



Tom Walters

Module: Changemakers Assignment 1

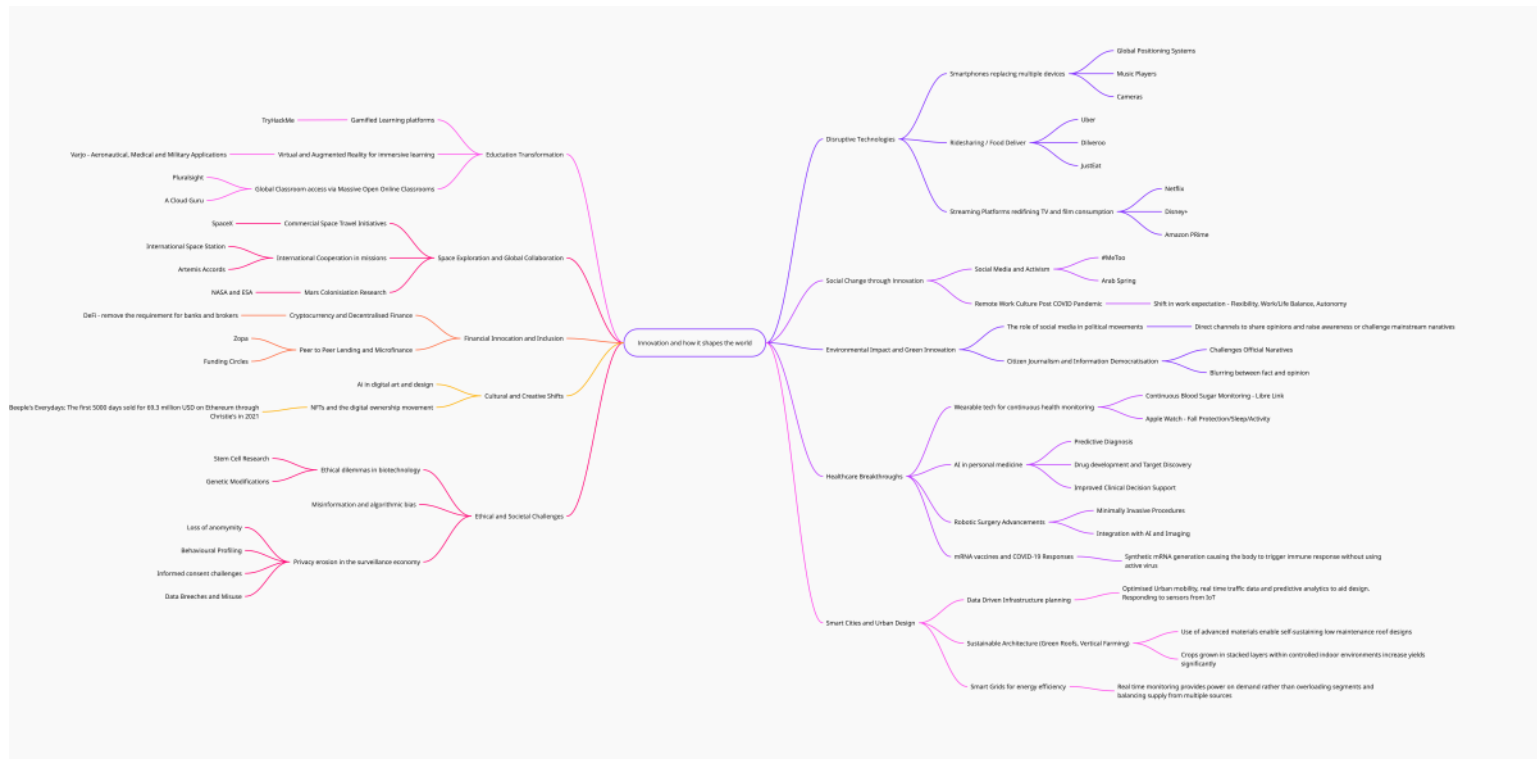
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Task 1: Ideation and MindMap

Tuesday, June 17, 2025 9:51 AM

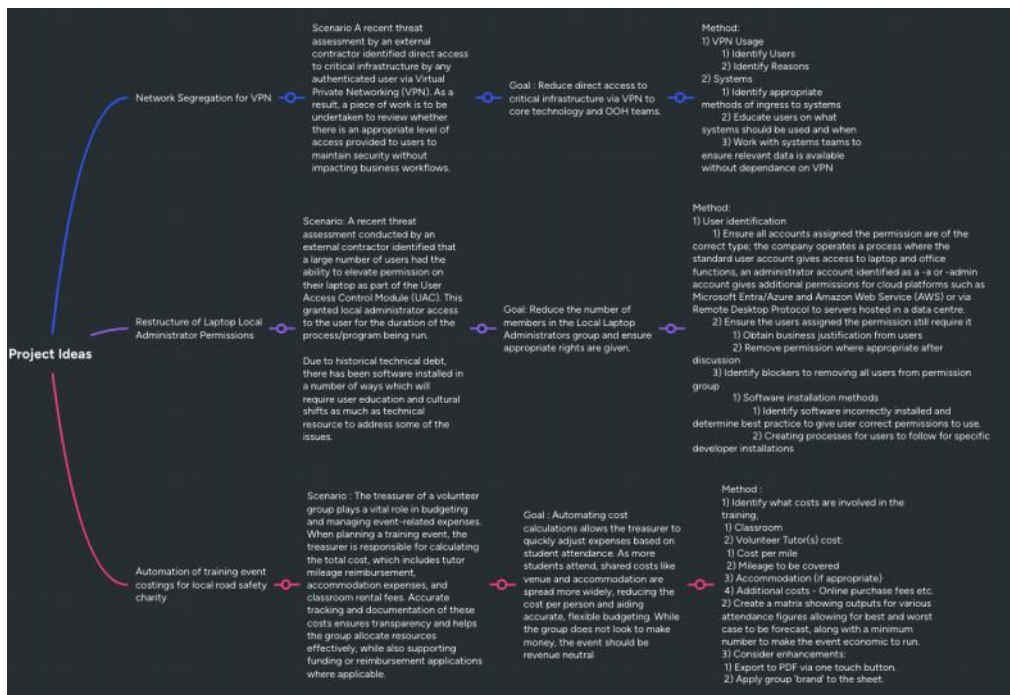
- Q1. Create a mind map that includes **some of the areas/concepts from Topic 1** of Unit 1 on Moodle and include **some project ideas** from areas of personal interest related to your programme of study.



References

- [1] Z. Z. A. Wong, R. A. Badeeb and A. P. Philip, "Financial Inclusion, Poverty, and Income Inequality in ASEAN Countries, Does Financial Innovation matter?" vol. 169, pp.471–503, 14/07 2023. doi: <https://doi.org/10.1007/s11205-023-03169-8>. Available: <https://link.springer.com/article/10.1007/s11205-023-03169-8#Abs1>
- [2] J. M. Wittmayer, et al., "Narratives of change: How social innovation initiatives construct societal transformation," *Futures*, vol. 112, pp.102433, 2019. doi: 10.1016/j.futures.2019.06.005. Available: <https://www.sciencedirect.com/science/article/pii/S0016328718305019>
- [3] "NHS England - Innovation," <https://www.nhs.uk>, <https://www.england.nhs.uk/ourwork/innovation/> (accessed 03/08).
- [4] R. Clarke, "Risks inherent in the digital surveillance economy: A research agenda," *J.Inf.Technol.*, vol. 34, no. 1, pp.59–80, 2019. doi: 10.1177/0268396218815559. Available: <https://doi.org/10.1177/0268396218815559>
- [5] S. Ahmed, "Ethical Dilemmas in Biotechnology: Cross Disciplinary Insights," *Journal of Health, Medical Research and Innovations*, vol. 1, no. 02, Available: <https://www.ihmri.com/index.php/journal/issue/archive>
- [6] "Try Hack Me," <https://tryhackme.com/>, <https://tryhackme.com/> (accessed 03/08).

- Q2. Select a project idea that you would like to take forward and add this to the map.



Project Choice :
 The project of choice for innovation and influence/change that is being selected for this assignment is
 VPN profile and Network Segregation

Task 2: Aims, Objectives and Research Area

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Q1. Create and document a single Aim and several Objectives for your project.

Scenario

A recent threat assessment by an external contractor identified direct access to critical infrastructure by any authenticated user via a Virtual Private Networking (VPN) application - Cisco AnyConnect Secure Mobility Client.

As a result, a piece of work is to be undertaken to review whether there is an appropriate level of access provided to users to maintain security without impacting business workflows.

There are approximately 2000 users in the company, of which less than 10% would require access to remote desktop sessions on the servers in question.

Therefore the goal is to identify users who have been granted excessive permissions and reduce the number of users able to access the servers to those with business needs/justification. Due to the effort required for this, the timeframe is 3 months. This will ensure that further testing can be done by the 3rd party to verify new findings.

There will be a number of stages to this project :

- ▶ Identification of user types
- ▶ Mapping of User Access Requirements
- ▶ Proof of Concept/Testing
- ▶ Phased Rollout

All of the above is subject to a communications plan which will keep stakeholders updated throughout the process.

As described by White, Day and Williams a RACI matrix will aid in identifying and maintaining lines of communications with stakeholders, including assisting forward notification of changes that may impact work on other team roadmaps.

Q2. Identify an appropriate research philosophy for your project.

One of the largest aspects of this work will be to tackle a cultural change in respect of changing the way work is done, it is also important to maintain a sensitive approach to ensure that while a penetration test finding implies a failing, this is based on information that was available at the time of implementation. The questions asked of users will be factual, and responses to answers will need to be neutral yet reassuring to the users/implementers as the same teams will need to be engaged for the new journey to a reduced VPN footprint.

Q3. Select and document appropriate search tools including some specific research databases to identify research related to your project area and use search strategies to identify relevant research related to your project.

There will be a number of resources available to me for this project, both internal and external.

- ▶ Confluence - an internal resource utilised for knowledge base, documentation and more in-depth change management logs/technical readiness review findings.

- ▶ Assyst CRM - The original repository for Incidents, Requests, Changes and Problem Tickets. This will provide insight into what was done, and potentially the situation that prompted each decision.
- ▶ Cisco Products - Public facing aspect of Cisco.com providing product support
- ▶ The following portals will also be utilised as part of product research with the potential to utilise emerging technologies:
 - Microsoft Azure Resource Portal
 - Amazon Web Services Resources Portal

Internal Content will be checked in the following order:

- 1) Internal Portals Keyword Search
 - a. Specific terms to project - vpn, virtual private network, cisco, anyconnect, gateway
 - b. Filtering by Date, Department and potentially document type.
- 2) Review of Project archives
 - a. Project documentation, reports or meeting minutes
 - b. Failed Initiatives, Gaps or areas lacking followup
- 3) Department Specific Content
 - a. Check for strategy roadmaps,
 - b. Improvement Requests
 - c. Budget lists
- 4) Internal Collaboration tools :
 - a. Check Slack, Teams, Yammer for relevant topics or feedback.

External Content will be checked and verified:

- 1) Search Engines (Bing, Google)
 - a. Boolean search terms to be utilised
 - i. Site:cisco.com or site:microsoft.com
 - ii. "VPN profiling" or "Flexible VPN configuration"
 - b. Vendor Comparison sites
 - i. Gartner Magic Quadrant
 - c. Industry Forums and Blogs
 - i. VPNs have two main purposes:
 - 1) Access Commercial/Corporate resources securely
Whitepapers regarding similar solutions and implementations will be included from the largest manufacturers including Cisco, Fortinet and Palo Alto.
 - 2) Access anonymization
Providers such as NordVPN, ExpressVPN and ProtonVPN all offer a service with the intent to hide a user's identity and encrypt the traffic between the end user and the public facing gateway.

References

References

- [1] S. T. Liu, "Project Management: A Systems Approach To Planning, Scheduling and Controlling," *Qual.Prog.*, vol. 37, no. 2, pp.95, 2004.
- [2] H. Kerzner, *Project management : a systems approach to planning, scheduling, and controlling*, Hoboken, New Jersey: John Wiley & Sons, Inc, 2025.
- [3] Project Management Institute, "A guide to the project management body of knowledge (PMBOK Guide)." 2000.
- [4] G. T. Doran, "There's a S.M.A.R.T. way to write management's goals and objectives." *Management Review*, vol. 70, no. 11, pp.35, 1981.
- [5] D. Miranda, B. Day and R. Williams, "What Is A RACI Chart? How This Project Management Tool Can

Boost Your Productivity." [www.forbes.com. https://www.forbes.com/advisor/business/raci-chart/](https://www.forbes.com/advisor/business/raci-chart/)
(accessed Jul 24).

Task 3: Research Strategies

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Task 3: Research Strategies

- **Q1.** Consider and document strategies to enhance **validity, reliability, generalisability** and **ethical considerations**.

There are three main phases to the project :

- Data Gathering
- Testing
- Implementation

During the Data Gathering stage, there are a number of routes that can be utilised :

- Logs - VPN, Active Directory
- Surveys - User experience collation
- Access Mapping

The Testing phase will be conducted to ensure the solution is reliable, secure and user-friendly.

- A pilot (PoC) will be conducted with representative users
- Monitoring of the system performance will be conducted as standard by the Networking team.

The Implementation phase is designed to ensure that deployment is done in a controlled, phased and measurable way.

- Maintaining parallel access to the old profiles while rolling out the new profiles, ensuring users are moved in a phased manner.
- All users will be added to teams channels to flag issues in near real time allowing the right teams to be able to respond quickly to genuine issues.
- There will be a minor update of documentation required in respect that starters will need to be classified as user type to ensure correct access is granted as part of a starter/mover process.

By combining objective metrics such as the performance stats and logs and the subjective feedback of user surveys in the data gathering stage, a large amount of bias can be avoided, and testing/implementation should occur more smoothly.

- **Q2.** Select research strategies/**data collection methods** you would use to collect data for your project. And design a **pilot data collection** method appropriate for your project and acquire some feedback to improve the focus of your project (include in an appendix section/page and refer to in the main body of the proposal).

As an initial step to better understand user behavior, a brief Microsoft Form will be sent (as per appendix) to the entire company with the intent to collate results and from those results form multiple personas. Sammy Sales, Techie Tessa, Andy Admin, Finance Fiona and similar other named groups as they are identified. This will help classify users into groups which will then help identify the trends for access across job role etc. Once this information is compiled and approved a small proof of concept (PoC) group of users will be identified, with representatives from each persona group being moved into a new VPN profile giving the permissions that have

been identified as part of the data collation. During this PoC, the old service will run in parallel so no impacts will be felt should there be any blockers noted by the testing group. Once run for a specific time, a formal change will be raised to transition the service to the new profiles for users in a phased rollout. As part of a Monitoring and Feedback Loop all users per tranche will be added to a Teams group containing a member of Service Desk, and also Networks who will be able to troubleshoot efficiently

- **Q3. Outline some different types of quantitative and qualitative analysis.**

To comprehensively evaluate the hypothesis, we will employ both quantitative and qualitative analysis methods. Quantitative data, such as numerical metrics and statistical trends, will be gathered and analysed using automated tools like pivot tables. This will help us identify patterns and validate the hypothesis that sales teams do not require remote desktop access to the servers within the company environment. Additionally, qualitative data, including narrative responses and regional nuances, will be collected to provide context and deeper insights into the trends observed. This mixed-method approach ensures a well-rounded understanding of the data.

Appendix

Tuesday, 12 August 2025

14:38



VPN Usage
Informati...

VPN Usage Information Collection

The purpose of this form is to assist group IT in understanding the usage requirements of VPN within the company and to investigate if there is sufficient understanding of the technology by all users to ensure that safeguards are put in place while using it.

* Required

* This form will record your name, please fill your name.

1. First Name *

2. Surname

3. Which Office/Entity do you work for ? *

- ☐ European Engineering Centre
- ☐ Indian Engineering Centre
- ☐ United Kingdom
- ☐ France
- ☐ Italy
- ☐ BENELUX
- ☐ Nordics
- ☐ Americas

4. Work Pattern *

- ☐ Full Time Office
- ☐ Hybrid
- ☐ Fully Remote

Virtual Private Network

The VPN is designed to allow systems to be accessed securely from outside of the company offices, such as from home or while working remotely at sales locations. However not all company software requires VPN. These questions relate to when you are outside the company network.

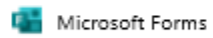
5. Do you access the following ? *

	Yes - using the VPN	Yes - without the VPN	No - I cannot access
Sharepoint	☐	☐	☐
Outlook	☐	☐	☐
Dynamics 365	☐	☐	☐
Servers via Remote Desktop	☐	☐	☐
Servers via Command Line	☐	☐	☐
Back Office	☐	☐	☐

6. How often do you use the VPN *

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Yearly
- ☐ Never

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.



Online Teaching Platform

Sunday, 17 August 2025 13:42

Unit 1 - Topic 1



✓ You have completed Section 1!

You should now recognise the evolutionary positive impact, importance and benefit of creativity and innovation in society.

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✓ You have completed Section 2!

You should now be able to identify concepts used to describe the progress of technology and innovation.

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✓ You have completed Section 3!

After completing this section, you should

- Think of yourself as someone capable of being creative (if you don't already)
- Identify personal passions as sources for idea generation.

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Unit 1 - Topic 2



✓ You have completed Section 1!

You should now be able to:

- Recognise the link between creativity and feelings of wellbeing
- Identify ways in which you can reclaim your creative confidence or inspire creativity in others.

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✓ You have completed Section 2!

Upon completion of this sub-section, you should be able to:

- Hold a conversation that can confidently include the definitions of Ontology, Epistemology and Axiology
- Define your research philosophy using this terminology
- Understand how your philosophy can impact your investigation.

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✓ You have completed Section 3!

Upon completion of this sub section, you should be able to define your research philosophy as one of five constructs.

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Unit 1 - Topic 3



✓ You have completed Section 1!

You should have rediscovered appropriate databases of what is known in your area of research.

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Check

3. Drag all the correct common Boolean operations to the book. Drag the incorrect options into the bin.



✓ You have completed Section 3!

Upon completion of this sub-section, you should be able to create your own concept map and come up with concepts that you can use for your literature search.

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Unit 1 - Topic 4



✓ You have completed Section 1!

A systematic way to walk through the literature on your chosen subject that, with iteration, will lead to the epiphany moment of the direction of your research.

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✓ You have completed Section 2!

How to create a series of testable questions that, once answered, will further the understanding of your research question.

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✓ You have completed Section 3!

Now you have completed this section, you should be able to use feedback to improve the focus of your problem statement/research question or, in fact, any learning scenario.

It is important that you take some time to reflect on what you have learnt in relation to identifying the question that you are researching.

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Unit 2

Unit 2 - Topic 1



✓ You have completed Section 1!

You should now be able to demonstrate an understanding of the difference between the forms of logical argument and judgement.

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✓ You have completed Section 2!

You should now be able to demonstrate an understanding of the purpose of research and recognise the importance of reading around the subject.

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✓ You have completed Section 3!

Now you have completed this resource, it is important that you take some time to reflect on what you have learnt in relation to the research methodology.

You should understand the different academic methods that you will use to conduct your research.

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Unit 2 - Topic 2



✓ You have completed Section 1!

You should now be familiar with different methods for collecting and analysing qualitative data that you can use in pursuit of your research and understand how the sample of data that you are collecting reflects on your research.

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✓ You have completed Section 2!

You should now be able to consider how the acquisition of your data will impact your research.

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✓ You have completed Section 3!

Now you have completed this resource, it is important that you take some time to reflect on what you have learnt in relation to data collection and sampling.

You should now be able to work out what your approach is to collecting data for your research.

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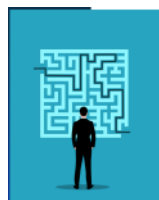
Unit 2 - Topic 3



✓ You have completed Section 1!

You should now be familiar with divergent and convergent thinking and understand a technique that will guide you to think divergently.

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✓ You have completed Section 2!

You could use this open and closed mind approach given by Cleese to frame your current research project or assignment. Make some time and space for your idea. Allocate a time to spend on open and closed thinking then deliberately action the two types of thinking as described above.

You should now understand that simply producing ideas is not enough. Divergent creativity needs to be bridled with convergent thinking to make something that is actionable.

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✓ You have completed Section 3!

Now you have completed this resource, it is important that you take some time to reflect on what you have learnt in relation to techniques for generating creative solutions.

You should now be able to work out what your approach is to collecting data for your research.

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Unit 2 - Topic 4



✓ You have completed Section 1!

Upon completion of this sub-section, you should be able to **define value in one of five dimensions by Lackéus**.

We also looked at the concept of how the sustainability agenda developed by the United Nations.

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✓ You have completed Section 2!

You should now be able to talk confidently about why attempts to improve value can fail, and discuss the 15 core competencies and **Entrecamp**.

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✓ You have completed Section 3!

You should now have an appreciation on why you should consider the principles of adding value with your project.

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Unit 3 - Topic 1



✓ You have completed Section 1!

You should now be able to demonstrate what a personal contact network is and define what makes a good network.

In your own time, analyse your own network. Try to identify areas of your network that are active and latent. How would you improve your network?

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✓ You have completed Section 2!

You should now understand and be able to assess the importance of stakeholders in developing your idea.

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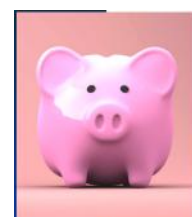
✓ You have completed Section 3!

Now you have completed this resource, it is important that you take some time to reflect on what you have learnt in relation to the power of networks.

You should now be able to create a stakeholder map for a specific project.

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Unit 3 - Topic 2



✓ You have completed Section 1!

You should now be able to demonstrate an understanding of the types of funding available for enterprise and research projects, and select appropriate sources of funding in relation to requirements.

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✓ You have completed Section 2!

You should now understand and be able to show knowledge and understanding of the concepts of benchmarking and value added.

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✓ You have completed Section 3!

Now you have completed this resource, it is important that you take some time to reflect on what you have learnt in relation to acquiring funding.

You should now be able to create a contemporary funding campaign for a new venture.

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Unit 3 - Topic 3



✓ You have completed Section 1!

Upon completion of this sub-section, you should be able to demonstrate the use of storytelling to frame an idea and as a persuasive communication tool.

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✓ You have completed Section 2!

You should now demonstrate an understanding of the importance of self-confidence and authenticity when presenting your idea, concept or product.

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✓ You have completed Section 3!

Upon completion of this section, you should be able to utilise competent presentation skills to communicate or pitch your concepts, ideas or products.

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Unit 3 - Topic 4



✓ You have completed Section 1!

You should now be able to demonstrate an understanding of the key stages of prototyping and the process of testing.



✓ You have completed Section 2!

Now you have completed this resource, it is important that you take some time to reflect on what you have learnt in relation to testing your ideas and getting feedback.

You should have a deeper understanding of developing ideas and be able to apply this to your



You should now be able to demonstrate an understanding of the key stages of prototyping and the process of testing.

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Now you have completed this resource, it is important that you take some time to reflect on what you have learnt in relation to testing your ideas and getting feedback.

You should have a deeper understanding of developing ideas and be able to apply this to your own work.

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