CMT104 Information, Network & Cyber Security

Risk Workshop

You are employed by a small 10-person business, BetterBuy, which buys articles at a discount, and sells them on through a catalogue to potential customers on a mailing list that is developed and maintained by BetterBuy. The business is run from a small business park. Mr Black and Mrs Green (who set up the company) have strong business backgrounds, and they set up their business on a sound footing from the start. They devoted a large proportion of their savings to setting up the business, and though many of the processes are based on their old manual paper-based systems they have implemented some computer support. They primarily use MS Office for orders, email contact with suppliers, correspondence, and HR records which are set up in Word/Excel files. They use Sage for financial accounting. They have a web-site running IIS established for promoting their products, which they have had developed by their Internet Service Provider which operates from another building on the business park, but also have a catalogue published which they send out to their mailing list. They have an MSAccess database for product/supplier information including pricing, as well as a customer mailing list.

BetterBuy identifies suitable goods from suppliers and incorporates details of those goods in a catalogue to be provided periodically to customers stored on their database. These products are also incorporated into their website. The goods will be ordered (payment with order) by the customers of BetterBuy, who will forward customer details to the suppliers of the goods. The suppliers will dispatch ordered goods direct to the customer, informing BetterBuy of despatch, and invoicing BetterBuy monthly. BetterBuy will, in turn, pay suppliers for the goods, provided the invoices match up with orders and product despatch details.

Black and Green believe that the range of articles made available for customers will be broad, and will select items for inclusion in the catalogue based on knowledge of their customers, as well as the ability of the suppliers to supply quality merchandise on time. Initially the customer database will be based on their extensive network of personal contacts, but they hope to develop it through word of mouth and other appropriate advertising. They are keen to develop the business based on quality of service, but will also take an ethical stance by ensuring, for example, that their children do not attempt to purchase items from the catalogue.

Where the required detail is not available, you are to make assumptions, ensuring you note the assumptions made.

You have recently been on an information security awareness course, and have been asked by Mr Green to run a risk workshop for BetterBuy.

This diagram outlines the main activities carried out within BetterBuy