

# Class Tasks 14.1

## Introduction

## Suggested Answers



### Class Task 1.1 – The IT Solution

- You are hired to design an IT Service strategy for a company that wants to start taking online orders securely and processing the payment securely.
- They currently take orders over the phone and record bookings into an Access database by hand.
- They do not have a lot of technical expertise in the company.
- They do have a lot of money to spend.
- In small groups, come with as many different ways as you can to solve this problem
- You will only pick one of them.
- This will be your recommended IT Solution.
- **TIME ALLOWED: 10 minutes**

### Suggested Answer:

- You will need some form of website and database server.

You could:

- Host the database and webserver on the company premises
- Host the database server on the premises, and have the website hosted on the cloud.
- Use a cloud-based database server and website.

### Recommended IT Solution

- To keep costs down you decide to use **a cloud-based database server and website.**



## Class Task 1.2 – The IT Service Strategy

- Individually or in small groups:
- Come with as many different things that your business **AND** their clients will need to be able to do with this system
- This will be your IT Service Strategy
- **TIME ALLOWED: 15 minutes.**

### Suggested Answer:

#### Customers

- Customers will need to be able to log in securely (**Unit 6, Unit 11**)
- Customers will need to be able to place an order securely (**Unit 6, Unit 11**).

#### Business

- The Business will need to be able to take orders from customers(**Unit 6, Unit 11**).
- Payment information will need to be transmitted to the database securely (**Unit 2, Unit 11, Unit 16**).
- Payment information will need to be stored securely. (**Unit 2, Unit 11**)
- Should anything go wrong, the error handling of the system will deal with things (**Unit 4, Unit 11**).
- Transaction processing by the database will be required (**Unit 2**)
- Compliance with GDPR and the Computer Misuse act is required (**Unit 1, Unit 11, Unit 16**)



## Class Task 1.3 – The IT Service Catalogue

- In small Groups
- come with as many different Hardware and Software components that you will need to be able to build the recommended IT Solution.
- This will be your IT Service Catalogue.
- **TIME ALLOWED: 20 Minutes**

### Suggested Answer

#### Software

- A website with a secure login area
- A secure HTTPS connection to the website
- A Database Program e.g. MySQL or SQL Server
- Encryption of the data in the database
- A cloud provider with up-to-date security
- Guaranteed backups for your remote database in the case of failure
- Up to date User Account and Password Policies.
- Some form of online payment software.
- Some form of online ordering software.

#### Hardware

- A firewall and router for the business.
- A secure host for the database
- A secure host for the website e.g. Wix, WordPress, Google Cloud.
- Computers in the building

Synoptic Unit Knowledge: **Unit 1, Unit 2, Unit 4, Unit 6, Unit 11, Unit 16.**



## Class Task 1.4 – The IT Service Solution

- In small Groups
- Using your Solution and your IT Service Catalogue, come up with as many tasks as you can to be able to complete the project.
- This will be your IT Service Solution.
- **TIME ALLOWED: 20 Minutes**

### Suggested Answer

- Design the Database, normalized to 3<sup>rd</sup> NF.
- Find somewhere to host the database.
- Ensure the database is encrypted.
- Create the website.
- Find somewhere to host the website.
- Ensure the website connection is using HTTPS.
- Add payment software e.g., PayPal.
- Make sure there is a valid RSA Certificate for the company.
- Ensure valid documentation is written for legislation compliance.
- Ensure policies are in place for Data Breach or Disaster Recovery.
- Set up the company firewall.



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