



Oxford Cambridge and RSA

Level 3 Cambridge Technical in IT

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Unit 3: Cyber security

INSERT

Thursday 11 January 2018 – Afternoon

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OCR Phones

Background

OCR Phones is an independent phone shop in Exeter. It was started by three siblings: Oscar, Christine and Rachel in 2010. *OCR Phones* currently has seven employees.

OCR Phones provides the following services to its customers:

- phone contracts including:
 - sim only contracts;
 - sim cards and phones.
- upgrades to phones;
- sim free handsets;
- repair of phones.

IT Facilities

OCR Phones runs a network environment with servers running operating systems that are over eight years old and the desktops running operating systems and applications software that are over seven years old. *OCR Phones* has not updated its ICT infrastructure, network operating system, desktop operating system or applications since the shop was opened.

There are desktops in the shop and also in the office to the rear.

Management of the ICT infrastructure and facilities is done by a friend who visits approximately once a month to check everything is working and is also on call for emergencies.

OCR Phones has a website where customers can see the latest deals and register their personal details to subscribe to a newsletter. The webserver is located in the office to the rear with the other servers. The webserver has not been updated since it was first installed.

There is a 100Mb leased line internet connection shared by the shop and the back office.

The shop has WiFi and *OCR Phones* allows customers to connect to the WiFi.

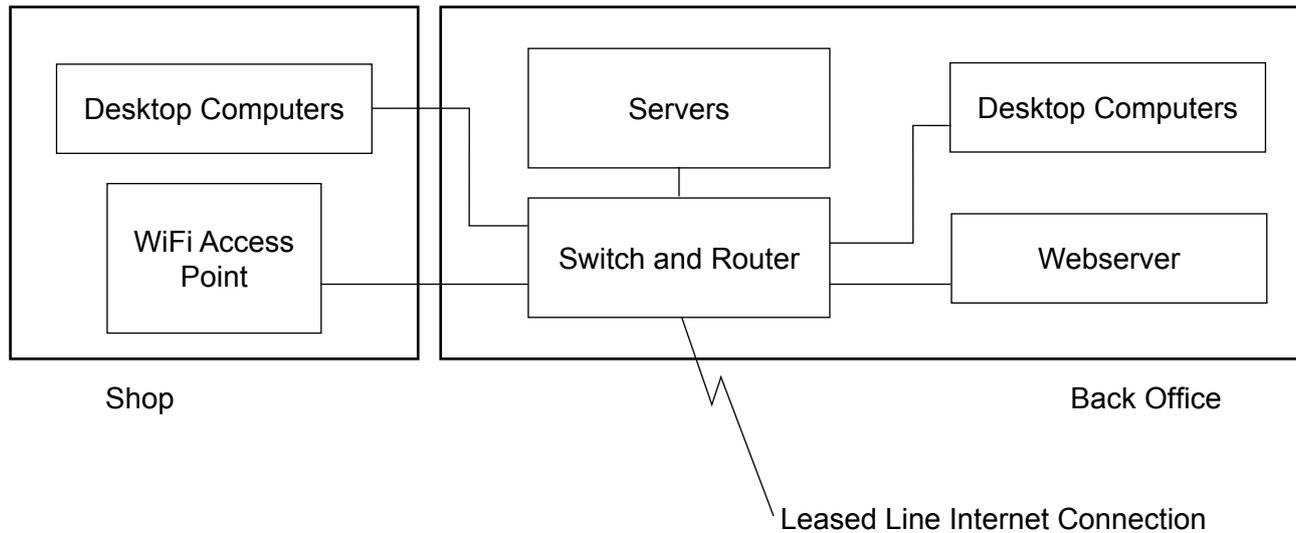
Use of ICT Facilities

The desktops in the shop are used to record customer information and produce invoices. The desktops are also used by the employees to visit websites to assist them with their job.

The desktops in the office are used for a number of purposes, including the production of the newsletter that is sent to customers, writing letters to customers when their contracts are coming to an end and producing leaflets with information on the latest offers. The desktops are also used to update the website with the latest offers and information.

There is an atmosphere of trust within the workplace and *OCR Phones* has few policies and procedures in place.

Logical Diagram of Network



To prepare for the examination, you should research the following themes:

- Types of cyber security incidents that may impact on *OCR Phones*.
- Legal implications of cyber security vulnerabilities.
- Different measures *OCR Phones* can employ to reduce the risk of being hacked.
- How cyber security reports should be used by *OCR Phones* to prevent future incidents.



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