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

Happy People is a Shiatsu massage clinic operating in Brunswick, Victoria. The owner, Sarah Connor, is one of the main Shiatsu therapists working there. She opened the clinic ten years ago to provide quality health treatment to as many people as possible. About five years ago, she also started a mobile service to treat employees of major companies. She sends a group of therapists out to a company and they treat all of their employees. This service is very popular and her business now has an annual turnover of $4.1 million dollars.

She employs a receptionist and 2 other Shiatsu therapists at her clinic in Brunswick. Their names are Samantha and Darren. All other therapists work in the mobile service. Mohammed is the receptionist there and he also manages the accounts for the business using a package called MYOB (Mind your own business)

The clinic consists of four rooms.

1. The waiting area where health information is displayed and products such as vitamins and self-help books are sold.
2. Sarah’s treatment room.
3. Samantha’s treatment room.
4. Darren’s treatment room.

Reception

Darren’s room

Waiting area

Windows

Doors

Sarah’s room

Samantha’s room

Mohammed’s computer is used as the main server. It hosts the customer medical records database and MYOB. It also has a printer connected directly to it. Mohammed is very conscious of security so he has borrowed a copy of Norton Antivirus from a friend and has installed it on the server. He also makes sure that he updates the definitions every fortnight.

All computers in the shop can print to the printer attached to the server. They also all have their own email account and web access so they can use the Internet as necessary to look up the latest in new techniques. Their internet connection is through a wireless router. This router is connected to the Internet through an ADSL2 modem. The wireless router has been secured using WPA2 security so that only computers in the clinic can connect to it.

Each therapist in the clinic has a laptop and they login to the network using their own username and password. They use their laptops to access the customer medical records database on the main server. This allows them to check client details and update them with details of the treatments given.

Each mobile Shiatsu unit is equipped with one laptop and a wireless USB modem. These laptops have email and web access. They connect to the customer medical records database through the Internet via a webpage interface. Only people working for Samantha know the address of this page so they haven’t needed to setup passwords on this. Sometimes the internet connection doesn’t work. When this happens they enter the medical records directly onto their laptop and then transfer them to the server when it’s working again.

When new customers arrive Mohammed gets them to enter their personal details and medical history on a signup form. He then uses this form to enter them into the database. Once they’re in the database he throws the form in the rubbish. He is getting a little worried as after ten years of working here the database is getting very big. It is taking it longer to look up records and the hard drive is filling up. With the hard drive filling up he has decided to save space by disabling windows updates.

Customers attending the clinic pay for their treatment straight away by credit card or cash. Accounts for companies attended by the mobile units are organised via email. Mohammed sends them out an email invoice and they email back their credit card details to pay straight away. This has proved very effective for getting paid quickly.

Each door in the shop uses the same key. Everyone working for the clinic has a copy of the key needed to open the doors. Sarah is also quite conscious of security so she also copies all the data from the server onto her laptop once a fortnight. She keeps her laptop with her at all times so she always has a good backup of the data.

1. Identify the mission statement of Happy People.

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(1 Mark)

1. Comment on the appropriateness of the physical security measures used by Happy People. Remember to state the reasons why each measure is good or bad.

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(5 Marks)

1. Identify four improvements that could be made to the physical security measures and why you would make each improvement.

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| **2.** |
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(4 Marks)

1. Comment on the appropriateness of the software security measures used by Happy People. Remember to state the reasons why each measure is good or bad.

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(4 Marks)

1. Identify four improvements that could be made to the software security measures and why you would make each improvement.

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(4 Marks)

1. List two of Happy People 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. What are their other legal responsibilities and what should they change to make sure they are complying with these. Make sure you state the act these responsibilities come form.

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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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(4 Marks)

1. Suggest a new backup strategy that addresses these weaknesses. Make sure you include details about what media they should backup to, how often they should backup, what they should backup and where it should be stored.

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(4 Marks)

1. The customer medical records database is very full of data and is starting to slow down. What should Mohammed do to fix this?

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(1 Mark)