

Question 18 (10 marks)

- (a) What are the advantages of keeping an electronic diary? 2

Able to plan out tasks and assign timeframes to tasks. Also provides the employee with an outline of what they have already done and what is left to do. Able to modify and update information in the diary. Provide a driving point where they can adapt to achieve goals.

- (b) Why should you maintain version control when producing documents? 3

To ensure they are in accordance with organisational requirements and legal/ethical requirements. It may require the document to be designed differently or with the organisations brand, logo, etc.
It also allows the confidentiality of the information in the document to be maintained.

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- (c) How should a business comply with the *Privacy Act 1988* (Cth) when handling client information? **5**

In order to comply with the Privacy Act 1988 when handling client information, to ensure that sensitive or confidential information isn't revealed to the public, employees or other businesses, an organisation needs to adopt policies and procedures that prevent this from happening.

A business may use encryption on such information, where access is only given through the correct codes. They may also use passwords or signed authorisation from managers to restrict access to people unauthorised to ^{gain} access this information.

A business may also store client information on a separate form of storage, eg. on a CD, to ensure that everyone cannot access the information on the intranet, or so it can be locked or stored in a secure location.

End of Question 18