Q1) I would not agree to it for two main reasons:  
 1) user-control: I would prefer to have full control over the update time. Therefore, no disruption may occur.

2) Features: I would also need to check the new features that come with the new update. Not all features would be to my likings.

Q2) I would expect to have some issue regarding the ui/ux of the software as well as questions from the user’s side of how to use the program.

Q3) \*\*Current Scenario:\*\*

1. \*\*Gathering Requirements Phase:\*\*

- Defects allowed to go to customers: 10 \* $10,000 = $100,000

2. \*\*Design Phase:\*\*

- Defects allowed to go to customers: 10 \* $1,000 = $10,000

- Defects from the previous phase: $100,000 (gathering requirements phase)

3. \*\*Coding Phase:\*\*

- Defects allowed to go to customers: 10 \* $100 = $1,000

- Defects from the previous phase: $10,000 (design phase)

Total cost of defects in the current scenario: $100,000 + $10,000 + $1,000 = $111,000

\*\*With Quality Assurance Process (Catching 50% of Defects):\*\*

1. \*\*Gathering Requirements Phase:\*\*

- Defects caught by QA: 50% \* 10 \* $10,000 = $50,000

- Defects allowed to go to the next phase: 50% \* 10 \* $10,000 = $50,000

2. \*\*Design Phase:\*\*

- Defects caught by QA: 50% \* 10 \* $1,000 = $5,000

- Defects from the previous phase: $50,000 (gathering requirements phase)

3. \*\*Coding Phase:\*\*

- Defects caught by QA: 50% \* 10 \* $100 = $500

- Defects from the previous phase: $5,000 (design phase)

Total cost of defects with QA process: $50,000 + $5,000 + $500 = $55,500

\*\*Expected Cost Savings:\*\*

Cost Savings = Total cost of defects in the current scenario - Total cost of defects with QA process

Cost Savings = $111,000 - $55,500 = $55,500