

General Control & application control applicable for SRO can be summarised as follows:

General Control

The backup server is running concurrently with the main one, which helps to continuously update and backup the data. However, the backup servers that run concurrently with the main servers will cause the company to experience data loss when the backup servers corrupt. SRO should have its data backup either hourly or at the end of work day to ensure any errors in the main server can still be corrected in the backup.

The main and back up server is place in same location, which have the risk where once the location have accident like fire or flood, then both server will be damage and all data loss. It would be better to have the main server and the backup at different places to minimise the risk of both server damage due to location.

SRO uses a 'general administrator' ID with a weak password, this would create a risk that the login can be abuse as SRO will not be able to trace which employee has gain access to the system as its a general ID with a common password. SRO would be recommended to create a unique login ID for all temporary staff & emphasize on the use of strong password. This will allow SRO to tracked which staff has accessed to the system if there is a need.

A fingerprint recognition system had been implemented into the computer centre, therefore, this indicates that only authorised person is allowed to access the computer system. However, there was a weakness where the fingerprint system is not comprehensive and often bypassed.

The company turnoff its firewall to enable the software to stay updated, turning off firewall would allow hacker easily hack to your system and creating damage. The firewall should be reinstalled to ensure proper protection of SRO system. They need to further modified the intelligent application to work together with firewall effectively.

Application Control

SRO CHECK REVIEWS FOR APPROPRIATE CONTENT, BUT DOES NOT CONTACT THE STORE TO VERIFY THE ACCURACY of THE REVIEW so it is unfair for the stores because the review maybe is from the competitors for damage their image. The software should allow the store to respond on all reviews made.

SRO application has not recognised an outdated page and replace the correct price to outdated price, this may caused inaccurate pricing listed in the website thus the information provided is inaccurate. Verification check is neccessary to ascertain the date of the initial posting to ensure it is not earlier than the date the info that is already provided in the system.

The application is unable to recognize outdated page and replace the current latest price with the old price. This has leads to SRO is showing incorrect pricing on their website which might bring bad image to their company.

SRO has weak application control as it allow unregistered users to leave review on its website. It may cause some malicious comment from competitor. Therefore, SRO should only allow registered user to submit a review to prevent malicious comment and it can be further enhanced by conducting identity verification before the people to submit review.

Registered users are able to use SRO to submit multiple reviews which will cause inaccuracy of the data. Hence, SRO should ensure that only 1 review can be submitted by 1 user.