IT APPLICATIONS

UNIT 4 OUTCOME 2



INFORMATION MANAGEMENT

REVISION NOTES

**Unit 4 Outcome 2**

Evaluate the effectiveness of strategies used by organisations to manage the storage, communication and disposal of data and information, and recommend improvements to current practices

**Key Knowledge**

**1.** Reasons **why data and information are important** to organisations

**2. Key legislation** that affects how organisations control the storage, communication and disposal of their data and information

**3. Threats** to the integrity and security of data and information stored, communicated and disposed of by organisations

**4.** Procedures and equipment for **preventing unauthorised access** to data and information and for **minimising the loss of data** accessed by authorised and unauthorised users

**5.** Advantages and disadvantages of using **cloud computing** for storing, communicating and disposing of data and information

**6. Ethical dilemmas** arising from information management strategies used by organisations

**7. Strategies for resolving** legal, ethical and social **tensions** between stakeholders arising from information management strategies

**8. Possible consequences** for organisations of the violation of, or failure to follow, security measures

**9. Disaster recovery strategies** and the **testing** of these strategies

**10.** Criteria for **evaluating the effectiveness** of information management **strategies**

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| **1.** Reasons **why data and information are important** to organisations |

**1. List** five types of data an organisation may hold

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**2. Explain** how data assists in decision-making

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**3. Discuss** why data and information is so important to organisations

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4. Beside data being ‘important’ to an organisation **describe** one of reason why organisations need to protect data

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| **2. Key legislation** that affects how organisations control the storage, communication and disposal of their data and information |

**Complete** the following table:

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| --- | --- | --- | --- |
| **Act** | **Federal / Victoria** | **Applies To…** | **Principles/Content** |
| Privacy Act 1988 |  |  | 1.  2.  3.  4.  5.  6.  7.  8.  9.  10. |
| Information Privacy Act 2000 |  |  |
| Health Records Act  2001 |  |  |
| Copyright Act 1968 |  |  |  |
| Charter of Human Rights & Responsibilities  2006 |  |  |  |
| Spam Act  2003 |  |  |  |

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| **3. Threats** to the integrity and security of data and information stored, communicated and disposed of by organisations |

**1. Discuss** how deliberate threats differ from accidental threats

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**2. Identify** if the following are deliberate or accidental threats to data

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| **Threat** | **Accidental or Deliberate** |
| Hardware Failure |  |
| Viruses |  |
| Poor File Management |  |
| Information Theft |  |
| Hackers |  |

**3. Discuss** one threat that may occur to data that is being communicated

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**4. Explain** why it is important to protect data even through it is being disposed

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| **4.** Procedures and equipment for **preventing unauthorised access** to data and information and for **minimising the loss of data** accessed by authorised and unauthorised users |

**1.** For each scenario **identify** a measure that will prevent ‘unauthorised access’ to data

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| **Scenario** | **Security Measure** |
| Unauthorised access to the network through the Internet |  |
| Credit card details being sent across the internet |  |
| Unauthorised person gains access to the building |  |
| Visitors to the school accessing computers |  |

**2.** For each scenario **identify** a measure that will ‘minimise data loss’

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| **Scenario** | **Security Measure** |
| Users can’t find files on the network |  |
| Hard drive stops functioning |  |
| Unhappy staff member deleting sensitive data |  |
| Electrical storm causing a power surge |  |

**3. Explain** the difference between a full backup and an incremental backup

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**4. Explain** an advantage of both on-site and off-site storage for the backup

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| **On-Site** | **Off-Site** |
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| **5.** Advantages and disadvantages of using **cloud computing** for storing, communicating and disposing of data and information |

**1. Define** the term ‘Cloud Computing’

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**2. Discuss** three advantages of using ‘Cloud Computing’ for an organisation

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**3. Discuss** three disadvantages of using ‘Cloud Computing’ for an organisation

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| **6. Ethical dilemmas** arising from information management strategies used by organisations |

**1. Explain** the term ‘ethical dilemma’

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Bill works in the IT department of an insurance company. He has been asked by his boss to install spyware on all computers in the building so managers can keep an eye on staff

**2. Discuss** (the ‘two sides’ to) Bill’s dilemma

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Each Friday night Harry completes a full backup of all the organisations files and completes an incremental backup every other day. Harry’s new manager has told Harry to just complete a backup on Friday night but not bother any other night – as this will save the organisation money

3. **Discuss** (the ‘two sides’ to) Harry’s dilemma

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**4. Write** a question you would ask Harry’s boss about not completing daily backups

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| **7. Strategies for resolving** legal, ethical and social **tensions** between stakeholders arising from information management strategies |

**1. Explain** the term ‘stakeholder’

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**2. Describe** the term ‘Code of Ethics’

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**3. Describe** the term ‘Decision Support Framework’

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**4. Explain** how both a ‘Code of Ethics’ and a ‘Decision Support Framework’ can help resolve ethical dilemmas

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| **8. Possible consequences** for organisations of the violation of, or failure to follow, security measures |

**1. List** three common consequences if organisations fails to secure its data

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**2.** For each of the following scenarios **indicate** at least one consequence of the security failure

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| **Scenario** | **Consequence** |
| Geelong Bank lost a day’s worth of transactions when the power was lost |  |
| Managers of the Northcote Cinema decided to read all employee emails |  |
| An architect in Mornington accidently sent an email containing a new design to a competitor |  |
| Jessica, a celebrity agent, accidently left her diary behind at a café that contained all her clients personal details |  |
| James, a musician, samples music from other songs without permission |  |
| A bank dumps 100’s of customer records in a rubbish bin. A local paper reports the issue. |  |
| The owner of a small business does not pay his employees as he deleted the folder that contained the bank details |  |

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| **9. Disaster recovery strategies** and the **testing** of these strategies |

**1. Explain** the term ‘Disaster Recovery Strategy’

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**2. List** the four plans that make up a ‘Disaster Recovery Strategy’

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**3. Complete** the table below outlining key contents of each plan

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| **Emergency Plan** | **Backup Plan** |
|  |  |
| **Recovery Plan** | **Test Plan** |
|  |  |

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| **10.** Criteria for **evaluating the effectiveness** of information management **strategies** |

**1. Define** the following terms:

Integrity of Data \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Ease of Retrieval \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Currency of Files \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**2. Indicate** which type of criteria is being evaluated in the following scenarios:

Integrity of Data Security Ease of Retrieval Currency of Files

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| --- | --- |
| **Scenario** | **Type of Criteria** |
| Checking to see how much data was lost after the backup was restored |  |
| Timing how long it took to restore the backup onto the network |  |
| Keep a log of how many threats were detected on the network |  |
| Compare the original version of the file against the backed up version to see if they were the same |  |

**3. Outline** a procedure that could be used to test if an incremental backup has been successfully completed

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