

Modified Enlarged 18pt

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

Wednesday 21 May 2025 – Afternoon

Level 3 Cambridge Technical in IT

05839/05840/05841/05842/05877

Unit 3: Cyber security

Insert

INSTRUCTIONS

Do NOT send this Insert for marking. Keep it in the centre or recycle it.

INFORMATION

This Insert contains the pre-release material that you have already seen.



PH SOFTWARE

PH Software specialises in developing and selling cloud-based payroll applications.

ORGANISATION

PH Software is divided into four main areas:

**application development
existing customer and application support
network management
sales.**

Application development are responsible for designing and writing the code for the next version of the payroll application.

Existing customer and application support engage with the customers and log any issues with the application. They do this using Customer Relationship Management (CRM) and Helpdesk software.

Network management are responsible for making sure that the servers and infrastructure within PH Software are working. The website and cloud based system are managed by a third party.

Sales are responsible for finding new customers for the application. When there is a new version of the application, they will also contact existing customers to offer them an upgrade.

In total there are ten staff and hybrid working (three days remote and two days onsite) is common.

SUSPICION OF AN ATTACK

PH Software has become suspicious that it has been attacked in a cyber security incident. Several customers have told them they were given quotes from one of their competitors, that was just slightly lower than PH Software was quoting for their renewal. PH Software is also suspicious that the software provided by the competitor looks very similar to their new application.

Recently the network manager left abruptly, and a customer support assistant has just resigned.

FURTHER RESEARCH

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

**the types of attacker who would want to target PH Software including their characteristics and motivations
methods that the attacker could use to obtain information from PH Software
the impact of an attack on PH Software
different methods PH Software could use to prevent the attack and the effectiveness of those methods
why PH Software needs to protect its information
how PH Software can use the attack in future planning.**



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