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*Demo*  
**STUDY GUIDE**

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## Case Study No: 1, JUST TOGS

### **Background:**

Just Togs is a clothing retailer that has been in business for eight years. Last year's total sales for all retail stores were \$240 million. After tremendous growth during the past eight years, the clothing business has slowed in its existing retail stores.

### **Organization:**

Headquarters:

Headquarters is located in San Jose, California. Headquarters employs 80 people. Twelve of these employees are in the IT department.

### **Retail Stores:**

Retail stores are located in California. There are 50 employees at each retail store

### **Problem Statement:**

#### **President:**

Our old business model relied on expansion by building new retail stores. However, expansion takes time, and the area served by a single retail store is limited. The only way to rapidly increase sales is to build a Web site. This site would allow customers from across the United States to buy our clothing.

#### **IT Director:**

We have three major areas of concern. First, we must ensure that the information on our Web server can be modified only with proper authorization and that the information is distributed only to those authorized. We also want to be informed when someone accesses data on the Web server. Second, information must be secure as it travels from the customer's computer to our server. We must prevent user IDs, passwords, and financial information from being intercepted as this information travels to our server. Third, information that customers download must not damage their software or violate licensing agreements.

Our IT department will be expanded to include a Webmaster, who will administer the Web site, Web developers who will write code for the Web pages, and Web authors who will create the Web content.

#### **Marketing Director**

We have developed an ActiveX control that customers will be able to download from the Web site. Customers can use this control to display different sizes of clothing on a 3D model. They can customize the model with their measurements. They can then dress the model with our clothes to show how the clothes will fit and select the correct size.

When people first view our Web site, they will be considered visitors. After visitors enter their name and address and receive an ID we will consider them customers.

From our Web site, we must include a method for the customer to view our clothes and place selected items in a shopping basket. We will need a checkout function that allows the customer to enter shipping and billing information. This should include the customer's name, address, phone number, and credit card number. This information, including the customer's ID and password will be stored in a database.

When customers revisit our site, we will be able to identify them automatically by their ID and password. They can then view the status of their orders or place additional orders. We should also let customers know that they are connected to the Just Togs Web site.

The entire transaction should be logged. The information will be stored in a transaction-tracking file. This file will contain credit card numbers and other confidential customer information. The transaction-tracking file will allow us to bill the customer and to provide information for our customer service employees if problems arise.

#### **Customer Service Director:**

All customer service employees must have access to customer information. This includes customers' personal information, such as name, address, phone number, and account number.

**Existing IT Environment:**

**Headquarters:**

Headquarters has four Windows NT Server 4.0 computers. The remote access server is named JTRAS. The primary domain controller is named JTDC1. The other two servers are used to run applications.

**Retail Stores:**

Each retail store has two Windows NT Server 4.0 computers. One server controls all cash register functions. The second server handles inventory and word processing functions and has a dial-up connection to headquarters. All retail stores use TCP/IP. Each office has its own user account for dial-up access. This connection is used to transmit daily sales and merchandise orders to headquarters.

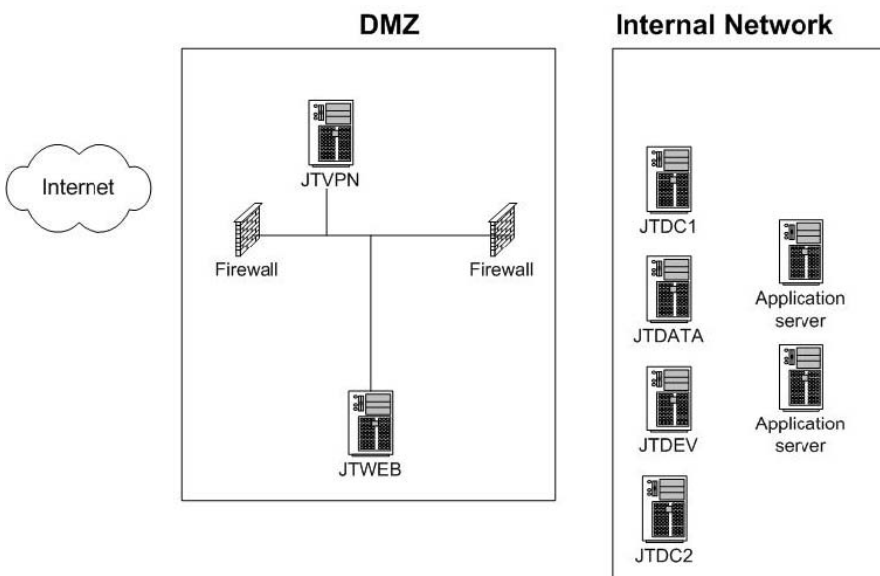
**Connectivity:**

All computers in the headquarters LAN are connected through a 100-Mbps connection. Each retail store is connected to headquarters through a WAN through a 56-Kbps dial-up connection.

**Envisioned IT Environment:**

**Headquarters:**

The existing Windows NT Server domain controller will be upgraded to Windows 2000 native mode, and a single forest will be created. The envisioned placement of servers is shown in the exhibit. Click the exhibit button.



A DMZ will be set up between the public and private network. In addition, Just Togs plans to add six new Windows 2000 Server computers. A Web server named JTWEB will be multi-homed. A server named JTDEV will be used by programmers to develop the Web content. A server named JTDATA will contain all customer, inventory, and order information. This information will be stored in Microsoft SQL Server databases. A server named JTVPN will be used as the VPN server. JTDC2 will be a new domain controller.

The company wants to eliminate its remote access server and allow the retail stores to submit their data over the Internet through a VPN.

**Retail Stores:**

The hardware and software at the retail stores will remain the same.

**Connectivity:**

The WAN and LAN bandwidth will remain the same.

**Just Togs, 10 Questions**

**QUESTION 1**

Which audit policy should you use to detect possible intrusions into the Just Togs network?

- A. Success and failure audit for process tracking
- B. Success and failure audit for privilege use
- C. Success and failure audit for policy change
- D. Success and failure audit for logon events

Answer: D

Explanation: Audit Account Logon Events records information about any attempt to log on to a computer or server to gain access to the network. By auditing success and failure, we will record all attempted logons whether they are successful or not. This information can be used to determine which user accounts are being used to attempt to access the network.

Incorrect Answers:

A: Process Tracking audits applications and records information about the actions that a particular application performs. This information can be used to determine which files and registry keys an application requires access to. It cannot be used to detect possible network intrusions.

B: We can audit Privilege Use to record information about when a user exercises a user right, such as changing the system time, or any time an administrator takes ownership of a file. This can be used to trace an intruder's actions once the intruder has access to the network but it will not aid in detecting a potential intrusion.

C: We can audit Policy Change to record events in which changes to the local policies are brought about through Group Policy. Audit for Policy Change does not record information that can be used to detect possible network intrusions.

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**QUESTION 2**

Which type of CA should you use to digitally sign the ActiveX control?

- A. Enterprise subordinate CA
- B. Third-party CA
- C. Enterprise root CA
- D. Stand-alone root CA

Answer: B

Explanation:

When an application that requires certificates runs on a public network, such ActiveX controls that run on the internet, you should use certificates from Third-Party Cas. The use of a third-party certificate increases customer trust in the application. Consumers may not trust a small or unknown organization when that same organization issues the certificate for the Web site. Third-Party CAs are managed by companies such as Entrust or Verisign.

Incorrect Answers:

A: Enterprise CAs are integrated with Active Directory and publish certificates and CRLs to Active Directory. They use certificate template information, user account information, and security group