University of Essex | Online

Information Systems Failure: Summary Post

Course: MSc Computer Science

Module: Object-Oriented Information Systems

Assignment: ePortfolio

Date: Thursday 22nd July 2021

Student ID: 126853

Post:

During the first three units, we have discussed and investigated the overall usage of Information systems. We have paid particular attention to cases whereby Information Systems have failed (or yielded false data) and discussed the preventative action that could have been taken to reduce the impact or eliminate the issue altogether.

I chose to write my Discussion Forum post on the emerging computing trend of Cloud Computing, particularly with the recent AWS Outage, which affected a large number of online services, including both websites and IoT devices. External Monitoring provided by CloudHarmony (2021) shows that all monitored cloud services hit 99.9% uptime over the past month, with the most considerable downtime period being 4.89 hours. Although for most SME's, the < 0.01% of downtime can be disregarded, this can be pretty significant for larger organisations. Therefore, I suggested that businesses conduct extensive disaster-recovery plans, focusing on multi-region or multi-cloud hosting to avoid financial and reputational losses. Comments from my peers highlighted various alternative approaches to resilience within the Cloud Hosting sector, including Cloud Bursting and Hybrid Cloud options.

While looking through other threads and scenarios posted by my peers, it has become evident that many Information Systems failures are linked to poor planning/management at the earlier stages of the SDLC, particularly in the case of

the Post Office's Horizon system (Edgell, 2021). However, there are various cases

where Information Systems failures have occurred due to inadequate working

processes within organisations, including the lack of Code-Review, Code Comments,

Documentation and automated feature/unit testing. The implementation of these

helped prevent the Information Systems failures, but they could also help the overall

productivity of the team and the general reliability of the solution.

References:

CloudHarmony. (2021) Service Status | CloudHarmony. Available From:

https://cloudharmony.com/status [Accessed 22nd May 2021].

Edgell, T. (2021) Initial Post. Available From: https://www.my-

course.co.uk/mod/hsuforum/discuss.php?d=254197 [Accessed 23rd May 2021].

Screenshot:

Kieron Holmes

Summary Post

59 days ago

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