# Work Scenario

The aim of this work scenario is to assess the learner’s practical knowledge and skills in:

* Confirming current requirements relating to workplace information.
* Classifying and applying privacy policies to sensitive information.
* Organising and implementing access control protocols to obtained data sets.
* Identifying and reporting malfunctions of IT infrastructure.
* Conducting back-up of on-site and off-site data.
* Conducting a privacy impact assessment.

You will need to be able to access Community Assister’s resources: its policies and procedures, data protection and associated processes and expectations. You will also need to be able to search the web to find the legal and regulatory requirements that exist, and you must work through.

The work scenario is that you have been tasked by the Community Assister’s management to check on our current practices related to securely managing our information related to the following request from one of our partnering companies.

Trojan Coaches provides tour coaches (60, 40 and 20 seats in capacity) to over 70% of our centres. They provide very good prices, are reliable, on time and their vehicles are always in immaculate condition. Their drivers are courteous and there has been great feedback from our customers who have travelled with them.

Trojan has requested from our General Manager the names, addresses and contact details for the people on a specific respite day trip that occurred six weeks ago. Apparently one of the group sought a quote from the Trojan group at that time for a charter hire for another organisation and they have misplaced the details that he provided at that time. They cannot remember his name, but are certain if they got a full list, they could work out who it was.

You have been asked to investigate and try to assist the Trojan group as they are good partners to work with.

You are to prepare a simple report to be presented to the executive team with a recommendation. The executive team wish to be ethical in this matter and your investigation into the privacy issues and our own company’s policies need to be considered. You report should not exceed 4 A4 pages.

When your report (Parts 1 to 4) is ready email to your manager (i.e. teacher).

Parts 5 and 6 can be in a separate document in paragraph form.

## Part 1

For the initial part of the investigation and response you need to identify the following as it relates to this request:

* Laws related to securely managing workplace information in your State.
* Community Assister’s organisational policies and procedures about handling workplace information.
* Australian Government sources on industry best practices relating to access control. (Best practices refer to procedures that are identified by the industry as the most effective way of conducting access control.)
* Protocols and industry standards about workplace information management. (Protocols refer to a set of standardised rules for managing workplace information. Industry standards refer to a set of criteria or best practices followed to properly manage workplace information.)

**Part 2**

Provide a summary of your Part 1 research that could be shared with Community Assister’s executive management team – this should be no larger than one A4 page.

**Part 3**

You now need to identify at least three types of sensitive information that may be included in the information requested by Trojan. (Sensitive information refers to workplace information that contains personally identifiable or confidential information that must be protected from unauthorised access.)

Form a paragraph to be included in a report to the Community Assister’s executive management team about what sensitive information has been requested and explain why it can be considered sensitive information.

**Part 4**

Using the documentation of Community Assister’s, identify where (i.e. what data systems, data encryption, data storage, data access control) the data requested could be found.

Explain this and the data protection in place in a paragraph format.

**Task 5**

In your investigations into this request, you also note that the Community Assister’s network has suffered two malfunctions and two attacks on the organisation’s IT infrastructure that risks the security of sensitive workplace information stored.

It appears that these have not been conveyed to the senior management team and you believe that this should be drawn to their attention within the scope of your report.

Prepare a section of the report (no more than an A4 page) that:

* Identify at least two malfunctions of your organisation’s IT infrastructure (you are free to be creative to establish these virtual malfunctions). Malfunctions refer to technical issues that affect how the components of the IT infrastructure function properly.
* Provide a description for each malfunction identified.
* Identify at least two attacks on the IT infrastructure that risks the security of sensitive information stored in the IT infrastructure (you are free to be creative to establish these virtual attacks). Attacks refer to attempts to steal and use information through unauthorised access of the organisation’s IT Infrastructure.
* Provide a description for each malfunction identified.

This section of the report needs to include:

* Malfunctions of the IT infrastructure.
* Frequency of identified malfunctions.
* Attacks on IT infrastructure.
* Frequency of identified attacks.

In addition to the section of report prepared above, use IT Malfunction report in your office’s Policy folders to notify your manager.

**Part 6**

Using your work (i.e. home) computer carry out a onsite back-up of data. (On-site data refers to workplace information stored in local storage devices such as hard drives, CDs, or flash drives.)

Take screen shots or a video of your process.

Prepare and carry out an offsite back-up of data. (Off-site data refers to workplace information data stored in remote storage locations such as cloud storage systems.)

Take screen shots or a video of your process.

Place these in a stand-alone document with necessary explanations and place in your digital portfolio.