

Experiment 10

Learning Objective: Case Study on Implementation of Security Policy on Social Media/Digital Platforms-critical infrastructure area like Banking/E-Commerce Websites/Payment Apps/Cloud Platforms/Online Ticketing platforms

1. Name & introduction about the App/platform:

As a leading player in the online ticketing space, BookMyShow acts as an all-in-one resource for customers looking to purchase tickets for a variety of entertainment venues, such as plays, concerts, movies, and sports. With millions of customers worldwide and a user-friendly design, BookMyShow has become a key platform in the entertainment sector, accommodating a wide range of preferences.

2. Need of security on those platforms:

Since the data entrusted to online ticketing services such as BookMyShow is sensitive, the importance of security on these platforms cannot be emphasized. Online ticketing systems are the guardians of a wealth of private information, including payment information and personal data. Strong security measures are therefore essential to protect user trust, privacy,

and financial stability by strengthening these platforms against illegal access, breaches, and cyber attacks.

3. Assessing user privacy on those platforms:

BookMyShow's operations are based on a strong commitment to protecting user privacy. Transparent privacy policies outlining the platform's methods for collecting, processing, and sharing data serve as a testament to this dedication. BookMyShow guarantees transparency and user autonomy by giving consumers fine-grained control over their privacy settings. This promotes a culture of trust and accountability.

4. Description of Technical aspects of security mechanism implemented on those platforms:

BookMyShow's security architecture is a comprehensive strategy that combines advanced security technologies with stringent processes. Secure communication channels are created via encryption techniques, which prevent unauthorized parties from deciphering sensitive data. Strong authentication systems act as gatekeepers, preventing unauthorized access attempts. The confidentiality and integrity of data stored is guaranteed by secure storage



procedures, and the platform's resistance to changing cyber threats is maintained by recurring security audits and adherence to industry standards like PCI DSS.

5. Security issues related to activities in those applications:

Even with strong security protocols in place, internet ticketing services such as BookMyShow are vulnerable to various security risks. Phishing attacks, which are typified by fraudulent emails or websites that aim to obtain confidential data from consumers, are an ongoing threat. Unauthorized account access, fraudulent ticket sales, and data breaches resulting from platform infrastructure vulnerabilities or third-party integrations are some of the common security challenges that require proactive mitigation techniques.

6. Security tools and tips to mitigate risks:

Encouraging a secure digital ecosystem requires equipping people with the information and resources they need to reduce security threats. In light of this, BookMyShow promotes implementing the following security best practices:

- i. To improve account security, use strong, one-of-a-kind passwords and turn on two-factor authentication.
 - ii. Use caution when responding to emails or clicking links; make sure they are legitimate before providing sensitive information.
 - iii. Keep up with security patches and upgrades to make sure software and devices are protected from new threats.
 - iv. Use reliable antivirus software in order to identify and eliminate malware threats.
- When sharing financial or personal information online, especially on unprotected or public networks, use caution.

7. Privacy settings and data security:

BookMyShow's dedication to safeguarding user privacy is demonstrated by the extensive range of privacy settings it offers, enabling customers to control who can see their personal data and preferences. In addition, the platform makes use of encryption and secure transmission protocols to protect user data during transactions and storage, giving users peace of mind about their data security.

8. **Best practices to maintain Cyber Hygiene:**

Developing strong cyber hygiene habits among consumers is essential to protecting the integrity of online ticketing platforms. In light of this, stakeholders are urged to:

- i. Review and update access and privacy settings on a regular basis to reflect changing user preferences.
- ii. Keep a close check on account activity and report any irregularities or questionable activities right away.
- iii. Become knowledgeable about common cyberthreats and how to identify and counter them.
- iv. Make it a habit to only browse securely; don't use unsecured networks or devices to access the site.
- v. Encourage a culture of early reporting by swiftly alerting the platform's support staff to any security issues or incidents so that they can be resolved quickly.

9. Summary & Conclusion:

In conclusion, a key component in securing vital digital infrastructure regions is the adoption of strict security regulations on online ticketing sites such as BookMyShow. Through the combination of advanced security technology, stringent protocols, and user education programs, BookMyShow guarantees a safe and easy ticketing process for a large number of its users. With its consistent commitment to user privacy, transparency, and resilience against new cyber threats, BookMyShow is a shining example of online security excellence, establishing standards for best practices across the industry.

10. References:

<https://medium.com/@narengowda/bookmyshow-system-design-e268febf56f5>
<https://www.crunchbase.com/organization/bookmyshow/technology>
<https://w3techs.com/sites/info/bookmyshow.com>

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