Task 5 (P3) **Explain the issues related to the use of information**

The managing director of the bank has asked that you IDENTIFY possible legal, ethical and operational issues related to the use of information.

In two or three sentences explain a minimal of two from each issues stated.

**Legal issues**: Data Protection Act 1998, Freedom of Information Act 2000,

Computer Misuse Act 1990.

**Ethical issues**: codes of practice regarding use of email, internet; ‘whistleblowing’; organisational policies; information ownership.

**Operational issues**: security of information; backups; health and safety; organisational policies; cost of development; impact of increasing, more complex software.

Task 6 (M2) **Assess how issues related to the use of information affect an organisation**

The management team have asked that you assess how the issues identified in P3 could affect the Bank.

Your task is to produce a report outlining the possible issues of the use of information could have on the Bank. You should use case studies to support your claims.

**Task 7 (P4) describe the features and functions of information systems**

The management team have requested that you produce a report, which will be presented at a staff briefing, detailing the features and functionality of the new proposed information system.

In two or three sentences, explain three of the features and functions stated below.

**Features:** data; people; hardware; software; telecommunications

**Functions:** input; storage; processing; output; control and feedback loops; closed and open systems

Task 8 (P5) identify the information systems used in a specified organisation

Your task is to research how STEM Academy uses its information system **‘Progresso’**

**Case study 1 (Please see R file titled case\_studies\_banking.pdf for more case studies)**

The Bank of Scotland has been fined by the Information Commissioner's Office (ICO) for breaching the Data Protection Act, following repeated instances of customer details being sent to the wrong recipients.

Documents featuring customer information, including payslips, bank statements, account details and mortgage applications, along with names, addresses and contact details were repeatedly faxed to the wrong addressed. The first instance of this was reported in February 2009 by a third party organisation which had received the fax in error.

Further reading

* [**H4cked Off: The ICO's Google decision is a whole new level of spinelessness**](http://www.computing.co.uk/ctg/news/2277056/h4cked-off-the-icos-google-decision-is-a-whole-new-level-of-spinelessness)
* [**Dating websites 'potentially in breach of data protection act', warns ICO**](http://www.computing.co.uk/ctg/news/2285618/dating-websites-potentially-in-breach-of-data-protection-act-warns-ico)
* [**Seven-year glitch earns Bank of Scotland £4.2m fine**](http://www.computing.co.uk/ctg/news/2218585/sevenyear-glitch-earns-bank-of-scotland-gbp42m-fine)

The same organisation has since reported receiving a further 21 faxes from the Bank of Scotland, while one member of the public also received ten faxes containing sensitive customer information. Both of the wrong recipients had fax numbers which were only one digit different from the department of the bank they were intended for.

Faxes kept being sent to the wrong number despite repeated warnings, with mistakes continuing to be made even as the ICO was investigating the Bank of Scotland - part of the Lloyds Banking Group - for breaching the Data Protection Act.

"The Bank of Scotland has continually failed to address the problems raised over its insecure use of fax machines," said Stephen Eckersley, Head of Enforcement for the ICO.

"To send a person's financial records to the wrong fax number once is careless. To do so continually over a three year period, despite being aware of the problem, is unforgivable and in clear breach of the Data Protection Act.

"Let us not forget that this information would have been all a criminal would ever need to carry out identity fraud. Today's penalty reflects the seriousness of this case," he added.

*http://www.computing.co.uk/ctg/news/2287087/ico-fines-bank-of-scotland-for-unforgivable-breach-of-data-protection-act*