Please read the business case that was given to the candidate.

The goal of this business case is to evaluate the candidate’s proficiency in developing a business case. The candidate is asked to write a clear, well-organized business case using a narrative format appropriate for the designated audience. The business case may contain lists, as are often used in presentations to management. However, if lists are used, the candidate must devote a paragraph to explain why the actions are appropriate. The answer may not consist only of lists. The business case should explain the underlying problems found and recommend solutions to these problems. The candidate has been told penalty points may be levied by graders for incorrect format, poor grammar, poor spelling, and/or poor organization of the answer.

The candidate MUST introduce the report with an Executive Summary. The Executive Summary should contain 2-3 paragraphs explaining the basic overall problem(s) identified, the key issues or factors to be resolved in order to achieve the final result, and a high level description of the recommended outcome. Following the Executive Summary, the business case analysis should describe the specific issues found and the suggested recommendations.

The candidate is expected to state any facts that are assumed in developing the business case and should logically support the answer. Topics not specifically mentioned may be included in the business case and are acceptable so long as they are considered relevant and well explained.

Specific Points:
The candidate is instructed to introduce the business case with an Executive Summary, followed by the Analysis section consisting of several specific sections. Each of the following parts should be graded and weighted as follows:

I. **Executive Summary:** 10 points maximum

This section serves as the introduction to the business case. The candidate has been instructed to identify key issues or factors to be resolved in order to achieve the final result, along with a high level description of the recommended outcome in no more that 2-3 paragraphs. Specific recommendations to resolve the problem should not be listed in this summary. No extra credit is awarded for this section. A sample Executive Summary for this Business Case would be:

“Flaky Columbarium & Memorial Gardens lacks a secure system to manage the company’s records. Several security breaches, both external and internal, have created security and liability issues for the company.

Flaky Columbarium & Memorial Gardens should upgrade to a more secure database which will provide access security controls, enhance protection of personal information, improve usability, and have a more robust firewall and security measures for access to the server. With these improvements, security breaches could be reduced.”

II. **Analysis:** 40 points maximum

This section should deal with the specific problems and issues discovered during the review of the Findings. The proposal should include identification of the problems and recommendations.

A. **Identification of Problems** 15 points total

Identify the various problems seen in the business case and why they are considered RIM Issues. The candidate may include some of the following examples or think of others on their own. The grader has the flexibility to decide relevance on issues listed that do not appear as an example. Possible examples include:
• Lack of control for staff access to the database. There is no requirement for user specific passwords, and no procedure for removal of access after an employee is terminated from a position.
• Insufficient logging of changes made in database fields, which creates confusion among the staff.
• Lack of firewall protection of the server to provide a barrier between the database and a local machine using the database that may have security issues, such as malware.
• No security scanning or virus protection software on local machines connected to the internet in the offices.
• No policies or procedures related to the removal of access of terminated employees.
• No training for staff on proper security measures.
• Undocumented procedures, leading to lack of accountability in interdepartmental processes.
• Outdated technology has not been properly maintained.

B. Recommendations  25 points total

The grader is granted flexibility to evaluate the proposed items and their relative placement in the timeline, so long as the candidate’s response demonstrates a logical understanding of the problem and provides explanations for each recommendation. The following are possible recommendations for the organization:

• Locate a software solution or hire a programmer to develop a more secure software solution. The system should include:
  o Access control so that each individual user has a user account.
  o Transaction logs which track user access to and changes made in the system.
  o Role based access to restrict system access to authorized users.
  o Additional protection to secure private, non-public, and sensitive client information.
  o Payment Card Industry Data Security Standard (PCI DSS) compliance for the storage of credit card information.
• A secure firewall in place for the server with controls to block unauthorized users attempting to gain access using compromised individual computers.
• Requirements for a dual factor authentication for access to the system.
• Regular security scanning of individual machines accessing the database system.
• Written policies and procedures about access controls and termination of access for staff that leave the organization.
• Training for all staff on the use of the system and proper security practices.
• Clearly outlined consequences related to the failure to comply with published security policy.
• Regular auditing of access controls and accounts.