Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hilary is the owner and manager of Duff’s Diamonds, an elegant jewellery shop on Sydney Road. She opened the store one month ago and is now trying to establish a customer base by offering quality and speedy service. As part of her operations she employs a full time jeweller, Sam, on site to offer speedy repairs. She employs Rachel as her full time sales person. Hilary manages the accounts herself using a package called MYOB (Mind your own business).

The shop consists of three rooms.

1. The main shopfront where jewellery is displayed for customer purchase,
2. Hilary’s office where the server is
3. Sam’s office where he does all the repairs. Sam’s office also has a large fireproof safe where all the jewellery is stored at the close of business.

Hilary’s office

Sam’s office

Main Shopfront

Display Windows

Doors

Display counter

The current computer setup consists of three networked computers and a printer. There is a server attached to a printer in Hilary’s office. The customer database, accounts package and ordering system all reside on this server. Sam has a computer setup in his office so he can access the ordering system. His computer is also connected to the internet via a modem in his office allowing him to look up the latest in jewellery repair techniques. All email to the shop arrives to him and he prints out a copy to the printer in Hilary’s office.

Hilary has also setup a laptop in the front office for Rachel to place orders on. This also works as a backup. Every night after closing the shop Hilary copies all the data onto the laptop and takes it home with her. Every month she also copies all the data onto a CDROM and stores it in a lockable filing cabinet in her office. When she does this she also throws the previous CDROM in the trash.

All three staff have a username and password to access their computers. Since the shop is frequently busy they all login in the morning and leave their computers logged in. On occasion Hilary has forgotten her password so she has stuck it to her monitor on a post-it note.

Every morning Hilary and Rachel open the shop. All three have keys to every door but only Sam and Hilary have access to the safe so one of them needs to be there for Rachel. Rachel gets all the jewellery out of the safe and puts it in the display windows for customers to see. At the close of business all the jewellery is returned to the safe.

When customers bring in jewellery to be repaired Rachel enters all of their personal details onto the customer database through her laptop. On occasion Hilary is running late so will get Sam and Rachel to open instead. When this happens Rachel needs to use Hilary’s computer because the laptop is with Hilary. If this is the case she asks Sam to watch the shop through his doorway while she accesses the data she needs. Likewise, on a normal day when she is on her lunch break Sam will keep an eye on the shop from his office.

When customers pay for their jewellery/repairs Rachel prints a receipt to the printer in Hilary’s office and collects that to give to the customer. Using the one printer saves on printer costs so she doesn’t mind collecting the printout. Sam’s always around to keep an eye on the shopfront through his office door.

1. Identify the mission statement of Duff’s Diamonds.

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(2 Marks)

1. Comment on the appropriateness of the physical security measures used by Duff’s Diamonds

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(2 Marks)

1. Identify three improvements that could be made to the physical security measures.

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| **1.** |
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| **2.** |
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| **3.** |
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(3 Marks)

1. Comment on the appropriateness of the software security measures used by Duff’s Diamonds

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(2 Marks)

1. Identify three improvements that could be made to the software security measures.

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| **1.** |
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| **2.** |
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| **3.** |
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(3 Marks)

1. List two of Duff’s Diamond’s legal responsibilities in relation to customer data. Which act are these from?

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| **1.** |
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| **2.** |
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| **Act?** |

(3 Marks)

1. How could they better meet their legal responsibilities?

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(2 Marks)

1. Outline the strengths and weaknesses of their current backup system.

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| **Strengths:** |
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| **Weaknesses:** |
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(2 Marks)

1. Suggest a new backup strategy that addresses these weaknesses.

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(2 Marks)

1. Over time Hilary’s computer will become very full of information about customers and jobs. What should she do about this?

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(1 Mark)