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OBJECTIVE

Develop a security architecture that will allow a company to transition its staff to work remotely.



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BACKGROUND

A UK-based online retailer and market leader in its sector.

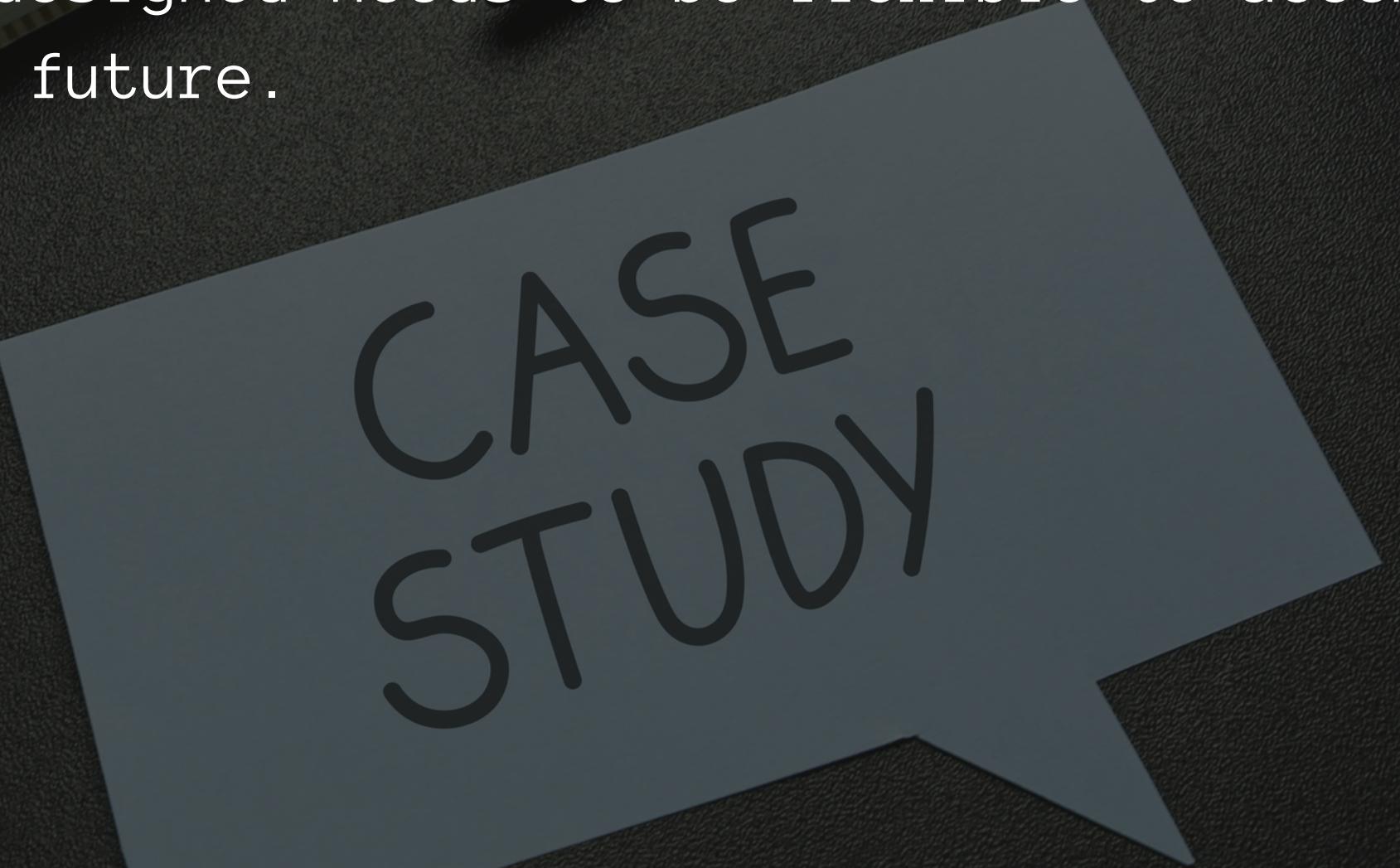
Due to the recent pandemic, your company would like to transition a percentage of their non-essential staff to work remotely including HR and customer service personnel.

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BACKGROUND

The architecture designed needs to be flexible to accommodate any department in the future.



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BACKGROUND

Customer service needs to be able to provide customer support and download reports from customer services applications.

Customer service manager needs to be able to generate reports if needed about the customers and provide additional support to the customer service staff.

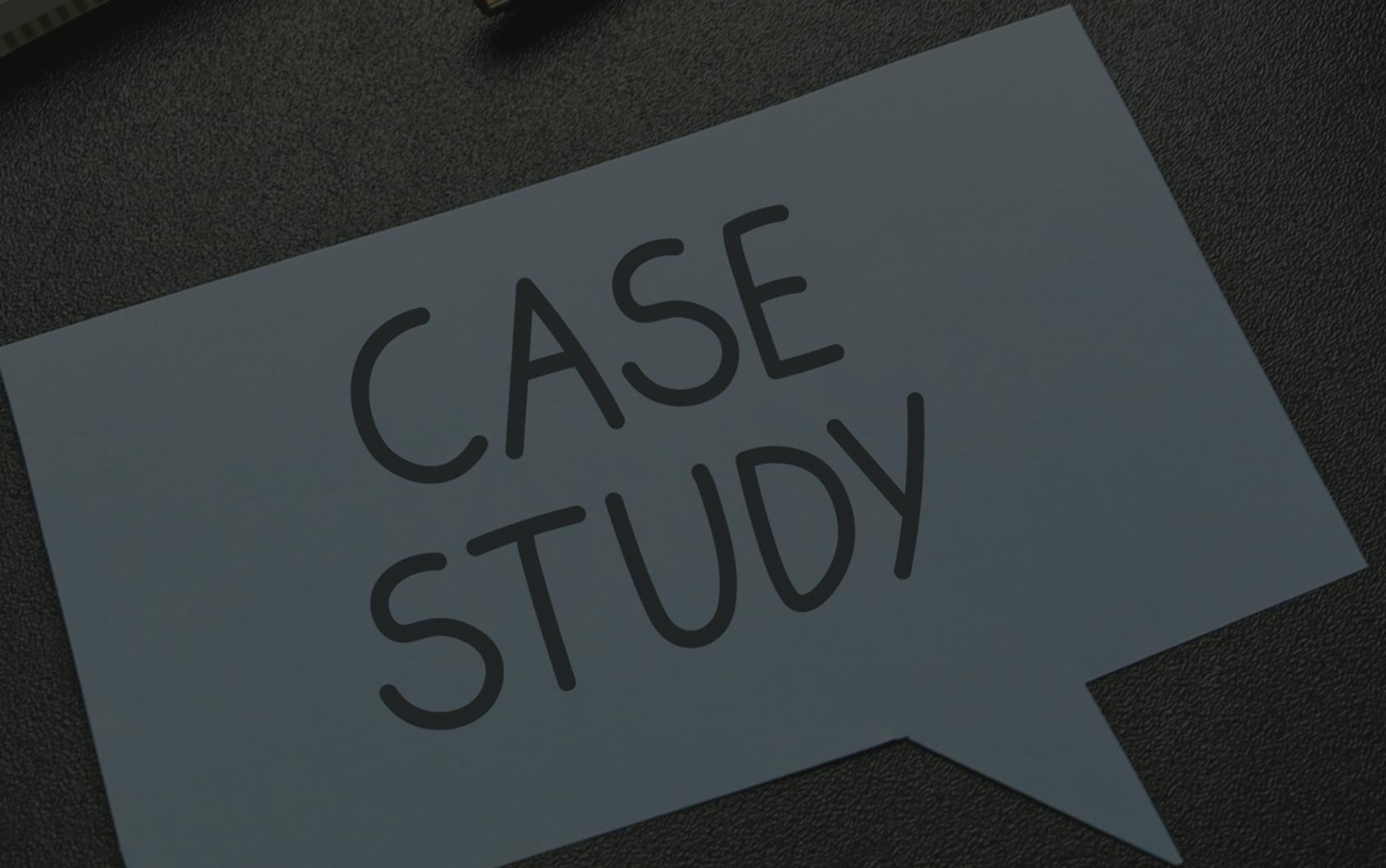
HR needs to be able to onboard/offboard employees and also modify their information using an HR application.

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BACKGROUND

Top priority is to ensure the confidentiality of customers' and employees' information.



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BACKGROUND

There was an insider attack several months ago when an employee stole company data leading to significant financial and reputational impact.

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BACKGROUND

Current security posture is quite formidable:

- Data has been classified and protected accordingly
- Investments have been made in data loss prevention technology
- Email and internet security is active
- MFA on all external applications

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PROCESSES

- Understand the business requirements
- Classify data
- Threat modelling and risk assessment
- Security Requirements
- Reference Security architecture
- Identify residual risk

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