of DOspace’s security. The integrity of an employee is the best line of defense for protecting sensitive information regarding DOspace’s resources.

2.2 To create specific procedures for employees to follow to help them make the best choice when:

2.2.0 Someone is contacting the employee - via phone, in person, email, fax or online - and elusively trying to collect DOspace’s sensitive information.

2.2.1 The employee is being “socially pressured” or “socially encouraged or tricked” into sharing sensitive data.

##### 3. Scope

Includes all employees of DOspace, including temporary contractors or part-time employees participating with help desk customer service.

##### 4. Policy

###### 4.1 Sensitive Information

Sensitive information of DOspace will not be shared with an unauthorized individual if he/she uses words and/ or techniques such as the following:

4.1.1 An “urgent matter”

4.1.2 A “forgotten password”

4.1.3 A “computer virus emergency”

4.1.4 Any form of intimidation from “higher level management”

4.1.5 Any “name dropping” by the individual which gives the appearance that it is coming from legitimate and authorized personnel.

4.1.6 The requester requires release of information that will reveal passwords, model, serial number, or brand or quantity of DOspace resources.

4.1.7 The techniques are used by an unknown (not promptly verifiable) individual via phone, email, online, fax, or in person.

4.1.8 The techniques are used by a person that declares to be "affiliated" with DOspace such as a sub-contractor.

4.1.9 The techniques are used by an individual that says he/she is a reporter for a wellknown press editor or TV or radio company.

4.1.10 The requester is using ego and vanity seducing methods, for example, rewarding the front desk employee with compliments about his/her intelligence, capabilities, or making inappropriate greetings (coming from a stranger).

###### 4.2 Action

4.2.1 All persons described in section 3.0 MUST attend the security awareness training within 30 days from the date of employment and every 6 months thereafter.

4.2.2 If one or more circumstances described in section 4.0 is detected by a person described in section 3.0, then the identity of the requester MUST be verified before continuing the conversation or replying to email, fax, or online.

4.2.3 If the identity of the requester described in section 5.1.1 CANNOT be promptly verified, the person MUST immediately contact his/her supervisor or direct manager.

4.2.4 If the supervisor or manager is not available, that person MUST contact the security personnel.

4.2.5 If the security personnel is not available, the person described in section 3.0 MUST immediately drop the conversation, email, online chat with the requester, and report the episode to his/her supervisor before the end of the business day.

##### 5. Policy Compliance

###### 5.1 Compliance Measurement

The Infosec team will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

###### 5.2 Exceptions

Any exception to the policy must be approved by the Infosec team in advance.

###### 5.3 Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

##### 6. Related Standards, Policies and Processes

None.

##### 7. Definitions and Terms

None.

##### 8 Revision History

|  |  |  |
| --- | --- | --- |
| **Date of Change** | **Responsible** | **Summary of Change** |
| Dec 2013 | SANS Policy Team | Converted format and retired. |

#### Virtual Private Network (VPN) Policy

**Free Use Disclaimer:** *This policy was created by or for the SANS Institute for the Internet community. All or parts of this policy can be freely used for your organization. There is no prior approval required. If you would like to contribute a new policy or updated version of this policy, please send email to policy-resources@SANS.org@gmail.com.*

**Things to Consider:** *Please consult the Things to Consider FAQ for additional guidelines and suggestions for personalizing the policy for your organization*

**Last Update Status:**

##### 1. Overview

See Purpose.

##### 2. Purpose

The purpose of this policy is to provide guidelines for Remote Access IPSec or L2TP Virtual Private Network (VPN) connections to the DOspace corporate network.

##### 3. Scope

This policy applies to all DOspace employees, contractors, consultants, temporaries, and other workers including all personnel affiliated with third parties utilizing VPNs to access the DOspace network. This policy applies to implementations of VPN that are directed through an IPSec Concentrator.

##### 4. Policy

Approved DOspace employees and authorized third parties (customers, vendors, etc.) may utilize the benefits of VPNs, which are a "user managed" service. This means that the user is responsible for selecting an Internet Service Provider (ISP), coordinating installation, installing any required software, and paying associated fees. Further details may be found in the *Remote Access Policy*.

Additionally,

1. It is the responsibility of employees with VPN privileges to ensure that unauthorized users are not allowed access to DOspace internal networks.
2. VPN use is to be controlled using either a one-time password authentication such as a token device or a public/private key system with a strong passphrase.
3. When actively connected to the corporate network, VPNs will force all traffic to and from the PC over the VPN tunnel: all other traffic will be dropped.
4. Dual (split) tunneling is NOT permitted; only one network connection is allowed.
5. VPN gateways will be set up and managed by DOspace network operational groups.
6. All computers connected to DOspace internal networks via VPN or any other technology must use the most up-to-date anti-virus software that is the corporate standard (*provide URL to this software*); this includes personal computers.
7. VPN users will be automatically disconnected from DOspace's network after thirty minutes of inactivity. The user must then logon again to reconnect to the network.

Pings or other artificial network processes are not to be used to keep the connection open.

1. The VPN concentrator is limited to an absolute connection time of 24 hours.
2. Users of computers that are not DOspace-owned equipment must configure the equipment to comply with DOspace's VPN and Network policies.
3. Only Infosec-approved VPN clients may be used.
4. By using VPN technology with personal equipment, users must understand that their machines are a de facto extension of DOspace's network, and as such are subject to the same rules and regulations that apply to DOspace-owned equipment, i.e., their machines must be configured to comply with Infosec's Security Policies.

##### 5. Policy Compliance

###### 5.1 Compliance Measurement

The Infosec team will verify compliance to this policy through various methods, including but not limited to, periodic walk-thrus, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

###### 5.2 Exceptions

Any exception to the policy must be approved by the Infosec Team in advance.

###### 5.3 Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

##### 6 Related Standards, Policies and Processes

 Remote Access Policy

##### 7 Definitions and Terms

The following definition and terms can be found in the SANS Glossary located at: [https://www.SANS.org/security-resources/glossary-of-terms/](https://www.sans.org/security-resources/glossary-of-terms/)

 IPSec Concentrator

##### 8 Revision History

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| --- | --- | --- |
| **Date of Change** | **Responsible** | **Summary of Change** |
| July 2014 | SANS Policy Team | Converted to new format and retired. Relevant content add to the general Network Access Policy. |
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