# Maintenance Case Study Analysis

## Group Information

Your Name:

Group members that you discussed this case with:

## Instructions

Each person should individually answer each of the following questions. Your responses should be thorough and contain sufficient detail to show your understanding of the issues at hand. Be sure to include specific references to items from the case study reading to support your decisions. This likely cannot be done in fewer than 2 paragraphs per question.

## Questions

1. GlobeMart had strict policies for security deployment, and yet they found themselves in a vulnerable position. What were two specific factors (either technology related or organizational) that contributed to their system being out-of-date?

2. After the current crisis has been resolved, what processes should Adora establish to help the company better respond to future threats?

3. Assume that you are now Adaora and acting in her role. What recommendation would you make? Should you make the requested patches?

If you chose to prioritize making the patches, what would you do to ensure as much success as possible for the feature work? If you choose not to apply the patches, how would you ensure the safety of your team’s projects? (Remember to answer as if you were Adaora.)

4. Did your opinion regarding the decision in the previous question change after your team discussion? If so, why? If not, what were some of the principles that you felt were most important?