Securing Information Systems

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Introduction

Peapod is a firm that utilizes the online platform to function. It is an affiliate of a bigger firm with several supermarkets in numerous locations in the United States. These superstores have the ability to facilitate the firm in the growth of a market but it is not enough for market formation and preservation (Laudon and Laudon, 2012). Therefore, it has a problem in competing with its rivals which also utilize the online platform and are in the groceries industry. The major objective of generating marketing tactics that are easy to use by the customers and have an extensive scope of getting the consumers makes it necessary for the firm to seek for online security guidance. Hence, this firm will require some specific security policies to be implemented with accordance to the risks it could be exposed to.

Peapod’s Possible Risks

In the current era where nearly every undertaking is carried out on the online platform, there is a high susceptibility of facing some probable risks. Some of the risks that are likely to occur in Peapod’s online platform could comprise of making sure that the firm owns a safety site where their website should be encoded. This is to reduce the threat of attacks from external individuals who may interfere with it and create harmful contents with the ability to ruin its reputation. There could be the risk of stealing the information of a consumer’s credit card. This could happen when consumers who use credit cards in most of their transactions having their personal details being stolen and used elsewhere for malicious intentions like impersonation.

There could as well be a threat to the customers’ own security due to the practice of distributing their commodities to their own places of dwelling. Therefore, the firm should be advised on the methods of addressing this likely threat to ensure their customers do not have their physical security being threatened by other persons who may use their addresses to attack them personally. Guarantee customers that the delivery personnel do not steal or cause injury to the consumers when distributing the commodities, is also a factor that poses threat of sharing personal information of the customer. Lastly, guaranteeing that the information of their consumers is erased instantly when their consumers prefer to terminate their transactions with the firm.

Security Policies

A security policy is very crucial in the modern time because of the current rise of online transactions in most industries. Therefore, it is the sole obligation of Peapod to make sure that they make efforts in safeguarding their consumers from the safety threats that are present in the online platforms. First of all, the risk of having information belonging to the credit cards of consumers being stolen is on the rise. Hence, this firm should make sure that they possess an encoded website with the ability to guard this information from the hackers who may cause harm to the customers themselves.

The firm should also make available information necessary to safeguard one’s credit card to their customers in order to ensure individual security is enhanced (Gupta, Walp and Sharman, 2012). Peapod should also ensure it implements an access rule which indicates the kind of people who are permitted to access delicate information with an attempt to reduce the susceptibility of information robbery. This policy should as well facilitate the classification of information so as to recognize those that need more protection than others. Customer’s information on their places of dwelling could be one of the sensitive information which could be safeguarded so as to prevent malicious persons from establishing these locations and later cause harm to their customers.

The firm should also consider introducing an accountability rule which will facilitate the allocation responsibilities to each employee. Therefore, the customer’s security will be guaranteed if every worker of the company is required to be answerable to a situation that happens in their field of tasks. For instance, if the information of customers’ places of living is attained by other malicious persons, the distributors of commodities should be held answerable. This is because the drivers, as well as the distributing agents with this kind of information, should ensure it is safeguarded from other persons who should not have access to it. This policy as well protects the robbery of commodities being distributed by the firm’s own employees since they should pay for them once they get lost while handling them.

The authentication rule should be considered since ensures that the persons dealing with a particular information are the ones permitted to do so. This comprises of having passwords that require the permitted persons to fill in order to gain entry of the specific information. The privacy rule is also a major need since it safeguards confidential information from reaching other persons whom it does not concern. Therefore, employees of the firm will be required to respect the discretion of customers in order to safeguard their sensitive information. Employees who fail to protect this information should be disciplined as a measure to assure that everyone complies.

Ethical and Potential Legal Issues

There could exist some possible legal matters that have the ability to affect the firm’s reputation. This could comprise of the issue of privacy whereby personal information of the consumers could be published and hence lead to the firm facing legal action (Jawadekar, 2013). Therefore, the privacy rule would help it in ensuring it reduces the possibility of litigation from customers since all its workers would be required to respect confidentiality. The theft issue could be a major concern whereby employees, particularly the distributors, steal some commodities being distributed. This is sufficiently dealt with by the accountability rule which makes everyone answerable to their individual area of tasks.

The issue of attaining some sensitive information without being allowed is dealt with by the access policy which prevents people who are not concerned with particular information from attaining it. The causing of physical injury to customers is facilitated by stealing their information on where they dwell and later attacking them is also a chief concern. This also affects the firm since its reputation is destroyed and most people avoid doing any business with them. This is dealt with by the accountability policy as well as the privacy policy.

The information of customers should be well safeguarded to avoid their harm by other malicious persons. It should also be protected from the accessibility of unauthorized personnel’s in the firm. This reduces the risk of spreading out the information to malicious people. Therefore, these ethical, as well as legal concerns are well dealt with by the safety rules that the firm will implement. The firm also encourages all employees to be self-motivated to follow the rules and regulations which will in return help them to remain ethical.

Conclusion

Therefore, all firms that are utilizing the online platform to undertake their commercial activities should focus on safeguarding crucial information. This is to eliminate or reduce the threats that are usually plenty on these sites. Suitable policies should be implemented to ensure everyone complies with them to achieve the required safety levels. Companies that do not comply with safety rules to protect their customers’ crucial information are likely to face legal action and ruin their reputations. This, in turn, impacts their general performance since customers lose their confidence in them.

References

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