

Configuration Manual

MSc Research Project

Cyber Security

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Configuration Manual

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1. Introduction

This report is going to describe the steps to running the chatbot on Facebook messenger and how to use the chatbot's main features. This will be followed by the interview and survey questions that were created to find out if micro businesses are secure as they move online and to look at a new type of delivery method for cyber security content to these people.

2. Requirements

- Mobile device, android or apple
- Facebook account
- Facebook Messenger

This chatbot has three main uses that will be shown below. To start the chatbot the user must visit a Facebook page created to allow the chatbot to run on messenger. After opening the Facebook page the user selects get started. The user is then brought to the landing page of the chatbot in messenger on their own device where they must click get started.

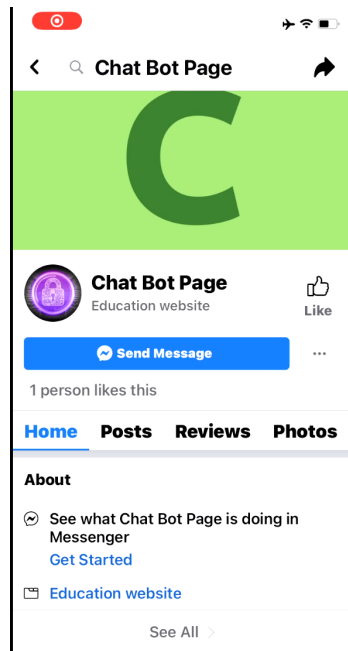


Image 1: Chatbot Facebook page

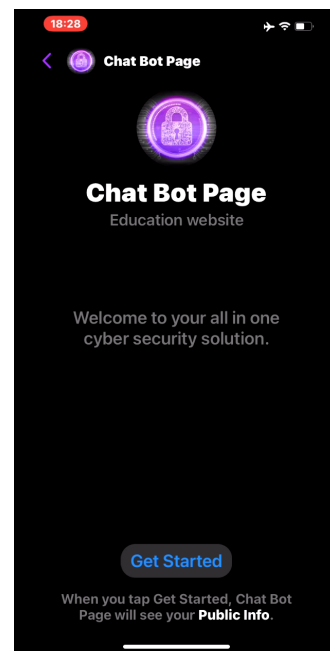


Image 2: Chatbot landing page

The chatbot starts by asking the user their name which is stored as an attribute that can be called any time.

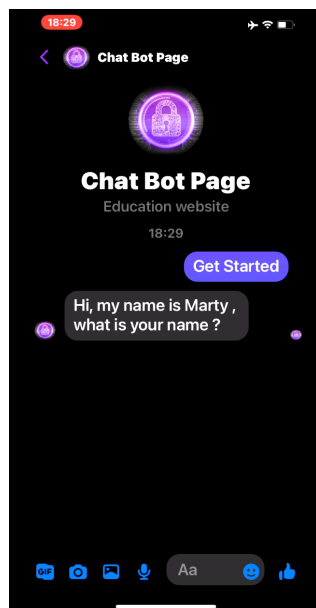


Image 3: First question

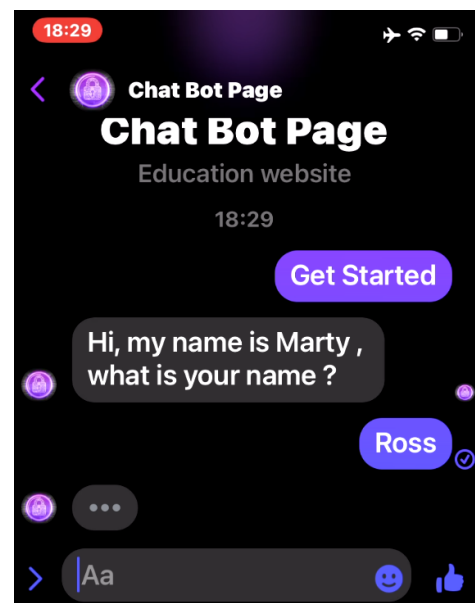


Image 4: Storing name

This user is then presented with 3 options. Access your risk will ask the user a series of questions to assess their cyber security risk with a rating given at the end.

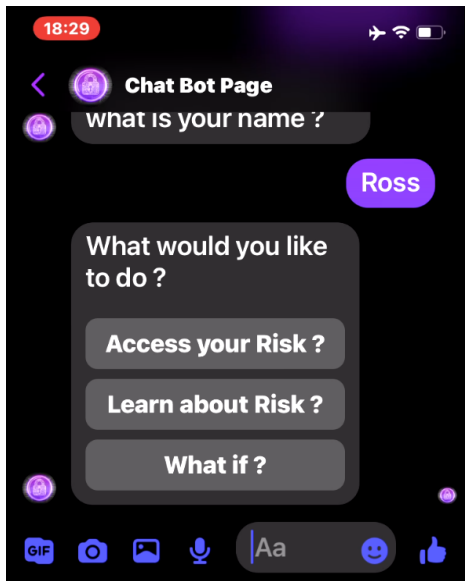


Image 5:Main flows

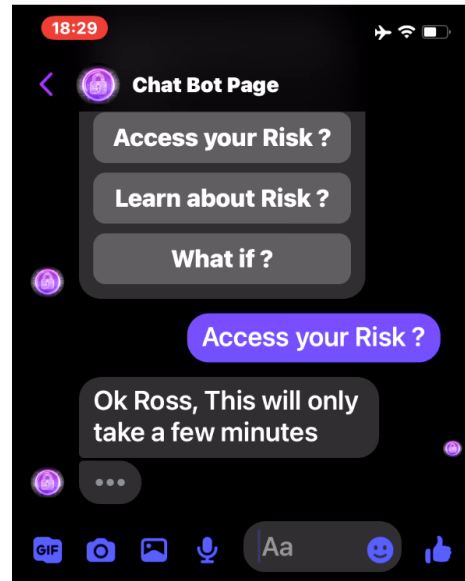


Image 6:Select a flow

The first use for the chatbot is to access a user's cyber security risk. After selecting that flow the chatbot starts asking the questions, these are all yes/no answers with the option to learn about. The learn about option will explain more about the question being asked to educate the user on that topic.

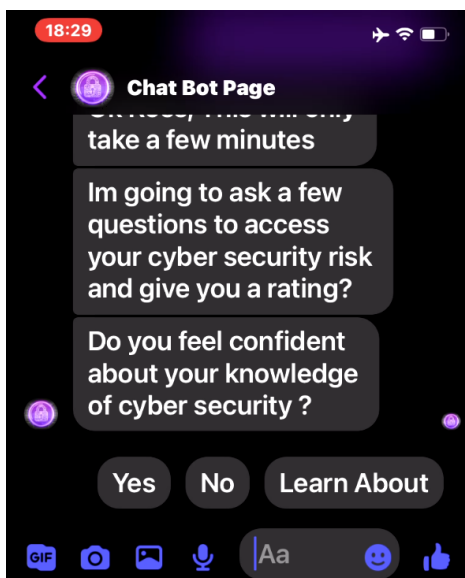


Image 6:Flow starts

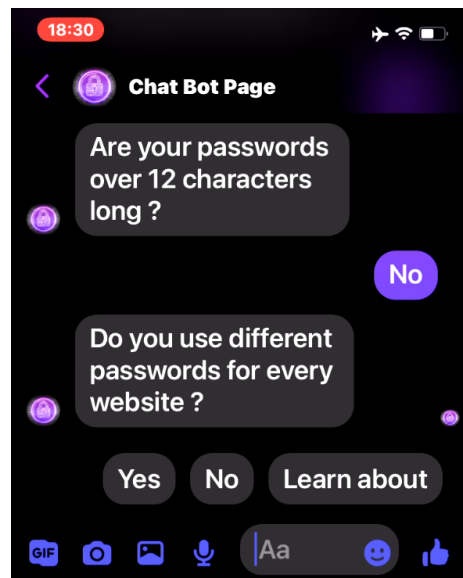


Image 7:Yes/No/Learn about options

After answering all the questions the user is given one of three assessments with an option to retake the quiz to improve their assessment or they can move to one of the other flows.

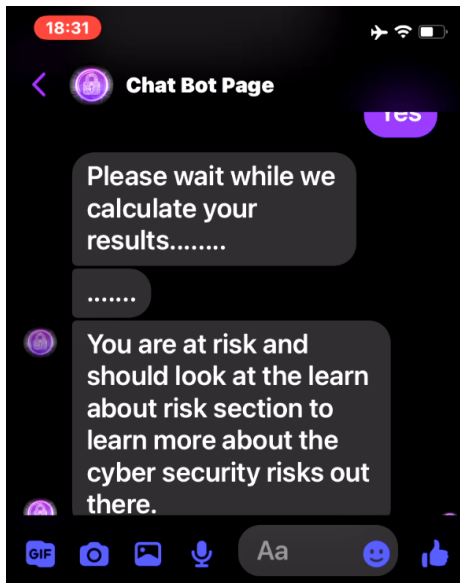


Image 8:Assessment

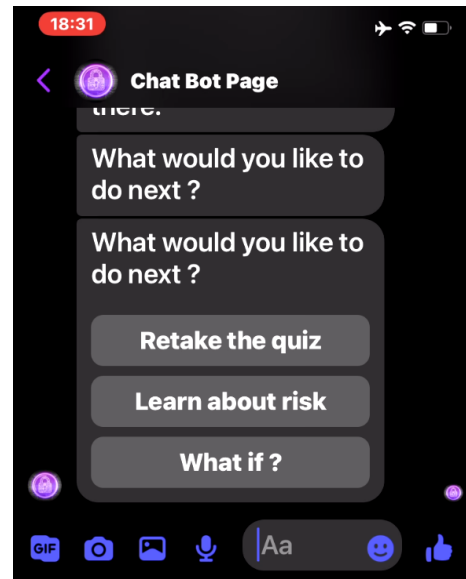


Image 9:End of quiz

Another use for the chatbot is If the user now selects what if? they can choose suspicious email or ransomware attacks. The aim here is to help the user if they are a victim of a ransomware attack or if they receive a suspicious email and how to deal with it.

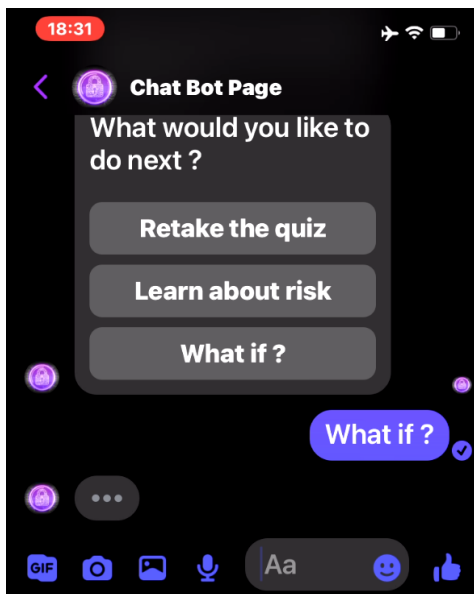


Image 10:What if

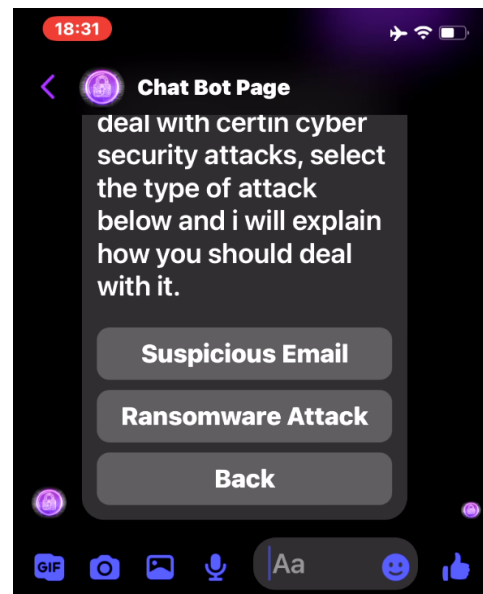


Image 11:What if flows

The user is asked a series of questions that uses a decision tree to lead the user to one of three answers. Below we see the user is advised to initiate the recovery process.

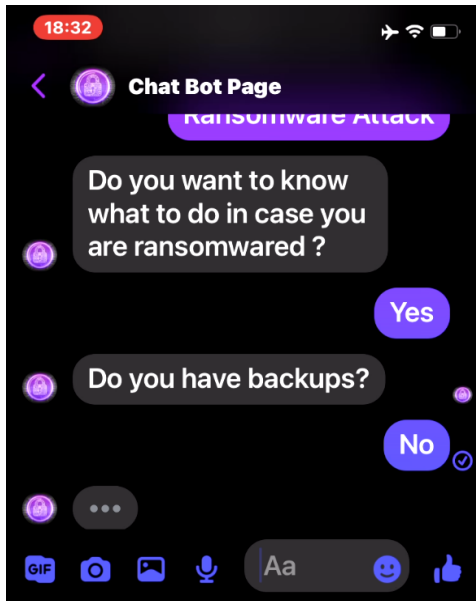


Image 12: Ransomware flow

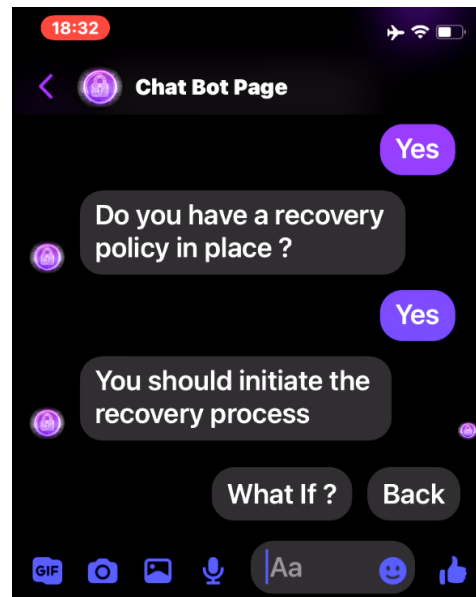


Image 13: Answer

The final use for this chatbot is to learn about a feature. This allows a user to select a topic and be shown a video about it or given a step-by-step guide using images.

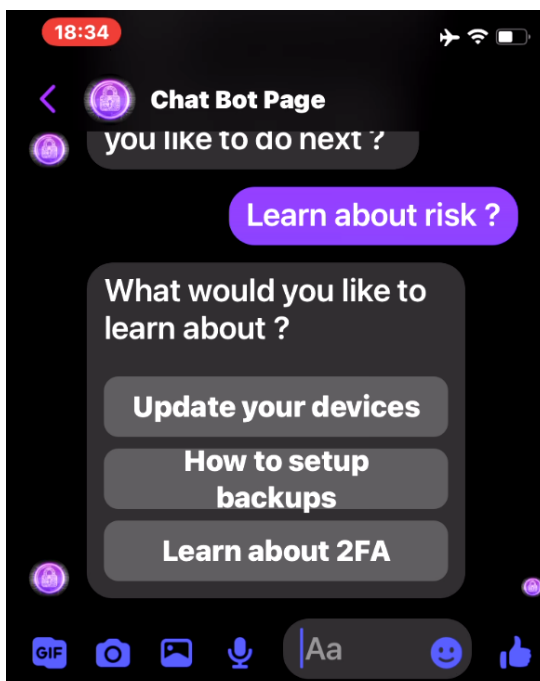


Image 14: Learn about risk flow

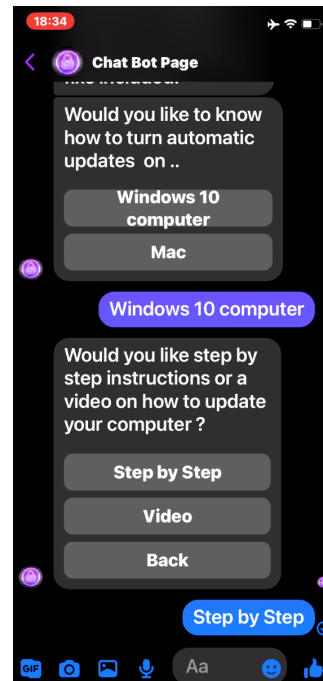


Image 15: Update your device flow

Here the user follows a series of steps, each step is supported by an image that a user can click on to enlarge. After the user performs a step then clicks next to go to the next step until in this case, they have setup up automatic updates on their windows 10 machine.

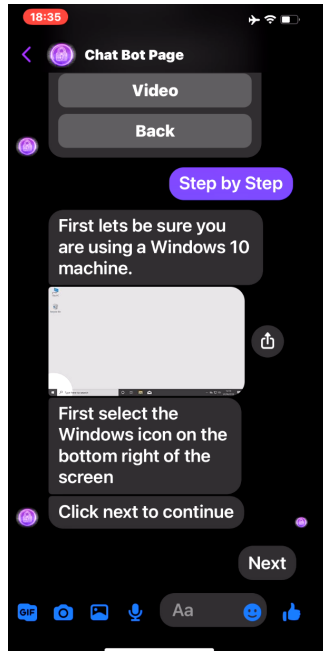


Image 16:Step by step

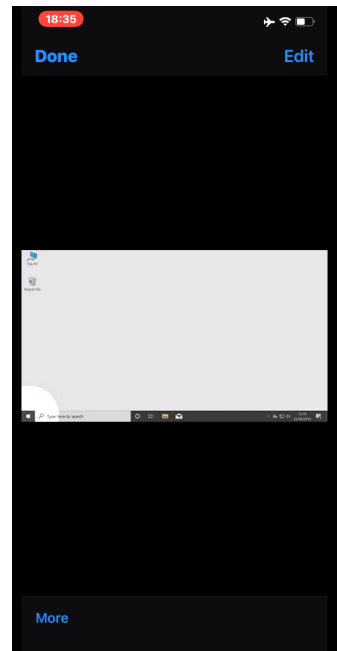


Image 17:Image enlarged

3. Survey questions

The survey consisted of 20 questions in the order below using google forms.

1. If you give consent to take part please select 'I agree below'
2. What type of computer do you mainly use for work?
3. Are you worried about a cyber attack on your business?
4. Do you think a hacker would be interested in your information?
5. Do you know how to back up your data?
6. Do you back up your data?
7. If you don't, why do you not back up your data?
8. Do you know how to update your computer?
9. Do you keep your computer updated?
10. If you don't keep your computer updated, why not?
11. If you have antivirus software, do you know the name of it?
12. Do you use a computer for your business accounts or payroll?
13. Do you know what 2 Factor authentication is?
14. Do you use 2-factor authentication on your business email account?
15. If you don't use 2-factor authentication, why not?
16. Have you ever been the victim of a cyber attack?
17. What prevents you from being better protected against a cyber attack?
18. What would make it easier for you to be better protected from a cyber attack?
19. Is there anything you would like to add regarding cyber security and your business

20. Is there anything you would like to add regarding cyber security and your business, for example, would you like to see more training available or do you find the information available online is too complicated for your business to implement ?

4. Interview questions

The Interview consisted of 54 questions with 26 asking for a rating on a scale of 1 to 5 in the order below.

1. On a scale of 1 to 5 would you use a chatbot for cyber security information
2. Can you tell me why you would use or not use a chatbot for getting cyber security information?
3. On a scale of 1 to 5 would you use Moodle for cyber security information?
4. Can you tell me why you would use Moodle for getting cyber security information?
5. On a scale of 1 to 5 would you use the website provided for cyber security information?
6. Can you tell me why you would use or not use the website for getting cyber security information?
7. How did you find the chatbot for ease of use, speed, and convenience?
8. How did you find Moodle for ease of use, speed, and convenience?
9. How did you find the website for ease of use, speed, and convenience?
10. Would you prefer to connect to a human?
11. Would you prefer to avoid interacting with a human
12. Is it clear how to use the Chatbot?
13. Can you tell me what makes it clear or unclear to use the chatbot?
14. Is it clear how to use Moodle?
15. Can you tell me what makes it clear or unclear to use Moodle?
16. Is it clear how to use the website?
17. Can you tell me what makes it clear or unclear to use the website?
18. Did you find the interaction smooth with the chatbot?
19. What made the chatbot smooth or not smooth?
20. Did you find the interaction smooth with Moodle?
21. What made Moodle smooth or not smooth?
22. Did you find the interaction smooth with the website?
23. What made the website smooth or not smooth?
24. Did you like the preloaded options available on the chatbot?
25. What did you like about the preloaded options on the chatbot?
26. Did you like the preloaded options available on Moodle?
27. What did you like about the preloaded options on Moodle?
28. Did you like the preloaded options available on the website?
29. What did you like about the preloaded options on the website?
30. Was it difficult to find answers to questions using the chatbot?
31. What made it hard or easy to find answers using the chatbot?
32. Was it difficult to find answers to questions using Moodle?
33. What made it hard or easy to find answers using Moodle?
34. Was it difficult to find answers to questions using the website?
35. What made it hard or easy to find answers using the website?
36. Did you find it difficult to navigate the chatbot?

37. What made it difficult to navigate the chatbot?
38. Did you find it difficult to navigate Moodle?
39. What made it difficult to navigate Moodle?
40. Did you find it difficult to navigate the website?
41. What made it difficult to navigate the website?
42. Did you find the chatbot user-friendly?
43. What made the chatbot not user-friendly?
44. Did you find Moodle user-friendly?
45. What made Moodle not user-friendly?
46. Did you find the website user-friendly?
47. What made the website not user-friendly?
48. Did you like or dislike the chatbot?
49. What did you like and dislike about the chatbot?
50. Did you like or dislike Moodle?
51. What did you like and dislike about Moodle?
52. Did you like or dislike the website?
53. What did you like and dislike about the website?
54. If there is anything else you would like to add about the chatbot use the area below.