

**Data Technician**

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| Name: |
| Course Date: |
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# Day 1: Task 1

Please research and complete the below questions relating to key concepts of cloud.

Be prepared to discuss the below in the group following this task.

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| What can cloud computing do for us in the real-world? | Cloud computing lets you use computing power, storage, and software over the internet instead of running everything on your own devices, usually paying only for what you use. In the real world, it powers things like Google Drive and iCloud for file storage, Netflix and Spotify for streaming, and online banking and messaging apps so you can access your stuff from any device, anywhere. |
| How can it benefit a business? | Cloud computing helps a business cut upfront IT costs, pay only for what it uses, and scale resources up or down quickly as demand changes. It also improves reliability, security, and collaboration by hosting data and apps in professionally managed data centres that staff can access securely from anywhere. |
| What’s the alternative to cloud computing? | The main alternative to cloud computing is on‑premises (or “on‑prem”) computing, where a business owns and runs its own servers, storage, and software in its own data centre or office instead of renting them over the internet. |
| What cloud providers can we use, what are their features and functions? | |  |  |  |  | | --- | --- | --- | --- | | Features | AWS | Azure | GCP | | Data Analytics | Yes | Yes | Yes | | Database Storage | Yes | Yes | Yes | | Fast and reliable global network | Yes | Yes | Yes | |

# Day 1: Task 2

Please research the below cloud offerings, explain what they are and examples of use cases.

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| Cloud Offerings | Explain what it is | When / how might you use this service in the real-world? |
| IaaS (Infrastructure as a service) | Infrastructure as a Service gives virtualised hardware over the internet: things like virtual machines, storage, and networks. You manage the operating systems and applications yourself but avoid buying and running physical servers. | Use IaaS when you want full control of servers but don’t want to own hardware.  Examples: hosting a company website or backend on virtual machines, lifting‑and‑shifting an on‑prem app to the cloud, running custom VPNs or domain controllers. |
| PaaS (Platform as a service) | Platform as a Service gives a ready-made environment to build and deploy applications. You focus on writing code while the provider handles servers, operating systems, runtime, and many dev tools. | Use PaaS when you are developing apps and want to focus on code, not servers.  Examples: building a new web or mobile app using Azure App Service or Google App Engine, using managed databases and CI/CD pipelines for a startup product. |
| SaaS (Software as a service) | Software as a Service delivers complete applications you just log into and use (like webmail or CRM). The provider manages everything underneath: infrastructure, platform, updates, and security. | Use SaaS when you just need ready‑to‑use software with minimal setup.  Examples: using Microsoft 365 or Google Workspace for email and docs, Salesforce for CRM, or Slack for team messaging in a business. |

# Day 1: Task 3

Please research the below terms and explain what they are, when they would be appropriate and a real-world example of where it could be implemented (i.e. what type of organisation).

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| Public Cloud | A public cloud is a shared infrastructure run by a cloud provider (like AWS, Azure, GCP) and accessed over the internet on a pay‑as‑you‑go basis. You would use this when you want low cost, easy scaling, and do not have extreme security or regulatory constraints. It would mainly be implemented in startups, e‑commerce sites, SaaS companies, and most small/medium businesses hosting apps, websites, or data analytics. |
| Private Cloud | A private cloud is a cloud environment dedicated to a single organisation, either on‑premises or hosted, giving more control over security and customisation. It is used when you have strict compliance, data sovereignty, or performance needs and can afford to manage dedicated infrastructure. Typical organisations it is implemented into are banks, government agencies, large healthcare providers, or big enterprises with sensitive data and legacy systems. |
| Hybrid Cloud | A hybrid cloud is a mix of private (or on‑prem) and public cloud, with data and apps moving between them. It is used when you want to keep sensitive data in a private environment but use public cloud for scale, innovation, or burst capacity. Typical organisations to utilise this cloud feature are large enterprises, retailers, universities, and financial institutions that balance regulation with flexibility. |
| Community Cloud | A community cloud is a shared cloud infrastructure for several organisations with similar requirements (e.g. same industry or regulator), often with agreed security and compliance rules. It is used when multiple organisations need to share costs and collaborate on common platforms while meeting sector‑specific rules. Organisations which would use the community cloud are groups of hospitals, universities, or government departments in the same region/sector sharing systems and data. |

# Day 2: Task 1

Describe, with examples, the **three** major areas that the Computer Misuse Act deals with.

|  |  |  |
| --- | --- | --- |
| Area | Description | Example |
| Unauthorised access to computer material | This includes accessing data or programmes on a computer system without permission, even if nothing is changed. | A student guesses their teacher’s password and accesses the school’s database looking at exam scores |
| Unauthorised access with intent to commit further offences | This applies to someone when they gain unauthorised access and have the intent of committing crimes such as fraud or identity theft with the data they have acquired. | Using stolen bank details to withdraw £500 and use it for personal use |
| Unauthorised modification/ acts impairing a computer | This deals with unauthorised changes to data or actions that damage or disrupt computer systems. | Introducing a virus or ransomware that deletes files, encrypts data, or slows down or crashes a website |

The computer misuse act 1990 is an act where an individual can be criminalised because of computer related offense. Describe three extra powers that the Police and Justice Act 2006 (Computer Misuse) has added.

|  |
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| Description |
| They increase the sentence for hacking from 6 month to 2 years increasing the penalty hopefully as a deterrent for future hackers. |
| Maximum sentence raised to 10 years for serious system hacks such as intentionally shutting down a database to impair operations on the computer |
| It is now an offence to make, supply or obtain software or hardware tools for use in the computer misuse offences with up to 2 years imprisonment. |

Look at the below website to answer the questions:

<https://www.gov.uk/personal-data-my-employer-can-keep-about-me>

|  |
| --- |
| Write down three items of data which a company can store about an employee. |
| Sex |
| Education/Qualifications |
| Emergency Contact Details |

|  |
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| Give three more examples of data that an employer can only store if they first get the employee’s permission. |
| Race and Ethnicity |
| Trade Union Membership |
| Sexual History or Orientation |

Conduct further research to answer the below questions.

|  |  |
| --- | --- |
| Question | Answer |
| Provide one example of: Copyright infringement | One clear example is illegally downloading a movie from a torrent site and sharing it online without the permission of the copyright owner. This copies and distributes a protected work without a licence, which infringes copyright law. |
| Provide one example of: Plagiarism | An example of plagiarism is if I was sat next to somebody in an exam and copied their answer word for word, that would be plagiarism and I have blatantly copied somebody else’s work. |
| What are two consequences of copyright infringement and software piracy? | Installing a single-user copy of Microsoft Office on several home or school computers, even though the licence only allows use on one device. Downloading a cracked version of a commercial game or application from an unofficial website that has removed the copy protection so it can be used without paying. |
| Give three possible consequences for individuals when using pirated software | Three consequences include legal fines for criminal damage, malware risks as pirating software can lead to potential data leaks and malware activity and also no updates or technical support due to breaking company warrantys. |

Listed below are some laws which we have covered today:

1. Computer Misuse Act 1990

2. Police and Justice Act 2006 (Computer Misuse)

3. Copyright, Designs and Patents Act 1988

4. Copyright (Computer Programs) Regulations 1992

5. The Health and Safety (Display Screen Equipment) Regulations 1992

6. Data Protection Act 2018

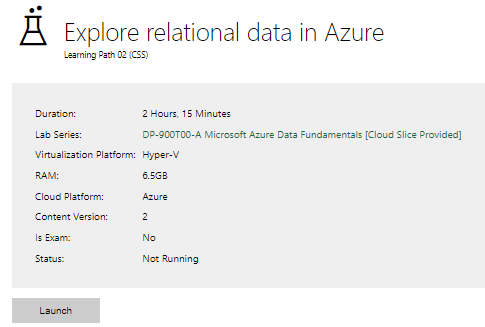
7. Consumer Rights Act 2015

* Insert a number in the first column of each row to match each of the statements with one of the above Acts.
* One of statements is incorrect and not illegal. For this statement, write ‘Not illegal’.

|  |  |
| --- | --- |
| **Act number** | **Clause** |
| 3 | With some exceptions, it is illegal to use unlicensed software |
| 7 | Any product, digital or otherwise, must be fit for the purpose it is supplied for |
| 1 | Unauthorised modification of computer material is illegal |
| 2 | It is illegal to create or use a hacking tool for penetration testing |
| 6 | Personal data may only be used for specified, explicit purposes |
| 1 | Employers must provide their computer users with adequate health and safety training for any workstation they work at |
| 2 | It is illegal to distribute hacking tools for criminal purposes |
| 1 | It is illegal to distribute an illicit recording |
| 7 | Personal data may not be kept longer than necessary |
| 2 | Gaining unauthorised access to a computer system is illegal |
| Not Illegal | Employers must ensure that employees take regular and adequate breaks from looking at their screens |
| 1 | It is illegal to prevent or hinder access (e.g. by a denial-of-service attack) to any program or data held in any computer |
| 6 | Personal data must be accurate and where necessary kept up to date |

# Day 3: Task 1

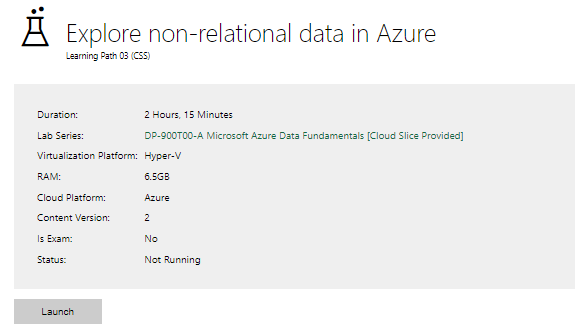
Please complete the below lab (3) *‘Explore relational data in Azure’* and paste evidence of the completed lab in the box provided.



|  |  |
| --- | --- |
| Completed lab | A screenshot of a computer  AI-generated content may be incorrect. |

# Day 3: Task 2

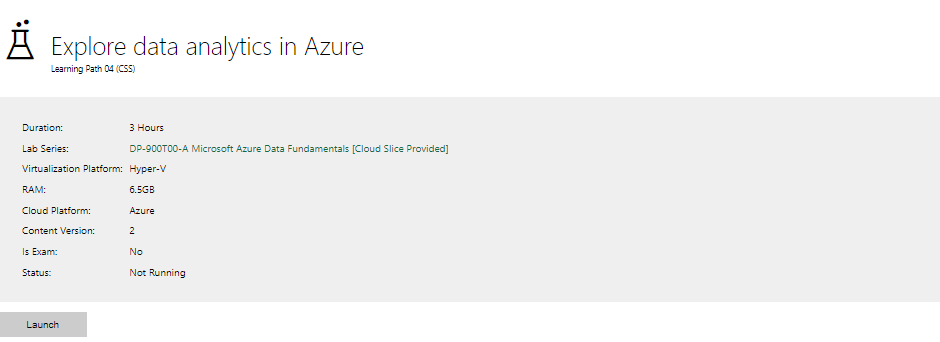
Please complete the below lab (4) *‘Explore non-relational data in Azure’* and paste evidence of the completed lab in the box provided.



|  |  |
| --- | --- |
| Completed lab | A screenshot of a computer  AI-generated content may be incorrect.  A screenshot of a computer  AI-generated content may be incorrect.  Part 2 of Task 2 would not work. As soon as I would put in the JSON code, I would get an error now allowing me to save to Cosmos or anything. I have tried multiple times and asked other peers for help but there is something wrong with my virtual machine, very sorry. As you can see from the screenshot there is no save button available therefore, I literally cannot continue this task. I have reset my virtual machine multiple times and it is infuriating me how I cannot find this button.    This is another error that continues to pop up. |

# Day 3: Task 3

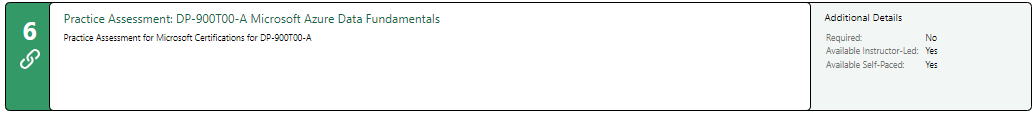
Please complete the below lab (5) ‘Explore data analytics in Azure’ and paste evidence of the completed lab in the box provided.



|  |  |
| --- | --- |
| Completed lab | A screenshot of a computer  AI-generated content may be incorrect.  Yet again for task 2 inside of task 3 it would not work. I have tried to get the KQL to work however after following the step several times I cannot still get it to work. I am sorry for the lack of work produced today but the labs have not been working at all. I have reset them numerous times and waited 43 minutes for the pipeline status to activate for it to not work. I am sorry for incomplete work but it just isn’t possible.A screenshot of a computer  AI-generated content may be incorrect.  I am sorry for not being able to fully complete them, I have tried numerous times I just cannot get the VM to work past this point. I am really sorry for not fully completing the lab! |

# Day 4: Task 1

In your teams, complete the Azure DP-900 practice exam and paste your result below – this is open book and please research and discuss your answers as a team.



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| Result | A screenshot of a computer  AI-generated content may be incorrect.  As my assessment would not compile after 6 attempts, I had counted my score going back over the exam with my results being 41/50. I’m very sorry for the assessment not loading and sorry for no real evidence but this is as much as I am able to show. |

# Day 4: Task 2

#### **1. Scenario Background**

"Paws & Whiskers" is a growing pet shop that aims to improve its business by analysing sales, customer information, and inventory data. Currently, the data is collected manually or stored in spreadsheets. Management is interested in transitioning to Microsoft Azure to streamline data storage, analysis, and reporting, enabling them to make data-driven decisions.

#### **2. Data Laws and Regulations**

Identify and explain the data laws and regulations relevant to handling customer data within the proposal. Ensure you cover the following points:

* **GDPR Compliance**: Highlight the importance of adhering to the General Data Protection Regulation (GDPR), particularly as it relates to storing and processing customer information.
* **Data Protection Act (DPA) 2018**: Outline how the DPA 2018 may affect the way "Paws & Whiskers" collects and stores data, ensuring compliance with UK laws on data privacy.
* **Other Industry Standards**: Research any additional data protection standards or regulations that may apply to pet shop data, particularly if they involve sensitive or payment information.

#### **3. Azure Service Recommendations**

Recommend Microsoft Azure services that would suit the company’s data analysis needs and explain why these services are suitable. Your recommendations should include:

* **Data Storage**: Identify suitable storage options, such as **Azure Blob Storage** or **Azure SQL Database**, and discuss the benefits of each for storing large datasets, including inventory, sales transactions, and customer details.
* **Data Analysis Tools**: Recommend tools such as **Azure Machine Learning** for customer behaviour analysis or **Azure Synapse Analytics** for analysing sales trends.
* **Data Integration and Automation**: Explain how services like **Azure Data Factory** could automate data collection and integration processes, improving efficiency.

#### **4. Data Types and Data Modelling**

Define the types of data "Paws & Whiskers" will need to work with and describe your approach to data modelling:

* **Data Categories**: Identify key data types, such as customer demographics, transaction history, pet inventory, and product categories.
* **Data Modelling Approach**: Outline how you would structure this data using a relational model or a data warehouse approach, considering factors like tables, entities, relationships, and primary keys.

#### **5. Data Storage Formats and Structures in Azure**

Discuss how you would store data within Azure and the formats you would recommend:

* **Data Formats**: Specify recommended formats (e.g., CSV for raw data imports, JSON for structured data, Parquet for analytics) and explain why these formats are suitable for specific data types.
* **Data Security and Encryption**: Include recommendations for securing data using Azure’s built-in encryption features and access controls to ensure compliance with data privacy regulations.

#### **6. Additional Considerations**

Provide any other considerations that might enhance data handling and efficiency in Azure, such as:

* **Backup and Disaster Recovery**: Outline a backup plan using **Azure Backup** or **Azure Site Recovery** to safeguard against data loss.
* **Data Visualisation**: Discuss potential use of **Power BI** within Azure for creating dashboards that provide management with real-time insights into sales and customer trends.
* **Future Scalability**: Comment on how Azure services can scale as the business grows, accommodating larger datasets and more complex analyses.

### **Submission Guidelines:**

1. **Structure**: Ensure your report is well-organised, with sections for each task (e.g., Data Laws, Azure Services, Data Types, etc.).
2. **Formatting**: Include headings, bullet points where appropriate, and any visuals or diagrams that support your explanations.
3. **References**: Cite any resources or regulations referenced in the report.
4. **Length**: Aim for 1500-2000 words.

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| **Introduction**  *About the business -*  Paws & Whiskers is a growing pet shop that aim to provide excellent service to its customers. Wanting to expand, Paws & Whiskers have identified a current issue of collecting and storing their data manually which can be a long task to sift through each select data. This leads to slow data analysis for the business making improvements happen at a slower rate than if they were to use services such as Microsoft Azure for data storage.  *Purpose of Proposal -*  The purpose of this proposal is to make informative judgements about Microsoft Azure and whether it is the correct software Paws & Whiskers to transfer their data across to. As well as this, the report will discuss data protection and legal compliance making sure the completion of the move to Microsoft Azure will be done lawfully while maintaining privacy of every unit inside of the database.  **Data Laws and Regulations**  *GDPR Compliance –*  The General Data Protection Regulation (GDPR) is a comprehensive data protection framework that governs the collection, storage, and processing of personal data within the United Kingdom and the wider European Union. For Paws & Whiskers, GDPR compliance is particularly significant due to the handling of customer information such as names, contact details, purchase histories, and potentially payment-related data. Under GDPR, this information is classified as personal data and must be processed lawfully, fairly, and transparently.  One of the core principles of GDPR is data minimisation, which requires organisations to collect only data that is necessary for a specific and legitimate business purpose. In addition, personal data must be accurate and kept up to date, with mechanisms in place to rectify inaccuracies when identified. GDPR also emphasises storage limitation, meaning customer data should not be retained for longer than necessary. Consequently, Paws & Whiskers must implement clear data retention policies when using cloud-based platforms such as Microsoft Azure.  Furthermore, GDPR grants individuals specific rights, including the right to access their data, the right to rectification, and the right to erasure, commonly referred to as the “right to be forgotten.” To comply with these requirements, Paws & Whiskers must ensure that its Azure environment supports secure data access, encryption, and robust access controls. By adhering to these principles, the organisation can reduce legal risk while maintaining customer trust and transparency.  *Data Protection Act 2018 -*  The Data Protection Act (DPA) 2018 complements the General Data Protection Regulation by providing a UK-specific legal framework for the protection of personal data. It clarifies how GDPR principles are applied within the United Kingdom and outlines the responsibilities of organisations acting as data controllers or data processors. For Paws & Whiskers, compliance with the DPA 2018 requires the lawful collection and secure storage of customer data, ensuring that appropriate technical and organisational measures are in place to prevent unauthorised access or data breaches. The Act also emphasises accountability, requiring businesses to demonstrate compliance through documented data protection policies and procedures. Adhering to the DPA 2018 ensures that customer data is handled ethically while reducing the risk of legal penalties and reputational damage.  *Other Industry standards and Regulations -*  In addition to GDPR and the Data Protection Act 2018, Paws & Whiskers must consider other industry standards relevant to the protection of sensitive and financial data. Where customer payment information is processed, compliance with the Payment Card Industry Data Security Standard (PCI DSS) is essential to ensure secure handling of cardholder data and to reduce the risk of fraud. Furthermore, Microsoft Azure adheres to internationally recognised security standards such as ISO/IEC 27001, which provides a framework for information security management. Aligning with these standards strengthens data security practices and supports regulatory compliance, thereby enhancing customer confidence and safeguarding business operations.  **Azure Service Recommendations**  *Data Storage Solutions -*  To effectively manage the diverse data requirements of Paws & Whiskers, a combination of Microsoft Azure storage services is recommended to support both structured and unstructured data. Azure Blob Storage is particularly well suited for storing large volumes of unstructured or semi-structured data, such as raw sales exports, inventory files, and historical spreadsheet data currently used by the business. Its scalability and cost-effectiveness make it an ideal solution for long-term data retention and archival purposes, while also enabling seamless integration with analytics services within the Azure ecosystem.  In contrast, Azure SQL Database provides a fully managed relational database solution designed for structured data that requires high consistency and reliability. Customer records, transaction histories, and inventory details can be stored in a relational format, allowing for efficient querying, data validation, and enforcement of data integrity through primary and foreign key constraints. Azure SQL Database also offers built-in features such as automated backups, high availability, and advanced security controls, including encryption and role-based access management.  By adopting a hybrid storage approach that leverages both Azure Blob Storage and Azure SQL Database, Paws & Whiskers can optimise data storage performance while ensuring scalability, security, and compliance with data protection regulations.  *Data Analysis Tools –*  To enable meaningful insights and support data-driven decision-making, Paws & Whiskers would benefit from implementing advanced data analysis tools within the Microsoft Azure ecosystem. Azure Synapse Analytics is a highly suitable solution for analysing large volumes of structured and semi-structured data, particularly sales transactions and inventory records. By combining data warehousing and big data analytics capabilities, Azure Synapse allows the organisation to identify sales trends, monitor seasonal demand, and evaluate product performance through complex queries and aggregated reporting.  In addition, Azure Machine Learning can be utilised to perform more advanced analytical tasks, such as customer behaviour analysis and demand forecasting. By applying machine learning models to historical transaction data, Paws & Whiskers can gain predictive insights into purchasing patterns, enabling more accurate stock management and targeted marketing strategies. Azure Machine Learning also supports model automation and scalability, allowing analytical processes to evolve alongside business growth.  Together, these tools provide a comprehensive analytical framework that transforms raw data into actionable insights. Their integration with Azure storage services ensures efficient data processing while maintaining security, compliance, and operational efficiency.  *Data Integration Tools -*  Efficient data integration and automation are essential for reducing manual processes and ensuring data consistency across business operations. Azure Data Factory provides a robust solution for automating the extraction, transformation, and loading (ETL) of data from multiple sources, such as point-of-sale systems, inventory spreadsheets, and customer databases. By automating these workflows, Paws & Whiskers can ensure that data is regularly updated and accurately consolidated within centralised Azure storage systems.  Azure Data Factory also supports scheduled data pipelines and real-time data movement, enabling timely access to up-to-date information for analytical and reporting purposes. This reduces the risk of human error associated with manual data entry and improves operational efficiency. Furthermore, its seamless integration with other Azure services, including Azure SQL Database and Azure Synapse Analytics, ensures a scalable and reliable data integration architecture that supports long-term business growth and informed decision-making.  **Data Types and Modelling**  *Data Categories -*  To support effective data analysis and operational decision-making, Paws & Whiskers must manage several key categories of data. Customer data represents one of the most critical data types and includes personal information such as names, contact details, and loyalty programme records. This data enables the business to understand customer demographics and purchasing behaviour while also requiring strict adherence to data protection regulations.  Transaction data is equally important and consists of sales records, payment details, purchase dates, and quantities sold. Analysing this data allows the organisation to identify sales trends and evaluate product performance. Inventory data includes information on stock levels, product descriptions, pricing, and supplier details, supporting efficient stock control and replenishment processes. Additionally, product categorisation data, such as pet type, brand, and product category, enables structured reporting and more targeted analysis.  *Data Modelling Approach –*  To effectively organise and manage the data used by Paws & Whiskers, a relational data modelling approach is recommended. This approach enables structured storage of data while maintaining data integrity and reducing redundancy. Core entities within the model would include customers, products, sales transactions, and inventory, each represented as separate tables with clearly defined primary keys. Relationships between these entities can be established using foreign keys, allowing accurate linking of customer purchases to specific products and transaction records.  For analytical purposes, a data warehouse model may also be implemented, using a star schema design to optimise query performance. In this structure, sales transactions would function as fact tables, while customers, products, and time would serve as dimension tables. This approach supports efficient reporting and trend analysis within Azure Synapse Analytics. Overall, this data modelling strategy ensures consistency, scalability, and efficient data retrieval, supporting both operational and analytical requirements as the business grows.  **Data Storage Formats and Structures in Azure**  *Recommended data formats -*  Selecting appropriate data storage formats is critical to ensuring efficient data ingestion, processing, and analytics. For Paws & Whiskers, CSV (Comma-Separated Values) files are recommended for initial data migration and raw data ingestion, particularly when importing existing spreadsheet-based records into Azure Blob Storage. CSV files are lightweight, widely supported, and well suited for batch data transfers.  For semi-structured data, such as application logs or data retrieved from external systems and APIs, JSON (JavaScript Object Notation) is a suitable format due to its flexibility and compatibility with Azure Data Factory pipelines. For large-scale analytical processing, Parquet format is recommended, as it is a columnar storage format optimised for performance and reduced storage costs. Parquet integrates efficiently with Azure Synapse Analytics, enabling faster query execution and improved analytical performance.  *Data Encryption and Security -*  To ensure compliance with data protection regulations discussed earlier, robust security measures must be implemented across all Azure data storage solutions. Microsoft Azure provides built-in encryption for data both at rest and in transit, protecting sensitive customer and transaction data from unauthorised access. Additionally, Role-Based Access Control (RBAC) and Azure Active Directory can be used to restrict access based on user roles, ensuring that only authorised personnel can access sensitive information. These security controls reinforce GDPR and DPA 2018 compliance while maintaining data confidentiality and integrity  **Additional Considerations (200 words)**  *Back-up and Disaster Recovery -*  Ensuring the resilience, usability, and scalability of the Azure data ecosystem is essential for Paws & Whiskers. Backup and disaster recovery measures, such as Azure Backup and Azure Site Recovery, safeguard critical customer, sales, and inventory data against accidental loss or system failure. Automated, secure backups and replication across multiple regions ensure rapid recovery while maintaining compliance with GDPR and the Data Protection Act 2018, supporting business continuity and operational reliability.  *Data Visualisation -*  Data visualisation is equally important, with tools like Power BI and Tableau transforming raw datasets into actionable insights. Interactive dashboards and reports enable management to monitor sales trends, inventory levels, and customer behaviour in real time, facilitating strategic decision-making and operational efficiency. Role-based access ensures sensitive information is only available to authorised personnel, maintaining data security while enhancing usability.  *Future Scalability -*  Finally, future scalability is a critical consideration. Azure’s flexible, pay-as-you-go architecture allows storage, processing, and analytics resources to expand seamlessly as the business grows. This ensures the system can handle increasing volumes of customer data, sales transactions, and inventory complexity, providing a sustainable foundation for both current operations and long-term growth.  **Conclusion**  Implementing a Microsoft Azure-based data management system offers Paws & Whiskers a transformative opportunity to improve operational efficiency, data security, and business intelligence capabilities. By adopting structured data storage solutions such as Azure SQL Database and Azure Blob Storage, the organisation can manage both structured and unstructured data effectively. The integration of analytical tools, including Azure Synapse Analytics and Azure Machine Learning, enables the business to identify sales trends, forecast demand, and gain insights into customer behaviour.  Compliance with GDPR, the Data Protection Act 2018, and additional industry standards ensures that customer data is handled responsibly, securely, and transparently. Furthermore, Azure’s built-in security features, backup options, and scalability provide a resilient foundation for future growth. Collectively, these measures establish a robust, secure, and scalable data ecosystem that not only meets regulatory requirements but also supports informed, data-driven decision-making, positioning Paws & Whiskers for sustainable success in an increasingly competitive retail environment. |

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| **Course Notes** |

It is recommended to take notes from the course, use the space below to do so, or use the revision guide shared with the class:

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| **Additional Information** |

We have included a range of additional links to further resources and information that you may find useful, these can be found within your revision guide.

**END OF WORKBOOK**

**Please check through your work thoroughly before submitting and update the table of contents if required.**

**Please send your completed work booklet to your trainer.**