

INTERVIEW

Simulated Business Profile

Detail	Information to Use
Business Name	Sweet Bean Café
Location	Chandigarh – Sector 34
Staff Count	6 employees
Devices Used	1 POS System, 1 Laptop, 3 Staff Phones, 2 CCTV Cameras, Wi-Fi Router
Owner	Mrs. Riya Sharma (Owner since 2020)

Business & IT Setup

- What devices are used for business operations? (e.g., POS, laptop, phone)

Answer : POS system, 1 laptop for billing & accounting, 3 staff phones, 2 CCTV cameras.

- Is there an IT support person or vendor?

Answer : No full-time IT; uses a local technician only when issues occur.

Accounts & Access

- Do employees share login accounts?

Answer : Yes, POS and email are shared among staff.

- Do you use strong passwords or password policies?

Answer : No formal password policy; simple passwords used.

- Is MFA enabled on email, banking, or POS?

Answer : No MFA on email, POS, or banking.

Backup & Data

- Do you backup data? If yes, how often?

Answer : Backups rarely taken, only manual once every 2–3 months.

- Where are backups stored? Cloud / USB / Hard disk / None

Answer : Stored on a USB drive kept at the café.

Cyber Awareness

- Have staff been trained on identifying cyber threats?

Answer : No formal training provided.

- Has any cyber incident happened before?

Answer : Yes, phishing email incident last year; no financial loss.

TECHNICAL ASSESSMENT

Wifi and Network

Item	Yes	No	Notes
Router password changed from default	✓		Changed once but still weak
Guest & Staff Wi-Fi separated		✗	Single wifi for all users
WPA2/WPA3 Encryption enabled	✓		WPA2 active

POS and Payments

Item	Yes	No	Notes
POS system updated to latest version		✗	Last update 10 months ago
Transactions monitored regularly	✓		Owner checks weekly

Backup

Item	Yes	No	Notes
Backups taken regularly		✗	Not automated, rarely done
Backup tested at least once		✗	Never tested restore

Access Control

Item	Yes	No	Notes
Staff have separate accounts		✗	Shared accounts used
Admin access limited	✓		Only admin has access