

Mahmoud El Khodr

From: Noor Dimachk
Sent: Tuesday, 25 November 2025 11:24 PM
To: Mahmoud El Khodr
Subject: Re: A kind Review Request: Cybersecurity Management Assessment Case Study

Dear Mahmoud,

I hope this email finds you well. I have reviewed your case study and in my opinion, the narrative is very realistic and conforms with the main risks, challenges and opportunities that exist in the industry. I particularly liked your emphasis on the risks posed by 3rd party providers. This has been a constant challenge we faced in our SSO solution "Atlassian Account", particularly when used as a bridge with external Identity providers (Such as Login with Google or SAML).

Cred stuffing attacks were also a constant (And interesting) challenge, where we had to try and protect users from their own mistakes. (Re-using same credentials across many websites/providers until one of them get hacked).

I suggest you consider a couple of additional areas, only if you're looking to expand the scope.

1. How to ensure the services scale reliably with increased demand/usage while also protecting against potential DoS attacks - which remain a challenge.
2. With more than 30% of Australians born overseas and 10+ million outbound travels in a given year, are there any particular challenges in regards to data access from overseas?

Best regards,
Noor

On Thu, Nov 20, 2025 at 9:29 AM Mahmoud El Khodr

wrote:

Dear Noor,

Thank you for agreeing to review this case study, which forms the basis of an assessment task for cybersecurity management students. Your feedback on the scenario's realism and industry relevance would be invaluable.

Case Study: Koala Health (KH)

Koala Health is a prominent Australian healthcare network operating twelve medical centres across Queensland and northern New South Wales. The network rapidly adopted telehealth technology during the COVID-19 pandemic to meet patient needs remotely, developing capabilities that have since become integral to service delivery. The telehealth service encompasses web-based videoconferencing and remote monitoring capabilities, complementing traditional face-to-face consultations. Over the past eighteen months, the organisation has moved to automate and streamline its pathology and pharmacy services, integrating these systems with existing telehealth operations.

Current Challenges

The organisation faces several interconnected security and compliance challenges that have emerged from this digital transformation: