

Online Banking Scenario¹

The aim of this document is to give you a general understanding of the application scenario that used as a base for the risk model. The actual risk model will be provided on the page with the task. Only the information from the model should be used to answer the questions from the task.

General Introduction

The Online Banking scenario focuses on Poste Italiane's online banking involving BancoPosta Online website and takes into consideration two different hypothetical scenarios:

- Phishing attacks against BancoPosta Online users during renovation of the Home Banking Portal
- Phishing attacks against Poste Pay prepaid card users on Bancoposta Online and third party websites

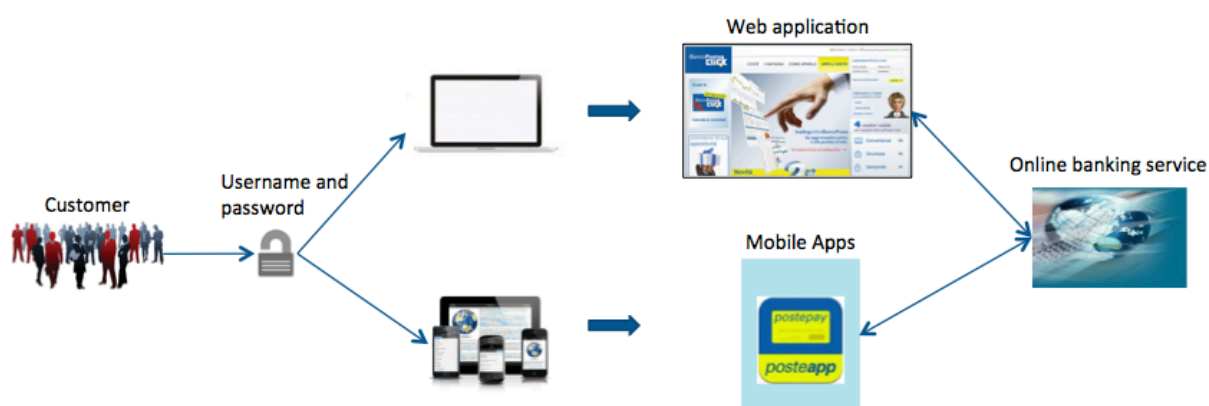


Figure 1. Online Banking scenario

Online Banking Assets

The Online Banking risk assessment is done with respect to the following assets

- **Integrity of account data**
Includes personal information, as well as the bank account balance
- **User authenticity**
This means that the person that is logged in as a user is identical to the user
- **Confidentiality of customer data**
Includes personal information, as well as information about savings, loans, account balance, etc.
- **Availability of service**
The online banking services shall be available to the customers 24/7

¹ Thanks to Poste Italiane for the provision of the scenario.