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

Roger is the owner, manager and chief salesperson of Rabbit Mugs, a producer of quality coffee mugs on Sydney Road. He opened the store three years ago and has established a loyal customer base by offering quality mugs and high class customer service.

As part of his operations he employs a full time receptionist, Buffy and a graphic designer, Willow. Buffy manages the accounts for the business using a package called MYOB (Mind your own business)

The shop consists of three rooms.

1. The display room where mugs of all types and sizes are displayed
2. Roger’s office.
3. Willow’s office.

Reception

Roger’s office

Display room

Windows

Doors

Willow’s office

The current computer setup consists of three networked computers and a printer. The server is stored in Roger’s office for security. The customer database, accounts package and ordering system all reside on this server. Willow’s office has a computer and high quality printer to allow her to construct new designs for mugs. Finally the reception area has a computer. All invoices are printed from this computer to the printer in Willow’s office. She then contacts their warehouse for delivery of the goods.

Roger’s computer is also connected to the internet via a modem allowing him to look up the latest in mug designs. All email to the shop arrives to him and he prints out a copy to the printer in Willow’s office.

Every month Buffy copies all the data on the server onto a CDROM and stores it in a lockable filing cabinet in under her desk. When she does this she also takes the previous CD home and destroys any earlier copies.

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. Buffy has a bad memory so she has written her password on the bottom of her coffee mug.

The first time a customer visits Buffy enters all of their personal and payment details onto the customer database. Roger is frequently on the phone making sales but when Buffy is on her lunch break he does listen from his room for arriving customers.

1. Identify the mission statement of Rabbit Mugs.

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(2 Marks)

1. Comment on the appropriateness of the physical security measures used by Rabbit Mugs.

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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 Rabbit Mugs.

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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 Rabbit Mugs 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 Buffy’s computer will become very full of information about customers and jobs. What should she do about this?

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(1 Mark)