FEEDBACK TUTORIAL LETTER

2nd SEMESTER 2019

ASSIGNMENT 2

INFORMATION ADMINISTRATION 3B

IAD720S
Dear Student

This letter serves to give feedback on Theory Assignment 1, which was part of the First Tutorial letter.

Compare your answer with the correct one in the memorandum attached.

In general, you have answered the questions well.

Keep the following in mind when you answer an assignment:

1. Always remember to read each question carefully before you answer it.
2. Think about the question first and then decide what the answer should be and how you should formulate it.
3. Rather write too much than too little.
4. Look at the mark allocation at each question - that should give you an idea of how many facts you need to provide.
5. Apply the knowledge that you have and make the questions your own.
6. Think practically.
7. Do research and read more about the contents of the questions you need to answer.
8. Read my remarks at your answers in the assignment and try to avoid the same mistakes in the next assignment.

MEMORANDUM

QUESTION 1

INTERNET

It is a global computer network providing a variety of information and communication facilities, consisting of interconnected networks using standardized communication protocols.

It is network of networks that consists of millions of computers across the world

EXTRANET
An Extranet is the portion of a company’s network that allows customers or suppliers of a company to access parts of an enterprise’s intranet.

Provides a secure, physical connection to the company’s network

Extranet is an Intranet for outside authorised users using the same internet technology.

It is also an inter-organisational information system which enables outsiders to work together with company’s employees.

It is open to selected suppliers, customers and other business partners.

**INTRANET**

For the use of authorised employees in the business only.

It is private and restricted.

It helps employees to quickly locate information and applications relevant to their roles and responsibilities.

It is a powerful tool for communication within an organisation and allow access from anywhere for the employees.

**QUESTION 2**

Electronic Commerce (E-commerce or e-business) is a financial business transaction that occurs over an electronic network.

E-commerce has been around for years in its most basic form – buying and selling products through the Internet or a smaller computer network.

Today, there is more to electronic commerce than handling purchase transactions and funds transfers on the Internet. E-commerce also includes the following:

- Marketing
- Sales
- Support
- Customer service
- Communication with business partners

E-commerce is not new – companies have used wide area networks (WANs) to do business with suppliers for years. What is new is that, thanks to the Internet and inexpensive PCs, e-commerce has become accessible to anyone equipped with an Internet connection and a Web browser.

Increasingly, Internet users are shopping, opening bank accounts, and trading stocks online.
According to a Microsoft Corporation executive, within a generation – 25 to 30 years, approximately one-third of all consumer transactions will occur on the Internet, in the context of a massive global electronic marketplace for goods and services.

The following are opportunities created by the Internet through E-commerce:

- It provides companies and individuals with avenues to obtain information.
- Using the Internet can enhance communication among employees, customers and vendors and increase human resource productivity.
- E-commerce eliminates the barriers of time and distance that can slow traditional business transactions.

**E-retailing**

Retailing is one of the more visible market sectors of e-commerce. In retail, merchants sell products and services directly to a buyer.

E-retail (e-tail) occurs when retailers use the Web to sell their products and services. Enterprises have adopted e-retail as a new way to reach customers. E-retailers are constantly challenging the old ways of conducting business as they bring new products and services to market.

All e-retailers operate in a similar way. Figure 13 illustrates an example of how an e-retail transaction might occur.

**Step 1:** The customer displays the e-retailer’s electronic storefront.

**Step 2:** The customer collects purchases in an electronic shopping cart.

**Step 3:** The customer enters payment information in a secure website. The e-retailer sends financial information to a bank.

**Step 4:** The bank performs security checks and sends authorization back to the e-retailer.

**Step 5:** The e-retailer’s Web server sends confirmation to the customer, processes the order, and then sends it to the fulfillment center.

**Step 6:** The fulfillment center packages the order, prepares it for shipment, and then sends a report to the server where records are updated.

**Step 7:** While the order travels to the customer, shipping information is posted on the Web.

**Step 8:** The order is delivered to the customer.

QUESTION 3

**Disaster recovery plan**

A disaster recovery plan is a written plan describing the steps a company would take to restore computer operations in the event of a disaster.
Every company and each department or division within an enterprise usually has its own disaster recovery plans.

A disaster recovery plan contains four major components:

- The emergency plan
- The backup plan
- The recovery plan
- The test plan

The emergency plan

The emergency plan specifies the steps to be taken immediately after a disaster strikes.

The emergency plan usually is organised by type of disaster, such as fire, flood or earthquake. Depending on the nature and extent of the disaster, the procedures that are followed in an emergency will differ.

All emergency plan should contain the following information:

- Names and telephone numbers of people and organisations to notify (e.g. management, fire department, police).
- Procedures to follow with the computer equipment (e.g., equipment shutdown, power shutoff, file removal).
- Employee evacuation procedures
- Return procedures; that is who can re-enter the facility and what actions they are to perform.

The backup plan

Once the procedures in the emergency plan have been executed, the next step is to follow the backup plan.

The backup plan specifies how a company uses backup files and equipment to resume information processing.

The backup plan should specify the location of an alternate computer facility in the event the company’s normal location is destroyed or unusable.

The backup plan identifies the following:

- The location of backup data, supplies, and equipment.
- The personnel responsible for gathering backup resources and transporting them to the alternate computer facility.
- A schedule indicating the order in which, and approximate time by which, each application should be up and running.

For a backup plan to be successful, the company must back up all critical resources. Also additional people must be trained in the backup and recovery procedures because company personnel could be injured in the disaster.

You should familiarize yourself with the software, develop a plan and test both backing up and recovering data.
The recovery plan

The recovery plan specifies the actions to be taken to restore full information processing operations. As with the emergency plan, the recovery plan differs for each type of disaster.

To prepare for disaster recovery, a company should establish planning committees, with each one responsible for different forms of recovery. For example one committee is in charge of hardware replacement and another is responsible for software replacement.

The test plan

To make sure that the disaster plan is complete, it should be tested. A disaster recovery test plan contains information for simulating various levels of disasters and recording an organisation's ability to recover.

In a simulation, all personnel follow the steps in the disaster recovery plan. Any needed recovery actions that are not specified in the plan should be added.

Although simulations can be scheduled, the best test of the plan is to simulate a disaster without advance notice

[20]

TOTAL: 50

Keep on studying and read about the subject whenever you can.

Best regards

S du Plessis

Marker-tutor: Information Administration 3B Theory