ICTICT451

Comply with IP, ethics and privacy policies in ICT environments

Assessment 3 of 4

Case Study & Role Play

Assessor Guide

Assessment Instructions

Task Overview
Read each question carefully before typing your response in the space provided.

Important: Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

Additional Resources and Supporting Documents
To complete this assessment, you will need:
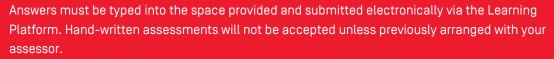
- Learning Material

- ICTICT452_03_Monitoring Log

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Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

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Please consider the environment before printing this assessment.

Case Study

For the purpose of this assessment, you will play the role of the Network Operations Technician at Bounce Fitness. More information about your role is provided in ICTICT451_02_Job Description Network Operations Technician.

For the purpose of this assessment, Bounce Fitness is located in your State/Territory.

Scenario:

The Network Security Analyst at Bounce Fitness diligently conducts quarterly security assessments and vulnerability scans of the organisation's network infrastructure. During his latest assessment, he identified several critical vulnerabilities in the Wi-Fi network, including outdated security protocols and weak passwords used by employees.

He/she immediately collaborated with the Systems Administrator to address these vulnerabilities. The Systems Administrator promptly implemented strong encryption protocols (WPA3) for the Wi-Fi networks and enforced strict access controls. She also conducted training sessions for employees on password complexity requirements and policies.

A few weeks later, Bounce Fitness experienced a minor security incident involving a phishing attempt. Thanks to The Network Security Analyst's thorough monitoring and detection systems, the phishing attempt was quickly identified and contained before any data breach occurred. The Network Security Analyst's incident response logs and resolution timelines demonstrated his quick and effective response to security incidents.

Meanwhile, The Systems Administrator's implementation of backup and disaster recovery solutions proved invaluable when a hardware failure occurred in one of the critical server components. The redundant systems and failover mechanisms she had put in place minimised downtime and data loss, ensuring business continuity.

The quarterly security audit reports and incident response outcomes reflected the effectiveness of the network security measures implemented by both personnel. Their collaboration, proactive measures, and continuous monitoring significantly reduced the organisation's exposure to security risks and protected Bounce Fitness's intellectual property (IP) from potential breaches.

Task 1

As a Network Operations Technician, you must evaluate the performance and implementation of organisational policies and procedures for IP, ethics and privacy to assist with their development and maintenance.

To complete this task, you must:

  a. Access and review the **Compliance Guide** completed in *Assessment 2.*
  b. Monitor the relevant personnel on their implementation of each policy and procedure in the **Compliance Guide**.
     In doing so,
       i. Evaluate personnel's compliance to the accessed policies and procedures
       ii. Identify any deviation to non-compliance
  c. Assess the effectiveness of the policy and procedure in preventing IP and privacy infringement.
     In doing so,
       i. Identify evidence of the policy and procedures' effectiveness during its deployment
       ii. Outline an evaluation of the personnel's performance for each area of monitoring

d. Identify risks encountered during policy/procedure deployment.

e. Determine recommendations or areas for improvement.

f. Use the **ICTICT452_03_Monitoring Log** template to document findings. Save and submit your work using the following naming convention:

   <Student Name>_Monitoring Log

Task 2

To complete this task, you must:

a. Meet with the Network Security Analyst and the Systems Administrator to evaluate their performance in terms of their compliance on the implemented policies and procedures.

b. During the meeting:

- Discuss the performance of EACH personnel in terms of their compliance with the implemented policies and procedures
- Discuss your evaluation of the policy and procedure's effectiveness
- Discuss the risks posed by the policy/procedure implementation
- Discuss your recommendations for improvement of the policy or procedure

Role play instructions

The meeting must include at least two (2) participants, must not exceed 20 minutes in duration and must address all requirements listed under Key Observation Criteria.

Key Observation Criteria

During the role-play, you will need to:

1. Communicate ALL information from the Monitoring Log to the relevant personnel using appropriate language.

2. Communicate ALL information from the Monitoring Log to the relevant personnel using appropriate terminology

3. Gather the personnel's insights through listening.

4. Confirm understanding of the discussed information through questioning

Participant information

During the role play, you will demonstrate your skills in interacting with at least one other person.
Participants in your role play may be:

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1. friends or family members; or
2. Fellow student/s who will play the role of a team member.

Option 1: Friend/s or family member/s

Should you complete this task with friends or family members, you must fully brief each participant, providing them with the context of the role play, a role outline to play and the 'Key Observation Criteria' so that they can prepare for the recording.

Each friend or family member participant will need to state their name and the role they are playing at the start of the recording to provide their consent.

Option 2: Fellow student/s participant

Please contact your fellow student/s via the Discussion Forum and coordinate your role play with them directly.

Fellow student/s participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity with the 'Key Observation Criteria' so that they can prepare for the recording.

Student/s will need to state their name and the role they are playing at the meeting at the start of the recording to provide consent.

Participants' briefing instructions:

Prior to the meeting

- Read the case study.

Initial Interaction

- Greet the student professionally and engage in a cordial exchange.
- Express readiness to discuss the performance evaluation of policy and procedure implementation.

Discussion

- Review and discuss compliance with implemented policies and procedures, detailing respective responsibilities, evidence of compliance and performance evaluation criteria.

- Evaluate and discuss your performance on the implementation of each policy and procedure in the Compliance Guide. This must include discussions on your compliance to the accessed policies and procedures and any deviations to non-compliance identified.

- Assess and discuss the effectiveness of the policy and procedure in preventing IP and privacy infringement. This must include identifying evidence of the policy and procedure's effectiveness during its deployment. This will also include an evaluation of your performance for each area of monitoring.

- Identify and discuss risks associated with the implementation of policies and procedures, offering insights into mitigating strategies.

- Collaborate on recommendations for improving policy and procedure implementation to enhance overall network security and system administration.

Feedback

- Offer constructive feedback on the discussion points, sharing insights and perspectives on areas of strength and areas needed improvement.

- Engage in open dialogue, providing input on potential solutions and strategies for addressing identified issues.

Confirmation

- Summarise and seek clarification on any aspects of the discussion that are unclear, asking questions to ensure a thorough understanding.

- Respond to questions posed by the student, confirming understanding and alignment with the objectives of the evaluation.

Closing

- Thank the student for the insightful discussion and the opportunity to collaborate on enhancing policy and procedure implementation.

Recording instructions

Your role play must be recorded with all participants captured in a virtual room using a system such as Zoom, Skype or Teams.

Consent to participate in the recording must be captured for all participants at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, with all participants replying with their name and job title to inform consent.

"This session/presentation is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participant/s in this session indicate their consent to be included in this recording by stating their name and job title."

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Include this recording as part of your assessment submission.

Assessor instructions:

Use the following Observation Checklist to record your observations. Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.

Observation Checklist
[to be completed by the Assessor]
Use this checklist while reviewing the recorded role play:

Did the student:	Satisfactory/Not Yet Satisfactory
• Communicate ALL information from the Monitor Log to the relevant personnel using appropriate language. **Assessor Instructions:** o The student relays all information using plain English. o The student explains complex terms the first time they are used during the meeting. o The student uses synonyms to simplify a discussion on a complex topic. o The student provides examples for complex terminology to help convey their idea. o The student uses appropriate non-verbal language as they discuss, including: Establishing and maintaining eye contact and using hand or arm gestures to emphasise discussion points or related ideas.	☐Satisfactory ☐ Not Yet Satisfactory
• Communicate ALL information from the Monitoring Log to the relevant personnel using appropriate terminology. **Assessor Instructions:** o The student uses specific industry terms related to IP in their discussions, e.g. 'patent' or 'licensing agreement'. o The student uses organisational terminology in their discussion, e.g. 'L&D', which stands for learning and development.	☐Satisfactory ☐ Not Yet Satisfactory
• Gather the personnel's insights through listening. **Assessor Instructions:** o The student allows the personnel to finish their statement before providing additional input. o The student displays body language, such as nodding and smiling, to show that they are paying attention to the personnel as they speak. o The student provides appropriate responses to the shared information to acknowledge it, e.g. 'I see' or 'Got it'.	☐Satisfactory ☐ Not Yet Satisfactory
• Confirm understanding of the discussed information through questioning. **Assessor Instructions:** o The student encourages the personnel to ask questions to allow them to make clarifications about the discussion points. o The student asks questions to confirm their own understanding of the personnel's input. o For example, the student asks, 'Can I confirm if I understood this correctly?' and then reiterates the information provided.	☐Satisfactory ☐ Not Yet Satisfactory

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Assessment submission checklist

Students must have completed all questions within this assessment before submitting. This includes:

1	Task 1 – <Student Name>_Monitor Log	☐
2	Task 2 – Role Play	☐

Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:	☐ S ☐ NYS

Congratulations, you have reached the end of Assessment 3!