CNC Chatbot

Sprint 1 – Research/Planning

Business understanding / Identify scope

4 features

1: Help NYP staff to understand data classification, go to ai chatbot what data classification is about and the types of data classification, and how to perform in more human like response

2: Data governance guidelines for NYP staff if they are unsure

3: self-help for the staff, cloud pc if they are unsure and do not want to go help desk they can go to ai chatbot to their known SOP

4: phishing awareness, staff can ask about phishing related info like how to spot a phishing email.

query and reply bot

common cloud qn: how to share screen? how to download application from staff portal

Types of Data classification

-Classified: Top Secret, Secret, Confidential, Restricted

-Unclassified: Official (Closed), Official (Open)

Security Classification Damage

Top Secret: Exceptionally grave damage to national security

Secret: Serious damage to national interests/ security

Confidential: Serious damage to an agency; some damage to national interests

Restricted: Some damage to an agency

Official (Closed): The unauthorised disclosure of information in this category will have negligible or no impact to the agency functions, national interests or national security. However, such information is not disclosed to the public in the normal course of duty.

Official (Open): Similar to Official Closed, except information is disclosed to the public domain. An example is information found on Data.gov.sg (open data).

How to identify system classification? We need to answer the questions below

**A close-up of a document

Description automatically generated**

**A white paper with black text

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**A screenshot of a computer

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**A screenshot of a computer screen

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**A screenshot of a computer

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Sensitivity Categorisation

|  |  |  |
| --- | --- | --- |
| Sensitivity Categorisation | Individual | Business |
| Sensitive High Serious damage to an individual or business (e.g. incriminating information), if leaked. | Causes serious physical, financial, or sustained emotional injury or social stigma to the individual E.g.: Loss of life or physical harm; loss of employability, reputation and insurability; case information that reveals the identity of victims of sexual assault etc., criminal or investigative records, etc | Causes sustained financial loss E.g.: Inability to conduct normal business operations, significant and irreversible loss of competitive advantage, major damage to reputation |
| Sensitive Normal Some damage to individual or business, if leaked. | Causes temporary and minor emotional distress or disturbance to the individual E.g.: Locational information, photographic images, etc. | Causes a reduction in competitiveness or a compromise of business interests E.g.: Loss of potential business opportunities, some damage to reputation. |
| Non-Sensitive Negligible or no damage to an individual or business, if divulged | Does not cause physical, financial, or emotional injury to the individual; OR in personal information that is socially expected to be openly available | Does not impact a business’ processes or operations; OR is Business information that is socially accepted as openly available. |

Example classification email

**Top Secret**

Subject: **Immediate Security Breach Action Required**

Dear Ms Veronica

This email contains highly sensitive information and is classified as Top Secret. Unauthorized disclosure could result in exceptionally grave consequences for our school's security.

**Security Breach Overview:**

* **Incident:** Unauthorized access to student and staff records.
* **Impact:** Exposure of personal identification details, academic records, and staff data.
* **Threat Level:** Exceptionally grave.

**Immediate Actions Required:**

1. **System Lockdown:** Secure all access points to the affected database and audit for breaches.
2. **Investigation:** Form a task force to investigate and report findings securely.
3. **Staff Briefing:** Inform key staff and reinforce data security protocols.
4. **External Coordination:** Prepare a controlled communication strategy and coordinate with law enforcement.

**Confidentiality Reminder:** This information is Top Secret. Do not share or discuss outside authorized personnel. Unauthorized disclosure will result in severe consequences.

Please confirm receipt and initiation of actions.

Sincerely,

Jingyang  
School IT support

**Secret**

**Subject: FYI - John Scholarship**

Hi Ms Veronica,

John has recently applied for the NTU scholarship and is a strong candidate. However, John is experiencing some financial hardship that they'd prefer to keep private.

Knowing this information might be helpful when considering their application. Please treat this information confidentially and don't share it with anyone else.

Thank you for your understanding.

Best regards,

Jingyang

**Confidential**

Subject: **Upcoming Student Emergency Drill**

Dear Staff,

This email contains confidential information and should only be shared with staff members on a need-to-know basis. We are planning a surprise student emergency drill on 21/6/24 at 13:00. The scenario will simulate a fire drill

The objectives of this drill are to:

* Test our emergency response procedures.
* Ensure the safety and well-being of our students and staff.
* Minimize confusion and panic during an actual emergency.

Please refrain from discussing this drill with students or parents to maintain the element of surprise. Detailed instructions and specific roles for staff will be provided in a separate email closer to the drill date.

Thank you for your cooperation.

Sincerely,

Jingyang

**Restricted**  
Subject: **Staff Schedule Changes and Internal Procedures**

Dear Staff,

This email contains information classified as Restricted and is intended for internal circulation only. Please do not share the details outside our staff.

**Staff Schedule Changes:**

* **New Timetable Implementation:**
  + Effective from next Monday, all staff members will follow the updated timetable attached to this email. Please review the changes and adjust your schedules accordingly.
* **Substitute Teacher Assignments:**
  + A list of substitute teacher assignments for the upcoming semester is included. Ensure you communicate any potential conflicts to the administration promptly.

**Internal Procedures:**

* **Procedure for Reporting Absences:**
  + All staff absences must be reported using the new digital reporting system. Instructions for using the system are attached.
* **Classroom Safety Protocols:**
  + Updated safety protocols have been established to enhance student and staff safety. Review the attached document and ensure compliance with these protocols.

**Action Required:**

1. **Review Attachments:** Go through the attached timetable, substitute assignments, and procedural documents.
2. **Acknowledge Receipt:** Reply to this email confirming you have received and reviewed the information.
3. **Follow New Procedures:** Implement the new reporting and safety protocols immediately.

**Confidentiality Reminder:** This information is classified as Restricted and should only be shared with individuals who have a legitimate need to know. Unauthorized dissemination of this information is prohibited.

Thank you for your attention and cooperation.

Best regards,

Jingyang  
IT Support

**Official (Closed)**

Subject:  **Upcoming Policy Changes**

Dear Staff,

This email contains information classified as Official (Closed) and is intended for internal use only. Please do not share the details outside our team.

**Policy Changes Overview:**

* **New Attendance Policy:** Starting next semester, attendance will be tracked using a new digital system. Training sessions will be scheduled for all staff.
* **Revised Grading Scale:** The grading scale will be adjusted to align with state standards. Detailed guidelines will be provided in the coming weeks.
* **Updated Security Protocols:** Enhanced security measures will be implemented to protect student and staff data. Ensure compliance with the new procedures.

**Action Required:**

1. **Review Changes:** Please review the attached documents outlining the new policies.
2. **Training Participation:** Attend the mandatory training sessions as scheduled.
3. **Security Compliance:** Follow the updated security protocols and ensure all staff are informed.

**Confidentiality Reminder:** This information is for internal use only and should not be disclosed to the public. Unauthorized sharing of this content is prohibited.

Thank you for your cooperation.

Best regards,

Jingyang  
IT support

**Official (Open)**

Subject: **Announcement of New School Policies**

Dear Students, Parents, and Staff,

We are pleased to announce several new school policies that will be implemented starting next semester. This information is classified as Official (Open) and can be freely shared with the public.

**Policy Changes Overview:**

1. **New Attendance System:**
   * We are introducing a digital attendance tracking system to streamline and improve attendance management. Detailed information and instructions will be available on our school website.
2. **Revised Grading Scale:**
   * To better align with state standards, we are adjusting our grading scale. The new scale and guidelines will be published on our website and distributed to all students and parents.
3. **Enhanced Security Measures:**
   * We are implementing new security protocols to protect student and staff data. An overview of these measures will be available on the school's public portal.

**Additional Information:**

* **Website Updates:** All details regarding the new policies will be posted on our official school website.
* **Public Meetings:** We will hold informational meetings for parents and students to explain the changes and answer any questions.
* **Feedback:** We welcome your feedback and suggestions. Please feel free to reach out to us through our website or attend the public meetings.

We are committed to improving our school's operations and ensuring a safe, supportive environment for all. Thank you for your cooperation and understanding.

Best regards,

Jingyang  
IT Support

**Q n A question about data classification in the AI chatbot**

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| --- | --- |
| **Questions** | **Answers** |
| What is data classification? | Data classification is the process of organizing data into categories that make it easy to retrieve, sort, and store for future use. It helps to ensure that sensitive information is handled appropriately and protected from unauthorized access. |
| Why is data classification important | Data classification is important because it helps organizations manage and protect their data. By categorizing data based on its sensitivity and importance, organizations can implement appropriate security measures, comply with regulations, and reduce the risk of data breaches. |
| What are the types of data classification? | Top Secret, Secret, Confidential, Restricted, Official(Closed),Official(Open) |
| How is data classified? | Data is classified based on its sensitivity and potential impact if disclosed. This involves assessing the content, context, and the potential consequences of unauthorized access or disclosure. Organizations have specific guidelines and criteria to determine the appropriate classification level. |
| What are the benefits of data classification? | The benefits of data classification include improved data security, better compliance with legal and regulatory requirements, enhanced data management, and reduced risk of data breaches. It also helps in identifying the most critical data that needs the highest level of protection. |
| What are the potential consequences of not properly classifying data? | Failure to properly classify data can lead to unauthorized access, data breaches, legal penalties, financial loss, and damage to an organization’s reputation. It can also result in non-compliance with regulatory requirements. |
| How should classified data be handled | You use the website we created to upload text files so that we can classify the types of classification for you. |