25.a) i) The advantages of this backup procedure is that if the latest generation is destroyed, then there will still be the previous generation available for recovery. Some organisations keep around twenty generations to prevent the total loss of data.

ii) Firstly, by testing these procedures periodically the participants and users of the system will become familiar with the procedures need to be taken when adversity does strike. Furthermore the periodical testing can ensure the success and reliability of such procedures.

b) i) - To overcome the time inadequacy, the display mode, arrangement of fields and the environment of the data entry screen can be modified to allow a more efficient data entry process. For instance, lists can be used instead of typing in the 'flavour' of the pie.

- To overcome the hassle of early orders, the website can be modified to schedule the forwarding

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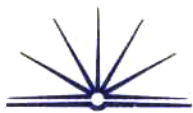
of emails to customers at the appropriate times
telling to inform the company of their confirmation
of the order. This will save the operators from
checking when to send the emails to confirm order.
and who

— To overcome the problem of processing transactions
manually, the site can incorporate a payment
form which allows the customer to pay via
EFTPOS or Credit card.

(ii) Issues that may arise from the first solution
is the over-computerisation of the operator work which
might lead to meaningless or abstract work which
the operator will become bored and frustrated with.
easily

On the other hand, via this new data entry
format, certain aspects of data accuracy can be
enforced through data validation (eg. range checks,
list checks, type checks, check digit).

The second solution may raise the issue of
information overload as with this new system,
customers who pre-order will need to send emails

twice to the company (ordering, and confirming), this may result in information overload for operators as they will need to interpret twice as much data.

For the last solution, data security will be the dominant issue. Reliable means of ensuring data security during transmission of payment details need to be enforced like data encryption. Once these details are collected by the company, it is up to the company's responsibility to ensure the confidentiality of these cards. They have a obligation to keep these records confidential but at the same time allow the respective customer to access it due to the Freedom of Information Act.

c) Data accuracy issues that may arise will be data validation techniques employed to ensure the accuracy of data. These may include range checks, list checks, type checks and check digits. These tools will prevent basic

errors from occuring such as entering a value in the wrong field. This will also prevent invalid transactions to be made as certain fields will require data and will not allow the procedures to continue unless they are filled.

Data security will be related to the transmission of data and the storage of data. When data is transmitted, data encryption needs to be used to ensure the safety and security of the transmitted data. This may involve the issues like of asymmetric/symmetric transmission etc. Moreover, the storage of data needs to be heavily guarded against unauthorised access and abuse and theft of data via the means of passwords and firewalls. These issues of data security will need to be negotiated between banks to arrive at a compromise and agreement on which protocols to use etc.

Data integrity is the reliability of data. As there will be transfer of funds between

competing rivals, there needs to be an absolute accuracy, ~~relevance~~ and currency in the data. This may be achieved via the unification of the banks systems.