



Oxford Cambridge and RSA

Level 3 Cambridge Technical in IT

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Unit 3: Cyber security

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Monday 22 May 2017 – Morning

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OCR Hotels

OCR Hotels is an organisation that runs a chain of hotels in Worcester. *OCR Hotels* provides services to individuals and companies.

Each hotel is made up of different areas:

- guest bedrooms;
- conference centre;
- restaurant;
- coffee shop.

OCR Hotels is owned by a consortium of shareholders.

IT facilities

WiFi facilities are provided throughout each hotel. In public areas such as the restaurant and coffee shop, access is provided by an open WiFi network and is free of charge. In the guest rooms, WiFi is encrypted and access is obtained by entering a pass code which is received during check in. A wired connection is also available.

Each conference centre also has WiFi facilities for the delegates and each booking has a different access code. There is also a WiFi connection protected by a separate access code for staff use throughout each hotel.

Fig. 1 shows the current network availability in the hotels.

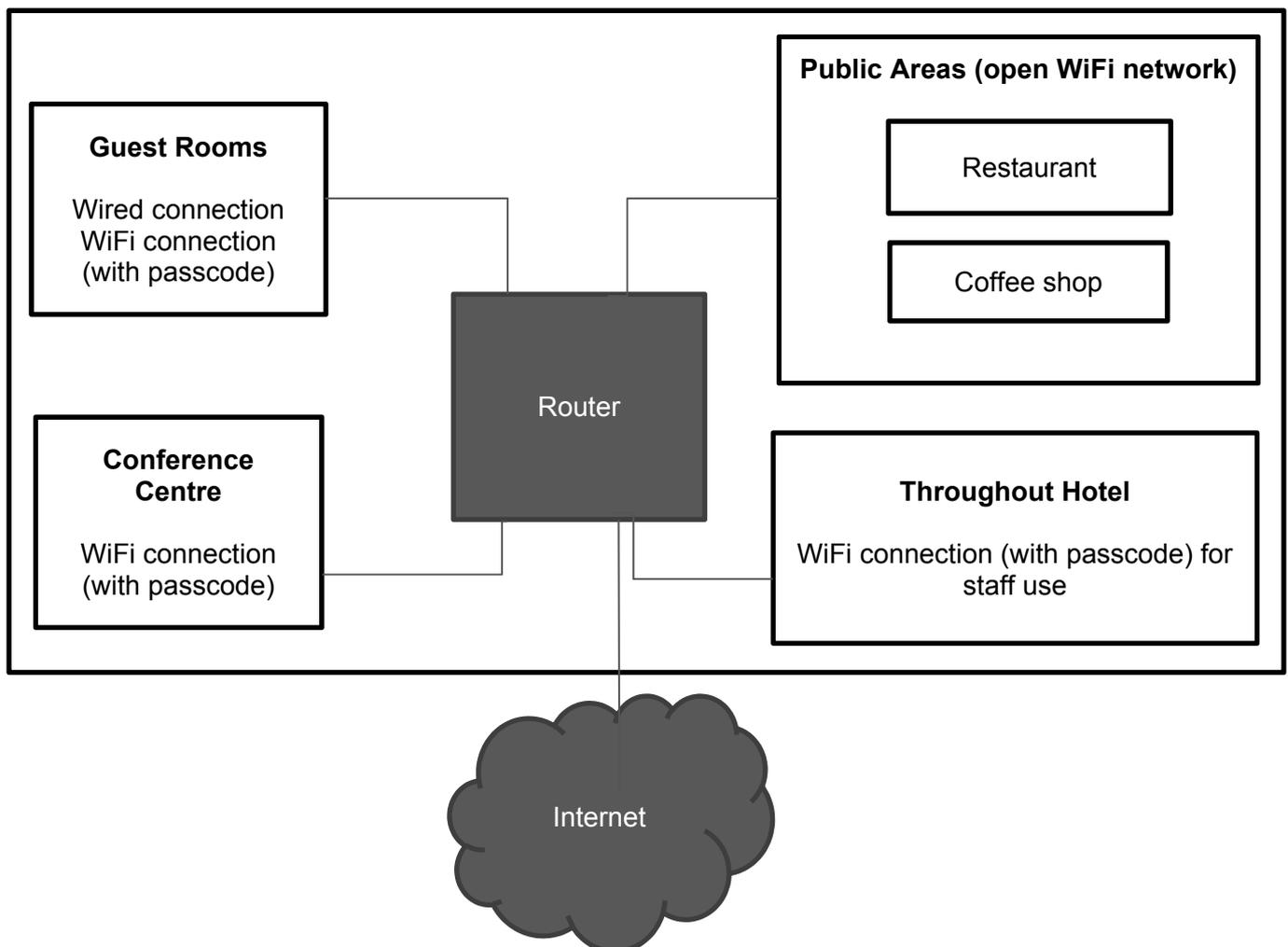


Fig. 1

OCR Hotels uses a variety of different centralised systems including:

- booking;
- personnel;
- stock control;
- stock ordering;
- invoicing;
- customer management.

OCR Hotels offers customers the ability to book its facilities via telephone or using online booking services through its website. The online booking services on the website allows customers to create an account and store payment information against their account to simplify the process of payment, making it quicker and easier for the guests. *OCR Hotels* has recently launched an app which also allows customers to check their bookings and pay any outstanding invoices.

Cyber Security Team

OCR Hotels has noticed an increase in the number of attempted hacks against its computer system and so has set up a cyber security team whose primary role is to detect and prevent any intrusions into the computer system. The team also has responsibility for ensuring the availability of the computer systems and the protection of data stored in them.

The Cyber Security Team logs each attempted intrusion using a formal reporting template and this is used to improve security of the system. It is also used to train employees. After each attempted intrusion, the Cyber Security Team will make recommendations on changes to procedures, hardware/software controls or training required to prevent similar attacks in the future.

The Cyber Security Team makes use of third party companies on a regular basis to test its security procedures and ensure the systems are protected.

Further research

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

- The impacts of cyber security incidents on the hotel and its stakeholders.
- The benefits, drawbacks and implications of employing ethical hackers.
- The motivations that drive hackers and the different areas within an organisation that they may target.
- The importance and purpose of incident reports.

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