William Chen WRT 307 – M241

Professor Ellen Fallon 09/03/2020

Chapter 1 Homework

**“Exercise Your Expertise”**

2. An incident response report is a report that explains a violation or threat to the security system of an organization. Multiple people may write this report, and from their perspective, their goal is to describe the incident and what happened. They must also say who was affected, how they responded, their resolution, and their step by step process from identifying the threat to removing the threat. While writing such report, they must think of their stakeholders, executives, boards, and commissions. This report is also released to the public if it involves them. However, they must keep the stakeholders in mind to ensure that they have taken the appropriate measures and have done a good job of taking care of the incident.

From the readers' perspective, they want to know what happened and how they resolved the incident. The writer's primary goal is to ensure the reader that everything is fine and that the organization resumed normal operations with minimal damage to the system. The writer needs to persuade and ensure the reader that the threat has been contained. The writer's writing strategies are to provoke a strong sense of urgency and then relief, convince the reader that the threat has been contained, and story-telling. The writer uses story-telling because they have to explain the process of how they determined the incident to how they resolved it. They must include how other people were involved in such incidents also. The writer also plays into the reader's emotions and wants them to think/know the problem was a big deal but is no longer an issue, and then they have to persuade the reader that it won’t happen again.

**“Reflect for Transfer”**

2. Throughout middle school and high school, we were taught to write persuasive and argumentative essays. We rarely wrote analytical essays, but we occasionally did. Since we were taught to persuade and argue, I tend to write better persuasive papers. As a writer, I also know how to address the audience, but I tend to be more general. I think the reason I do that is because I know the primary reader is the teacher/professor, and the writing likely won’t make it elsewhere. However, I feel that in this course, I will learn how to address a specific audience a company or organization asks me to write to. As for writing skills, I believe my grammar is the best. Whenever I am asked to proofread something, I always notice missing punctuations and help the author resolve them. In this class, I need to learn how to better address an audience and focus on writing collaborative pieces. Group work is one of the things that I tend to struggle with because people tend not to do their work, and I am usually the one who does it for them.