[Date]

Assessment One

Develop ICT Solution

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**Assessment 1 – Presentation**

***Instructions:***

You need to analyse a case scenarios and complete tasks mentioned after scenario.

You need to demonstrate your develop ICT solution ability to identify the solution, determine client support and manage the team in development an awareness of cyber security in workplace.

***Duration:***

Trainer will set the duration of the assessment.

***Evidence required:***

|  |  |  |
| --- | --- | --- |
| *Tasks* | *Evidence* | *Submission* |
| Identifying issue and | A complete issue report and selected solution, including a presentation. | Presentation in front of the class and the trainer. Also, in printing |

# Case scenario

Established in 1999 with offices located throughout the western Sydney, Heaven Systems is a world-class, full-service provider of residential, commercial, and logistics-based transportation solutions for businesses and individuals. Many of the world’s largest, most respected corporations rely on the company’s unwavering commitment to innovation, quality, and customer service to move their employees, offices, and industrial facilities—domestically and internationally—anywhere in the world. Heaven Systems was experiencing an increase of phishing emails that were reaching employee inboxes and introducing the risk of a data breach. As phishing attacks increased, productivity slowed down while end users waited for IT to investigate the suspicious emails. “Phishing emails were getting more specific and sophisticated, and we worried that an employee might open one and cause serious damage,” said David Potter, IT Director at Heaven Systems. While there are multiple layers of security to filter email as it enters Heaven Systems’ network, it’s still possible for some targeted phishing emails to slip through and get into employee in-boxes. For this reason, IT must rely on end users to determine whether an email is safe to open. But it’s not always easy to tell. “For instance,” said Potter, “one area of the company was getting phishing emails that looked legitimate. They appeared to come from a customer, but the attachment was malicious.” Refer to employee background statistic show below:



To help employees identify phishing emails, IT holds annual training to show them what red flags to look for. Then, IT sends mock phishing attacks to test them. If a user clicks on a couple simulated phishing emails, they’re required to take the security training again. Human nature being what it is, some users were ignoring legitimate email because they didn’t want to make a mistake that would require them to take the training again. Others decided to play it safe and send every questionable email they received to IT to see if it was OK. While IT recognized the obvious threats, even they had to question some of the attachments. “You can imagine the amount of time we spent investigating emails,” said Potter. “It took about an hour per email to copy the attachment to a USB drive and then spin up a machine to test the file off network,” he explained. “That’s valuable time that IT could spend doing other things.”

You are work as an IT project manager assigned by Potter to handle this problem in the company. The company decide to use the system to detect a Spear-Phishing. To accelerate suspicious email analysis and response, Heaven Systems implemented MailMon, an automated phishing incident reporting and response service that empowers end users to report suspicious emails directly from the inbox. MailMon runs on Microsoft Exchange 2013 or newer and Office365; it is deployed to end users as an Outlook plug-in, including Outlook App for Android and iOS devices.

You and your friend are 10 years’ experience staff in the company. After you evaluate the MailMon, it generates a report in the complex form, many of the staff including a current IT department are not familiar with the system. Potter approved on new project team recruitment, and HR organised 3 new graduated IT staffs joining your team. Potter would like your team to gain more awareness on this cyber security incidence.

Figure: MailMon Monitoring Sample

# Heaven Systems internal IT Service Agreement

|  |  |  |
| --- | --- | --- |
| **Severity Level** | **Description** | **Target Response** |
| 1 (Outage) | Entire Company Server down | Immediately |
| 2 (Critical) | Entire Department Server down | Within 15 Minutes |
| 3 (Urgent) | Staff computer down | Within 1 hours |
| 4 (Important) | Staff computer not work properly or potential for interrupt their routine work | Within 3 hours |
| 5 (General) | Upgrade software  Training request | Within 48 hours |

# Task 1: Scope issue

Now, in the mid of November, you are required to prepare the report for the management team on company security awareness. The report should indicate:

1. The company current issue:

* Heaven Systems was experiencing an increase of phishing emails that were reaching employee inboxes and introducing the risk of a data breach. As phishing attacks increased, productivity slowed down while end users waited for IT to investigate the suspicious emails.
* Even though they have installed a auto mail filtering program called MailMon, staff are not familiar with it.

**More ICT security issue attached in the end of this assessments (Reference)**:

1. Brief for possible solution to identified issue. Each solution must be assessed on
   * commercial potential
   * suitability for the target audience or purpose
   * feasibility of implementing solution

Possible solutions are:

* + To create and distribute an online manual of MailMon system and provide a video tutorial. This way, the company can maximise the benefit of the current system and save resources.
  + To conduct regular itinerant training. The company can hire lectures or send IT members to each branch and train staff about types of cyber-attacks and how to distinguish them. This in-person training will increase awareness of the issue and improve productivity. However, trainers should make sure to get feedback from staff after each session, therefore the company can tell if the level of the lecture is suitable for their staff.

Refer: [Phishing - scam emails | Cyber.gov.au](https://www.cyber.gov.au/acsc/view-all-content/threats/phishing)

## **Protect yourself from phishing attempts**

Phishing is a way that cybercriminals steal confidential information, such as online banking logins, credit card details, business login credentials or passwords/passphrases, by sending fraudulent messages (sometimes called ‘lures’).

The best way to protect yourself from phishing attempts is to stay abreast of current threats, be cautious online and take steps to block malicious or unwanted messages from reaching you in the first place.

Take the following steps to protect yourself from phishing attempts:

* + Don’t click on links in emails or messages, or open attachments, from people or organisations you don’t know.
  + Be especially cautious if messages are very enticing or appealing (they seem too good to be true) or threaten you to make you take a suggested action.
  + Before you click a link (in an email or on social media, instant messages, other web pages, or other means), hover over that link to see the actual web address it will take you to (usually shown at the bottom of the browser window). If you do not recognise or trust the address, try searching for relevant key terms in a web browser. This way you can find the article, video or web page without directly clicking on the suspicious link.
  + If you're not sure, talk through the suspicious message with a friend or family member, or check its legitimacy by contacting the relevant business or organisation (using contact details sourced from the official company website).
  + Use a spam filter to block deceptive messages from even reaching you.
  + Understand that your financial institution and other large organisations (such as Amazon, Apple, Facebook, Google, PayPal and others) would never send you a link and ask you to enter your personal or financial details.
  + Use safe behaviour online. Learn how to [use email safely](https://www.cyber.gov.au/node/1522) and [browse the web safely](https://www.cyber.gov.au/node/1520).
  + Stay informed on the latest threats – sign up for the [ACSC Alert Service](https://www.cyber.gov.au/node/1601/). You can also find information about the latest scams on the Australian Government’s [Scamwatch website](https://www.scamwatch.gov.au/).
  + Do not open any email if you do not clear where it came from.
  + Take time to confirm the relevant company email or web site address.
  + Call or email follow the office site info to confirm true or false…

# Task 2: Selected solutions with Presentation

[ACSC - What is Phishing on Vimeo](https://vimeo.com/497805556)

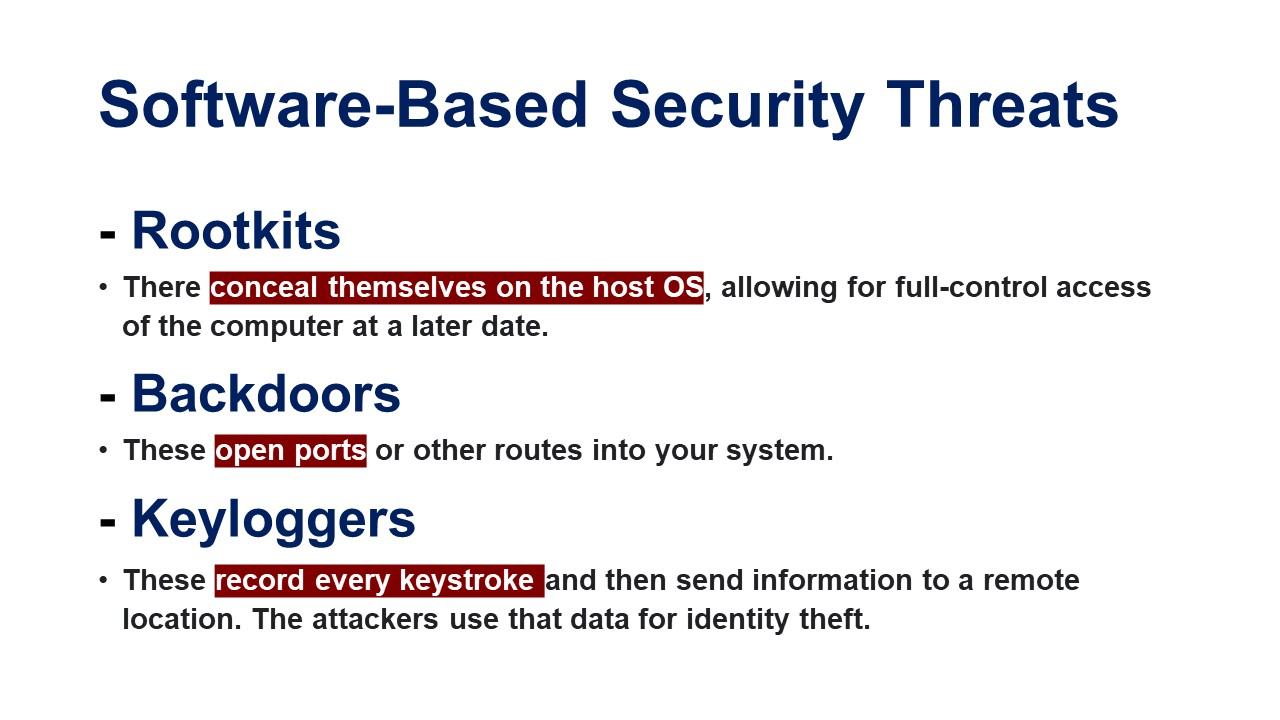
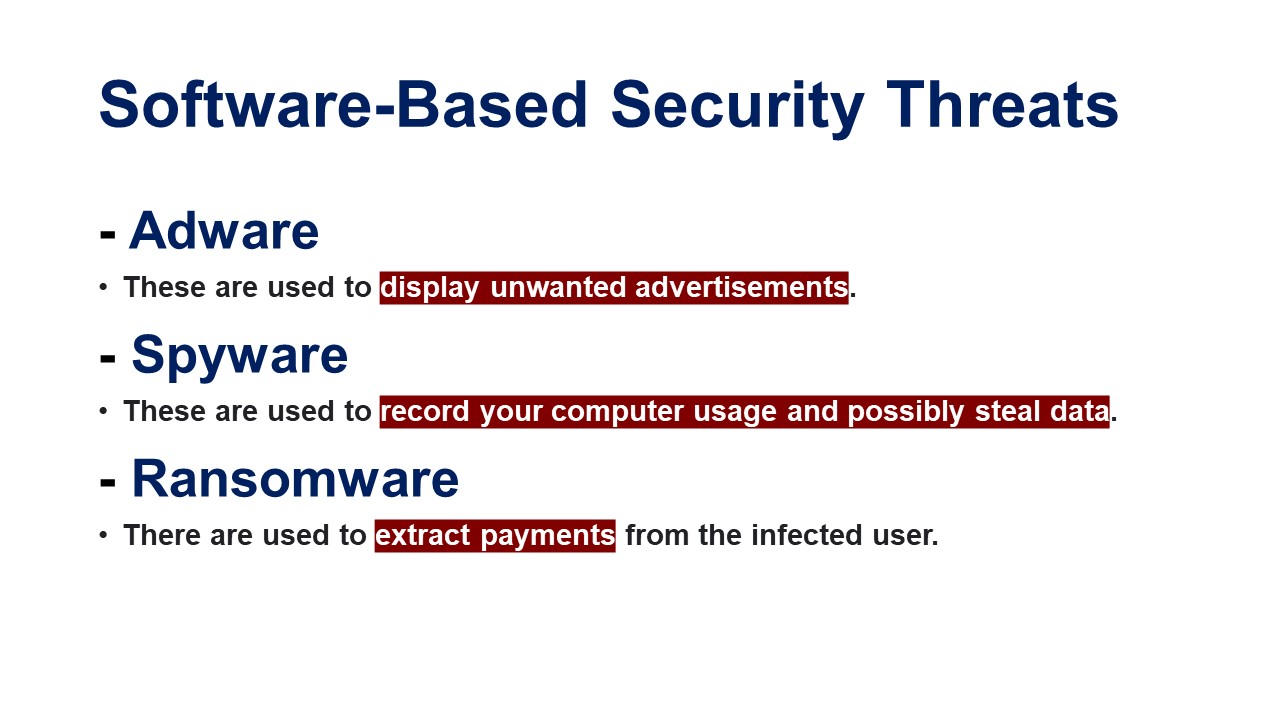
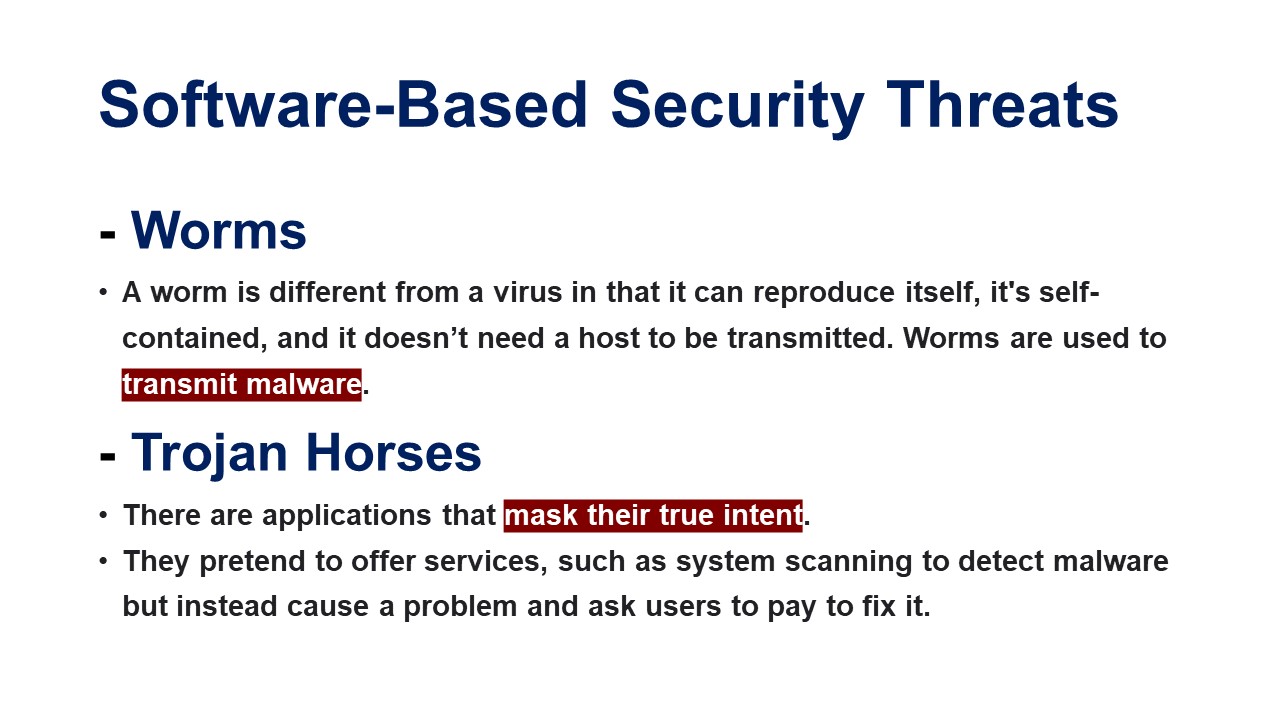
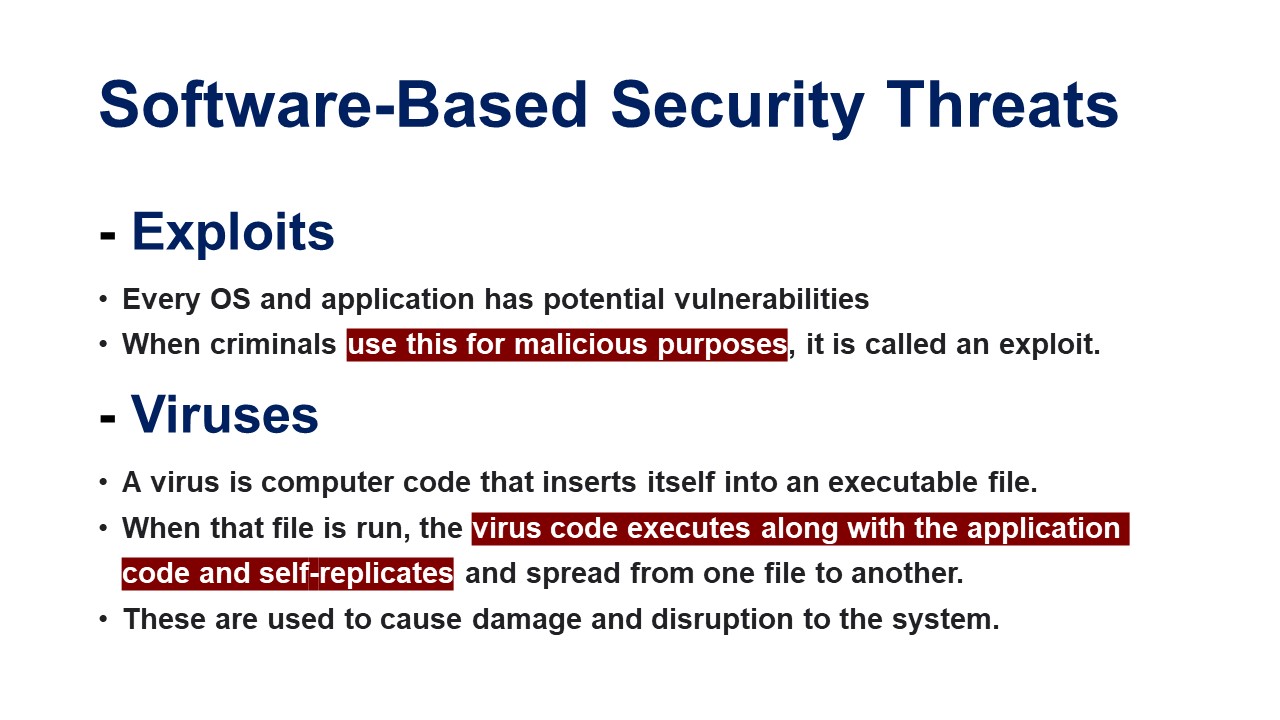
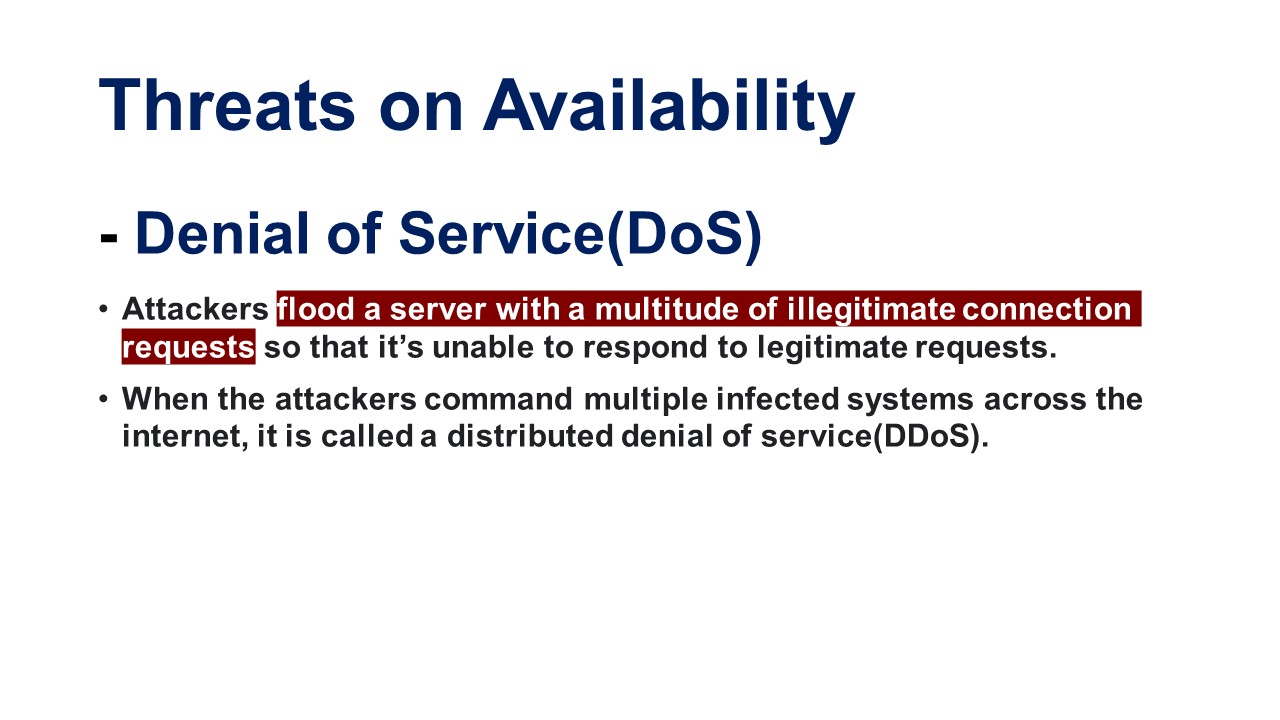
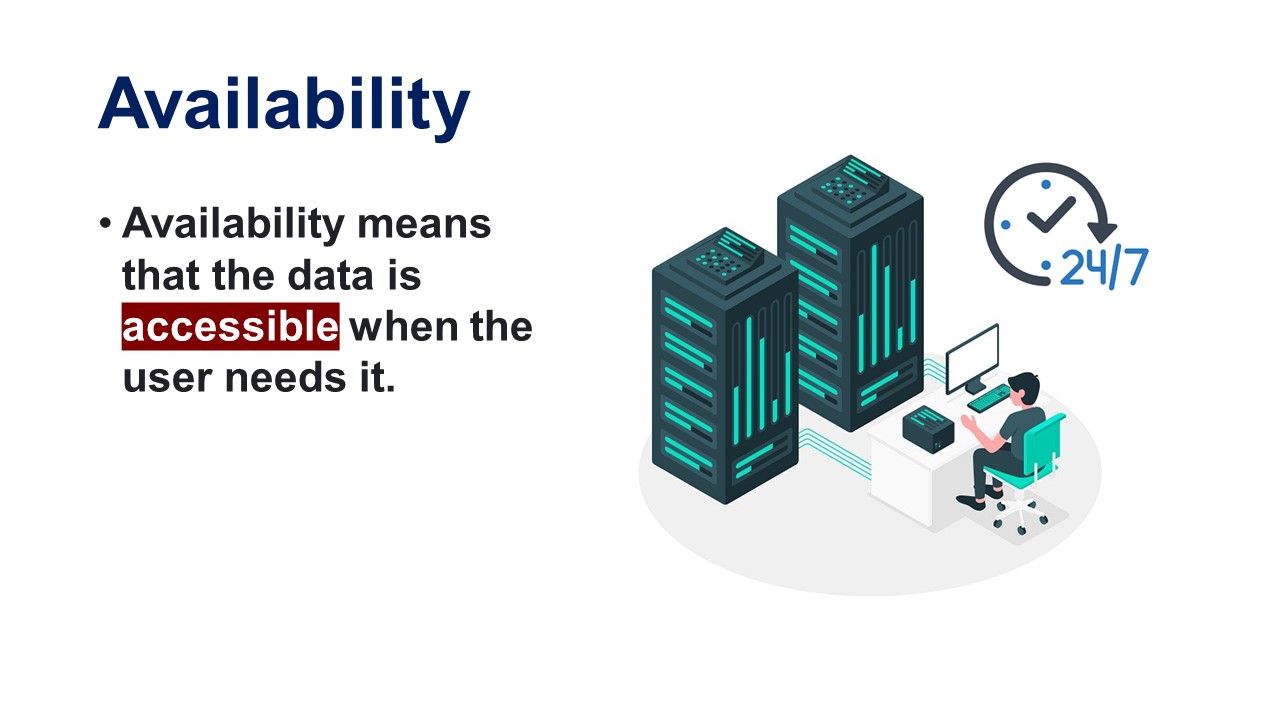
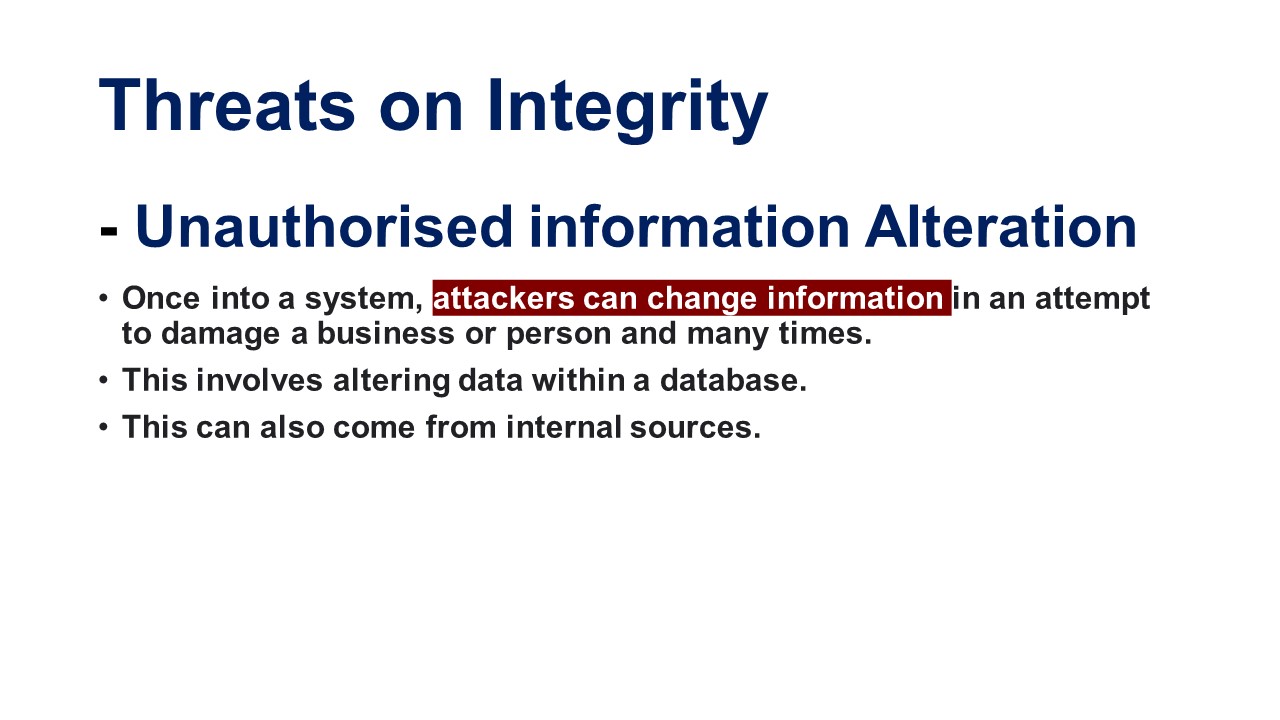
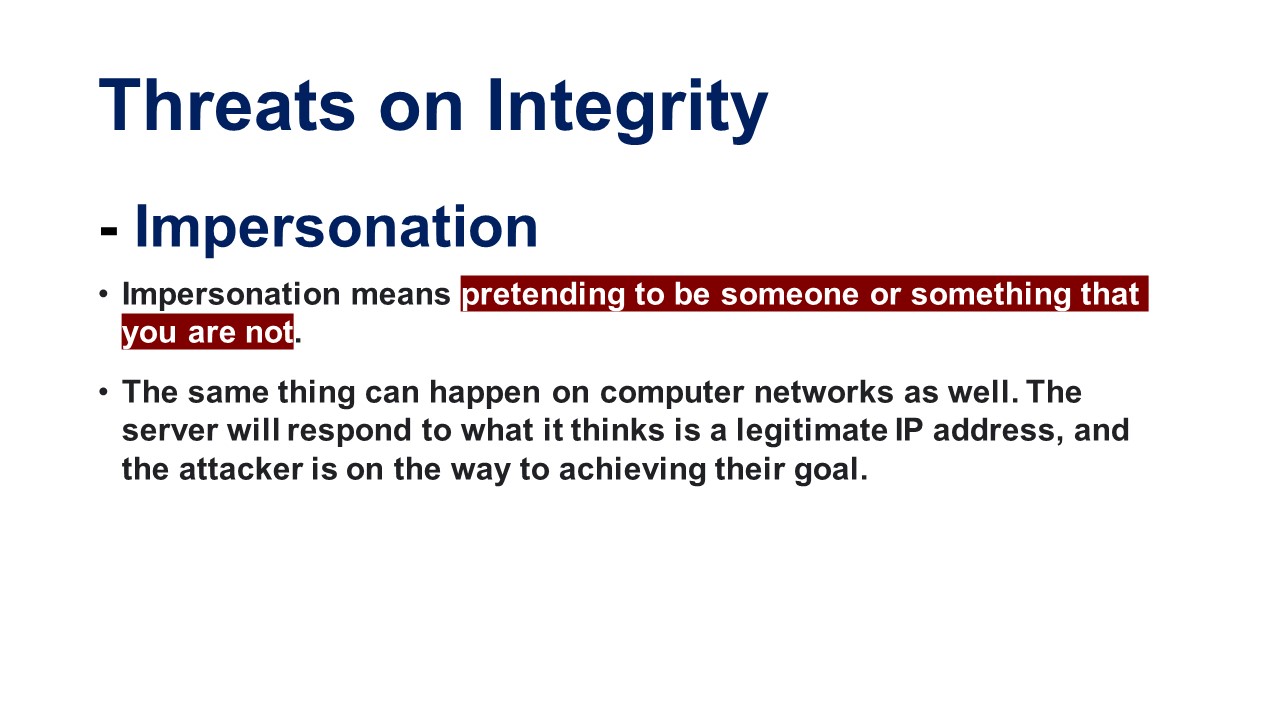
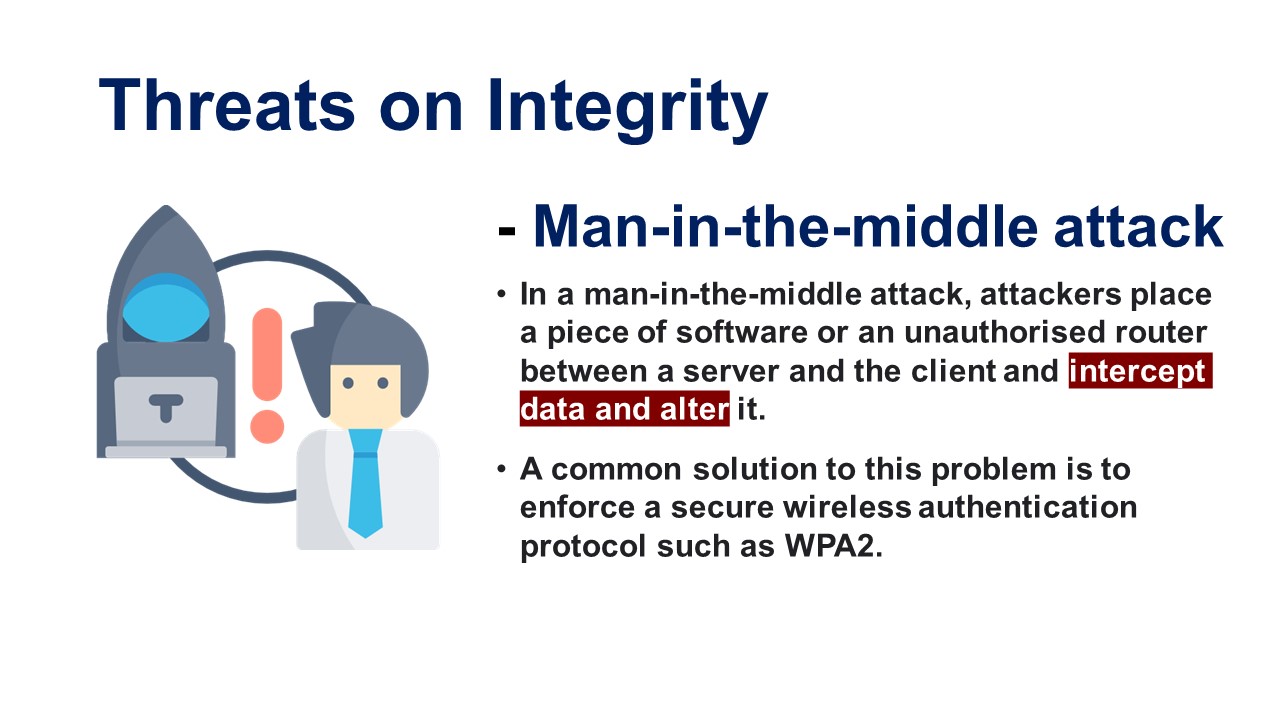
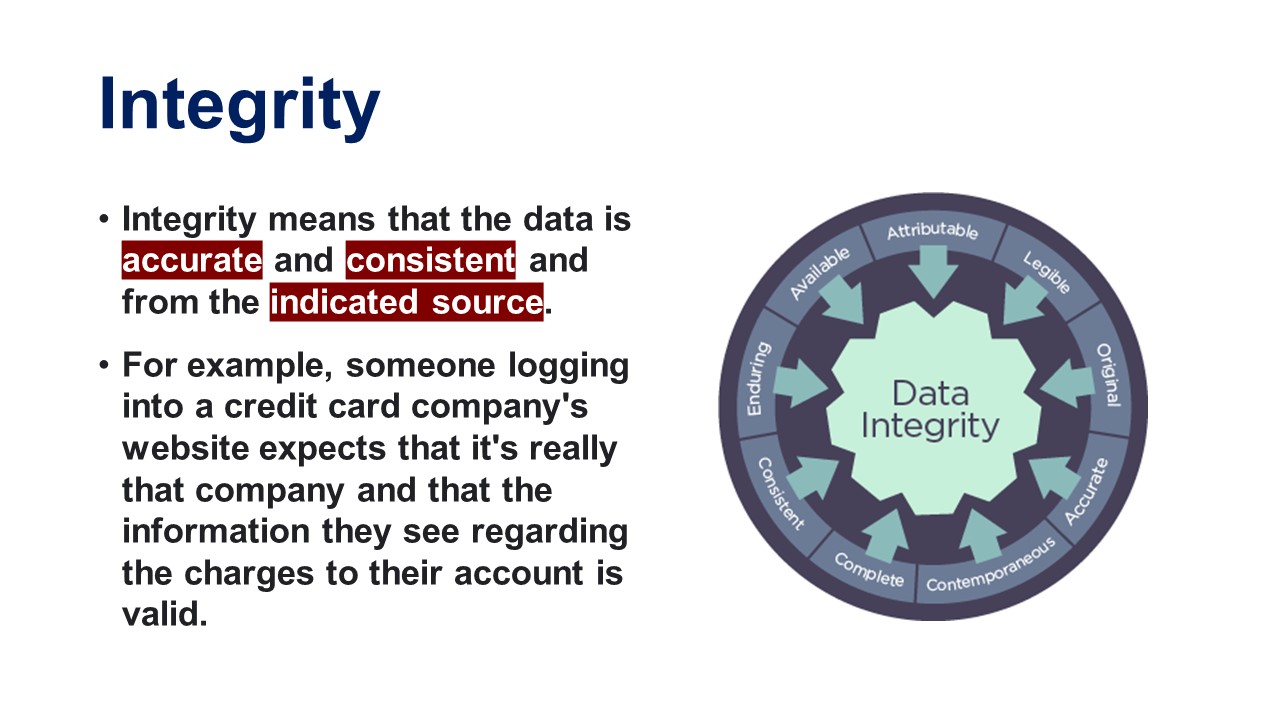
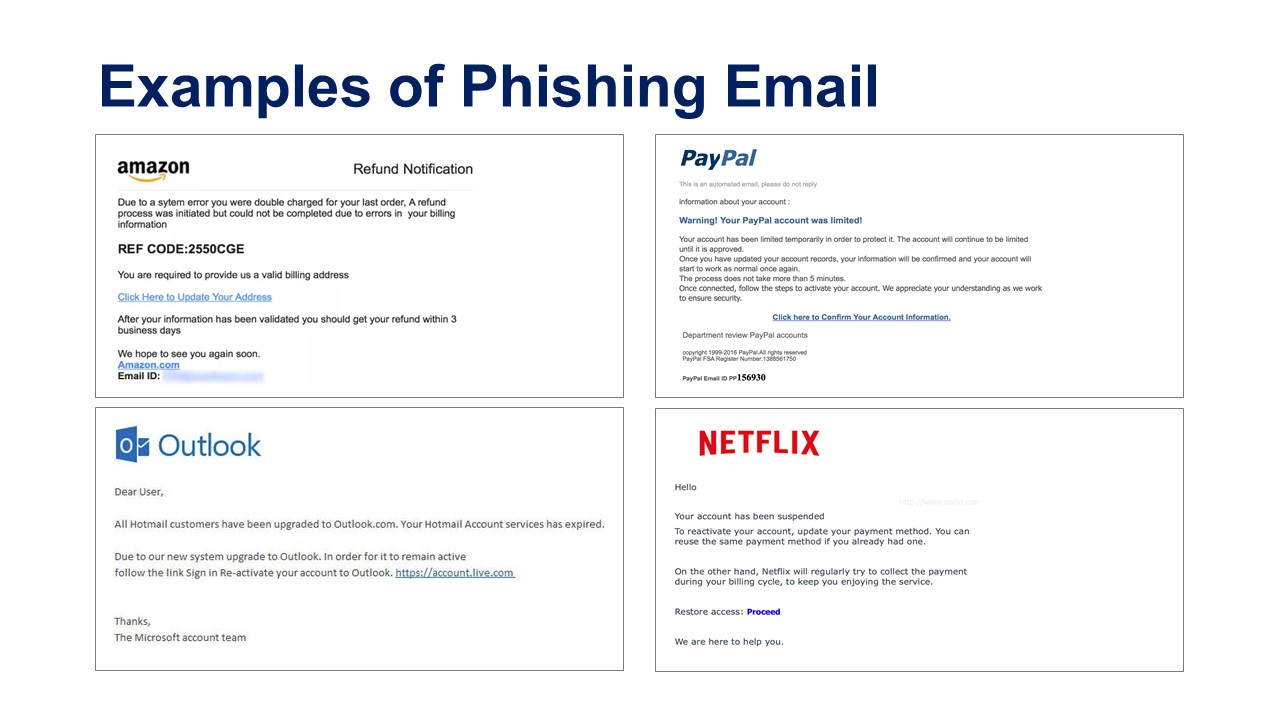
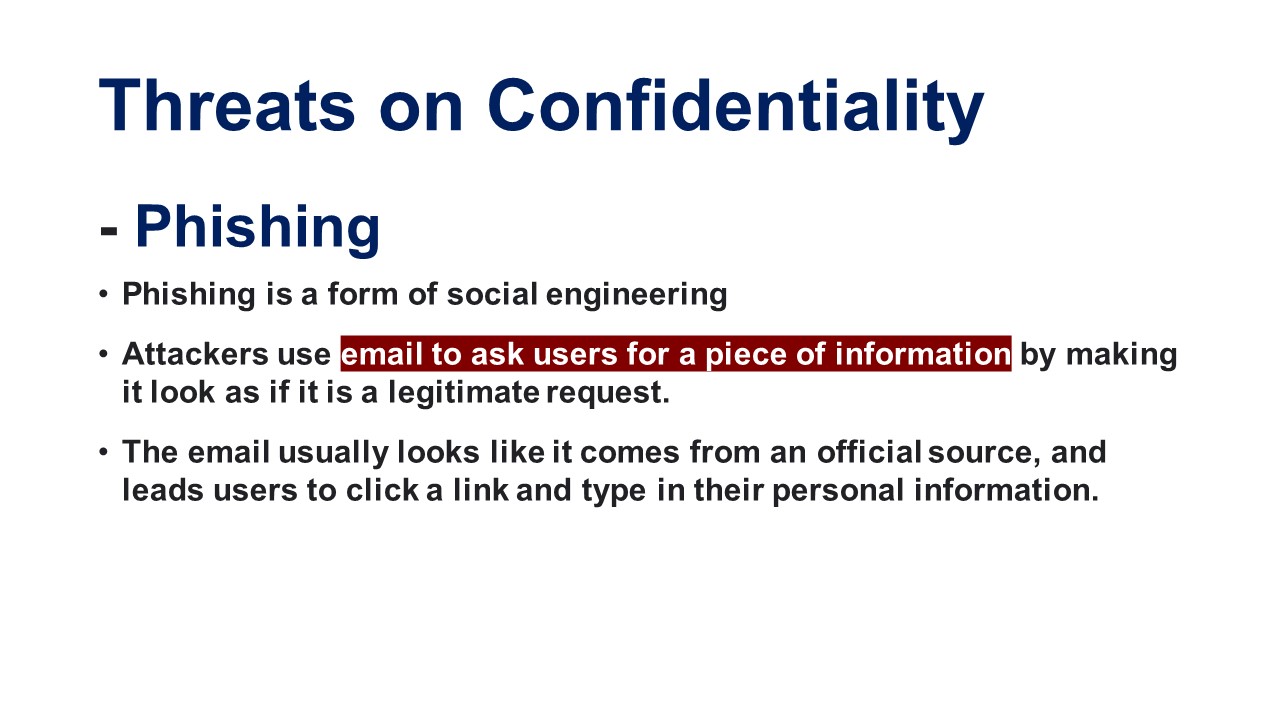
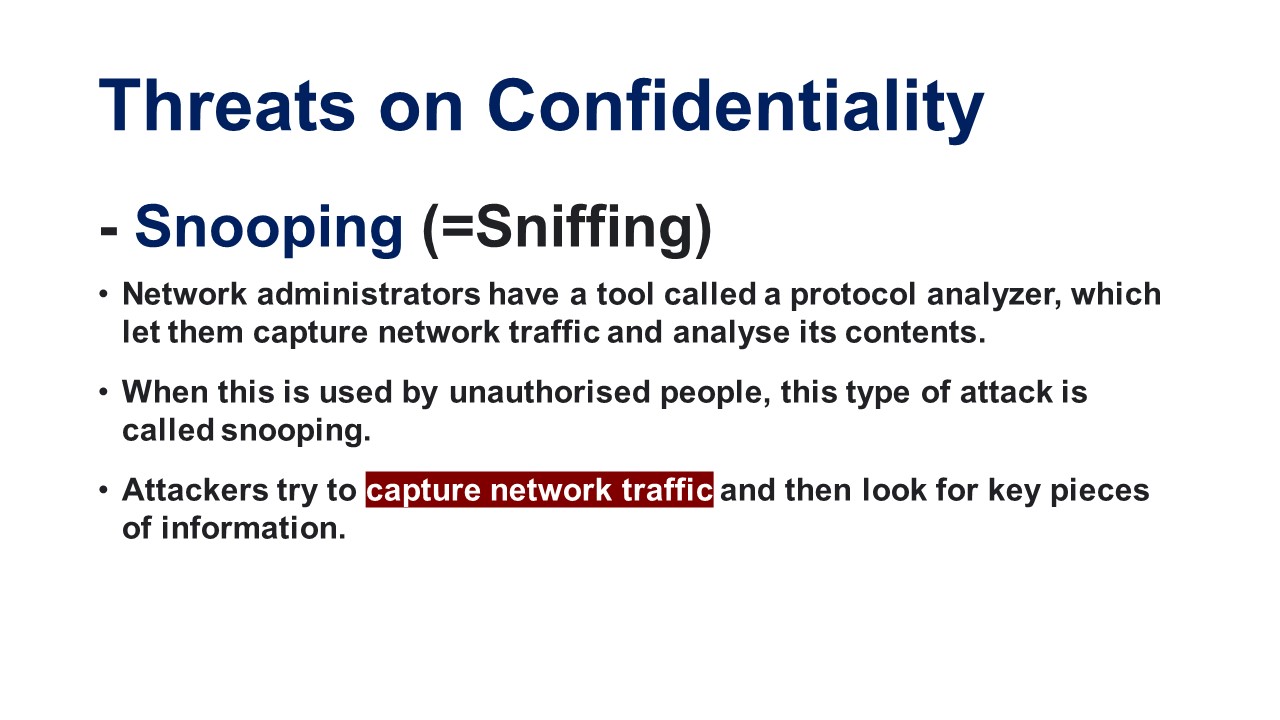
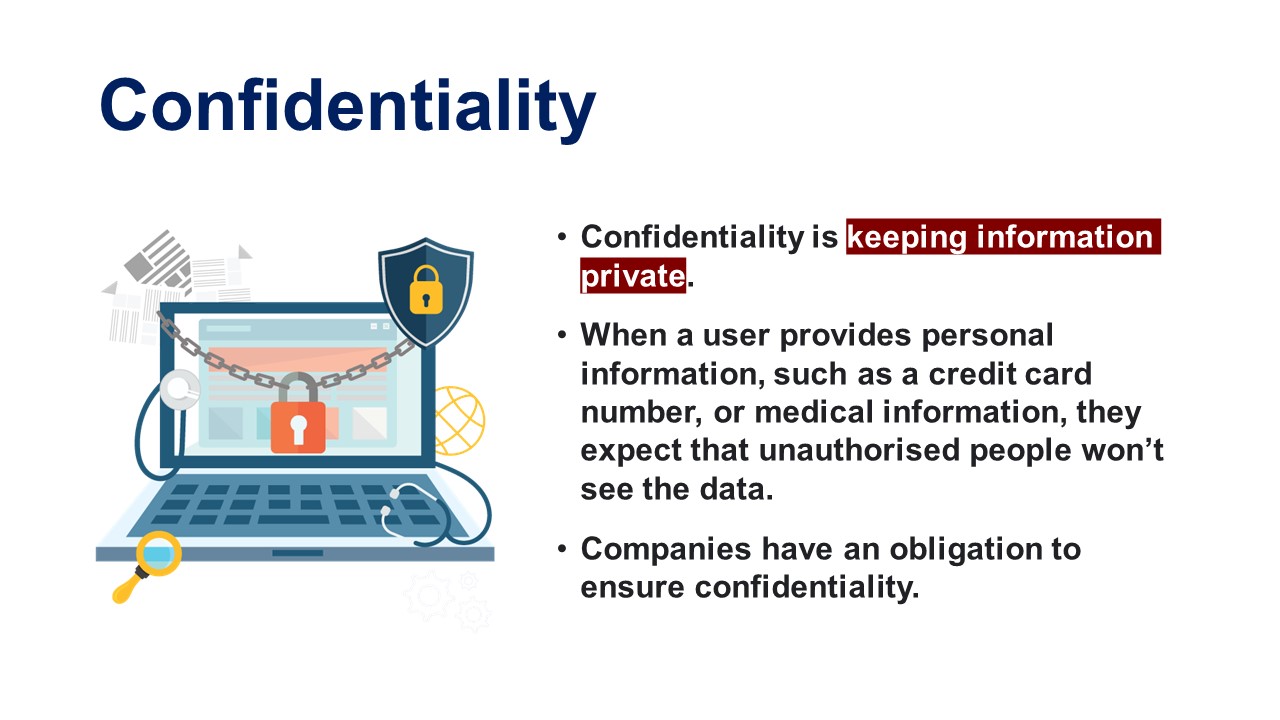
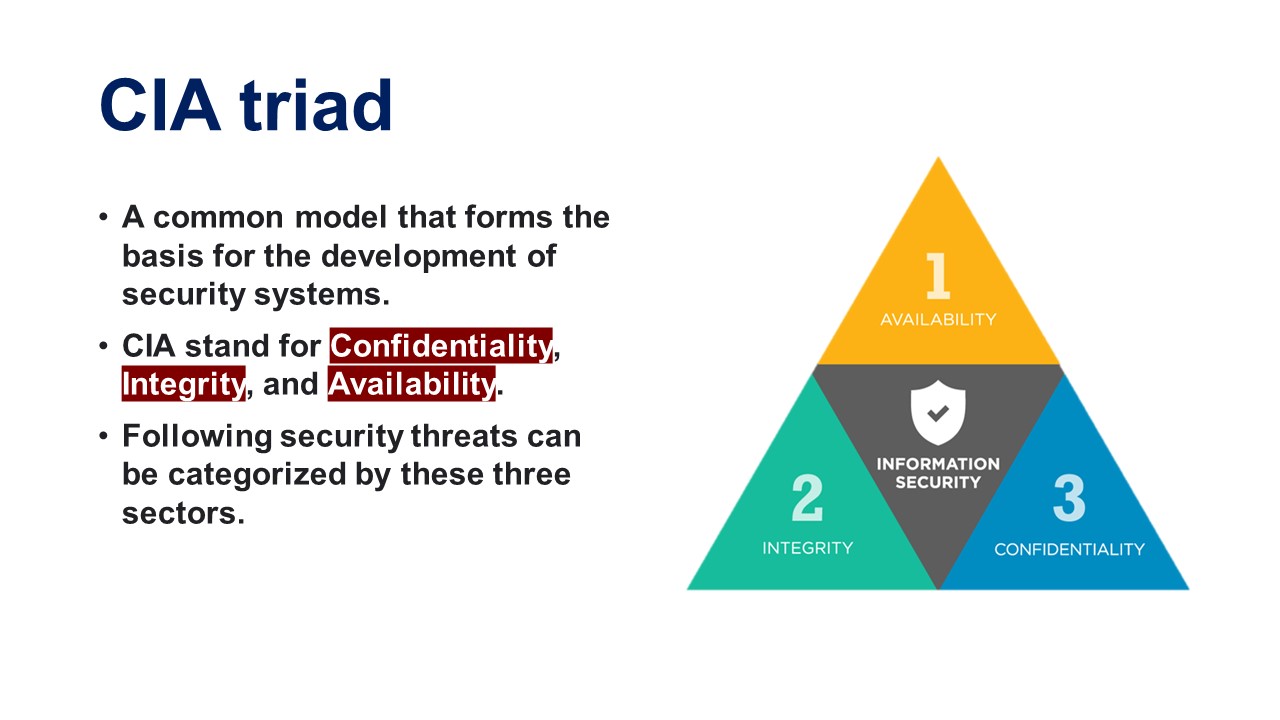
1. Conduct a brainstorm on identified issue
2. Compare an idea solution for identified issue
3. Selected the solution and communicate to stakeholder (Your trainer)

Prepare some (10-15) presentation slides to present the following items to your trainer (All group members have to present equally)

* + Identified issue
  + Brainstorming evidence
  + Selected solution

1. Record feedback from your trainer and finalised the solution

# Presentation

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# REFERENCE

See my case study about ICT security case

