# Mcafee

Case Study 1 1. The factors responsible for McAfee software problem Management factors that the cause is when the simulation test of McAfee have been performed. They did not perform proper qualification tests for Windows XP SP 3, users who use the McAfee VirusScan on running Windows XP SP3, are the people most affected by this faulty update downloader. McAfee staff was not effective.

Update VirusScan is designed to deal with " W32 / wecorl. a" the new virus. However, developers were unaware that this virus can be named svchost. exe. It was fault of the company to failure detecting the problem earlier. There was a strong demand for a fast antivirus update that led to this slip.

The technical problem is that Windows will not start correctly with no svchost. exe file. 2. What was the business impact of the problem? The problem provides a chain effect on McAfee antivirus software maker, their reputation goes down they lose their market position. Moreover, the problem of software also provides an impact on customer. Windows XP SP3 users were mutilated or totally broken while using McAfee Virus Scan v.

8. 7. 3. If you were a McAfee customer, would you consider McAfee's response to the problem acceptable? There are many mistakes made by McAfee. Many PCs became completely not functional. So, if I were a client of the company I would say the answer to the problem was not acceptable.

This incident made monumental system become insecure. 4. What should McAfee do in the future to avoid similar problem? McAfee must implement other protocols of quality control for all versions that have a direct impact on critical system files. McAfee also has additional features that Artemis

provides, a level of protection against false positives, using a white list of cryptographic hashes of critical system files. Case Study 2 1.

What types of companies are more likely to adopt cloud-based CRM and ERP software? Why? What companies may not be suitable for this type of software? Many traditional business software vendors are trying to transfer traditional applications in the cloud. From the technical point of view, it is not as simple as it is advertised. Although, once achieved, the results can overcome the applications that have been developed as applications based exclusively in the cloud. Customers can choose. Not only for the initial implementation, but their business grows, evolves and changes. It is much easier to travel to or from the cloud.

Companies can also go to the private cloud or to the public cloud with the same application. Security issues and the lack of information and understanding of cloud technology become the main reasons that organizations are yet far from cloud ERP. For the vast majority of companies, modern business applications cloud offe high security levels, including backup protection of data, and are generally safer than most of the applications " in situ". 2. What are the advantages and disadvantages of using cloud-based business applications? Advantages: It is very flexible, you have access to other resources in case the business grows. It is not necessary to buy additional infrastructure.

One can tell his her provider about the needs and allocate available resources. As usual, the process is automated so the development takes only a few minutes. The same applies if you want to use fewer resources. With

cloud computing, your business is not limited to a particular physical place. You can get access to the services anywhere.

Disadvantages: Reliance on the Internet: All countries you need to work in suppose to have an Internet connection reliable and at low cost. Many people are sure of a disadvantage of external IT. One does not always know where the data is stored. 3. The problems of management, organization and technology need to be addressed in the decision to use the traditional time ERP or CRM compared to a cloud-based version /Cloud computing offers a number of advantages, especially for organizations that have not yet invested heavily in infrastructure and personnel.

Responsible or SMB startup should keep an eye on the money, so they prefer not to spend the limited resources on hardware, software and IT staff. Operation of the cloud is usually the least expensive option, at least initially, the user pays a small monthly fee, instead of paying for software traditional license. Your charges are based on usage, which means that there is little waste; there is no need to pay for the software when not in use. Case Study 3 Electronic medical records that provide health information during the whole management in health care based on the lifetime. Records in the system were built to take the place of medical records the main sources of information for health care.

As with any system, developers understand how to integrate the information to ensure that the system can function properly, and to provide users with the information required by the incorporation of business intelligence in the process of implementation. Business Intelligence enables developers to

identify what is needed throughout the organization. An integration and implementation of EMR system is costly, but it is necessary for health care providers to adopt systems to ensure that accurate information provided. 1. Management, technology, and organization factors. Many factors come into play, which reflects the contemporary economics, politics and psychology.

Many of these factors merit discussion: the cost, the reluctance processing option to change the existing paper, standardization, government influence, and technology gap. This means huge expenses even for big MCO. The developers of EHR system must address the problem of the role of current health system installing interface or integrating the products. 2. The most difficult stages of system building.

Data repository or the doctor-patient encounter documents, allergy cases, profile, medication, surgeries, disease monitoring, mammograms, immunizations, health information for prevention; storage laboratory, radiology information and other data keeping. Accurate coding and billing of procedures, diagnoses, and the level of effort is crucial. Another problem is portability of data and the confidentiality and security of medical information. 3. The social and business impact . Although many technology industries quickly integrated management of information in business processes, the health sector remains far behind this movement.

Despite the rapid adoption of high technology in relation to diagnostic and therapeutic technologies, doctors and other workers of medical industry easily adopt integrated information. Case Study 3 1. What types of information systems and business functions are described in this case?

Information systems that are described in this case, are: Management Information System. The system used for the management of aircraft, crew and planning was conducted by an outside vendor. The communication system has been started, but has not been sufficient to maintain stability and not successful during this crisis. Transaction Processing System.

The automation of key processes, such as ticketing, baggage handling, and the booking system. 2. What is the business model ofJetBlue? How information systems support the business model? To provide excellent service at an affordable price was the company's business model. It has maintained a warm and welcoming atmosphere, which employs non-union workers, the flight of the Airbus A320 for flight operations and operational procedures for the maintenance and updating of business processes in a low efficiency.

Information management systems were also carried out by an external contractor, that allows a small team that has allowed the development of internal systems, rather than relying on outsourcing or consultants. Finally, the company has invested 1. 5 percent of their income on information technology, unlike its competitors invest 5 percent. 3. What was the problem faced by JetBlue in this case? The factors that the organization, management and technology have been responsible for the problem? JetBlue spent only 1. 5 percent of its income in IT, compared to 5 percent of the competitors.

The increase in expenses would have been a proven investment, which largely reflects a crisis such as the ice storm. Reduced expenses are often

welcomed at the times, however, these problems are a result of lack of

computers in society of JetBlue.