A logo for a flower shop

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**Organization Name:**

Wildflower Florist LLC

**Company Liaison:**

Jessica Wells; Owner

518 Greenville Blvd SE

Ste F

Greenville, NC 27858

**Project Name:** Wild MIS

**Members:**

Mikayla Hawley, Austin Bing-Zaremba, Jordan Moser, Tyler DeChellis, Savanna Pulver

**Liaison Approval**

I authorize permission for members from East Carolina University MIS 4123 class to utilize information regarding Wildflower Florist business operations and technology infrastructure for their network project.

Company Liaison: Jessica Wells, Owner

Signature: \_\_\_\_Jessica Wells\_\_\_\_\_

Date: \_\_\_\_2/5/2024\_\_\_

Business Overview

Wildflower Florist is located in the heart of Greenville NC. Jessica founded Wildflower Florist in 2020 and ran it out of her apartment. In 2022 she took the plunge and opened a storefront when the demand became more than her apartment could handle. They have a wide variety of arrangements to choose from for local delivery. They are different from the average florist because they give their customers the opportunity to build their own bouquet at their flower bar. The flower bar is priced per stem and has a variety of different flowers at different price points. Wildflower Florist also ships nationwide! The store front is also stocked with merchandise that can make the perfect gifts for everyone from soaps, plant accessories, stationary, candles and even locally made beef sticks. Opening the chicest and most modern “feel good” flower shop was a dream come true for Jessica.

Introduction

Wildflower Florist only has one location, but it is essential ensure their network is secure to keep sensitive business and customer information secure. Wildflower Florist is a small company that has a laptop and iPad used for order tracking and bookkeeping. There is a point-of-sale system used daily to ring up merchandise and charge customers for arrangements. There is a cellphone that is the shop phone that many customers call with any questions, concerns and to place orders. The employees also use their personal cellphones to see the deliveries they need to make and to follow a route. A printer is also part of their network as it is used daily and prints off customer orders the contain sensitive information. We will be analyzing Wildflower Florist network to find ways to improve and ensure that the network is secure.

IT Governance Structure

Most technology needs will be requested by the employees. They are taking customer orders that contain personal information and receiving online orders to enter them in their database. Being a small company there is no board of directors but any decisions regarding the implementation of innovative technology or changes to be made to existing technology would be made by the owner, Jessica Wells.

IT Governance Diagram

Wildflower Florist Employees

Wildflower Florist Owner; Jessica Wells

Enterprise Architecture

Wildflower Florist operations are conducted at their store front in Greenville, North Carolina. The storefront houses all their devices other than employee phones that come and go. They are currently using Metronet for internet services. Google Sheets is used to track the cost breakdown for events such as weddings and is shared between Wildflower employees and the customer. Each Google Sheet is specific based on the customer. A laptop and iPad are used at the shop location to manage current customers, orders, and more. Employees do use their phones to have delivery information while out on deliveries.

A close-up of a computer

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Project Scope

The scope of our project is to analyze Wildflower Florist network that is currently in place. The project’s goal is to help Wildflower Florist have a more secure network. We will be conducting an analysis of the current system, and we will be proving recommendations to create a secure network.

Next Steps

1. Gather Information: Collect information about the company's current IT systems, security measures, and potential risks. Talk to people in the IT department and other relevant teams to understand their concerns and needs.

2. Assess Needs: Look at what the company needs to improve its IT systems and security. Figure out if there are outdated computers, software, or security measures that need upgrading.

3. Identify Risks: Think about what could go wrong with the company's IT systems. Consider things like hackers, computer viruses, or problems with physical equipment.

4. Find Gaps: Compare what the company has now with what it needs. Look for places where there's a difference, like missing security measures or outdated technology.

5. Make Recommendations: Come up with ideas for how to fix the problems and make improvements. This might involve things like upgrading computers, installing better security software, or training staff on cybersecurity.

6. Write Everything Down: Create a report that explains all your findings and recommendations. Make sure to include diagrams or charts to help people understand.

7. Present Recommendations: Share your report with the company's leadership or IT team. Explain your findings and why your recommendations are important.

8. Get Feedback: Listen to what people think about your recommendations. Make any changes or updates based on their feedback. 9. Implement Changes: Start putting your recommendations into action. This might involve buying new computers, installing software, or training staff.

10. Test Everything: Make sure all the changes work like they're supposed to. Test security measures to make sure they keep the company safe from hackers.

11. Monitor and Adjust: Keep an eye on the company's IT systems and security. If anything isn't working right, make adjustments to fix it.

12. Review and Update: Regularly review the company's IT systems and security measures. Update things as needed to keep the company safe and efficient.

Logical Network Diagram

A diagram of a computer network

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Physical Network Structure

A blueprint of a store

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