

# SOFTWARE ENGINEERING LAB TASKS

## CASE STUDY 5

### Problem Statement – 1:

You are a manager at a large MNC. You and your team have been working closely with a client to develop their product. Through this project, you have developed a good business relationship and friendship with the client. On the eve of the product release, your team notifies you about a major bug in the code that had been overlooked before. Your client asks you if the product is defect free. Keeping in mind personal, business & professional ethics, how would you tackle this situation as a manager? Brainstorm ideas that would lead to a defect-free product release without jeopardizing the good relationship with your client. Make use of ethical frameworks and principles in your answer.

Answer:

If I were a manager at a large MNC and our team finds a major bug in the code that has been overlooked, I would take a cue from the principles of **Subordination of Individual Interests to General Interests, Remuneration of Employees, Esprit De Corps, and Authority and Responsibility** to resolve the defect.

The principles in action are –

**Subordination of Individual Interests to General Interests:** I would give directions to my subordinates to put other projects on hold and focus on rectifying the bug in the product.

**Remuneration of Employees:** I would announce a handsome reward for the employee who resolves the bug within the deadline.

**Esprit De Corps:** I will make sure that everyone working to ensure a defect-free product release does not feel pressurized and that there is a collaborative environment to uplift each other.

**Authority and Responsibility:** I would make the agenda clear that I want the bug resolved within the deadline. I would expect obedience on the part of my subordinates. As the manager, I take it as my responsibility to apprise the client of the bug and assure the client that attempts are being made to resolve the bug before the predetermined release. If the client is not made aware of the situation, there is a danger that the client loses faith in the organization.

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