Name: Class: Mark:

1. Ben works for a large insurance company. He commutes daily from Norwich to London and works on his laptop during the train journey. He has access to customer data stored in the “cloud”.

(a) Describe **two** methods by which a virus may be introduced into the company’s network via Ben’s computer. [4]

(b) Describe **two** methods by which the personal data of individual customers could be stolen by criminals. [4]

(c) Discuss how the theft of personal data may affect the customers and the company. [8]

2. Jonas is trying to visit a website which is working very slowly. Sometimes the pages are not being served to him at all. A news site says that the website is currently undergoing a Denial of Service attack.

Describe how a Denial of Service attack occurs. [4]

[Total 20 marks]