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a) i) A "grandfather, father, son" backup involves the backup of files in three generations. If one of the backups contains irrelevant or wrong data it isn't permanently wrong, the data from the backup before is restored.

ii) They should be regularly checked so that they are in working order with no technical glitches. This is so that they are a reliable means of carrying out transactions.

b) i) The website may be modified to include information about when certain pies are in season to speed up the fulfilment of orders. Credit card details may be provided over the Internet or by facsimile. They may also choose to simplify the order form which would be more time efficient for staff.



b) ii) It may be a costly modification of the website, it would prevent security issues with credit card details over the Internet, a simplified order form may not provide sufficient details, staff members may need to become multiskilled or deskilled in order to analyse and use the new website, may have to hire a website designer to modify or extend the website because the shop staff may not have the skills in which to do so. All these may become very costly, therefore management would need to consider the expected benefits compared to the costs involved to see if it is worth it.

c) Data accuracy:- the account details etc would need to be accurate so that there is no loss of funds due to inaccurate data or participant error.

Data security:- the data entered over the Internet would have to be secure from people such as hackers and others that would misuse the data for other purposes.

Data Integrity:- This is used to ensure that the data entered is both accurate and complete. This is critical in online banking as the transaction may not be carried out if the data is not complete, or worse yet, the money may be transferred into the wrong account if the data entered is not accurate.