Systems analysis and design essay samples

Business, Company

Recommendations about creating an SCR help desk

SRC has recently developed its new business function, named TIMS, in which new systems are implemented to conduct the effective operationalization of the business processes. Therefore, TIMS should encompass the help desk personnel to guide its users and employees with the process to carry out the work systems so that employees can complete their assigned duties in an effective manner. This help desk will be staffed by the IT professionals of the SRC who have planned and implemented the new system so that they can provide the operational employees with the support to use the newly implemented system in the right and effective manner. The following recommendations as inferred by Li et al. (2011) in this instance are provided to the SRC in accordance to the help desk requirement:

Help desk should be developed with the support of IT professionals of the company so that employees can use the newly implemented system in an effective and efficient manner.

The newly implemented system requires adequate time to become in compliance with the employees and due to the fact that the implemented system is new; several technical and operational questions may arise from the employees that are needed to be incorporated and addressed to restore the functionality of the implemented system.

Help desks should be developed in such manner that it ensures the maximum learning of its users and makes them adept at using the new system. This can be done by the effective support of help desk personnel by guiding and teaching the employees with the effective use of the system.

IT Security Policy

The IT security policy for the SRC Corporation incorporating the six levels of security as inferred by Shelly and Rosenblatt (2009) is listed below:

Physical security should be provided to the hardware of the company that possesses the critical information and database related to the company's operations, clients and finances. Physical access to this hardware comprising of office computers and hard disks should be protected from intruders by using the biometric-scanning systems.

Network security of the company should be comprehended to ensure that the transmittal of data is secure. Encryption should be incorporated to make the critical files coded whereas; firewall defense should be used to eradicate the attempts of intrusions.

The applications that are used by the employees to conduct the work related activities should be made secure by keeping the software logs to analyze the number of times employee has accessed the specific application to ensure its security and access by the authorized personnel.

The critical files of the company should be encrypted to avoid the potential threat from being stolen and misused. The company needs to encrypt its clients' information and financial data to be encrypted to avoid any discrepancies.

The user security of the employees should be addressed by making the employees well versed with the security habits and practices comprising of effective password generation and utilizing identity management mechanisms to ensure that only authorized personnel are accessing the company's data.

The policies of addressing the security practices by all the employees should be implemented with the managerial emphasis so that employees consider these practices important enough to be conducted. The company's culture should be developed effectively in this manner that indulges the employees in carrying out the security practices.

References

Li, S. H., Wu, C. C., Yen, D. C., & Lee, M. C. (2011). Improving the efficiency of IT help-desk service by Six Sigma management methodology (DMAIC)–a case study of C company. Production Planning & Control, 22(7), 612-627.

Shelly, G., & Rosenblatt, H. J. (2009). Systems analysis and design. Cengage Learning.