

## IS H Exam 2006 - Section II

16. a. The company should consider **frequency**, **storage** and **version control** as part of their strategy.

The frequency should see a daily backup, possibly running overnight as well as an end of the month backup.

For storage the company could use magnetic tape.

Version control would see the company employ a strategy such as Grandfather Father Son. They would also have to decide whether to run a full, differential or incremental backup. If the company have ample storage capacity on the chosen hardware, then a full backup would be run daily.

b. (i). Functionality, usability, compatibility and data migration.

(ii). On the job training and the provision of in-house training.

(iii). User support can be provided by a centralised help desk or by providing a series of Frequently Asked Questions (FAQS) via a web site.

The help desk would be better, as users may have a problem not covered by the FAQs, or they may not be able to understand the advice given in the FAQs. The more interactive nature of the help desk would allow them to clarify any advice that they do not understand.

## IS H Exam 2008 - Section II

17. a. Lachlan should be prepared to talk about policies and procedures for applying password strategies within the organisation.

He should consider how and who is responsible for applying access rights within the organisation.

He will also discuss how the company will deal with unauthorised access to the company's information from outwith the organisation, specifically mentioning firewalls and how they are established and maintained.

Lachlan will also consider how encryption techniques should be used with organisational data sent via the Internet and stored on memory sticks and CDs etc.

Consideration will have to be given to how the company deals with the threats of viruses and Lachlan will talk about anti-virus software and procedures.

b. The company should look to store the backups using a system of magnetic tapes, which can easily be held off-site as required.

Grandfather-Father-Son could be used with a set of daily tapes marked Monday to Thursday (the Son tapes) and a weekly backup taken on a Friday (the Father tapes - 4 to be held for each week in a month). At the end of a 4 weekly cycle, a monthly backup should take place (the Grandfather tapes, using 12 for each month in the year).

The Grandfather files will certainly be stored offsite in the event of a disaster such as fire happening.

For data recovery, use the last available weekly backup and all incremental backups up to the day of data loss to restore the system to how it was on the day of the data loss (there may be some data loss from the day when the crash happened).