

Part 1 - Adjustment Message Scenario:

To: Chopper@skynet.com

CC: Bill_Lumbergh@initech.ca, Serena@skynet.com

Date: December 5, 2022

Subject: System Attack, Resolution Tomorrow at 8am

Hello Chopper,

This is in reference to your recent complaint message regarding a program failure due to an attack.

We are saddened to hear about your recent encounter with a ransomware attack on a system we recently installed. We take these issues very seriously and take the correct precautions to protect against them.

There was a full backup of the system done, so all information will be available as soon as we are able to repair the system. Please refrain from interacting with the system for the time being, until we get it back to working condition. Do keep in mind that the team at Triple-CCC will never ask for login information over email, and it is always more secure to use our MFA system. After the repair is made, new temporary passwords will be created for users of the system.

We agree that Kyle's behavior was unprofessional; therefore, Kyle will no longer be cooperating with your company.

Please know that the team at Triple-CCC is always prepared for issues like these. We understand that Skynet relies on us. So, I will be at your office tomorrow at 8am to personally make sure all your data is recovered.

Thanks,

Markus

Triple-CCC

Part 2 Summary Writing:

This article from Wired Magazine compares the convenience of a USB-C dongle to other potential wireless connections. As computers have evolved, their accessories have been forgotten. Even though Bluetooth exists, the delay it has keeps users chasing dongles that uses 2.4-GHz band instead of using the included Bluetooth. Every wireless device uses a dongle, and it causes laptops to look cluttered by all the extra dongles. A single USB-C dongle would resolve this issue by its ease of pairing and unpairing, compatibility between devices, and strong connectivity. Because USB-C dongles combine the best of Bluetooth and USB-A dongles, it's concluded that USB-C dongles are the best choice.