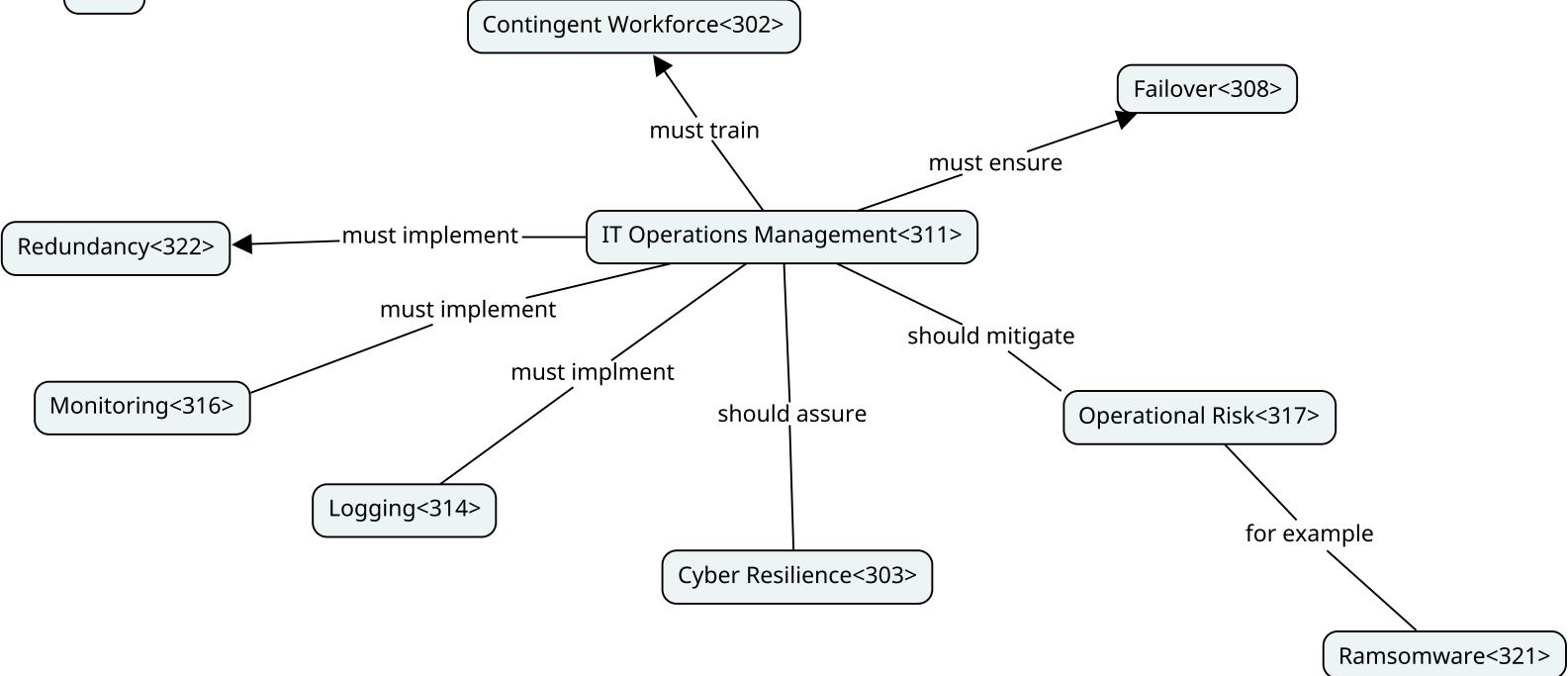
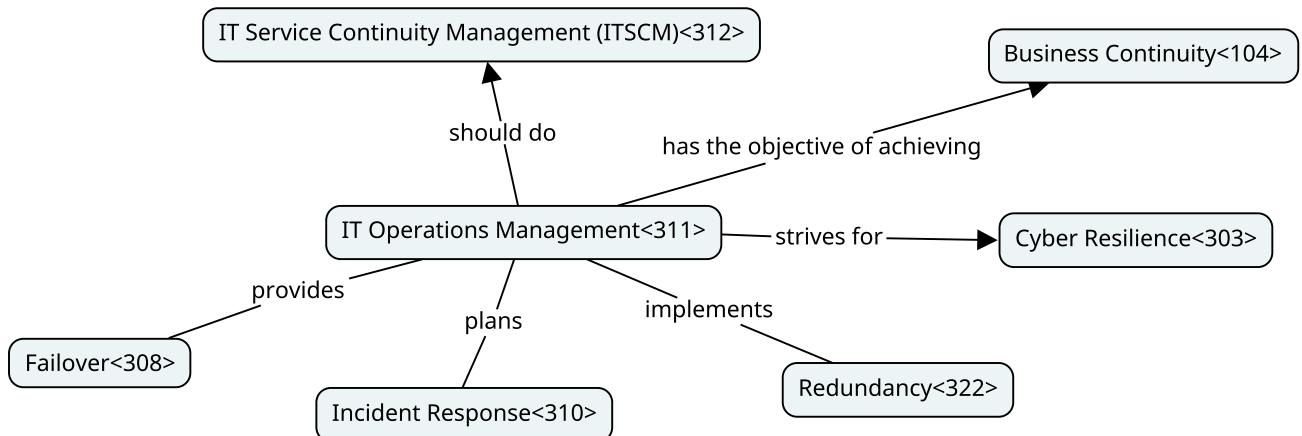


78832 - João Andrade

Q1.3



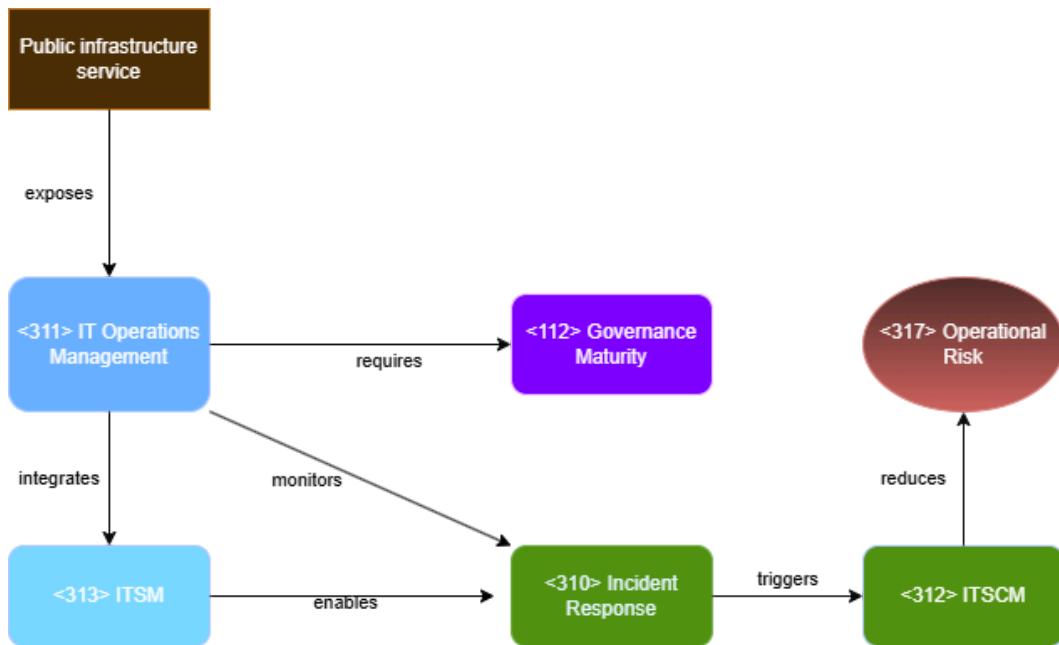
Q2.3



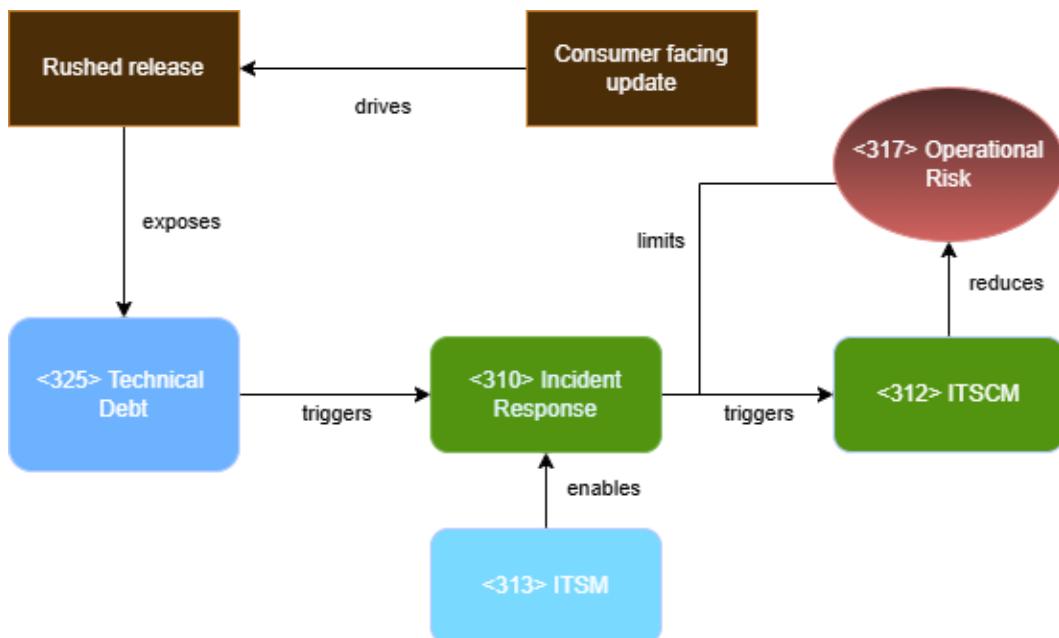
Concept Maps delivery - Theme 3 (IT Operations Management)

Name	Student number
Nuno Miguel Sarmento Palma	86903

Concept map for MetroWater Access Denied



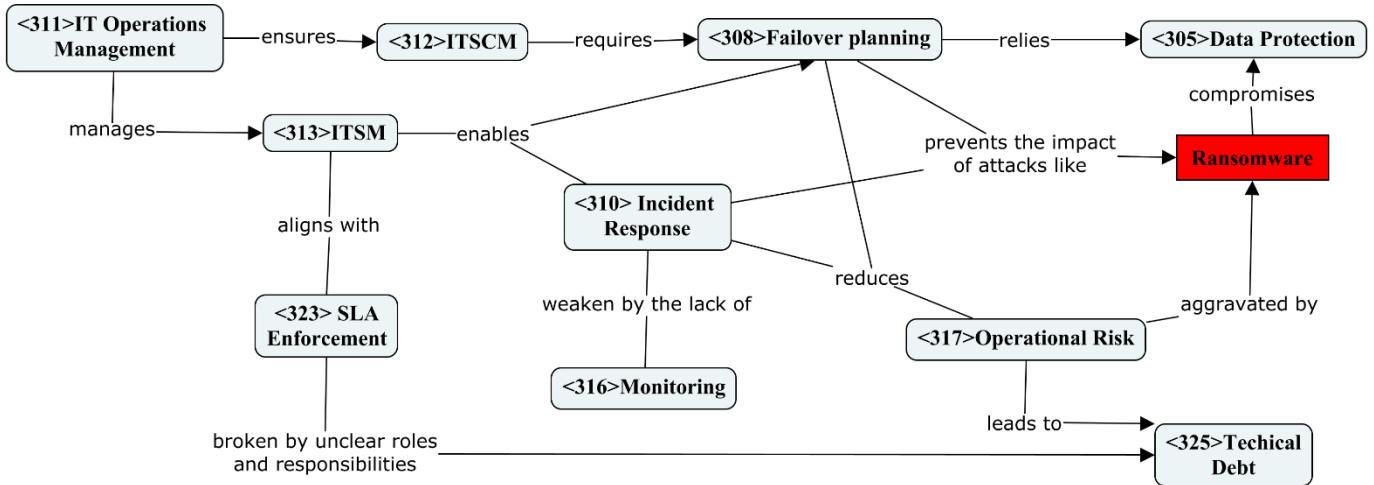
Concept map for Sonos App Overhaul Fallout



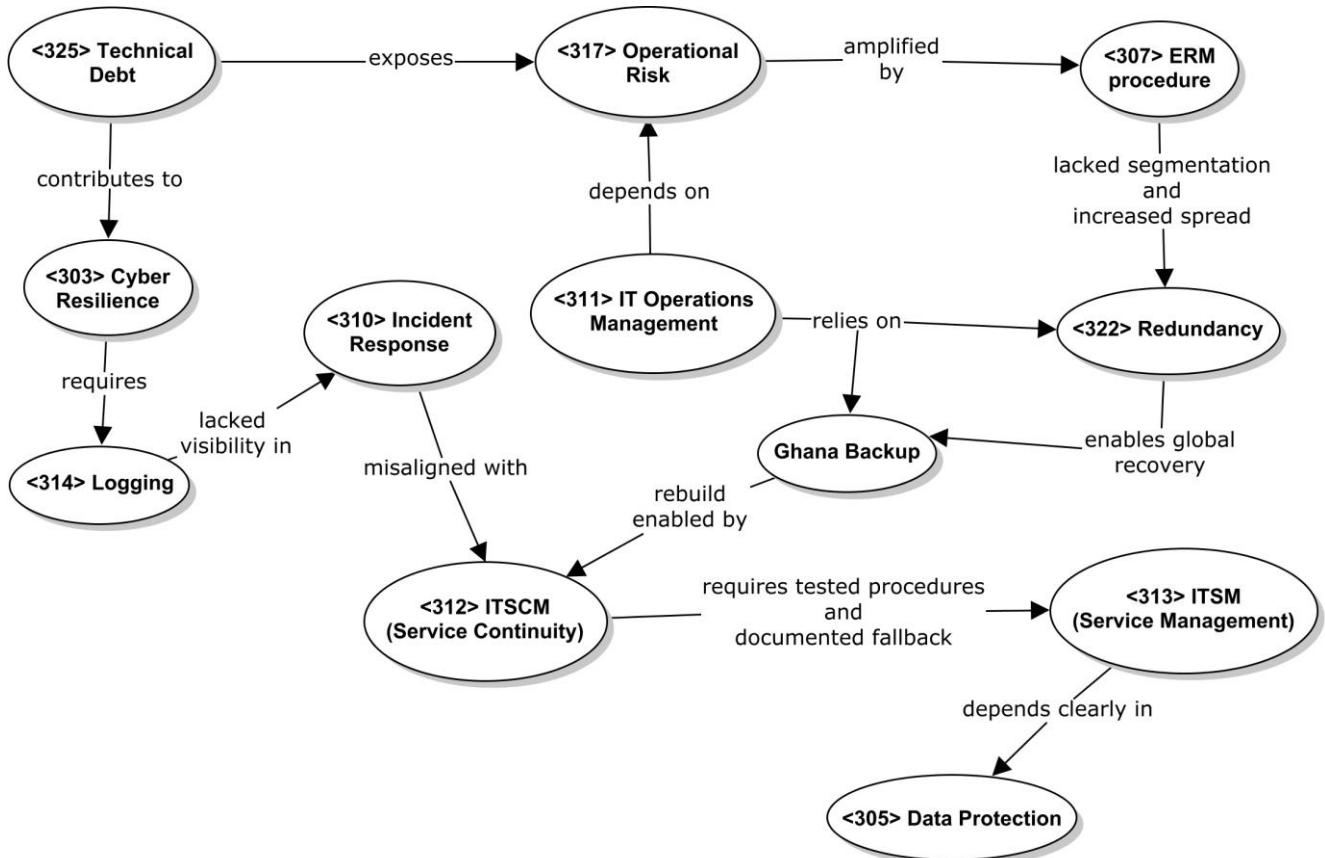
Afonso Pereira, 93572



Q1 - 3. ArcoMed ransomware

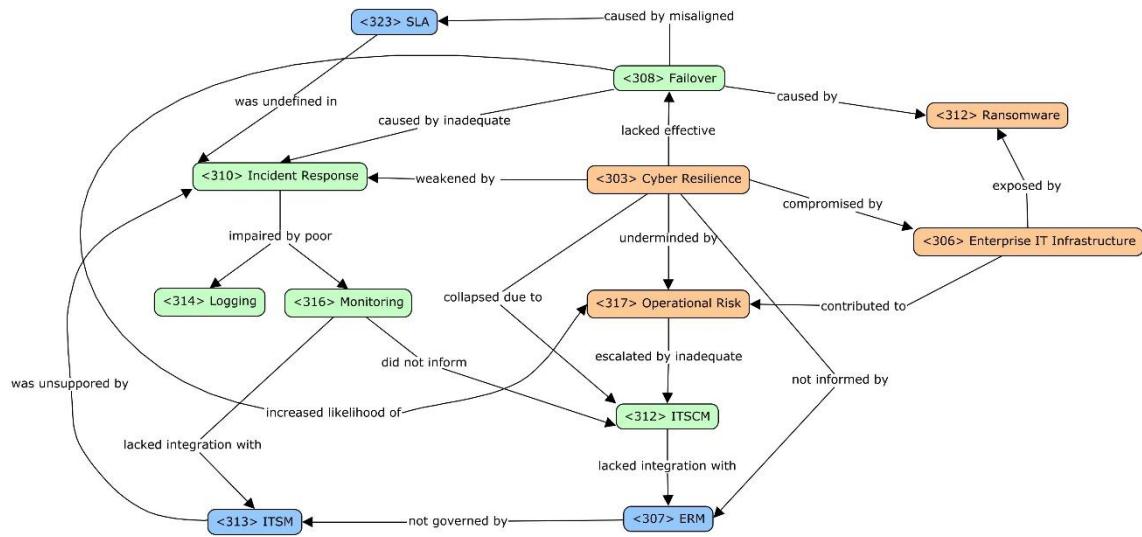


Q2 - 1. Maersk and the Quiet Catastrophe

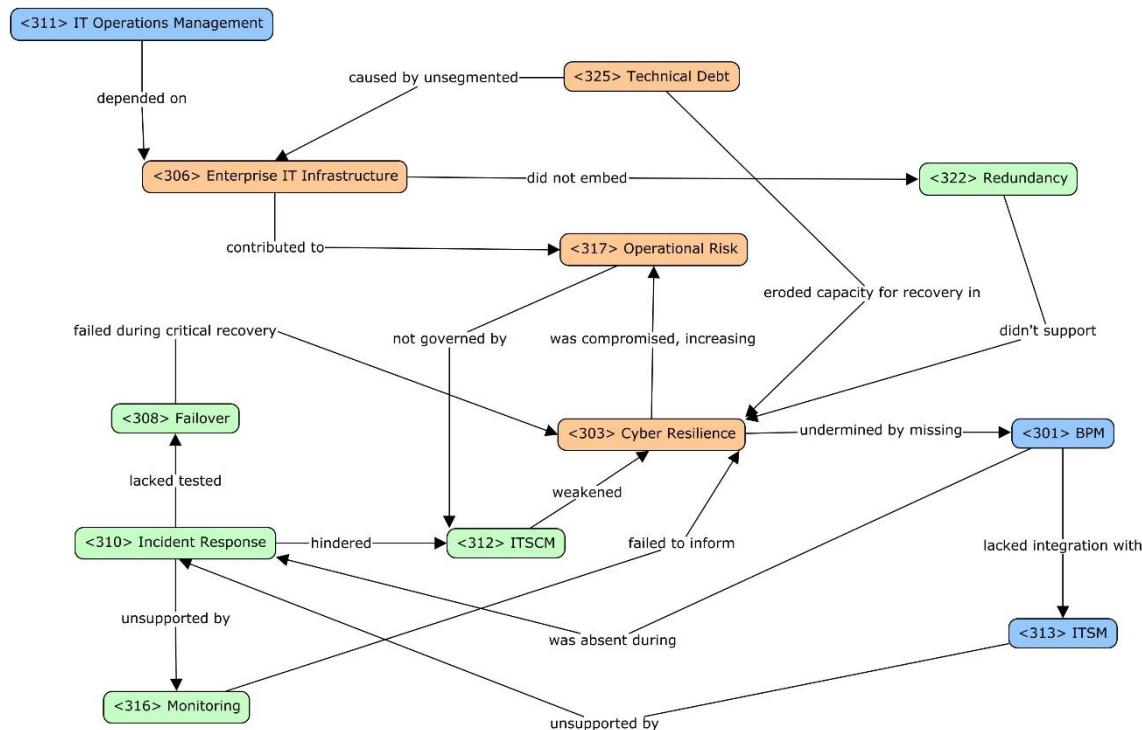


Soraia Batista – 93616

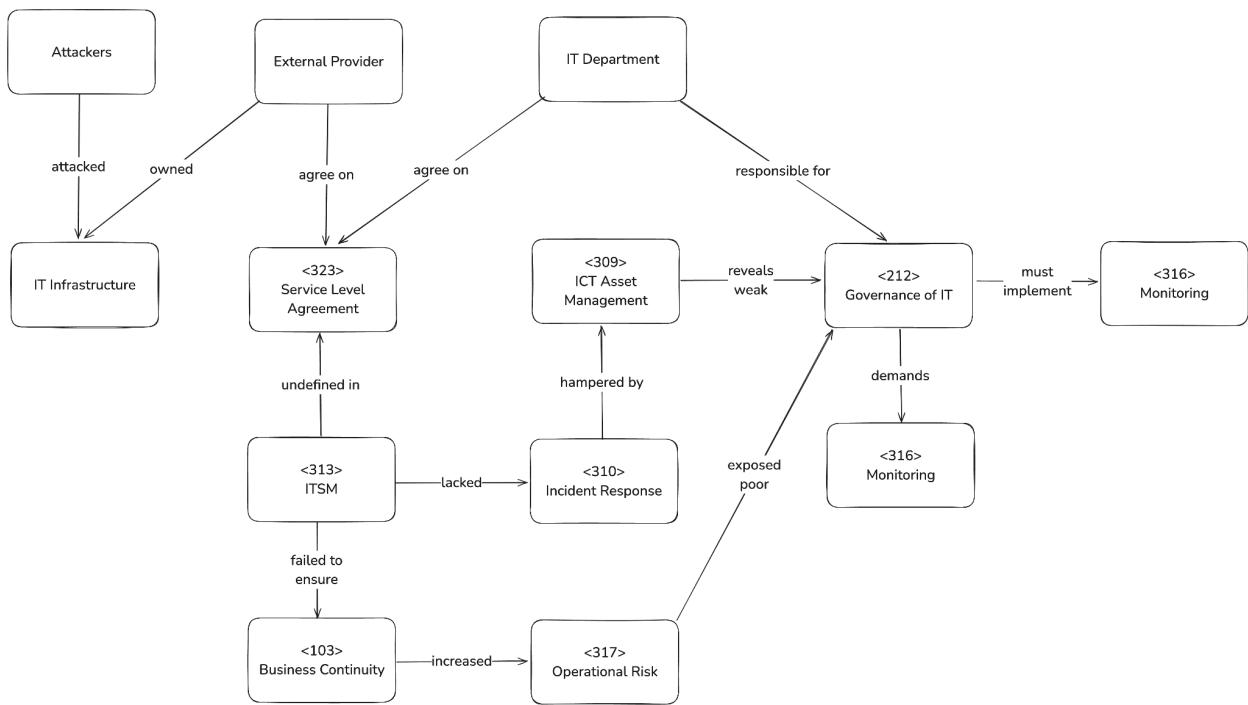
Q1.3 – Story Analysis: 3. ArcoMed ransomware



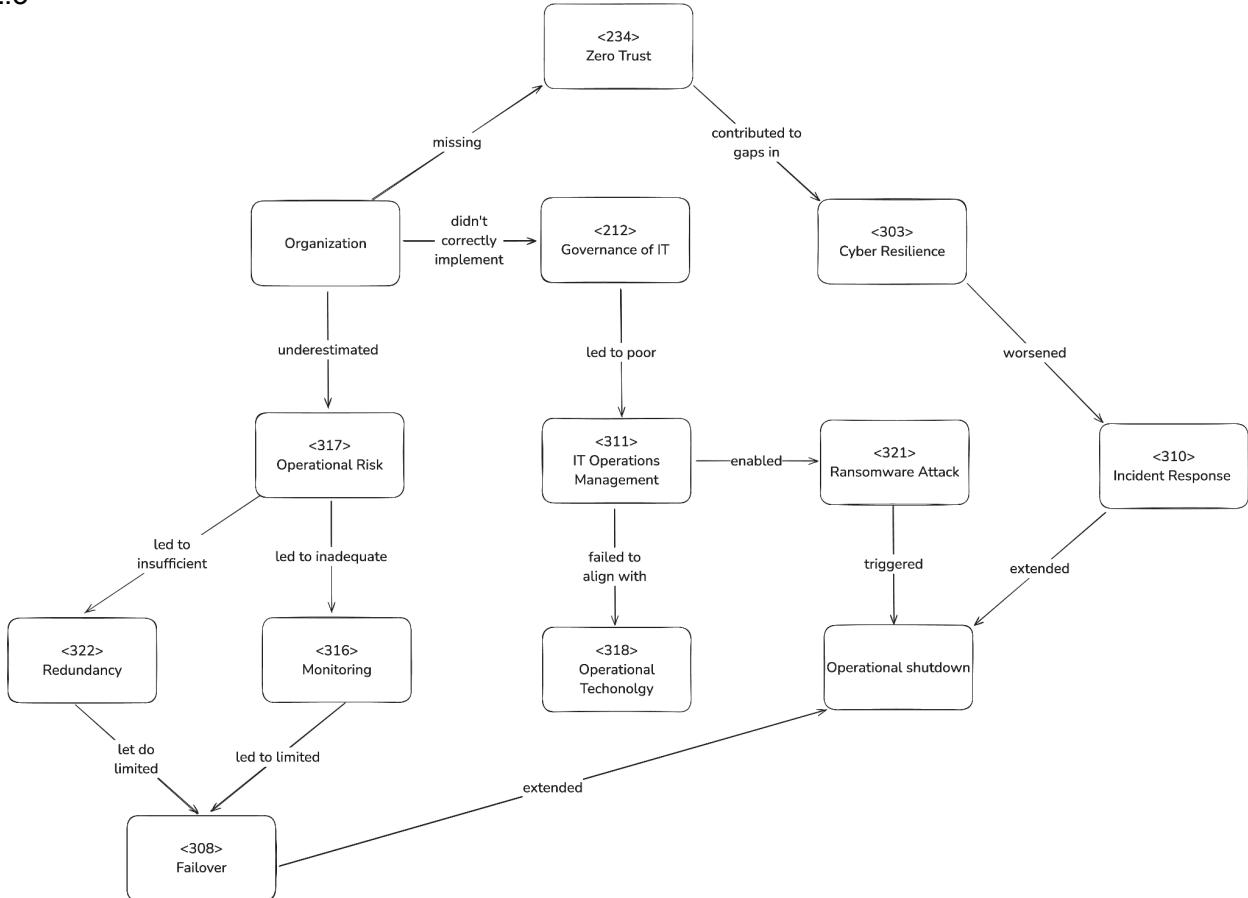
Q2.3 – Case Analysis: 1. Maersk and the Quiet Catastrophe

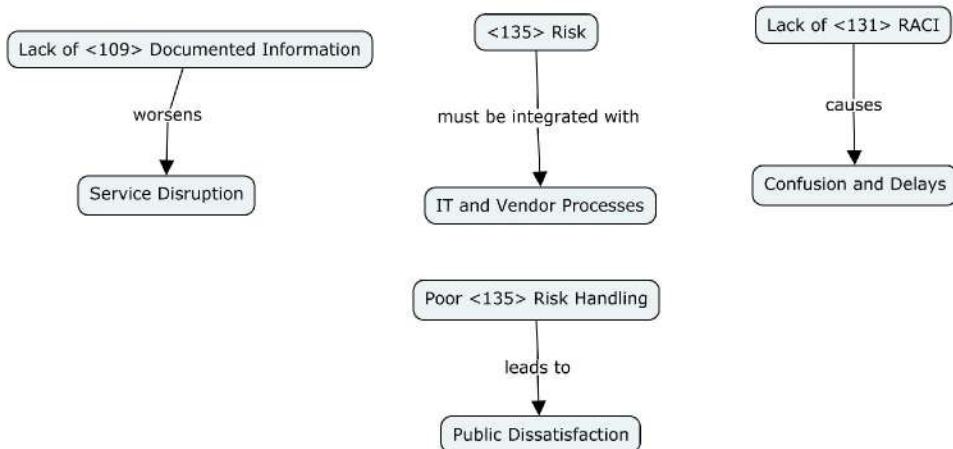
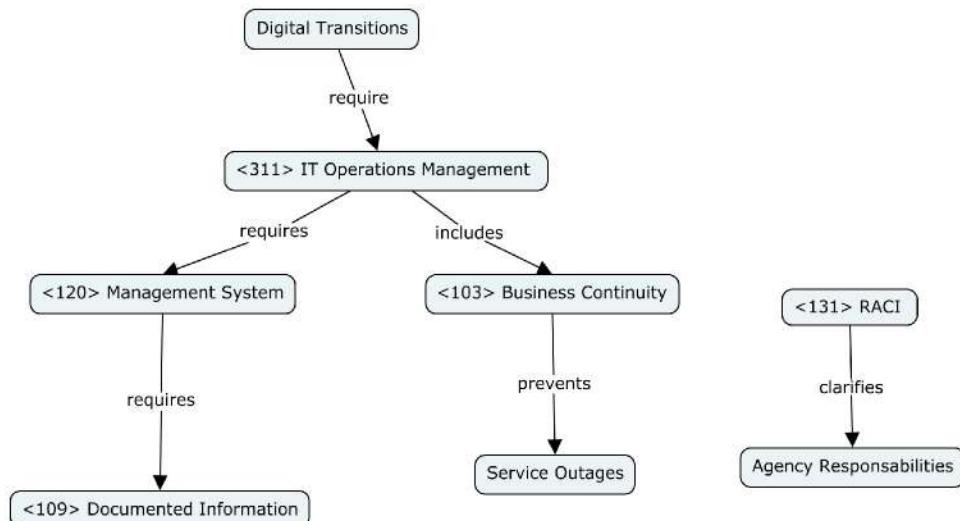
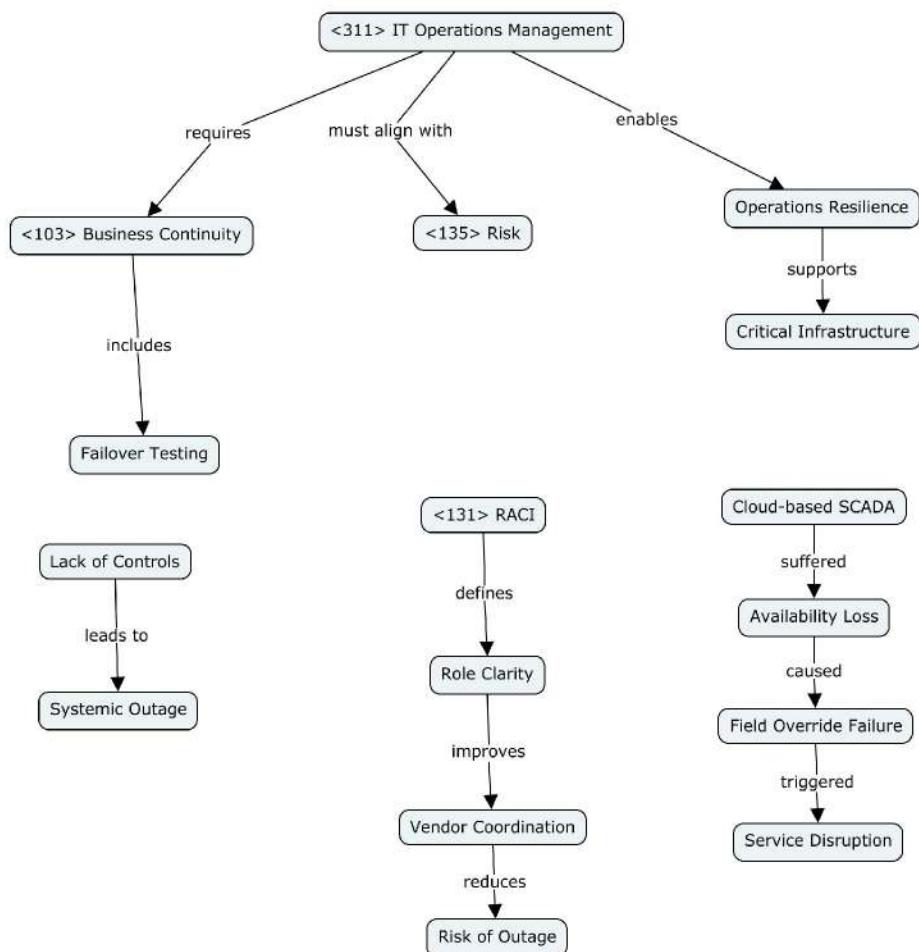


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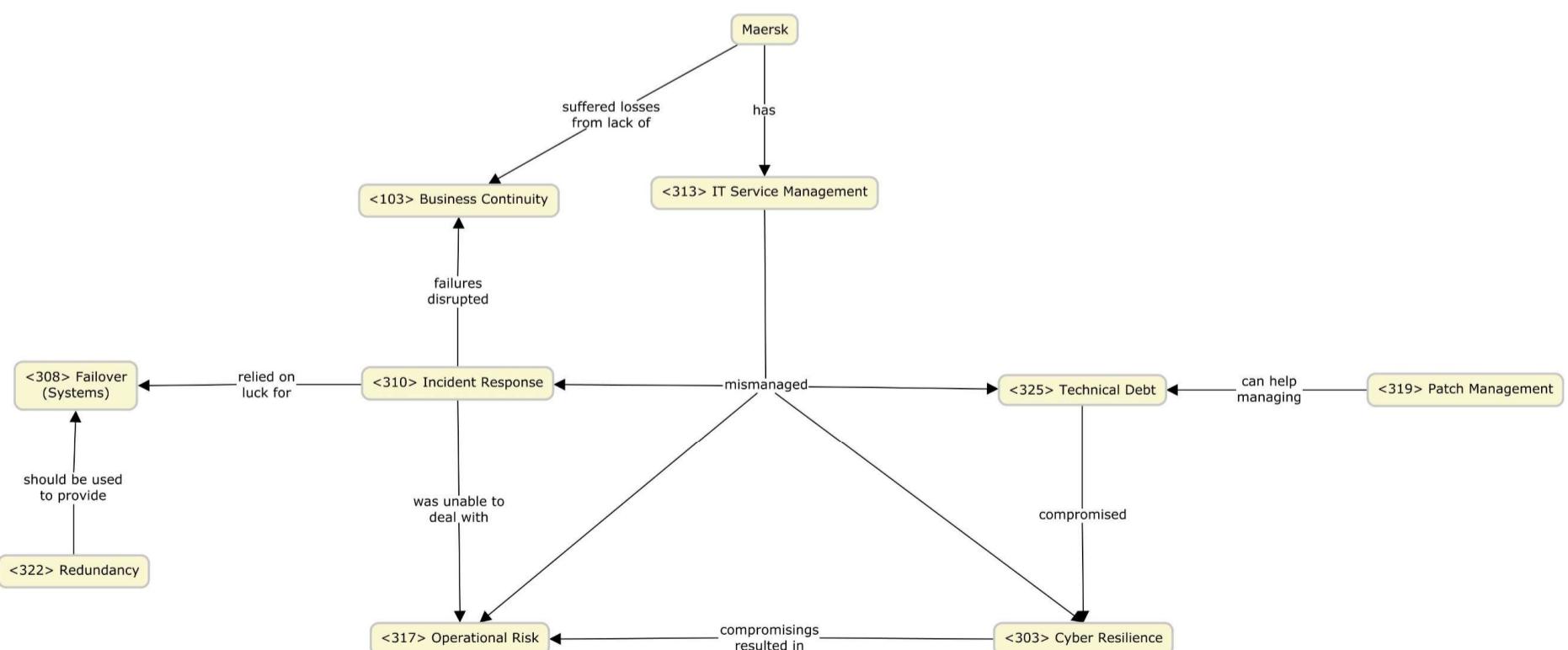
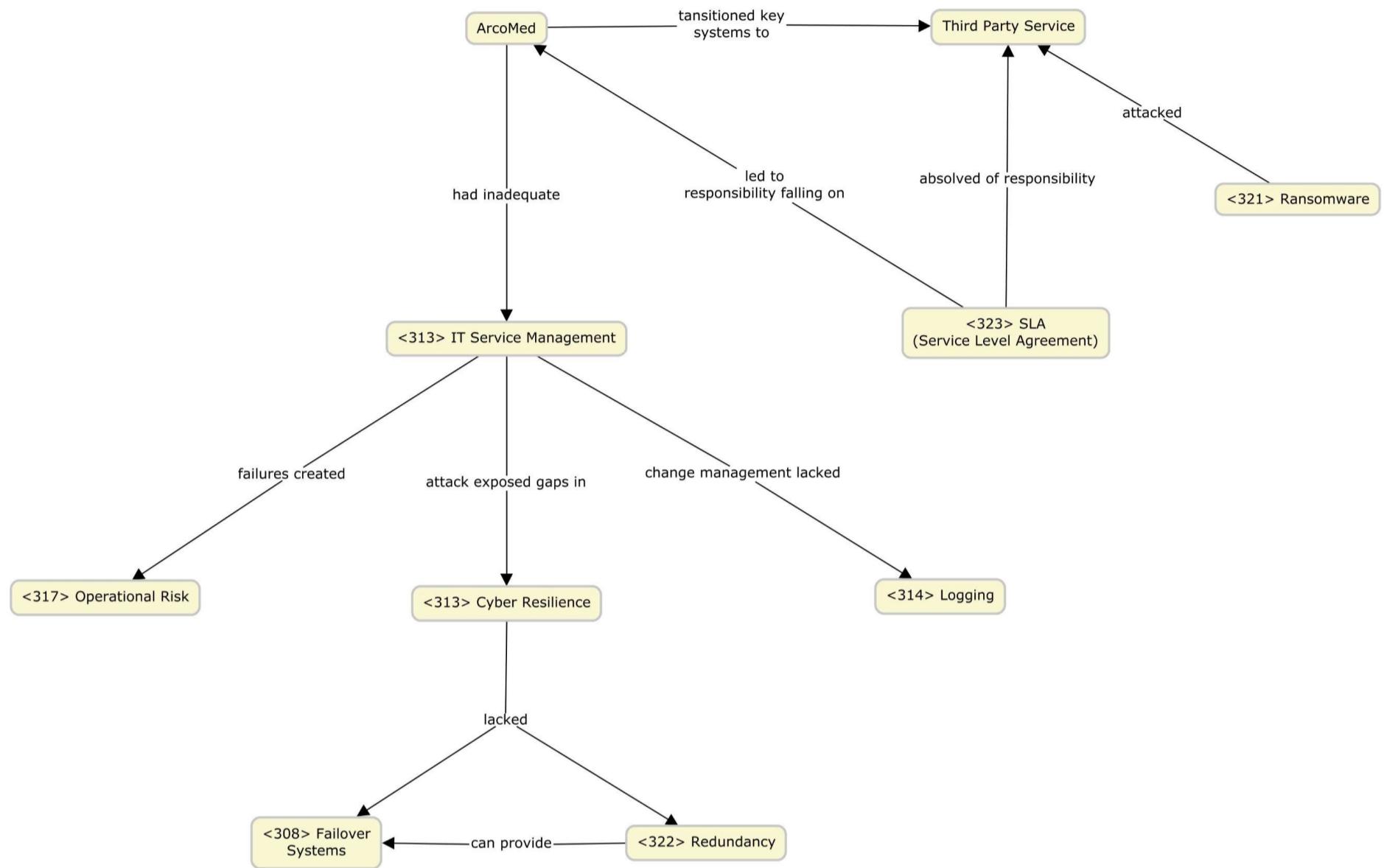


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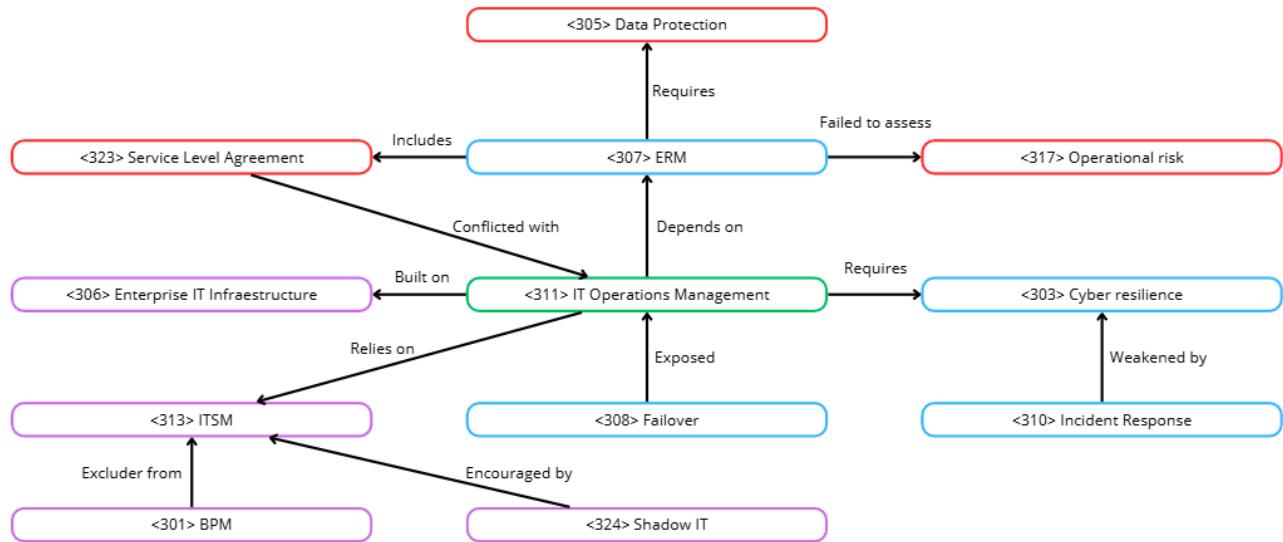
Francisco Capelo, 95743



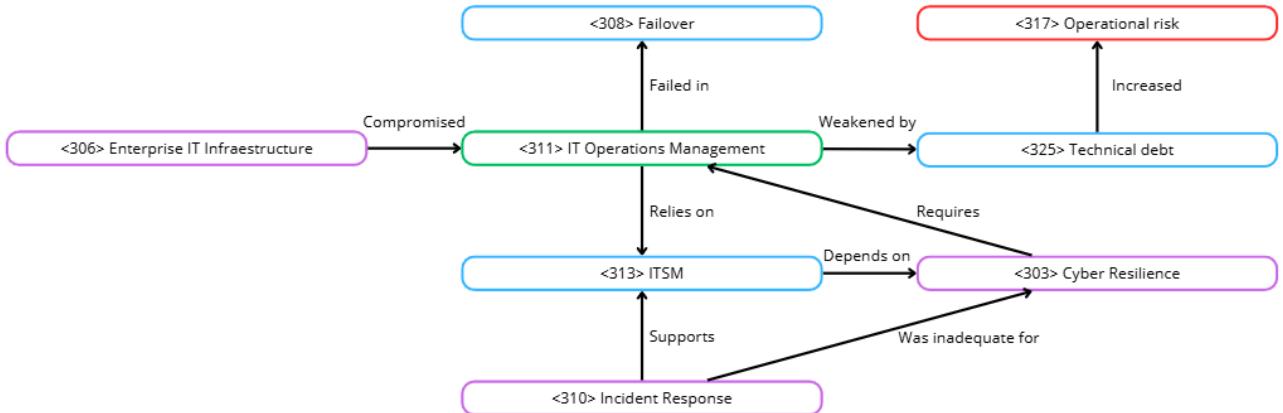
Tomás Santos

96100

Q1.3

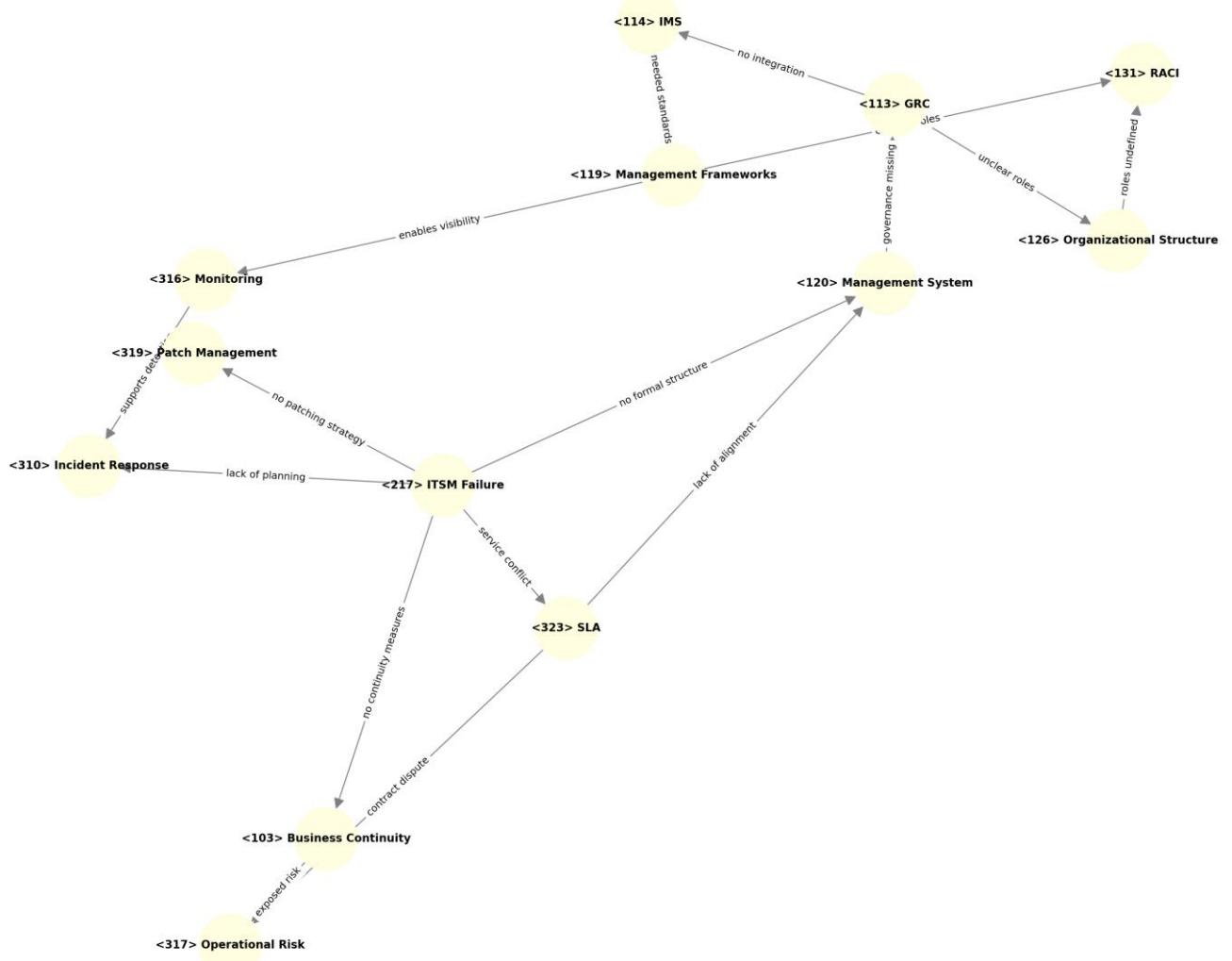


Q2.3



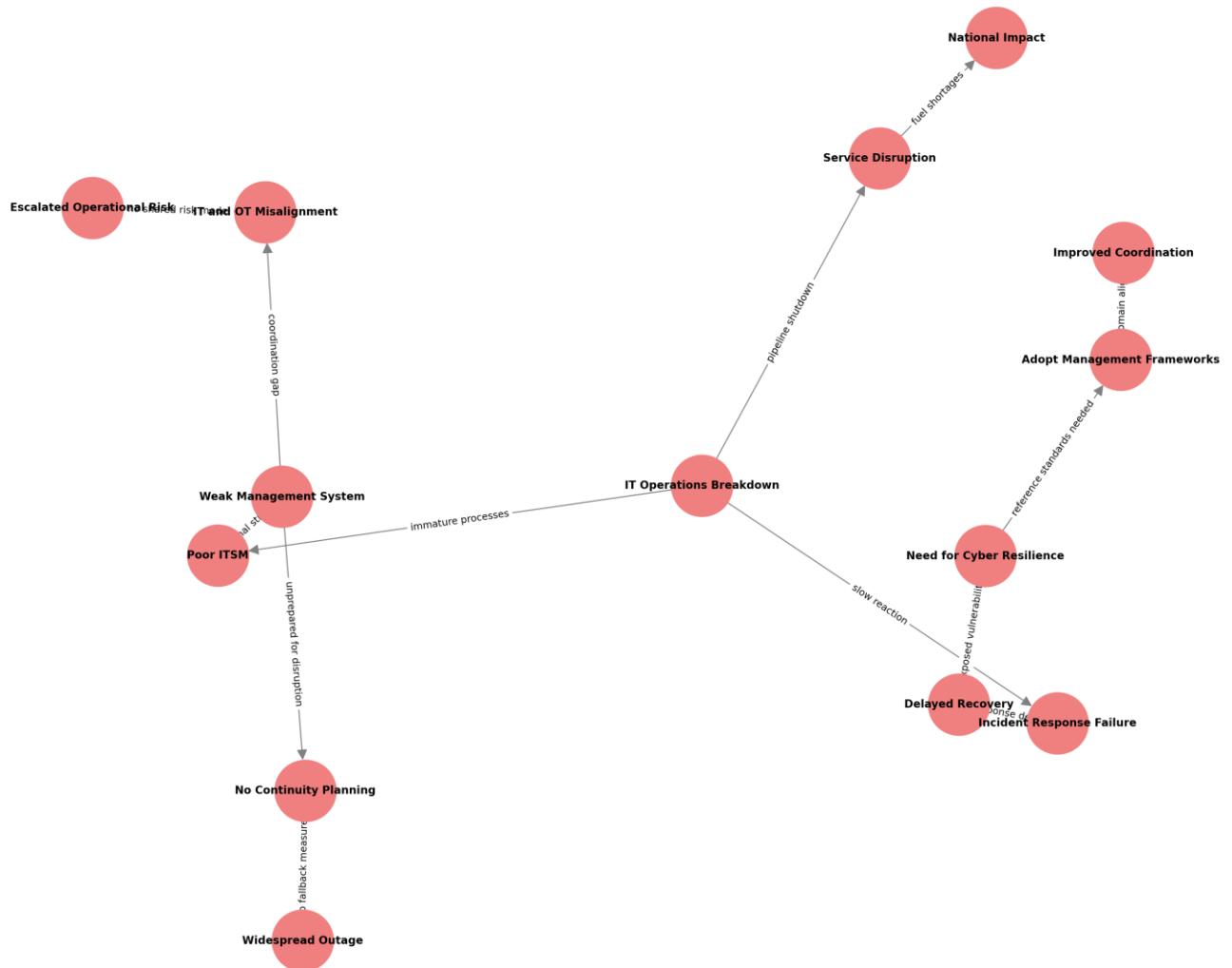
Guilherme Maia 96223

Q.1.3



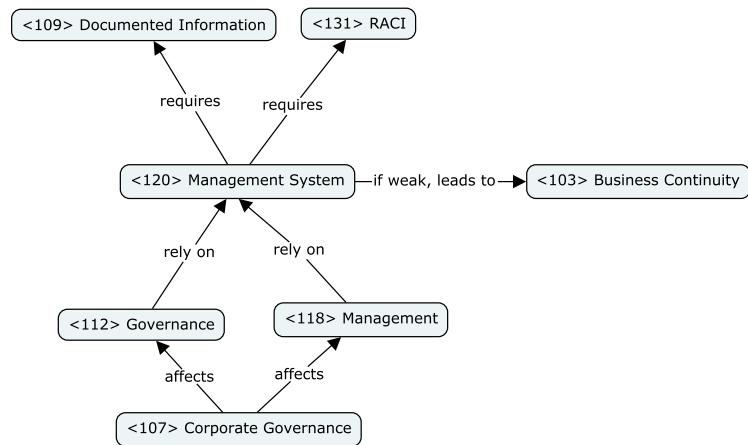
Q.2.3

Concept Map: Colonial Pipeline (IT Operations Management)

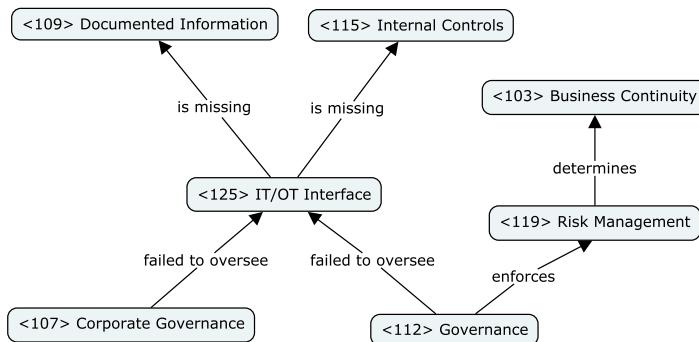


96656

ArcoMed cloud migration

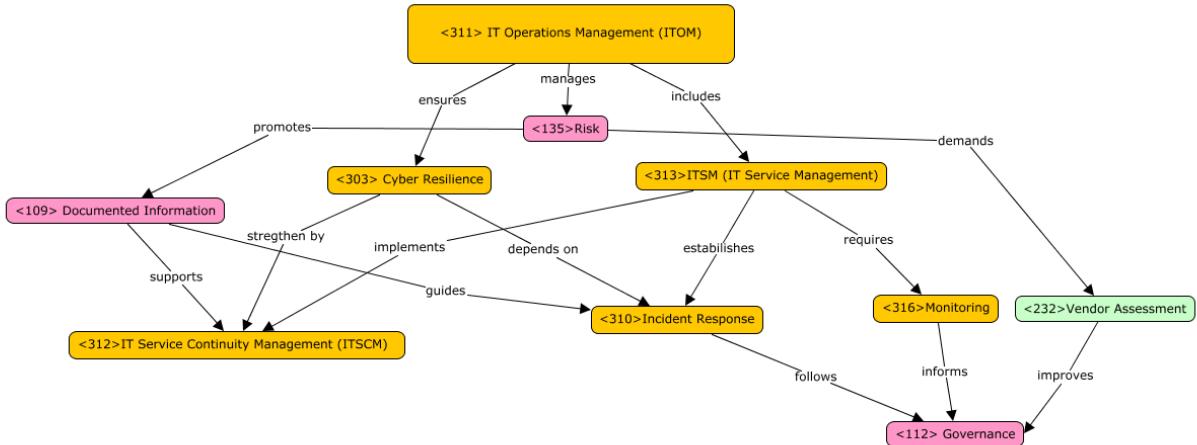


Colonial Pipeline and the Long Weekend

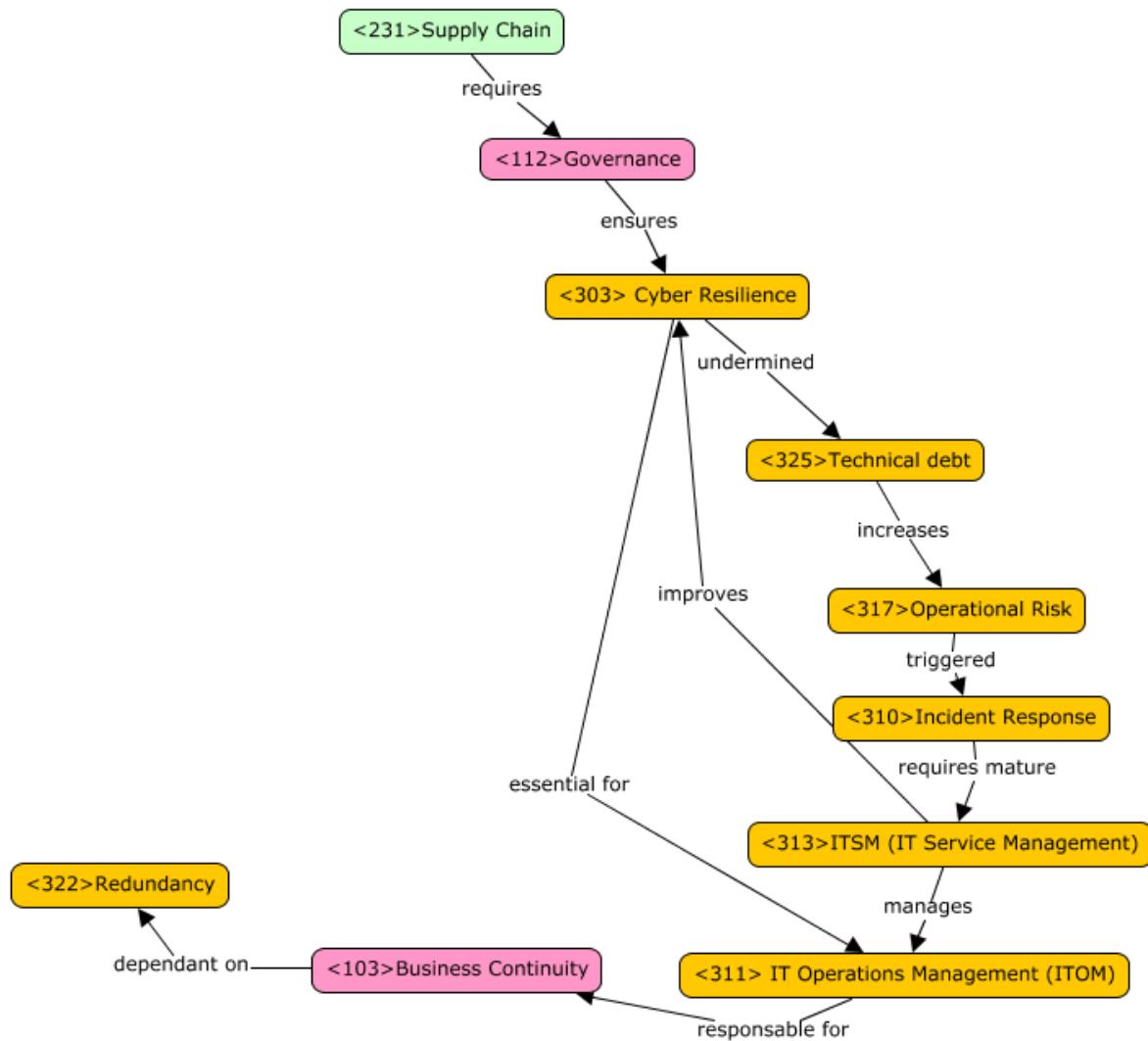


96904 Pedro Severino

Q1.3

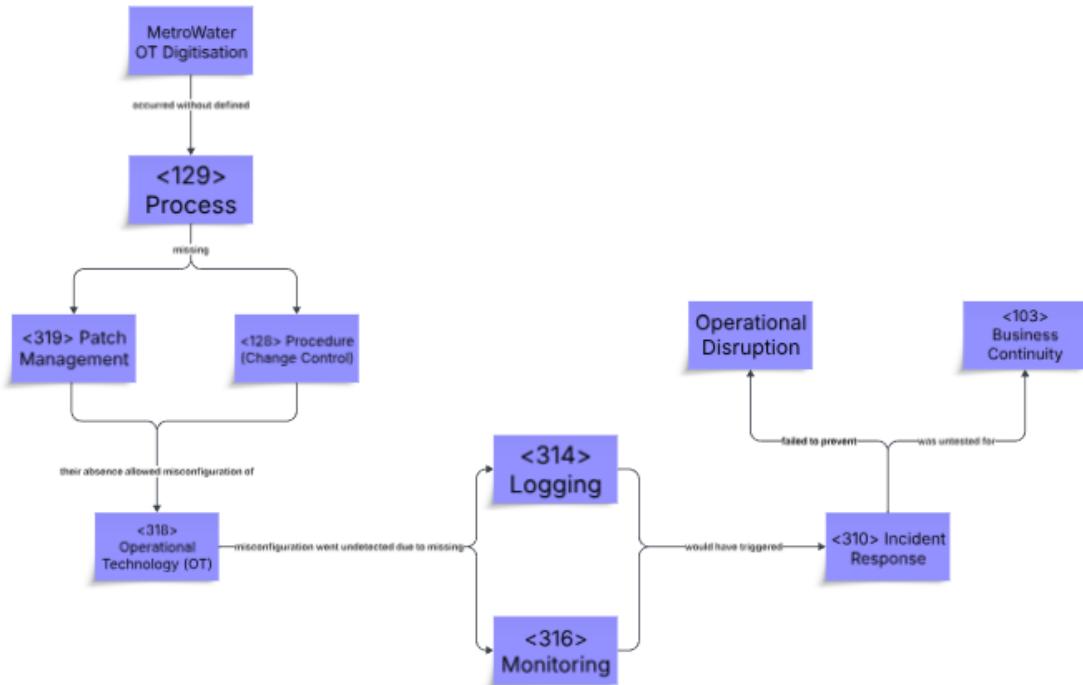


Q2.3

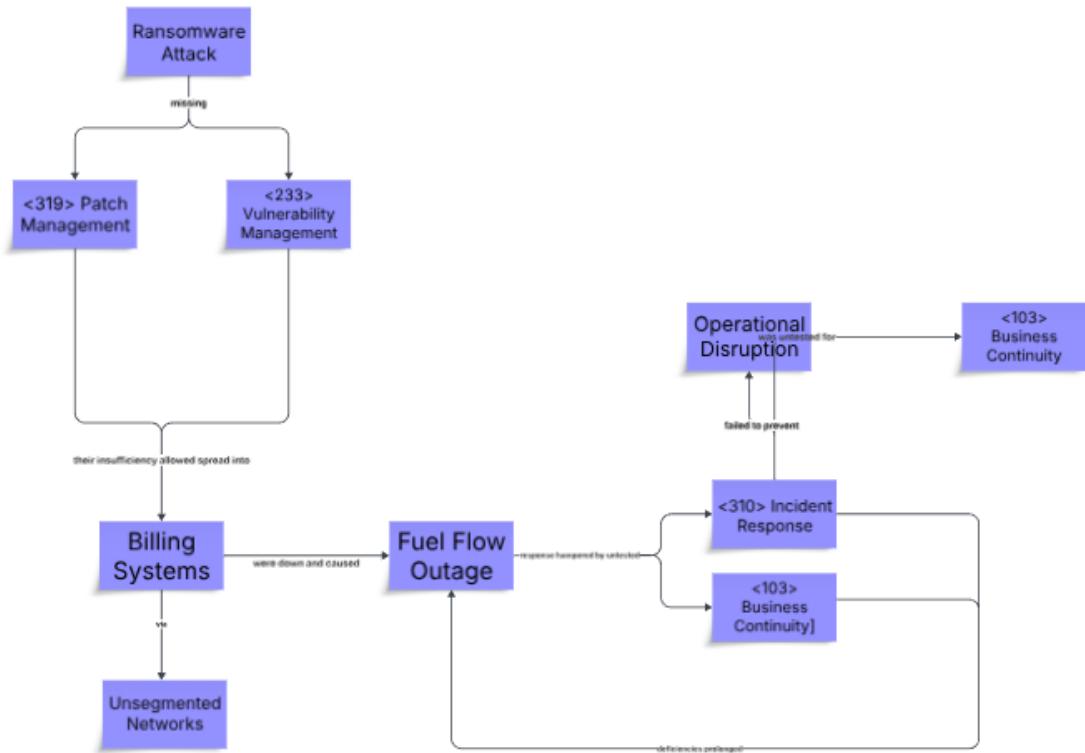


Martim Moita de Abreu 98956

Q1.3

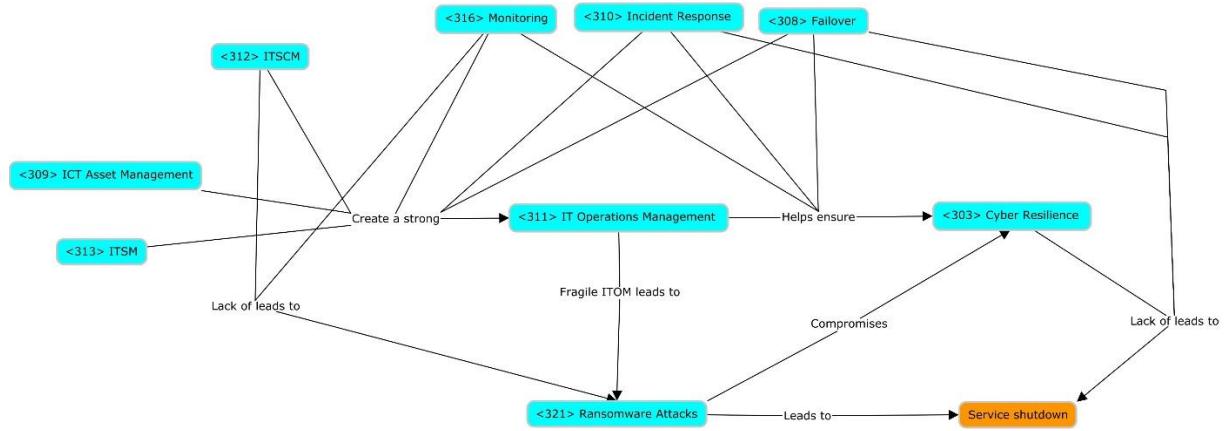


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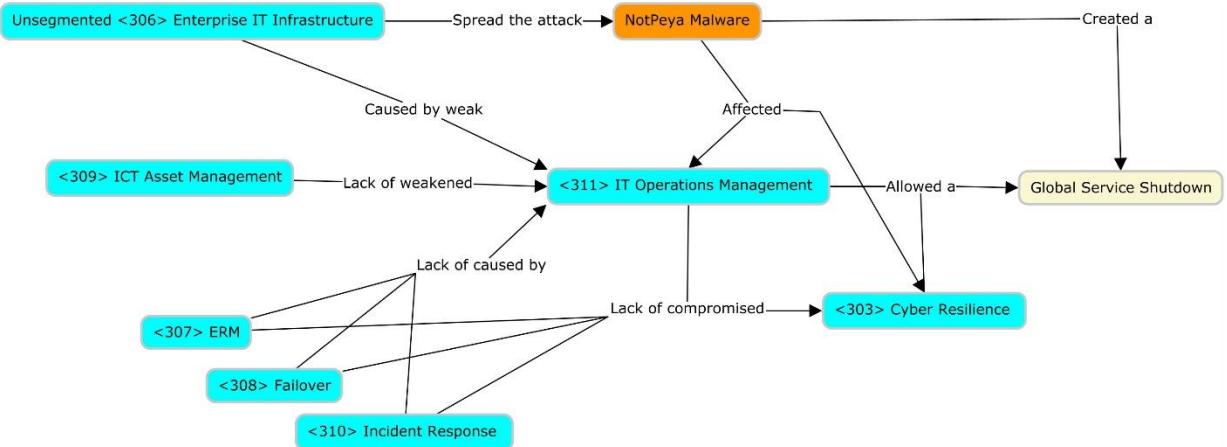


Miguel Capitão 98957

Concept map Q1.3: Story 3



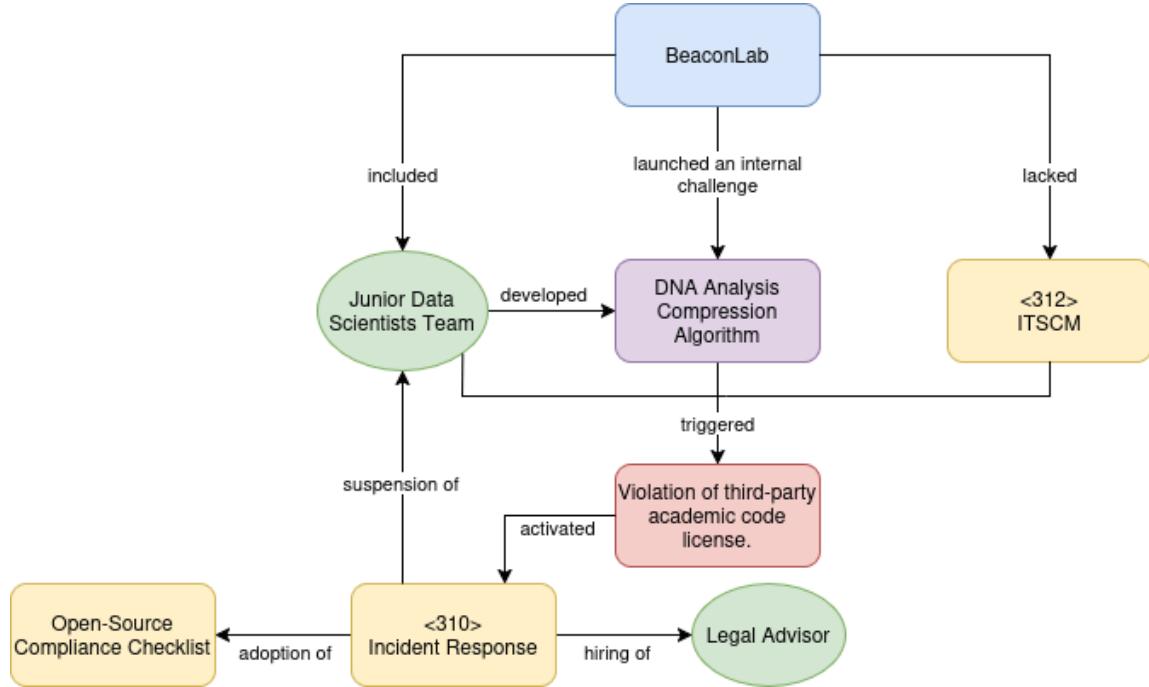
Concept map Q2.3: Case 1



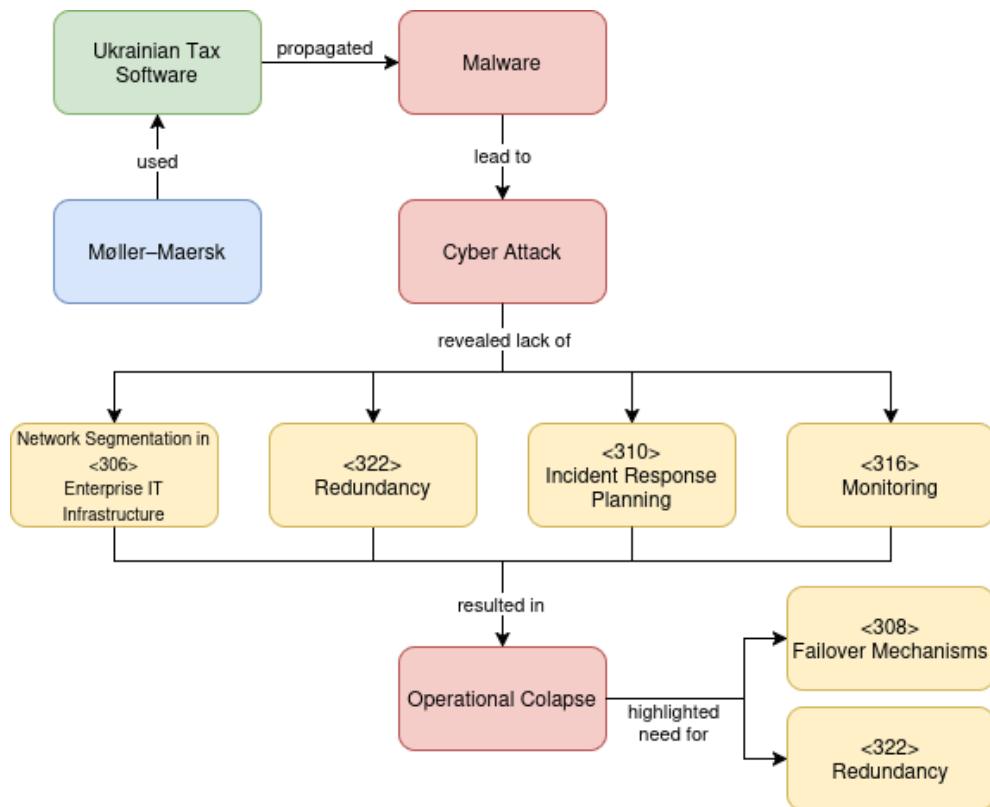
João Pires - 99090

SGSI 2025 - Essay 3

Q1.3:



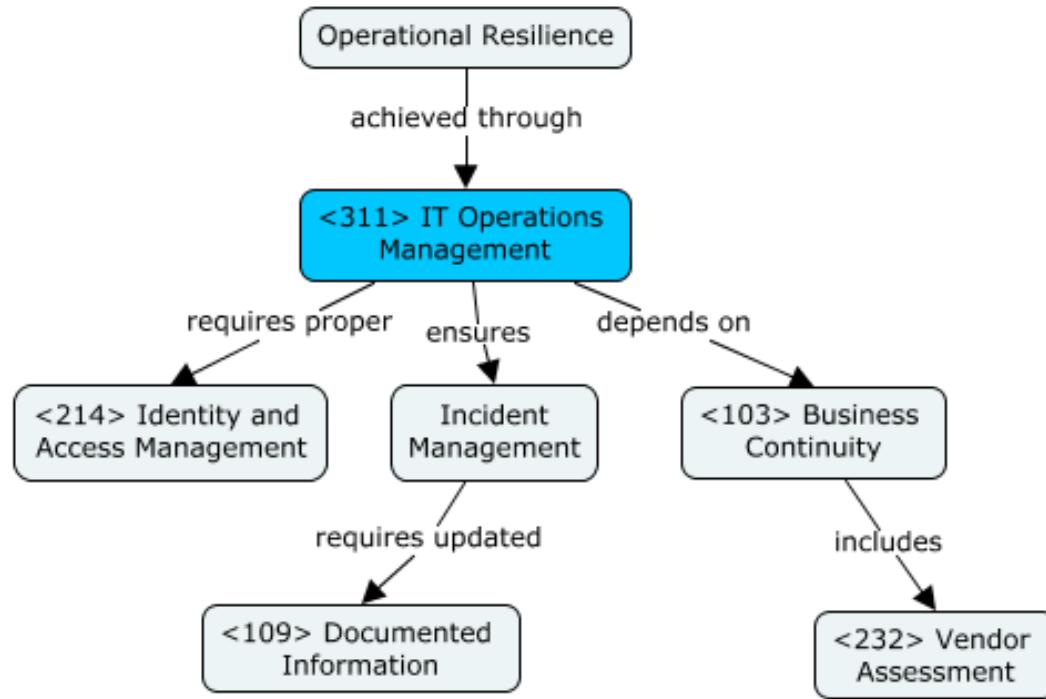
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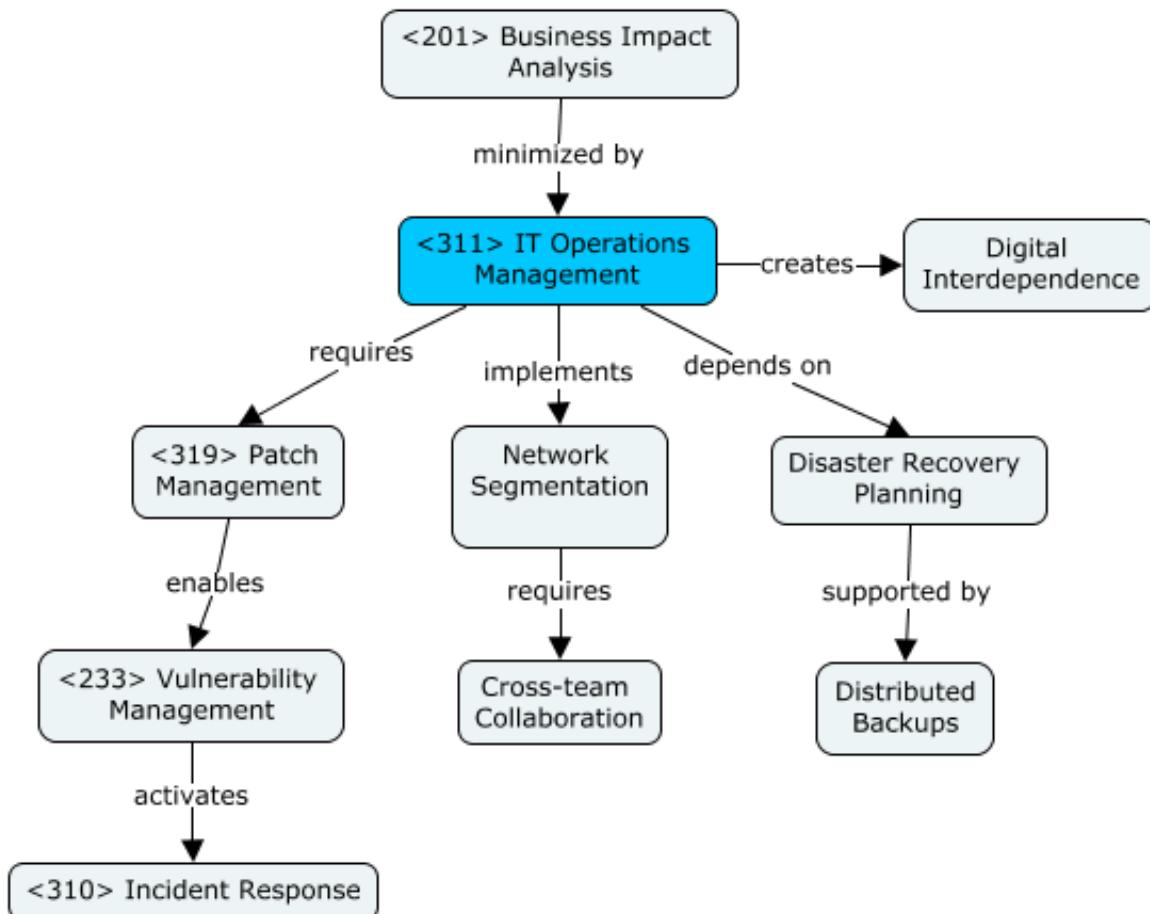
Rui Costa (99120)

Concept maps:

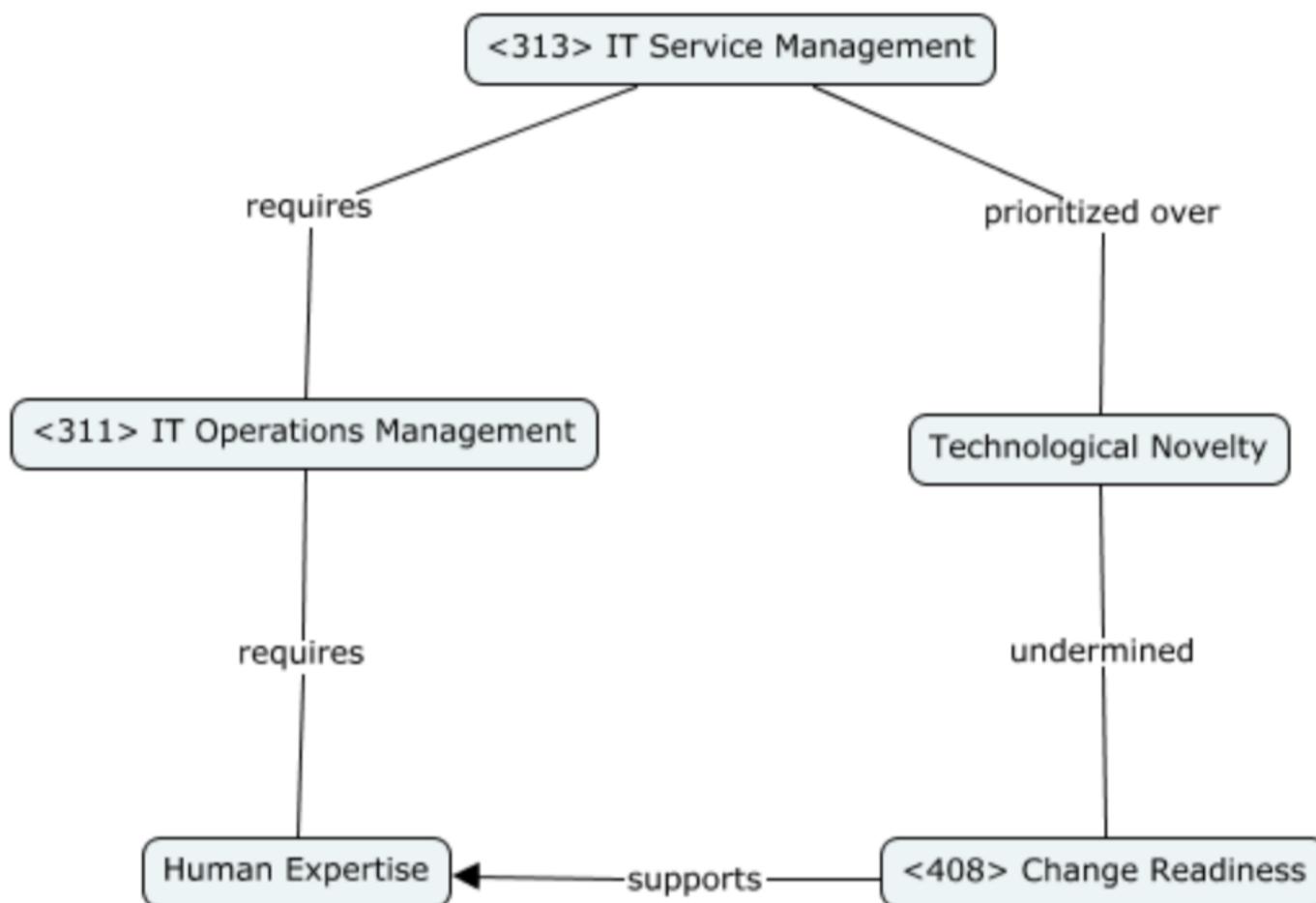
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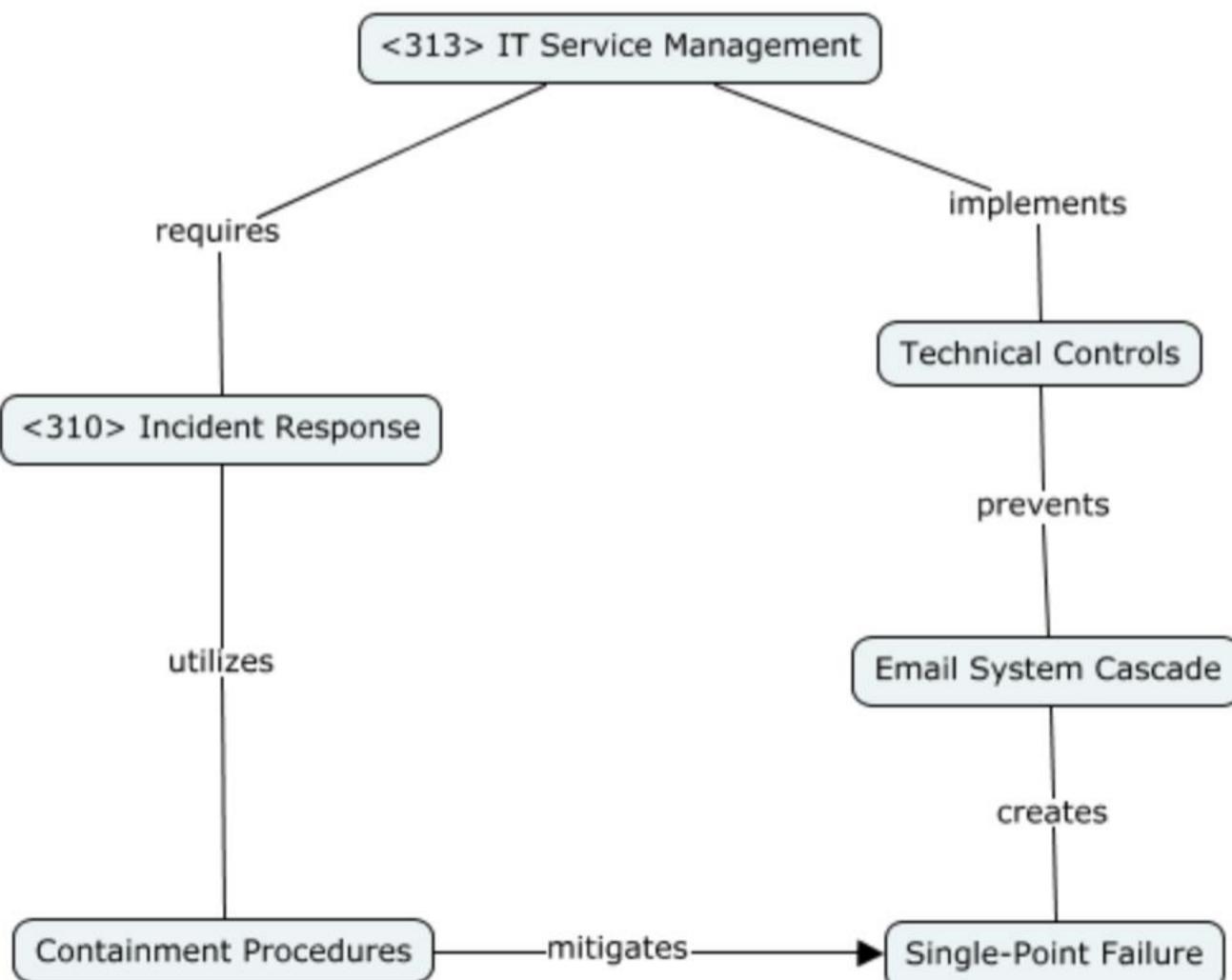
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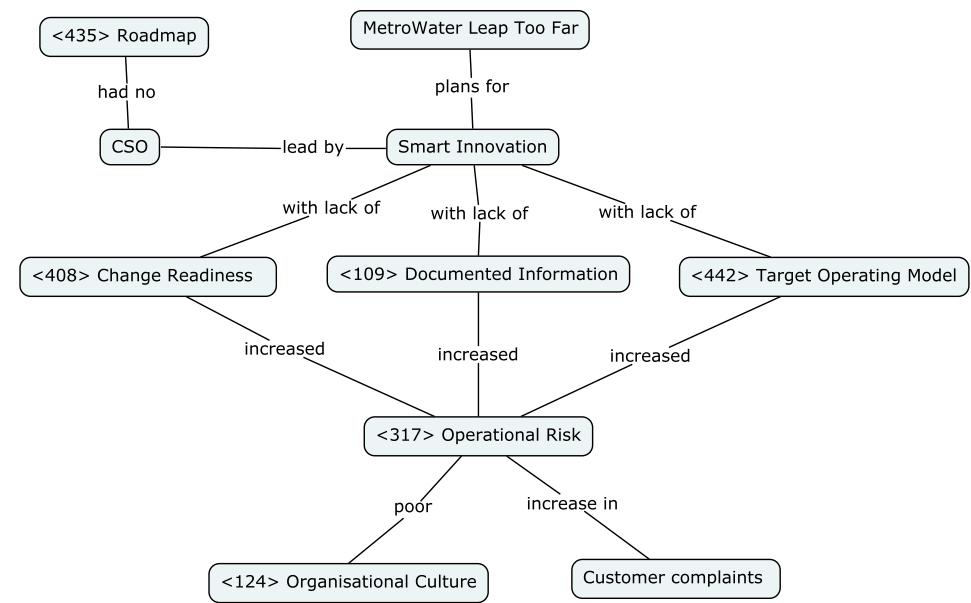
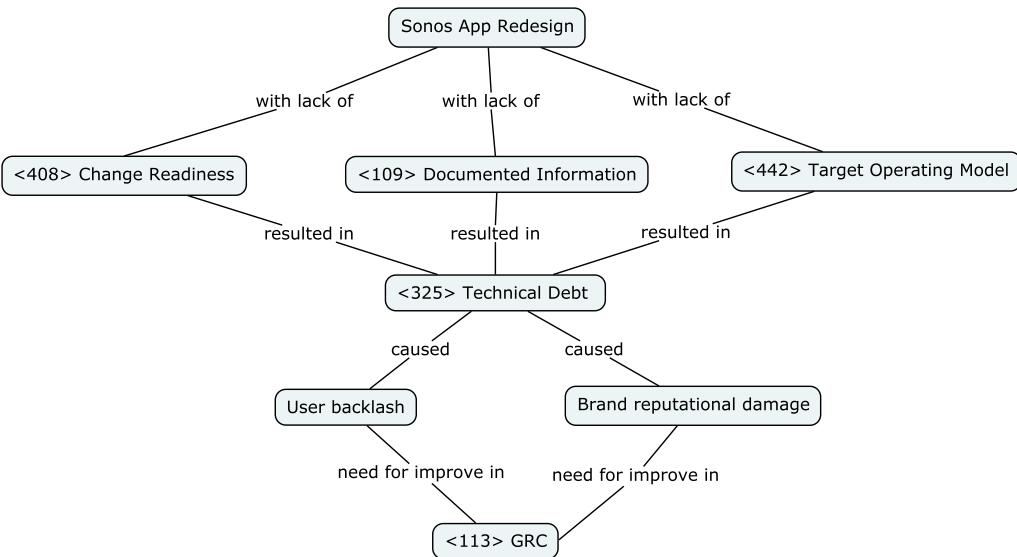


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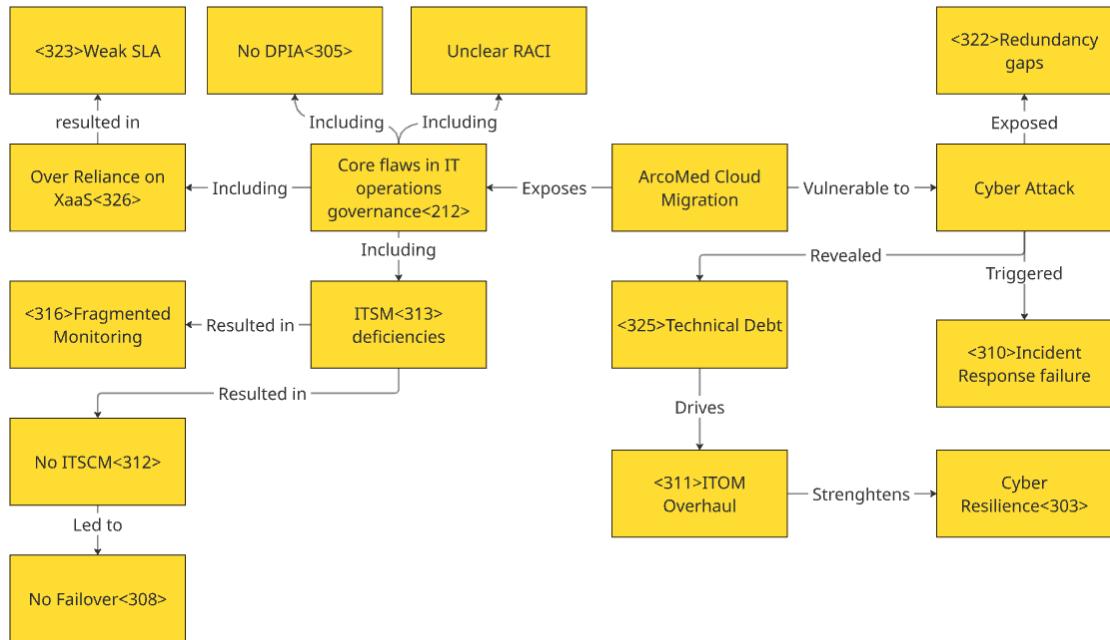


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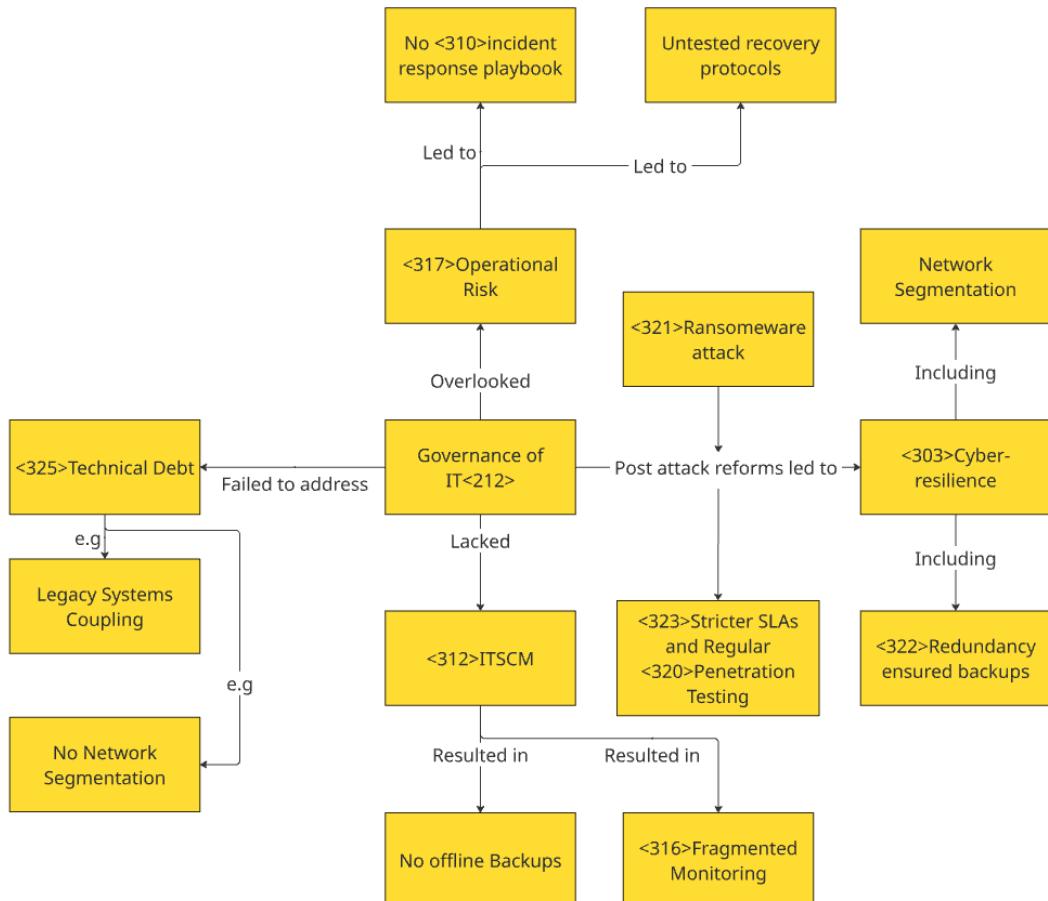




Q1.3: Arcomed Cloud Migration

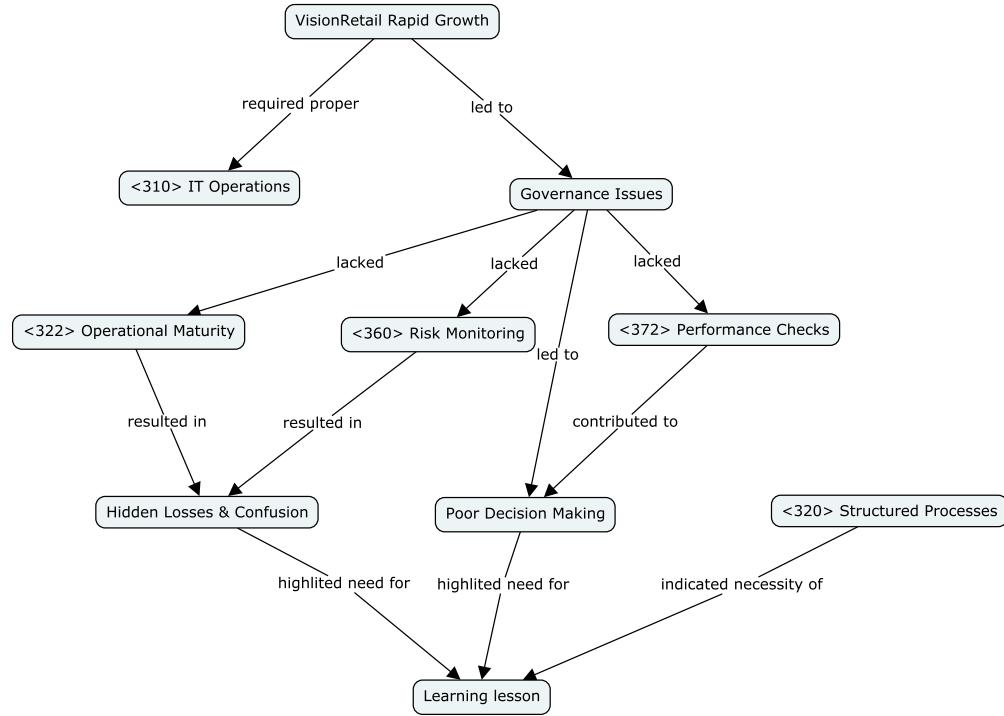


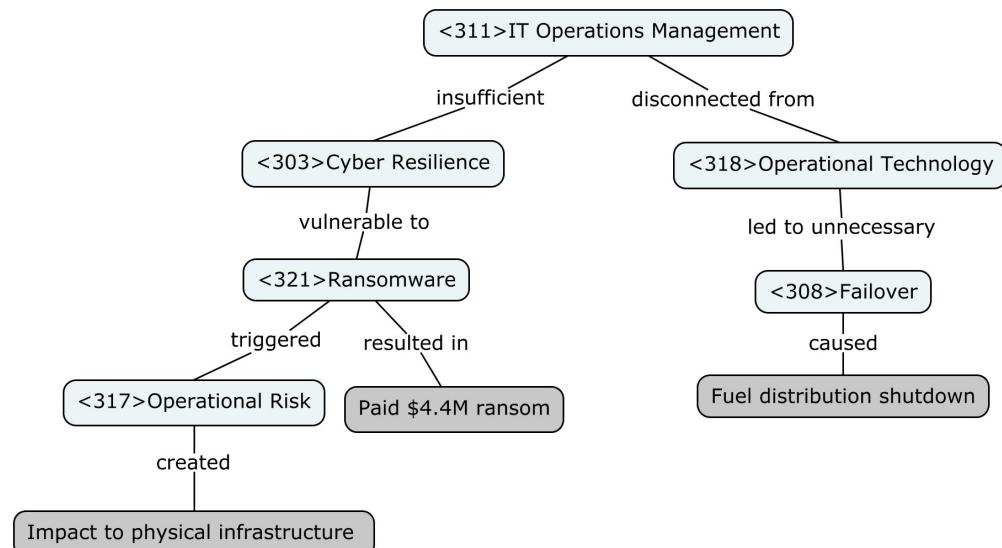
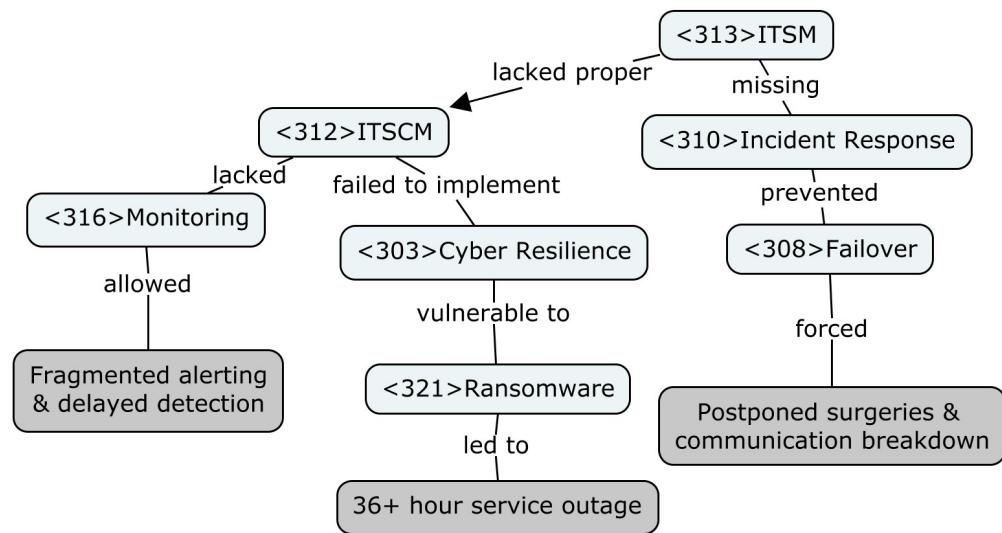
Q2.3: Maersk

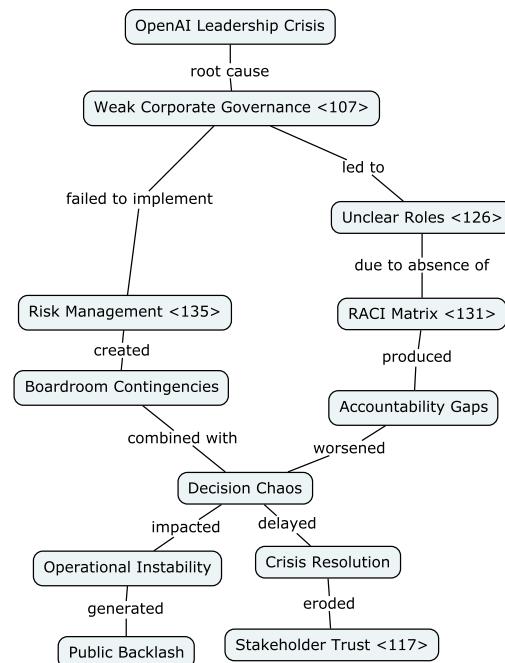
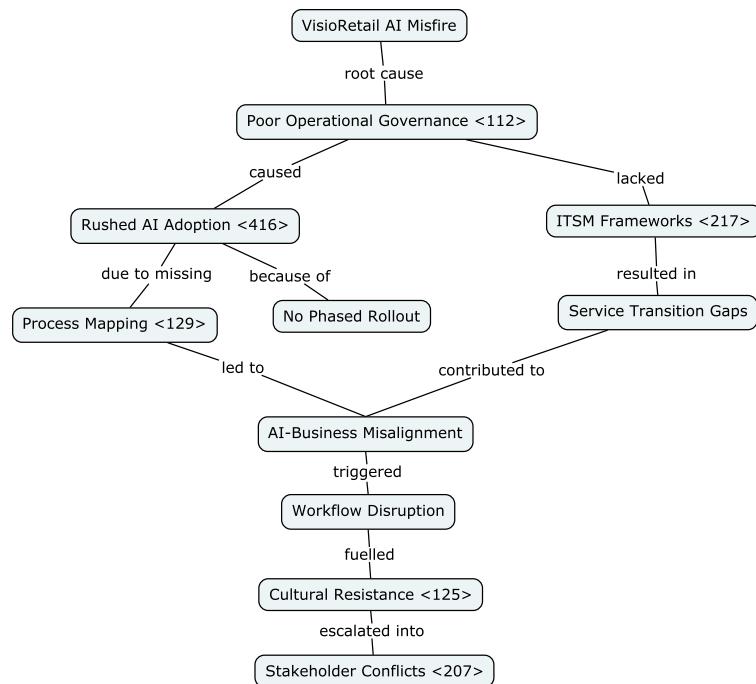


César Correia 99191

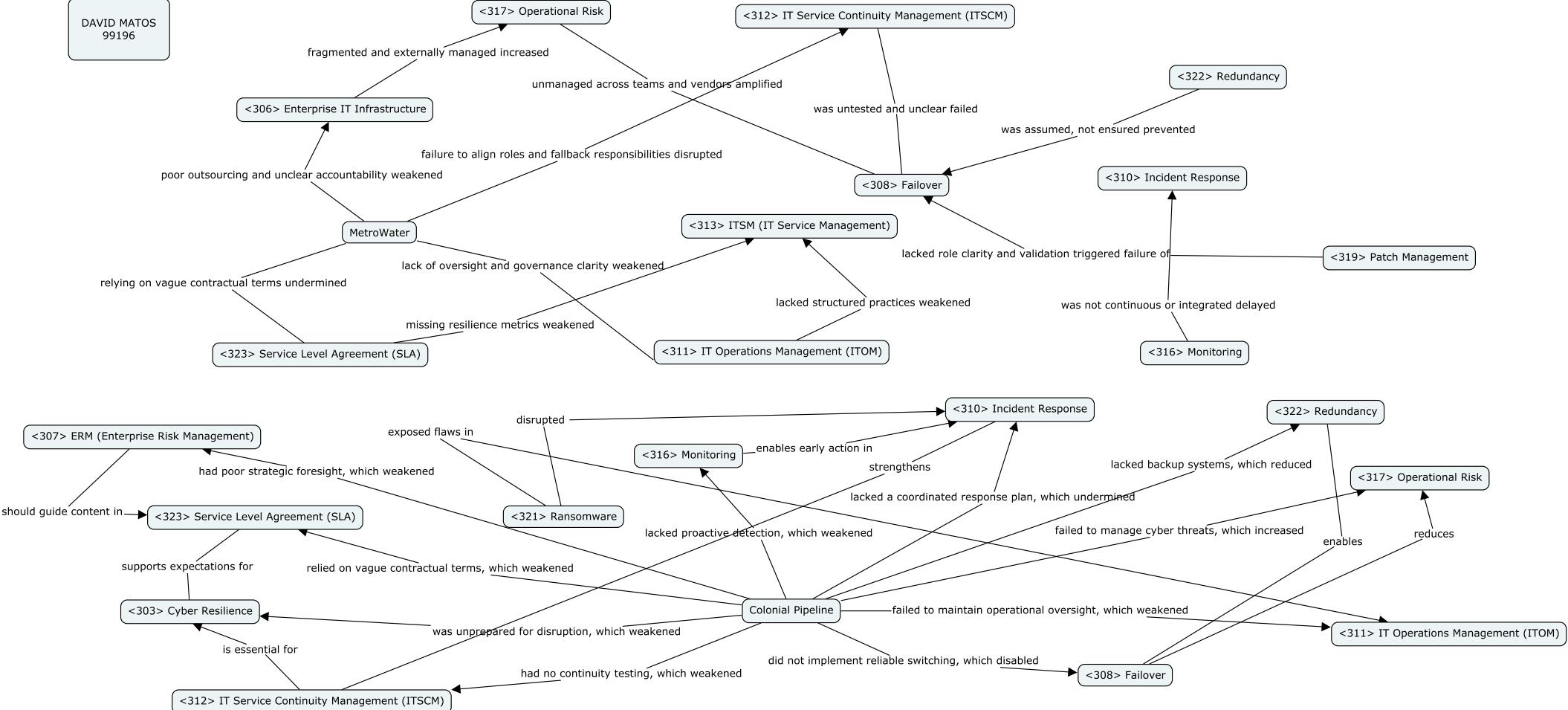
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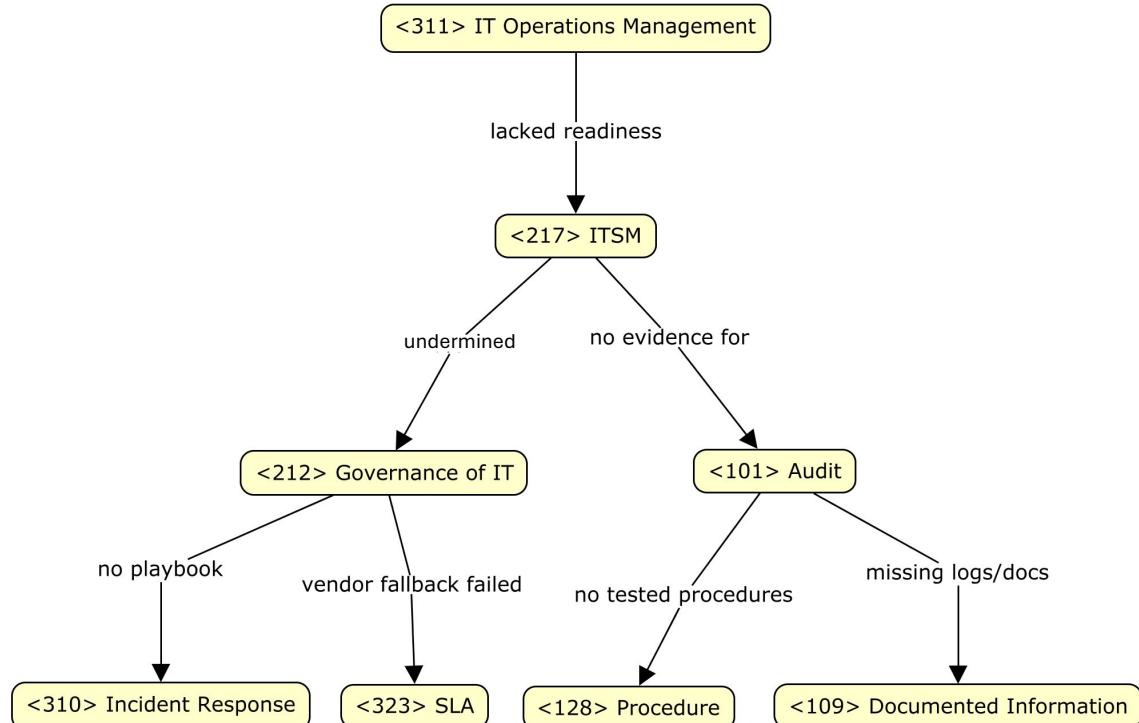


DAVID MATOS
99196

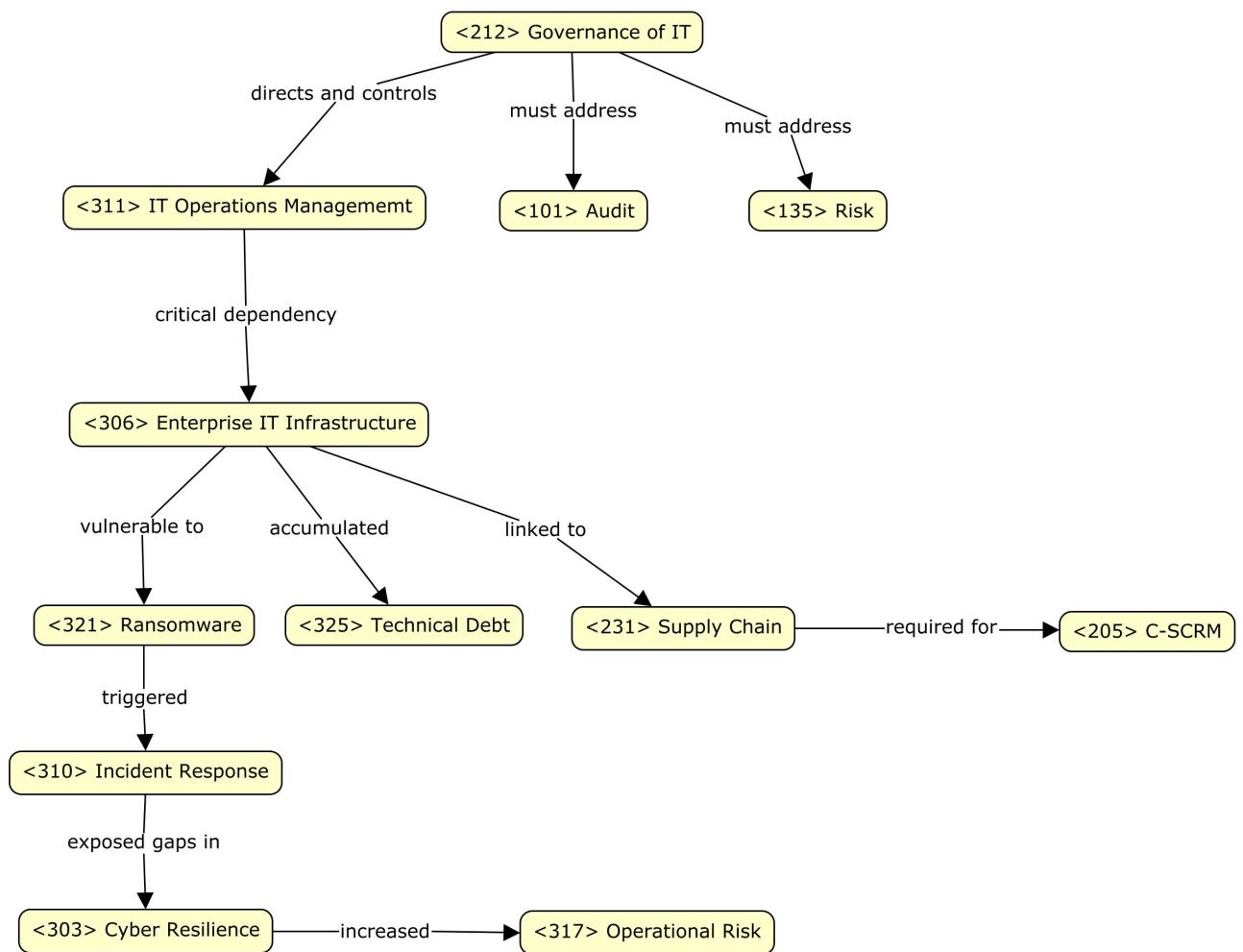


Diogo Borges - 99203

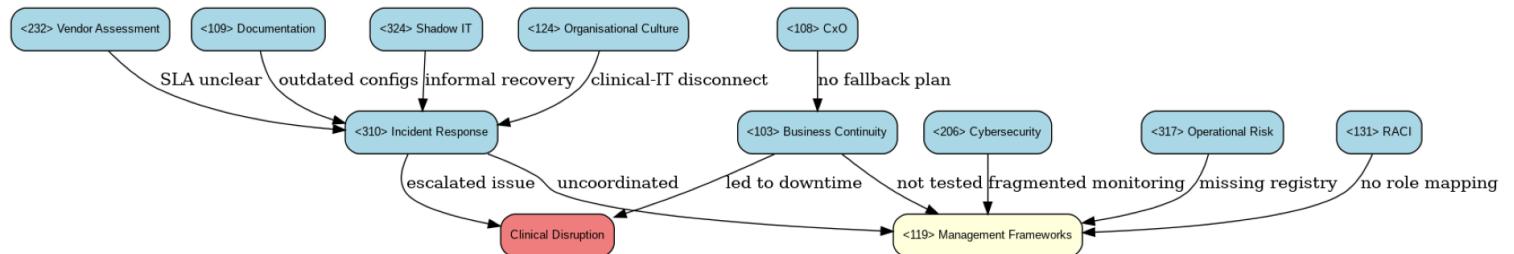
Question 1.3



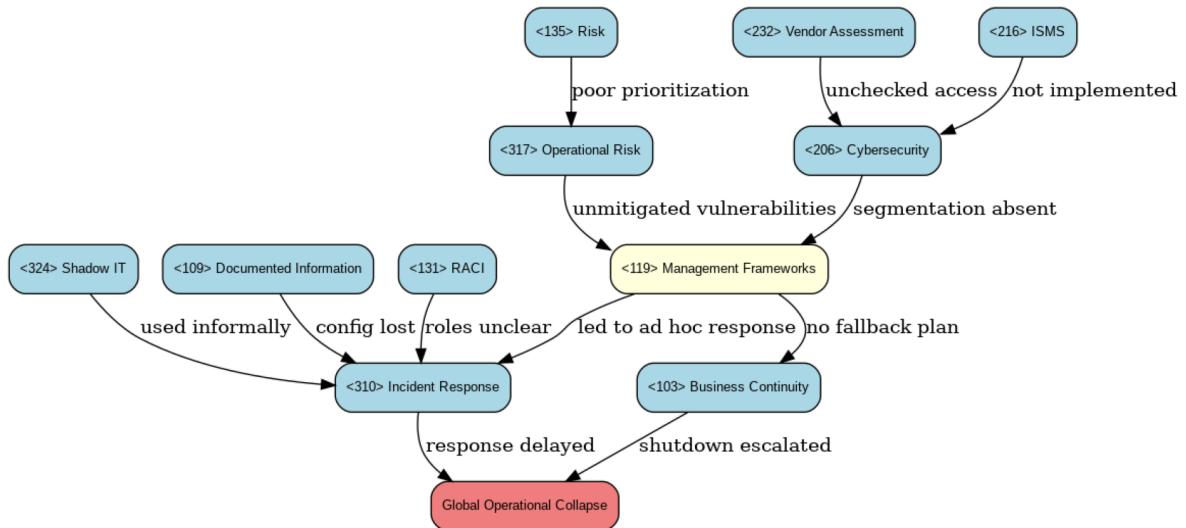
Question 2.3



Q1.3

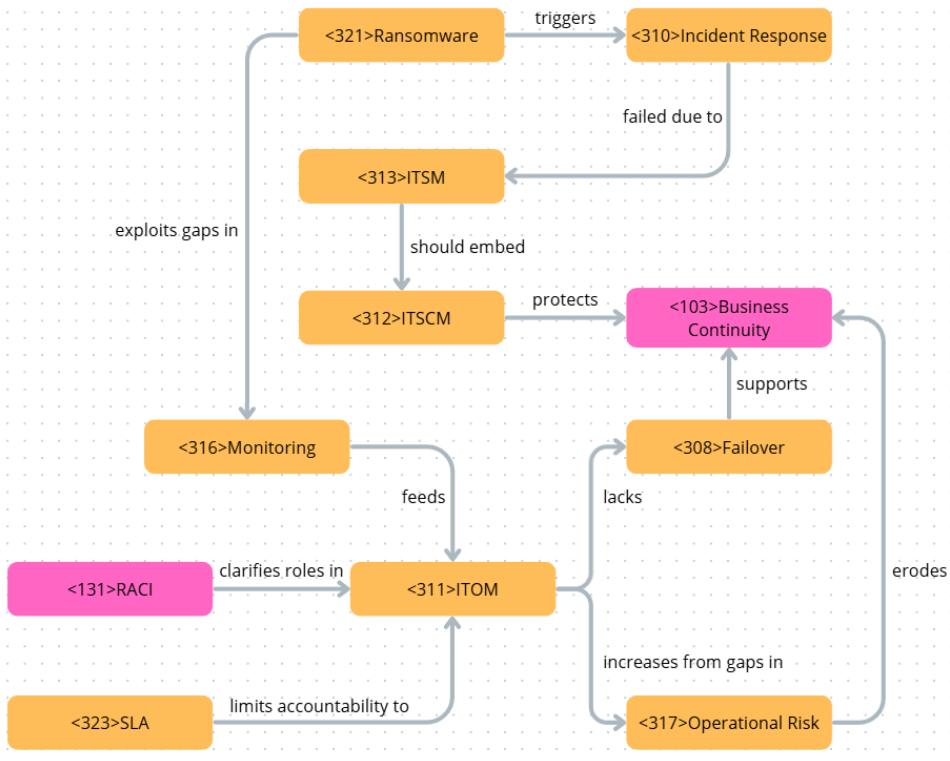


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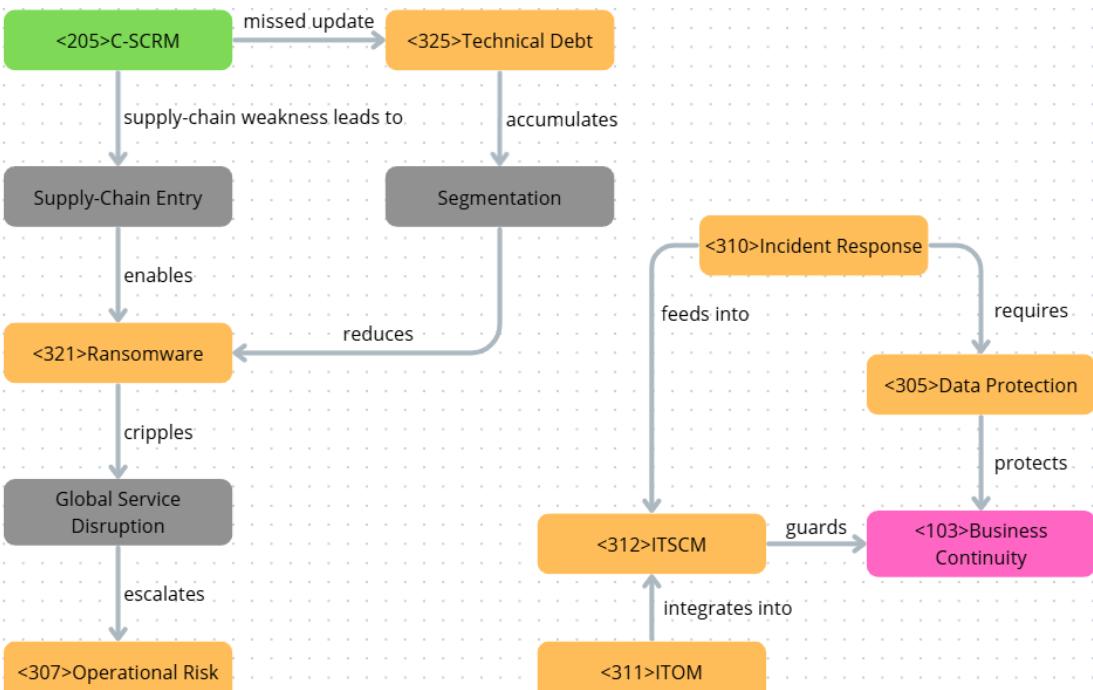


99213 Eduardo Lobo

QUESTION 1.3:



QUESTION 2.3:



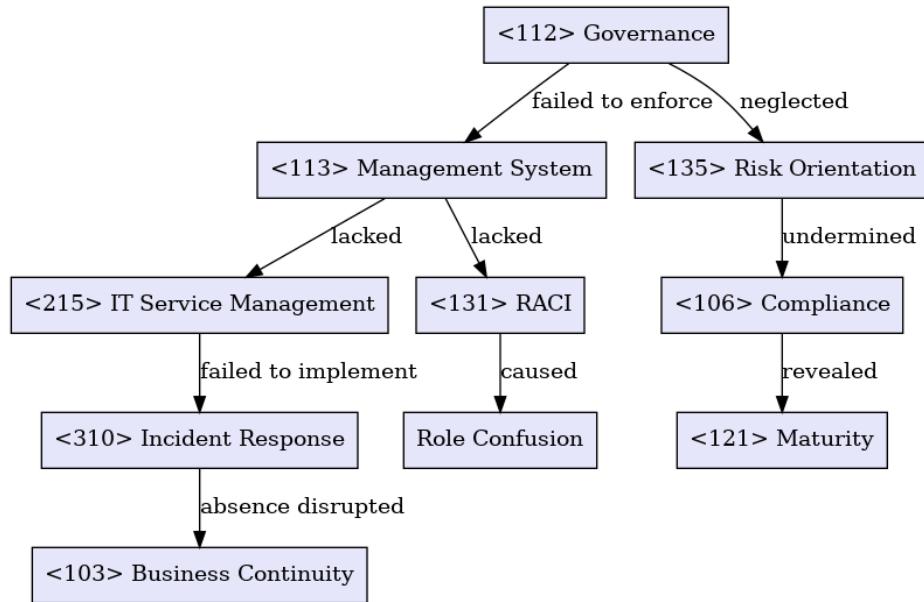
Supply-Chain Entry - point where a compromised external update infects internal systems.

Global Service Disruption - worldwide halt of key operations and communications.

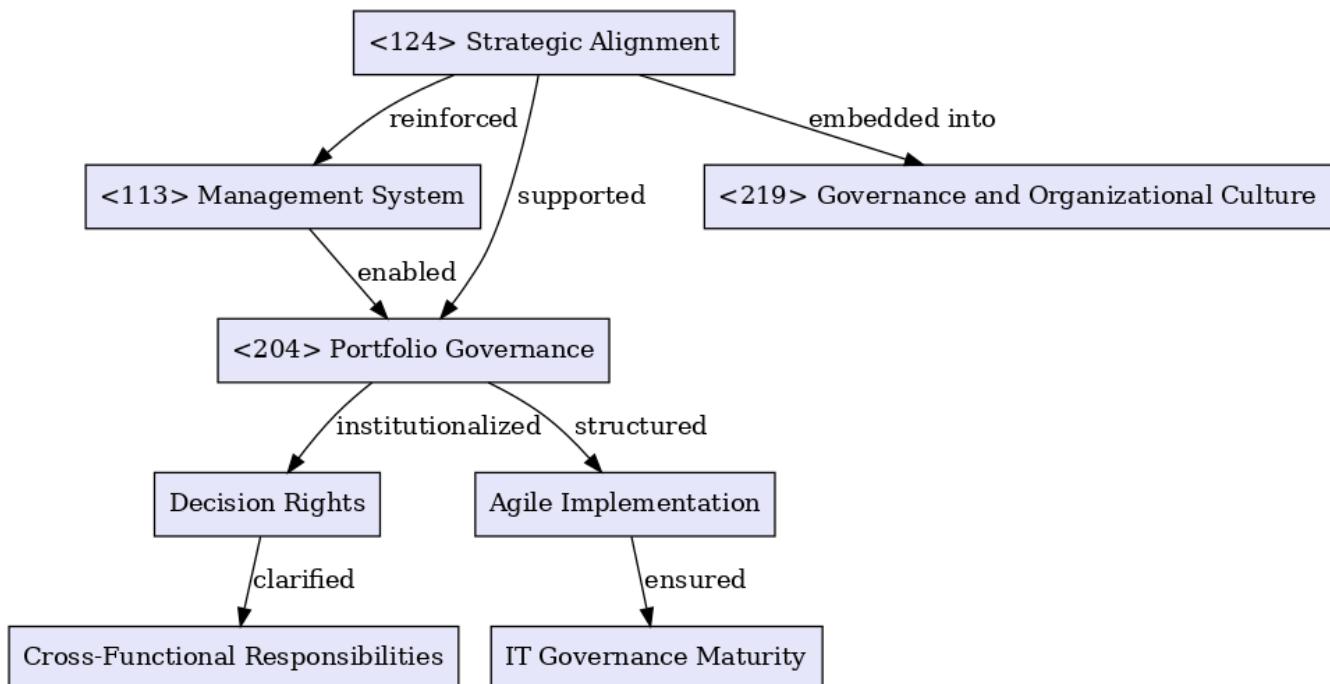
Segmentation - logical/physical separation of network zones to contain breaches.

Francesco Pelizzari n°99217

Q 1.3

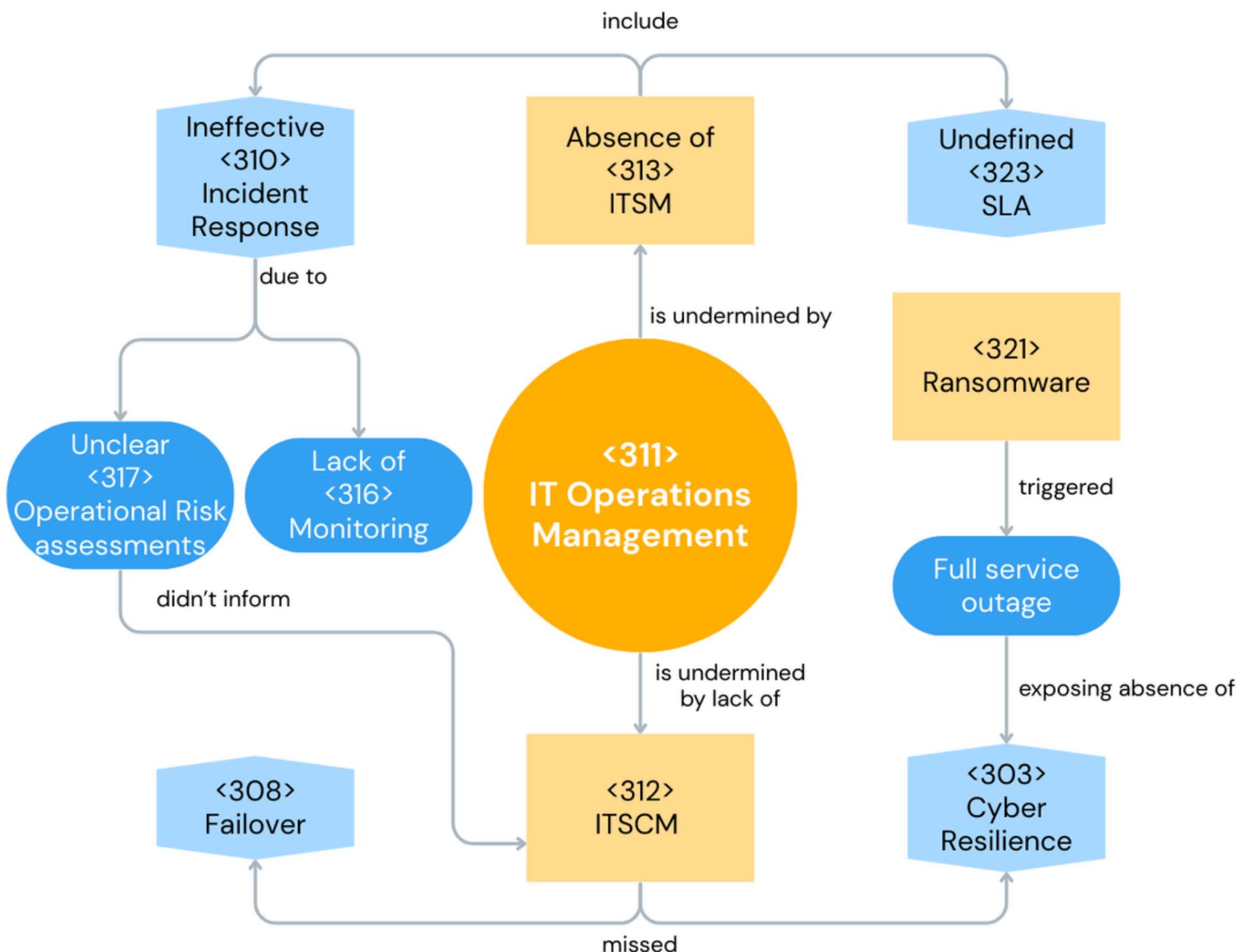


Q 2.3

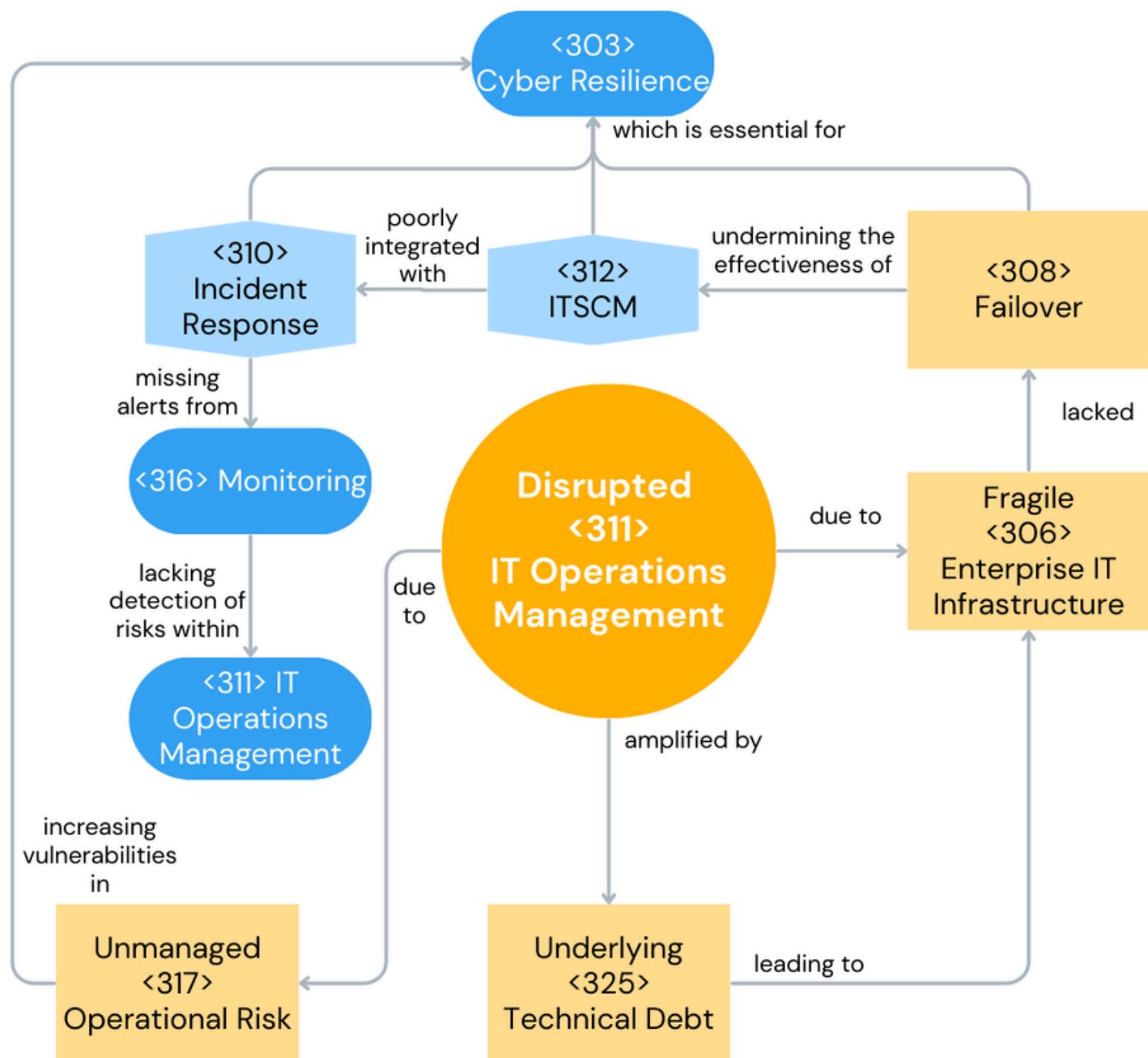


Q1.3

Rafael Mourão 99310

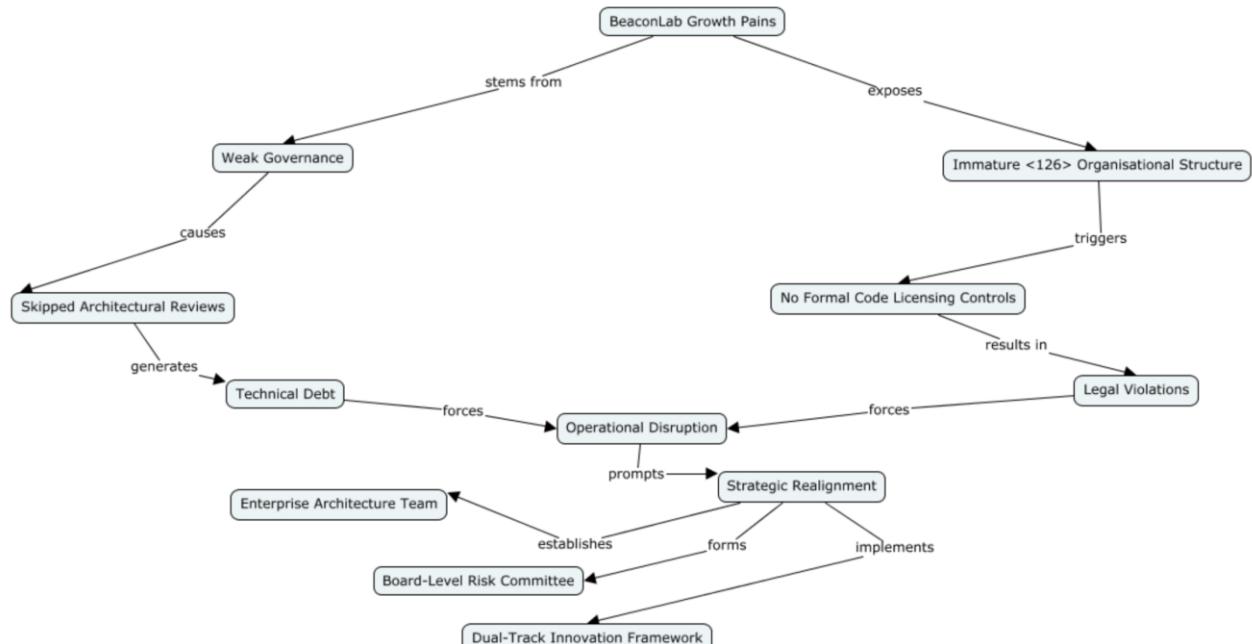


Q2.3

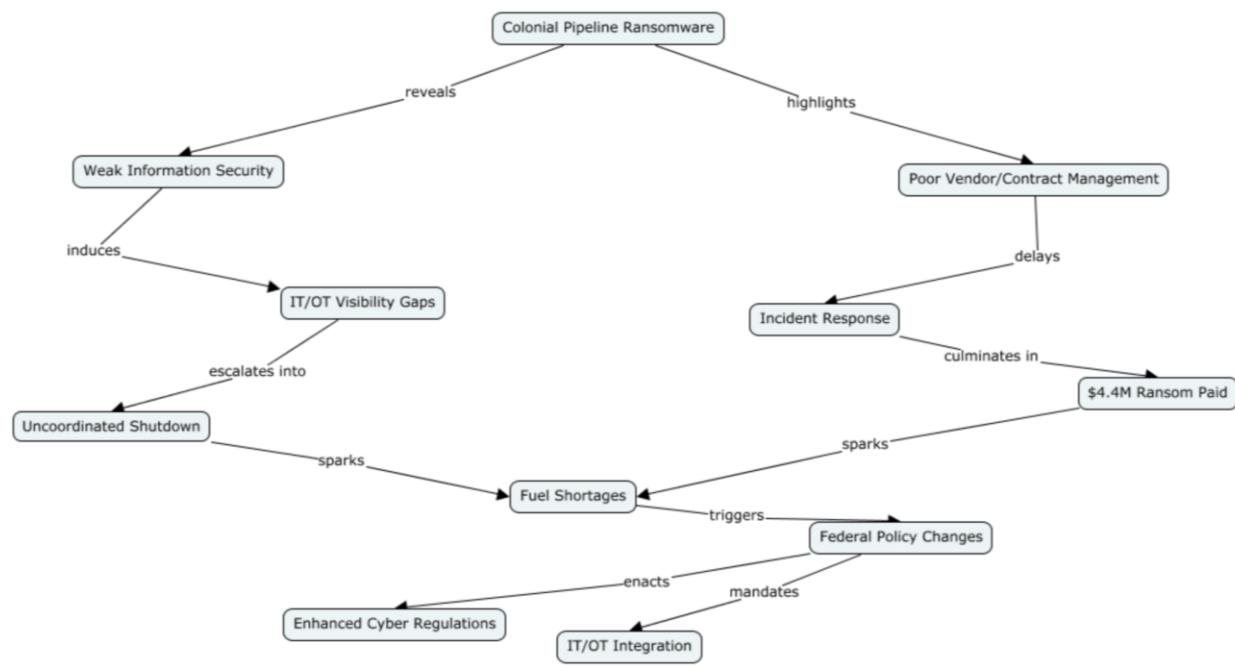


Rita Pessoa ist199318

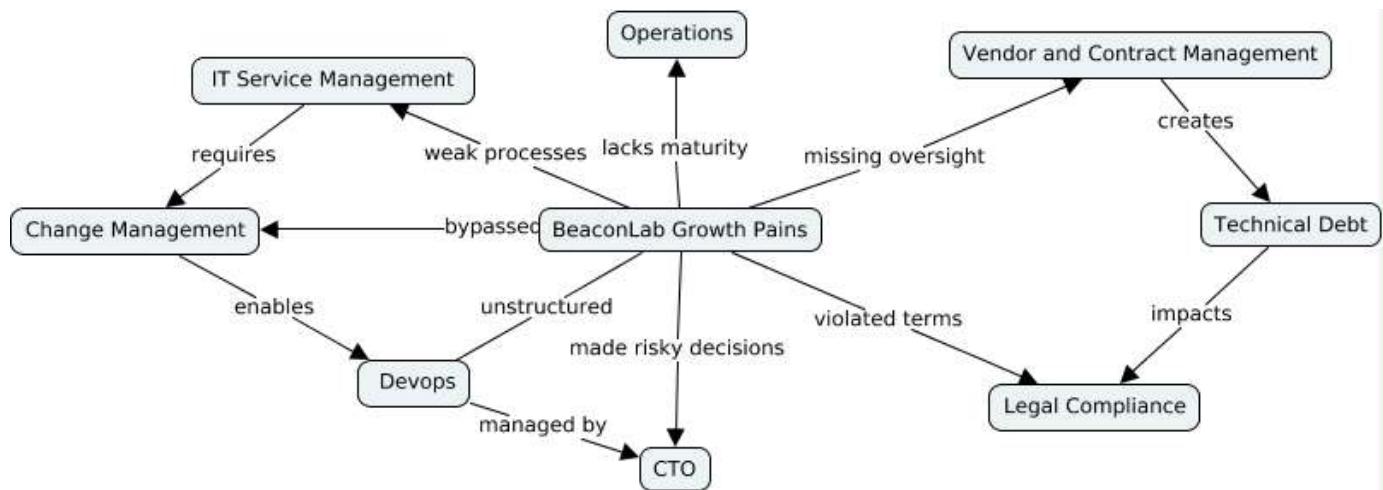
Q1.3 (15%) Create a concept map illustrating the story analysis, supporting your answers above. Story: BeaconLab Growth Pains



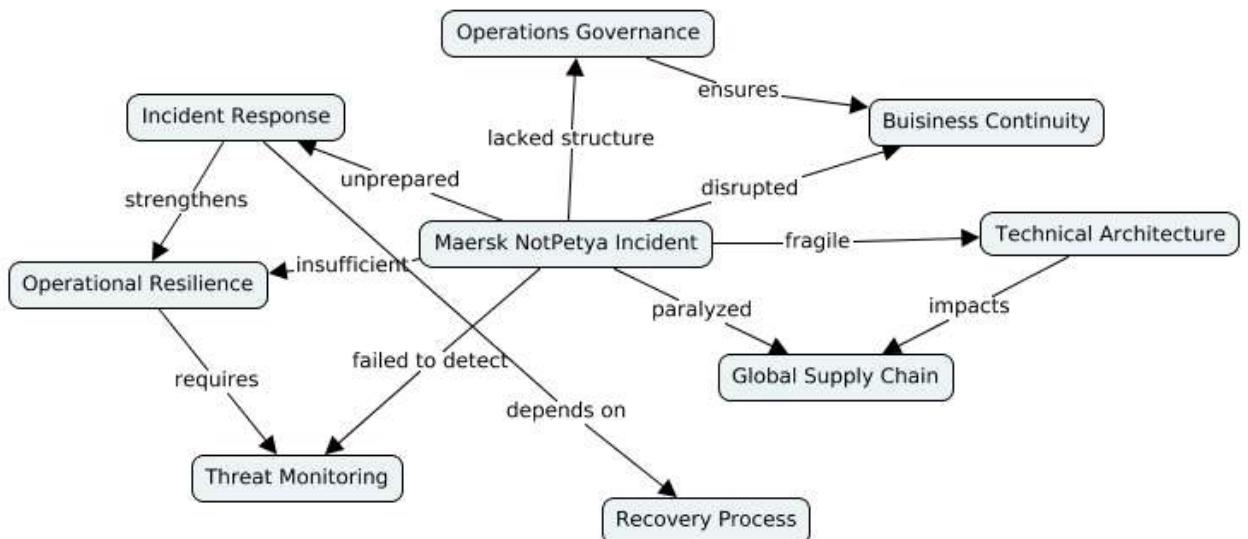
Q2.3 (15%) Create a concept map illustrating the case analysis, supporting your answers above. Case: <2>Colonial Pipeline and the Long Weekend (2021)

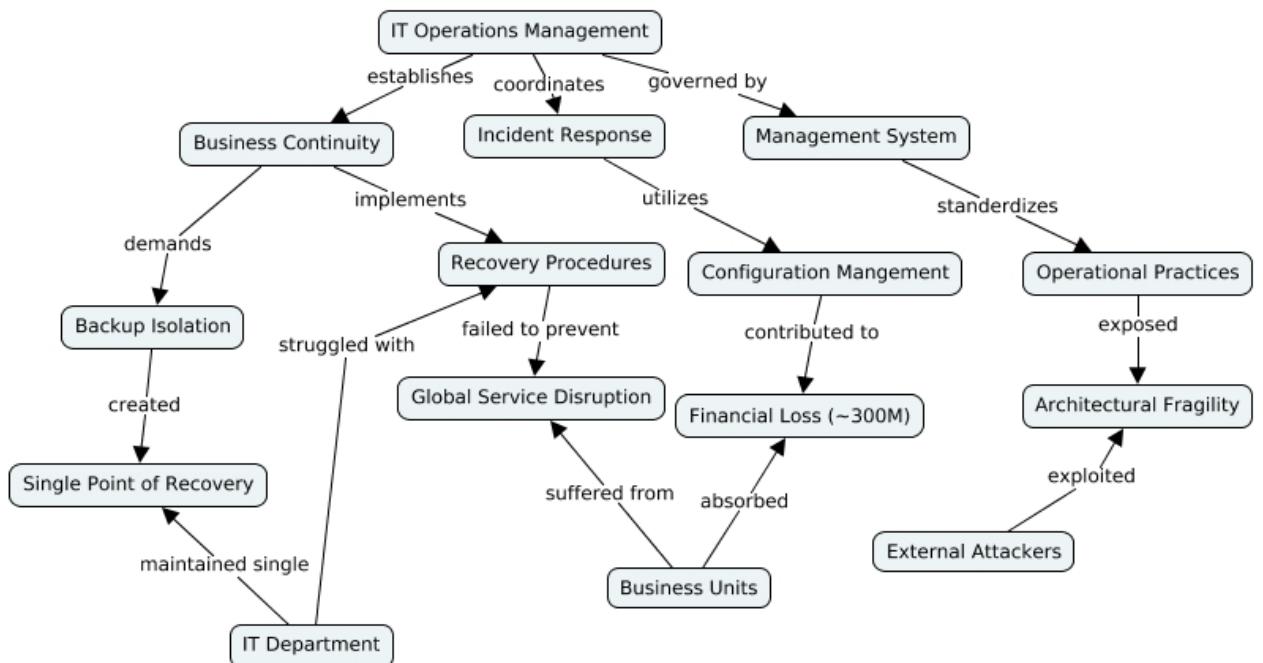
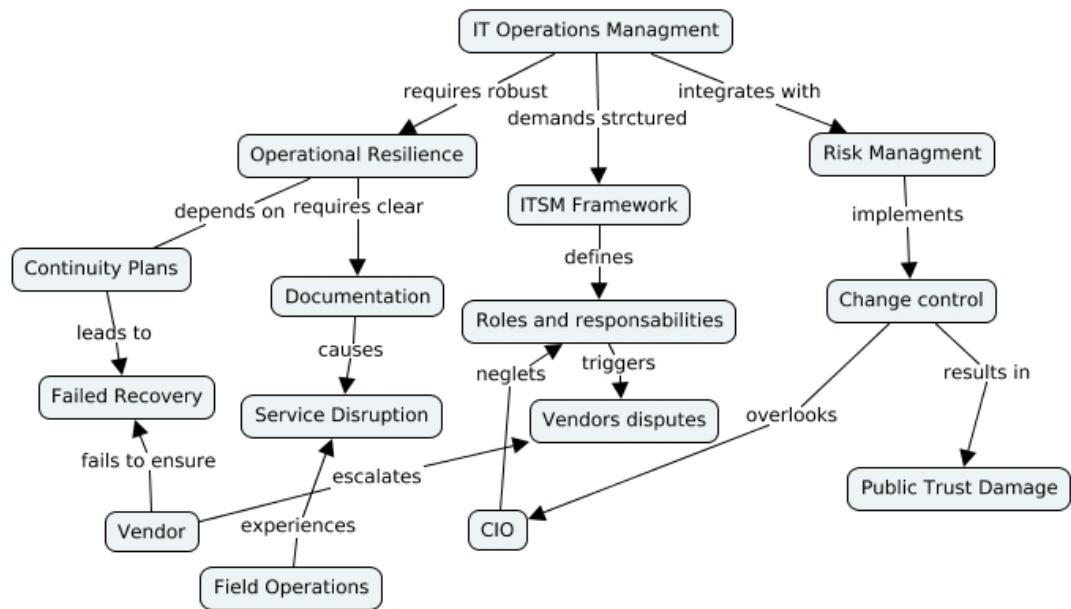


Q1.3



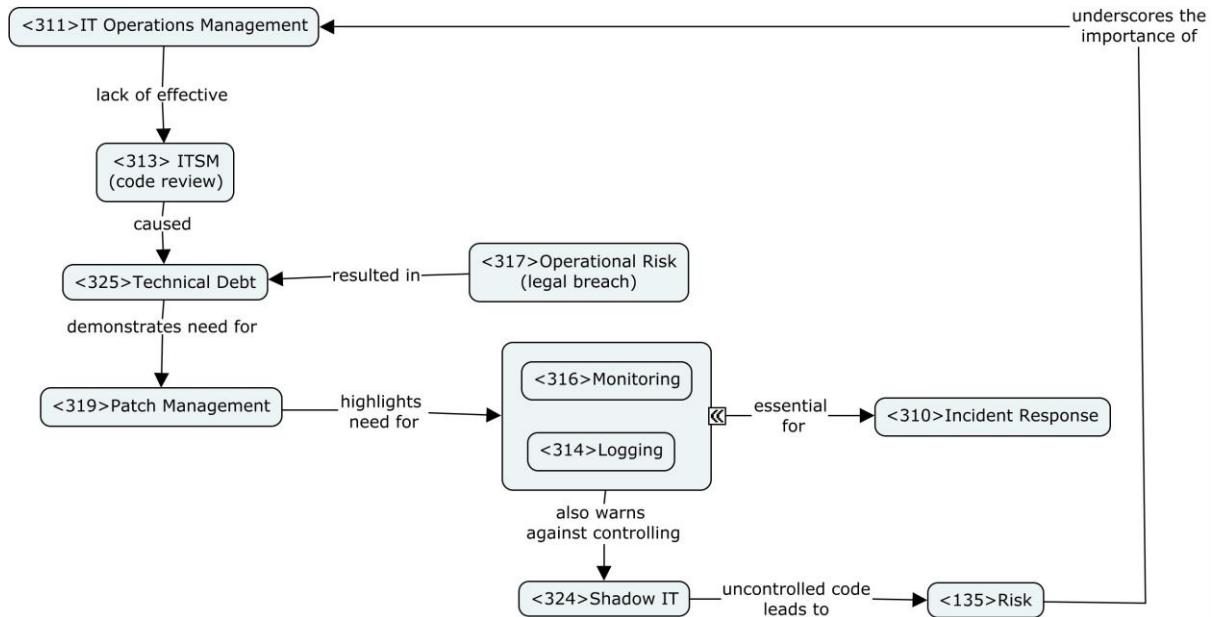
Q2.3



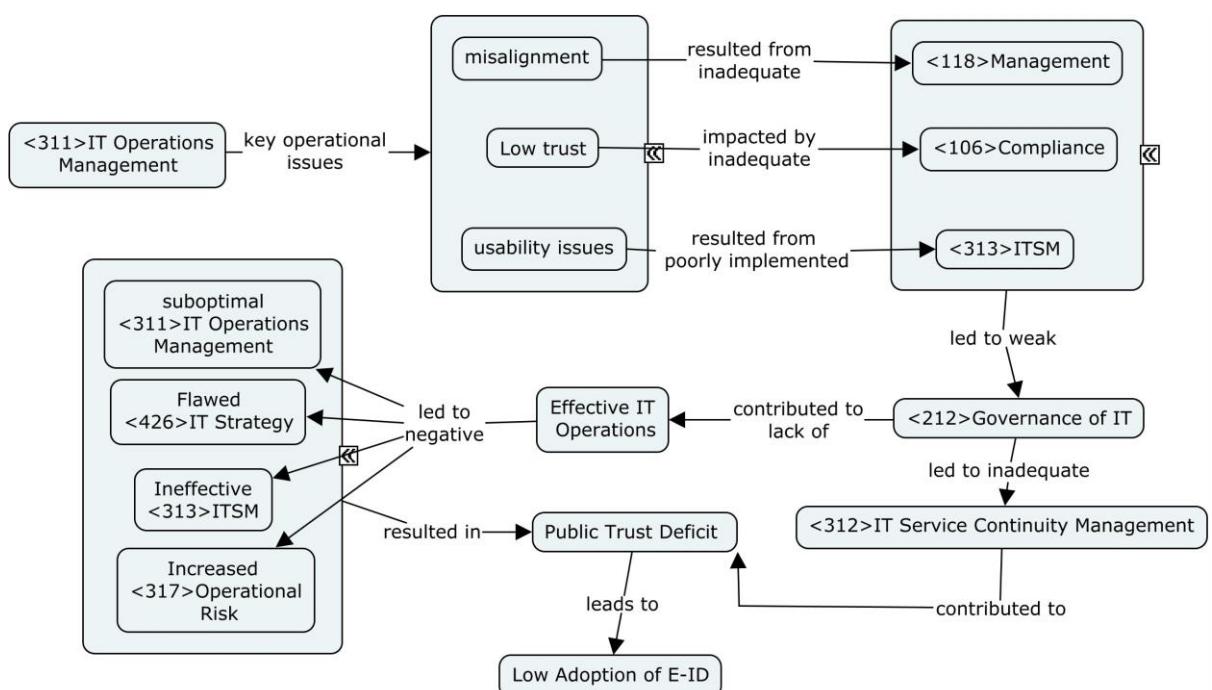


André Santos 99730

1.3

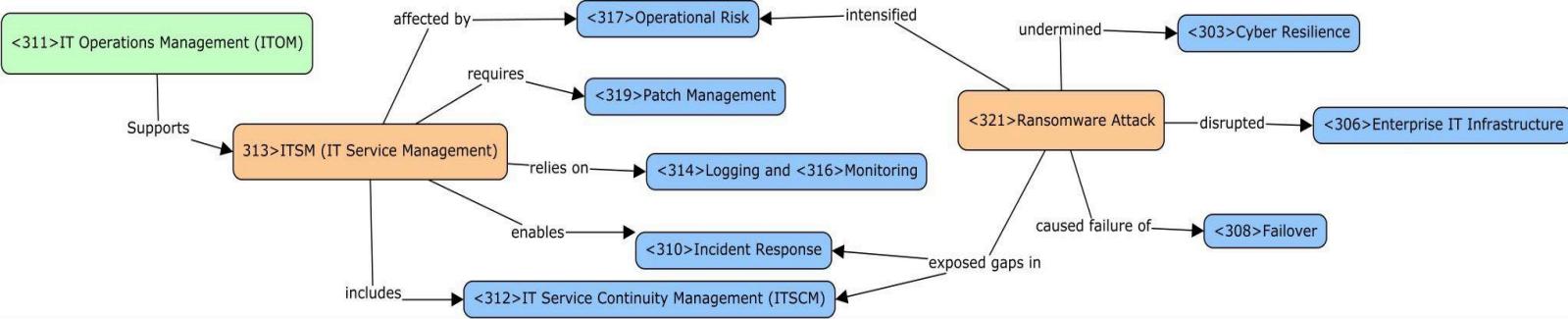


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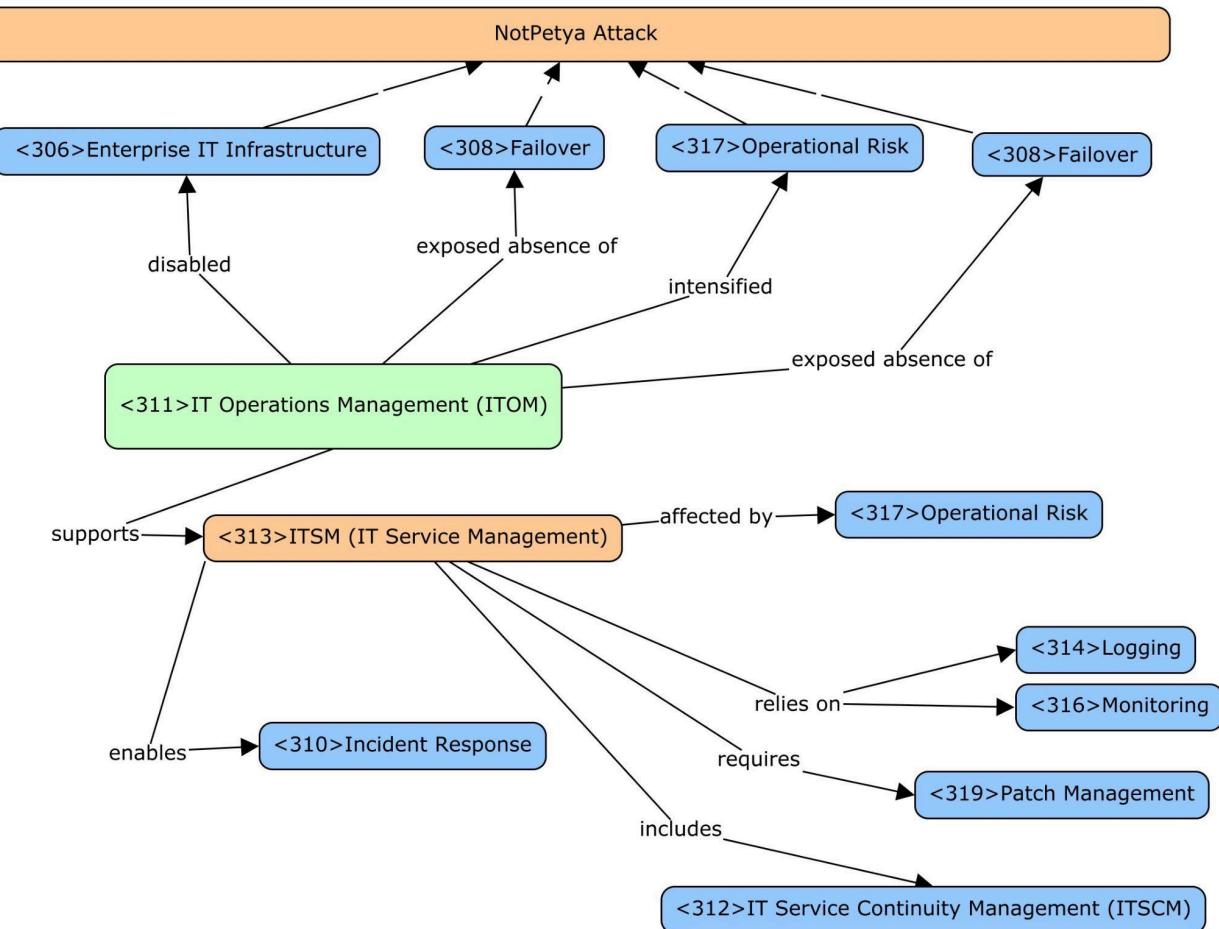


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Q1.3

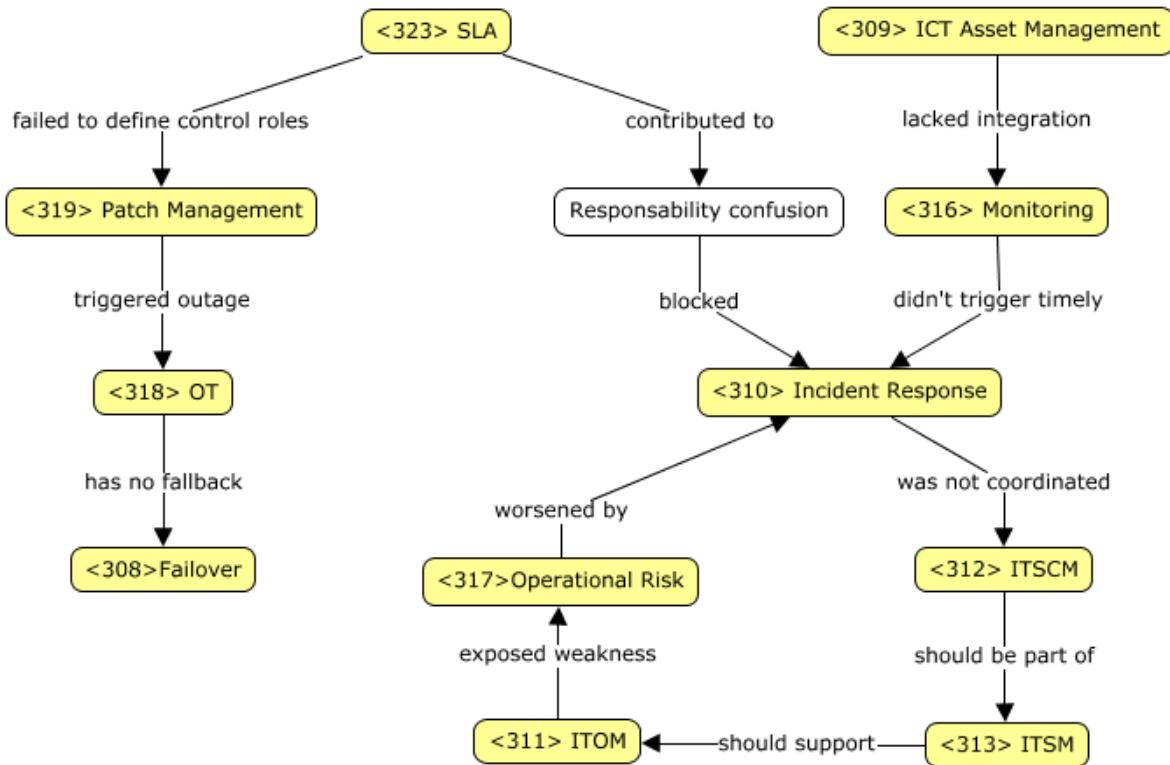


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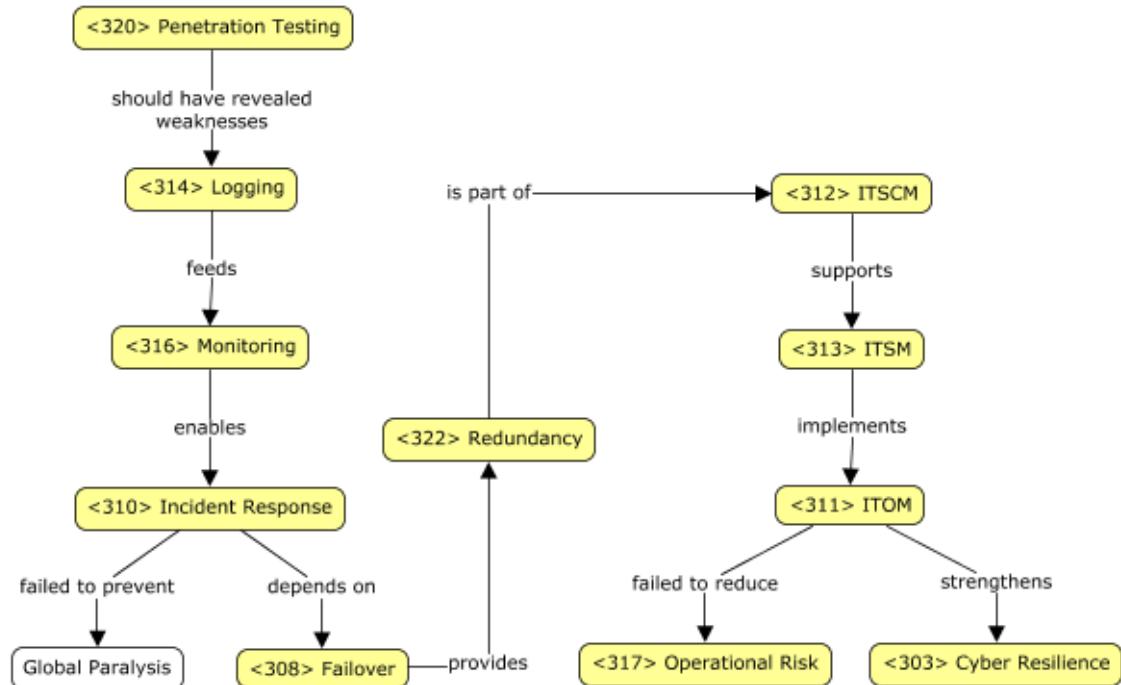


Eduardo Barata – 99930

Q1.3



Q2.3



Q1

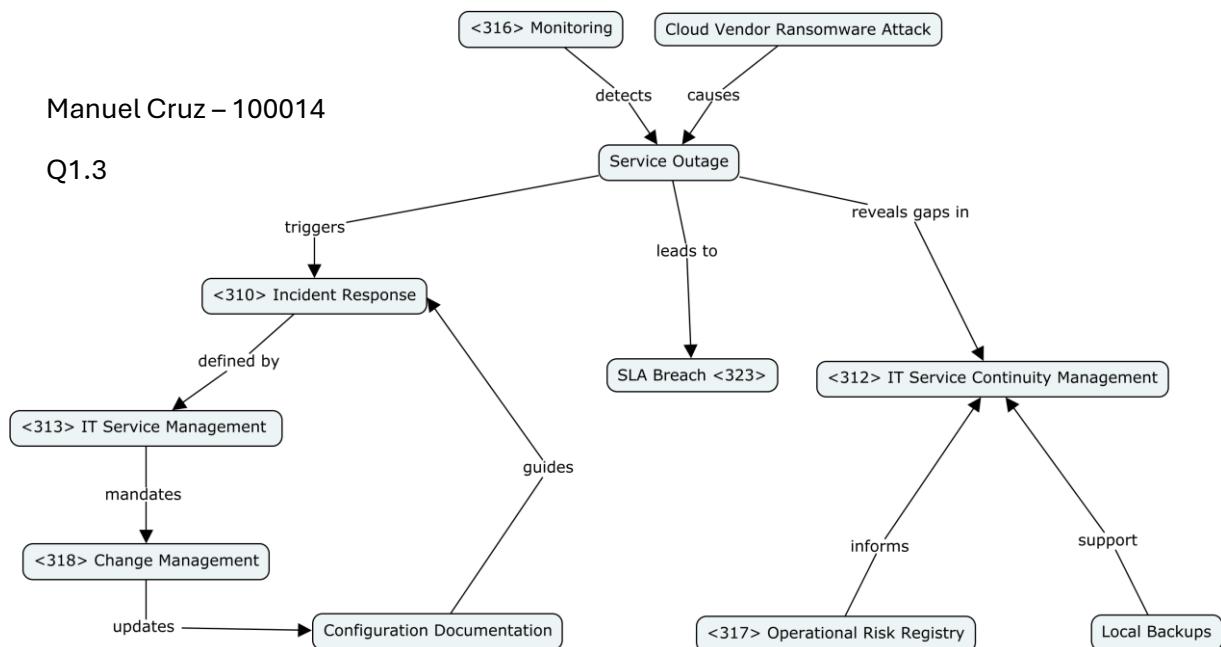


Q2

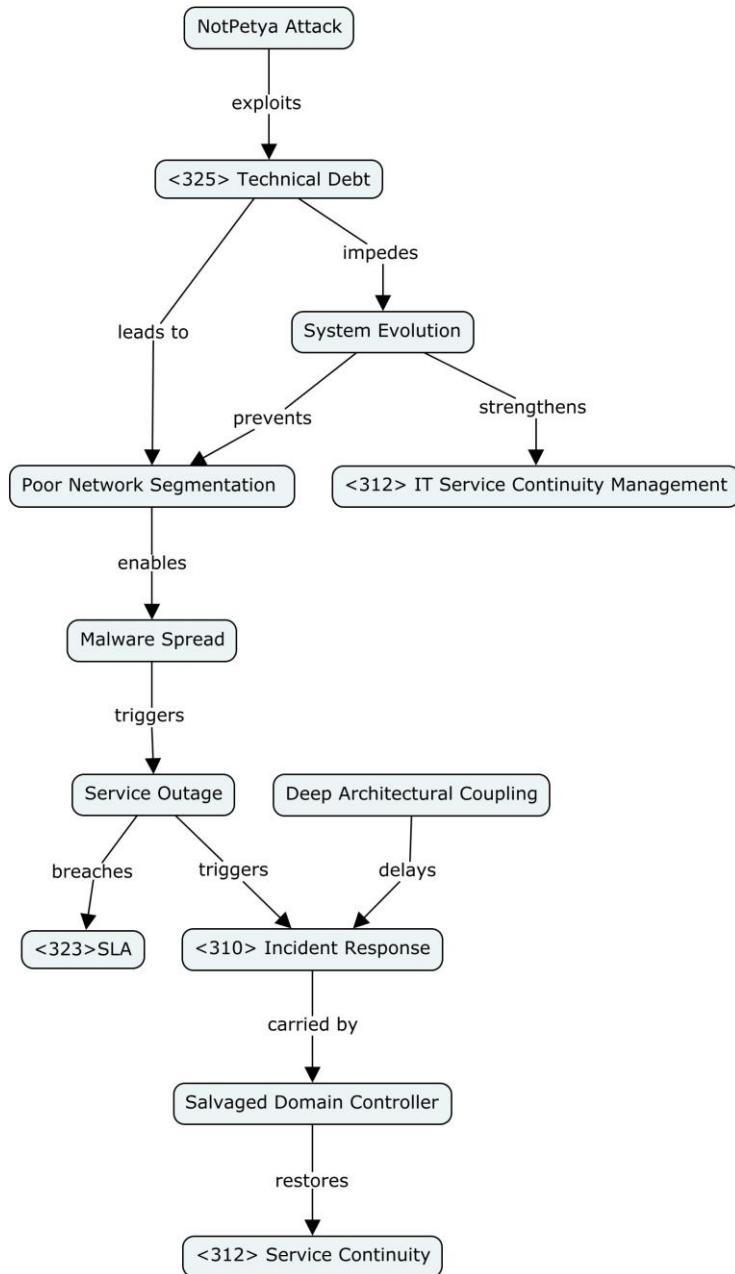


Manuel Cruz – 100014

Q1.3

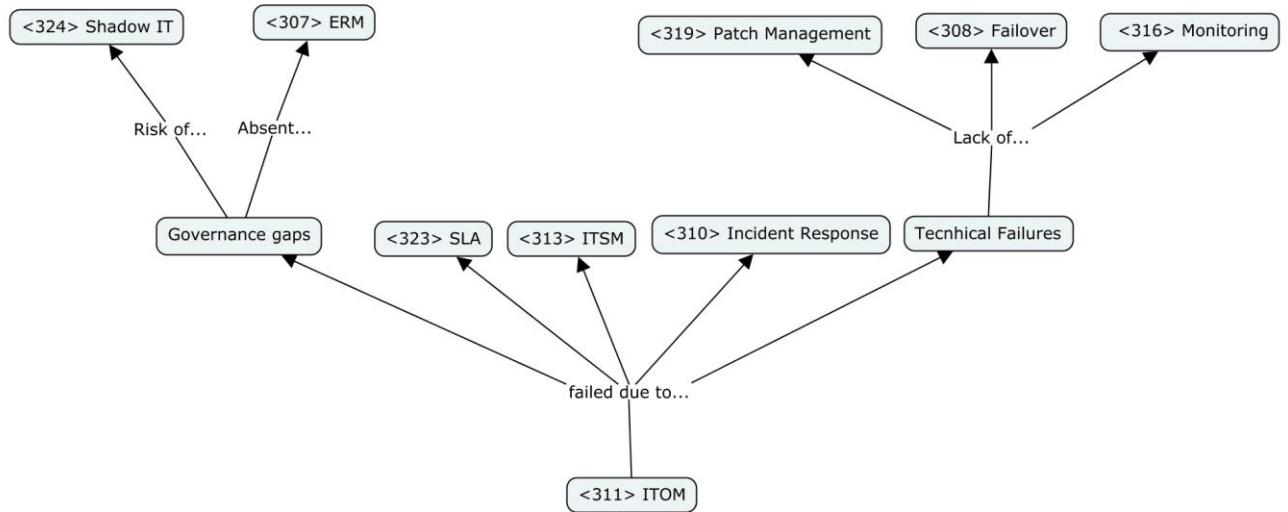


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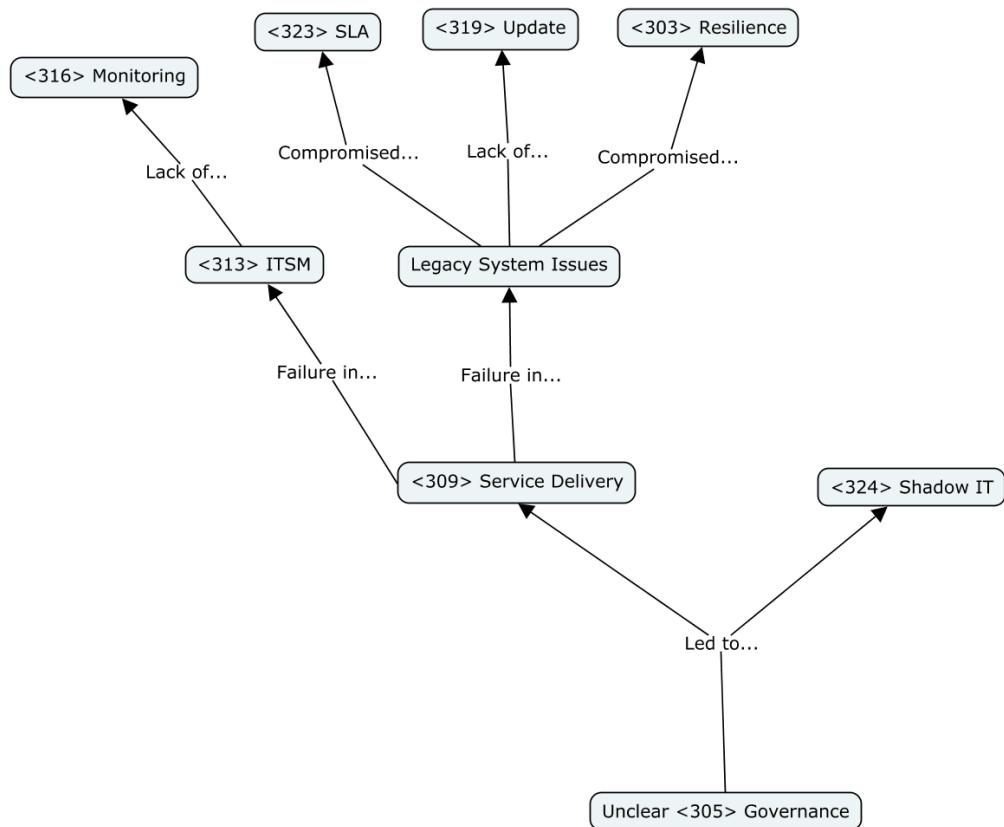


100070 Ricardo Espadinha

Q1.3) 6. MetroWater Access Denied

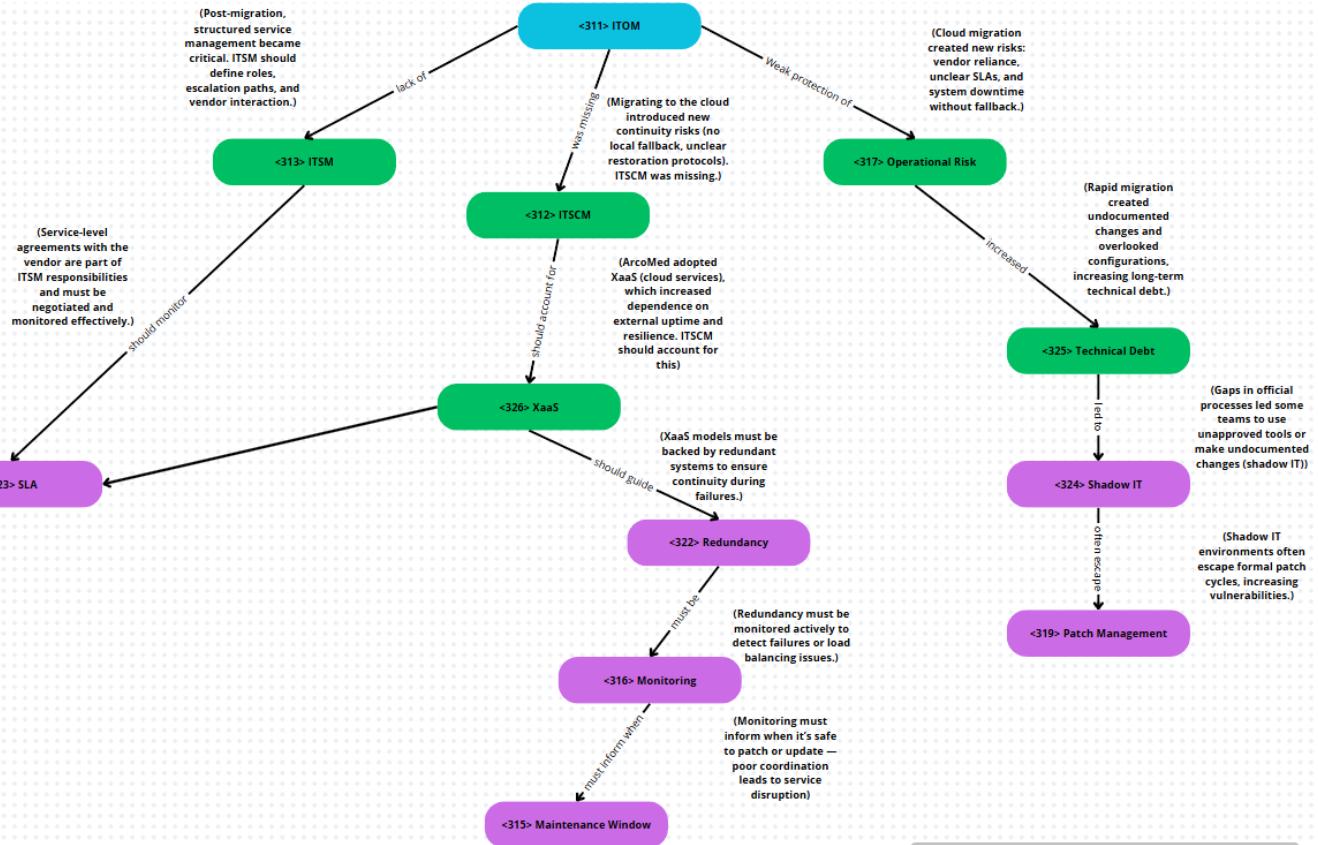


Q2.3) 6. The SEF Migration Debacle

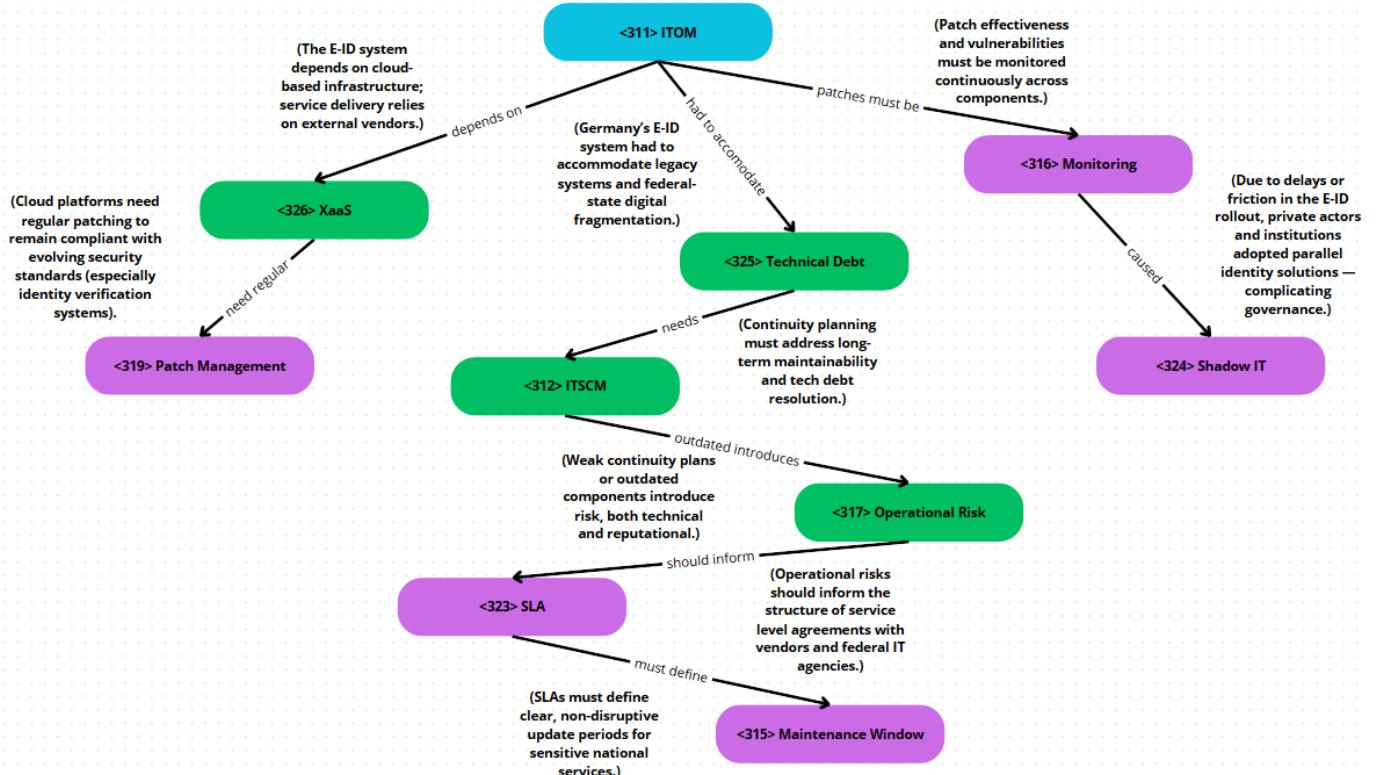


100264 Santiago Pinto

Q1.3

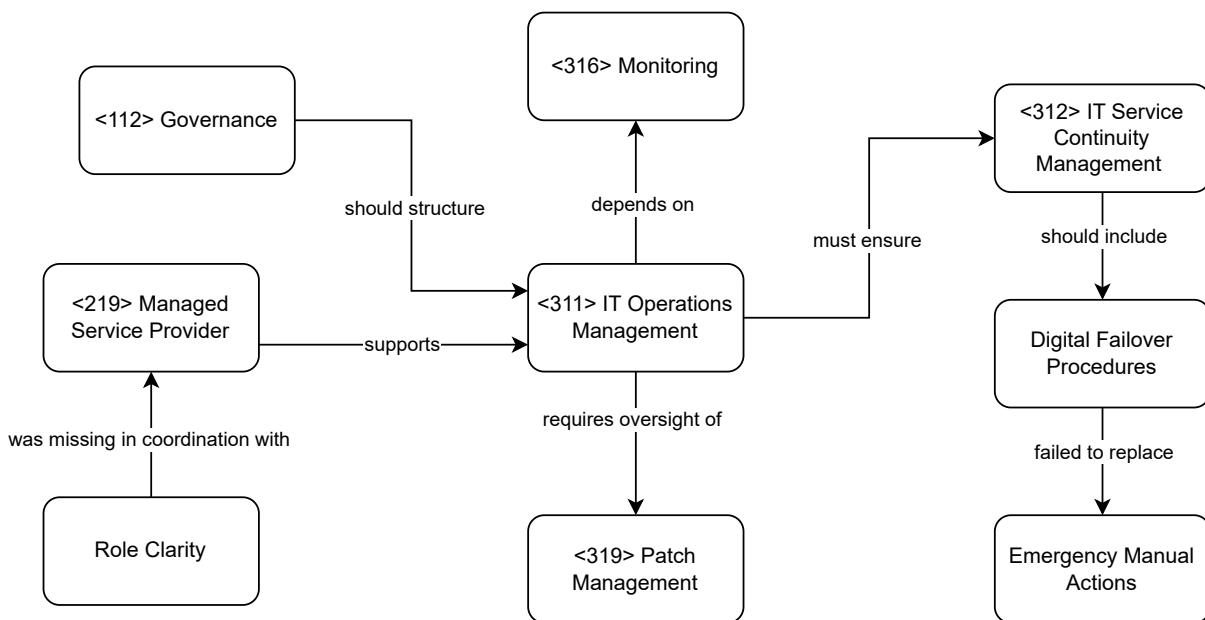


Q2.3



Essay 3

Q1.3

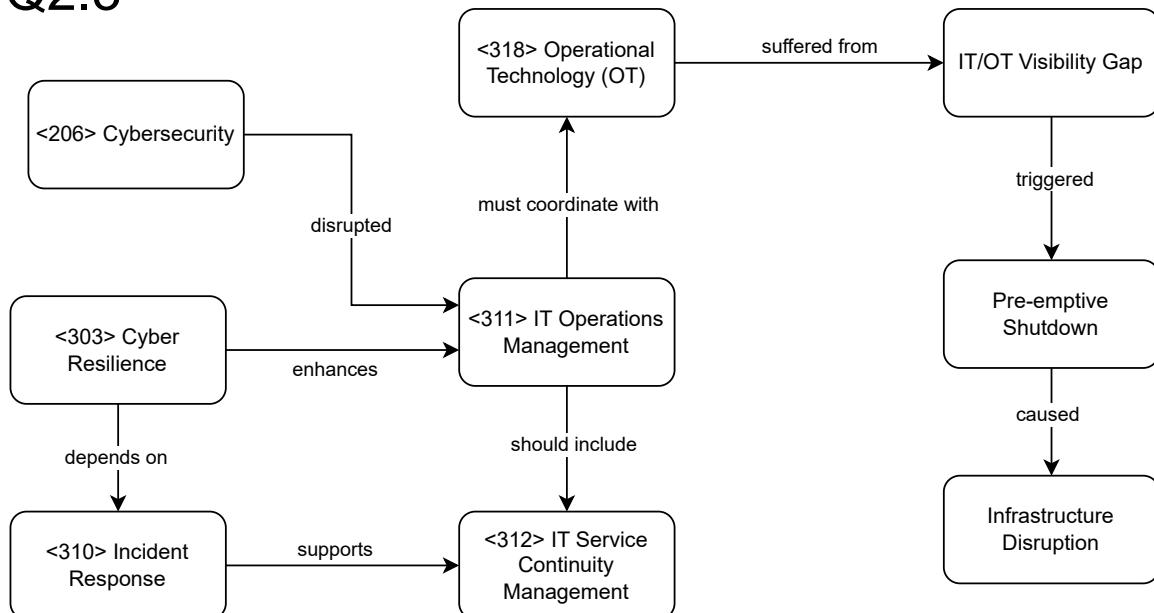


Role Clarity – clear definition of responsibilities across teams and vendors

Digital Failover Procedures – predefined steps for maintaining system functionality when main systems fail

Emergency Manual Actions – fallback physical interventions when digital controls are unavailable

Q2.3

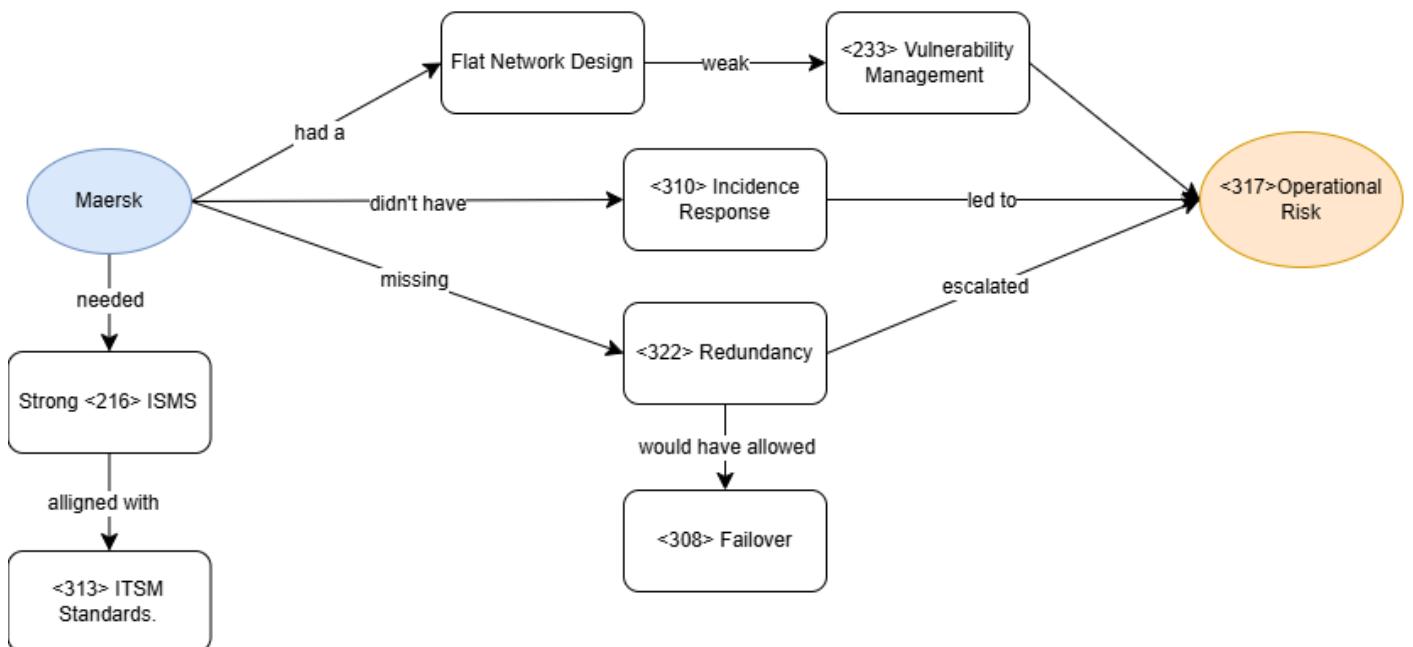
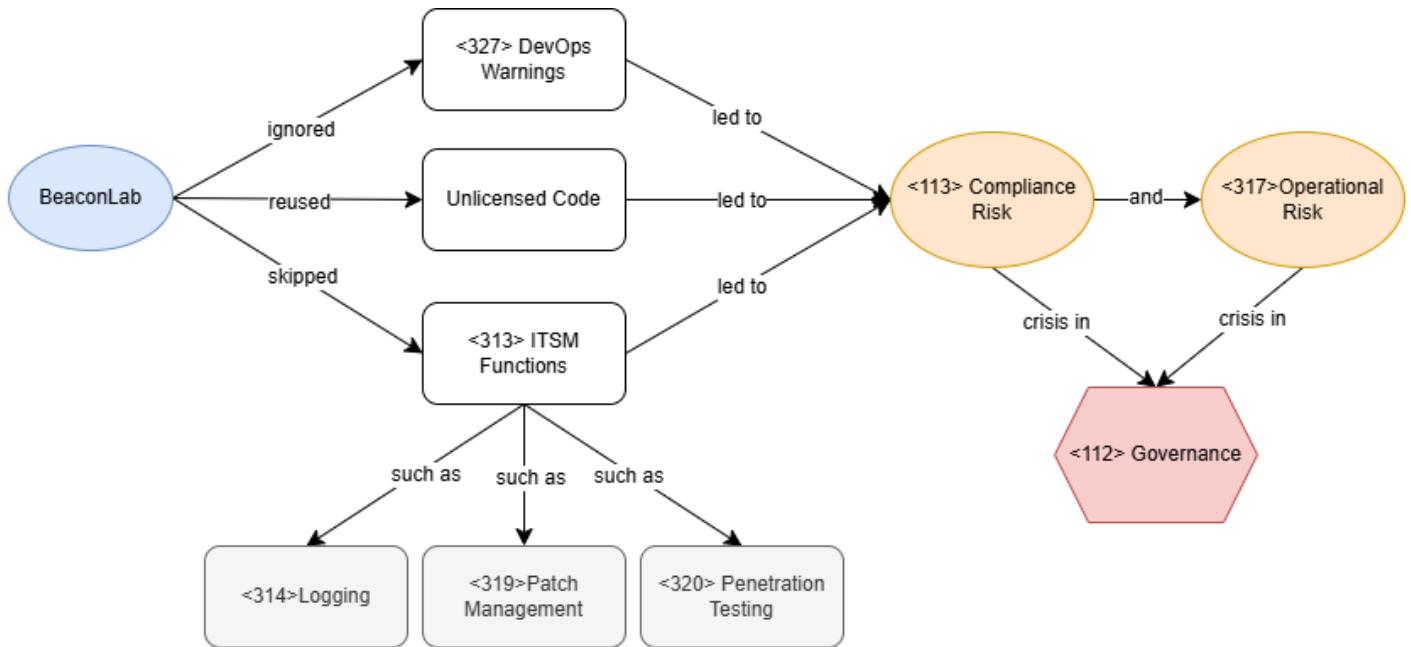


IT/OT Visibility Gap — lack of shared operational awareness between IT and OT systems

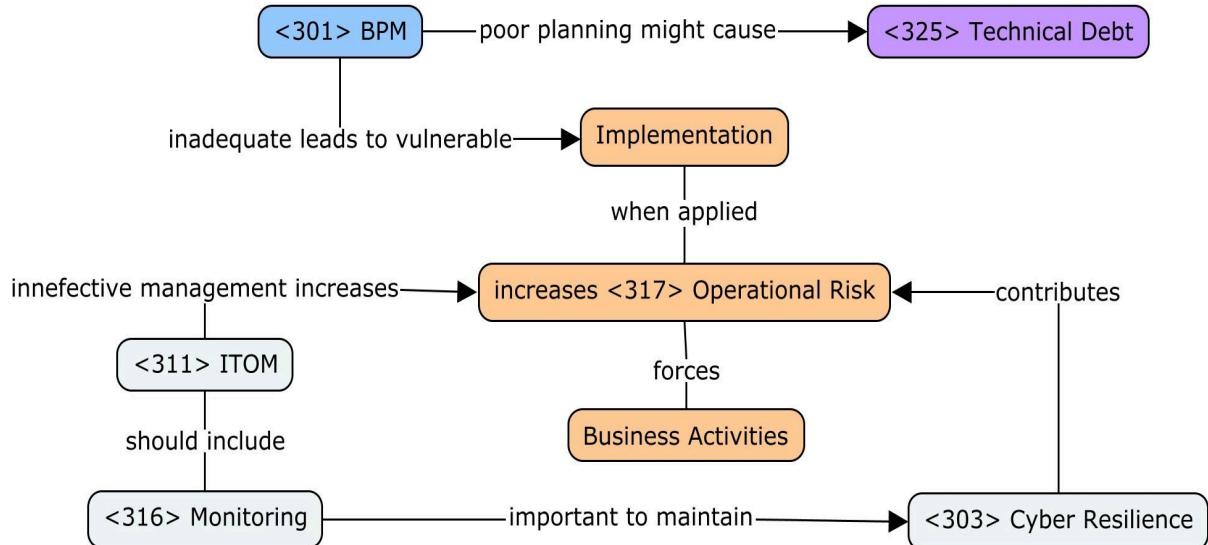
Pre-emptive Shutdown — service halt triggered by uncertainty, not direct system compromise

Infrastructure Disruption — downstream effects on fuel supply and national logistics

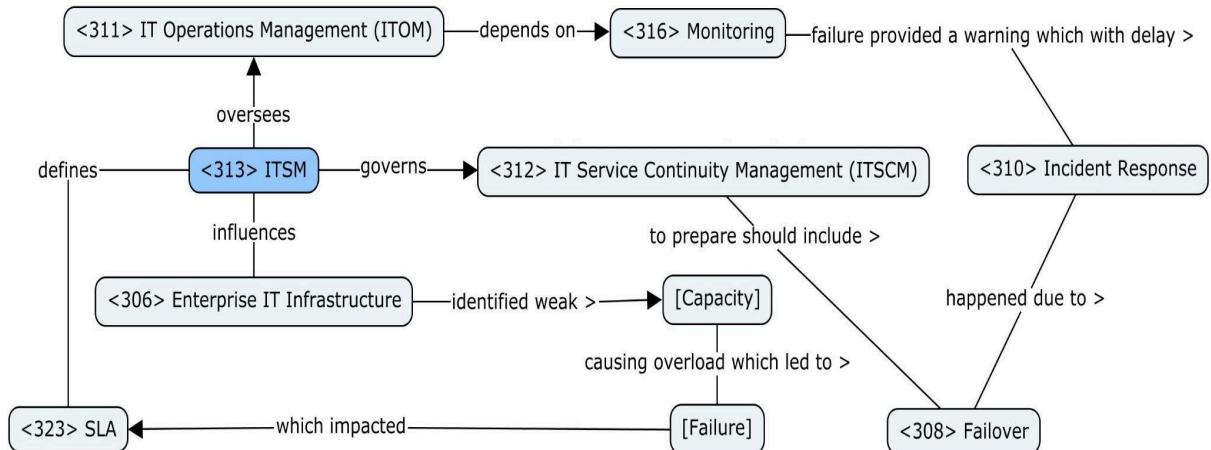
Catarina Marques 100465



Q1.3

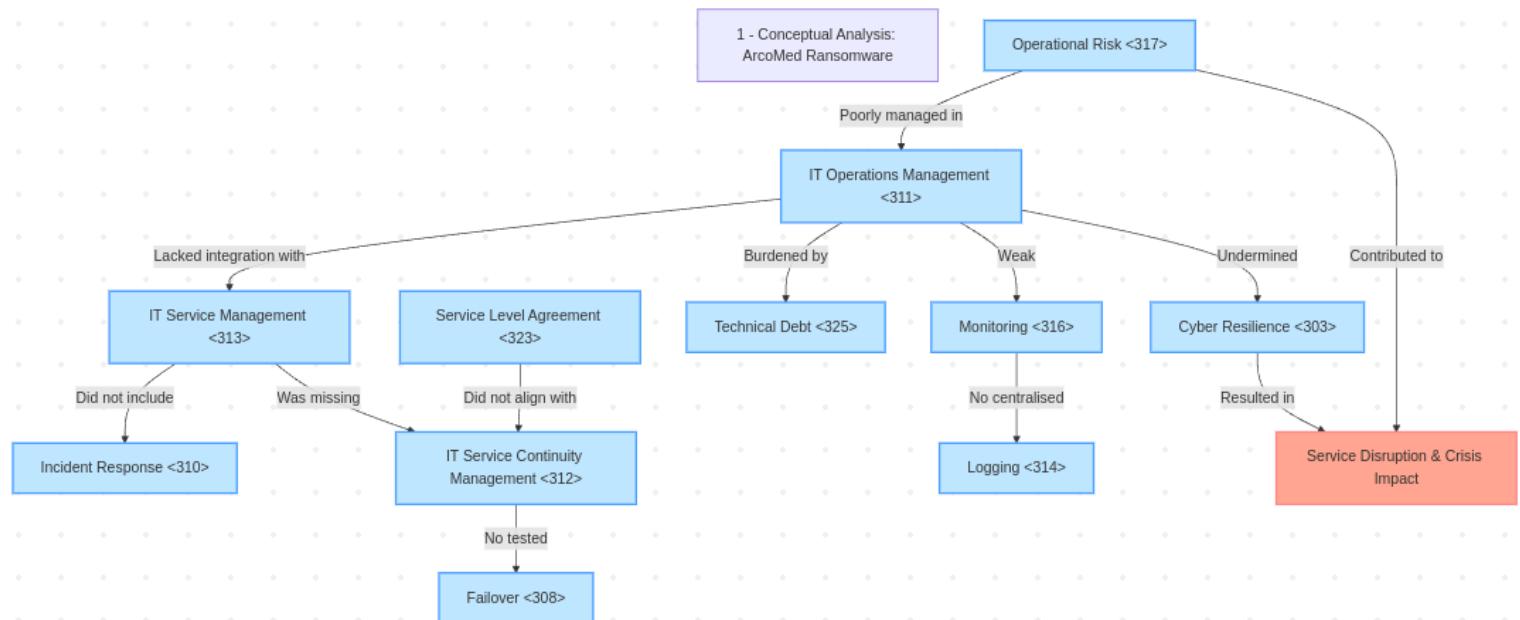


Q2.3

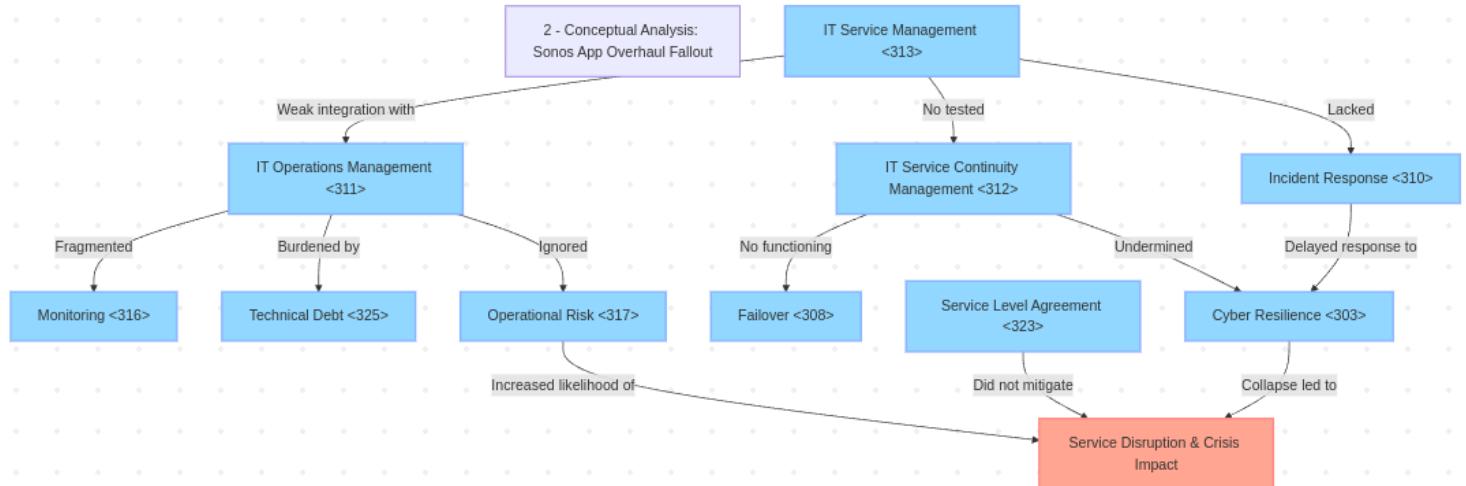


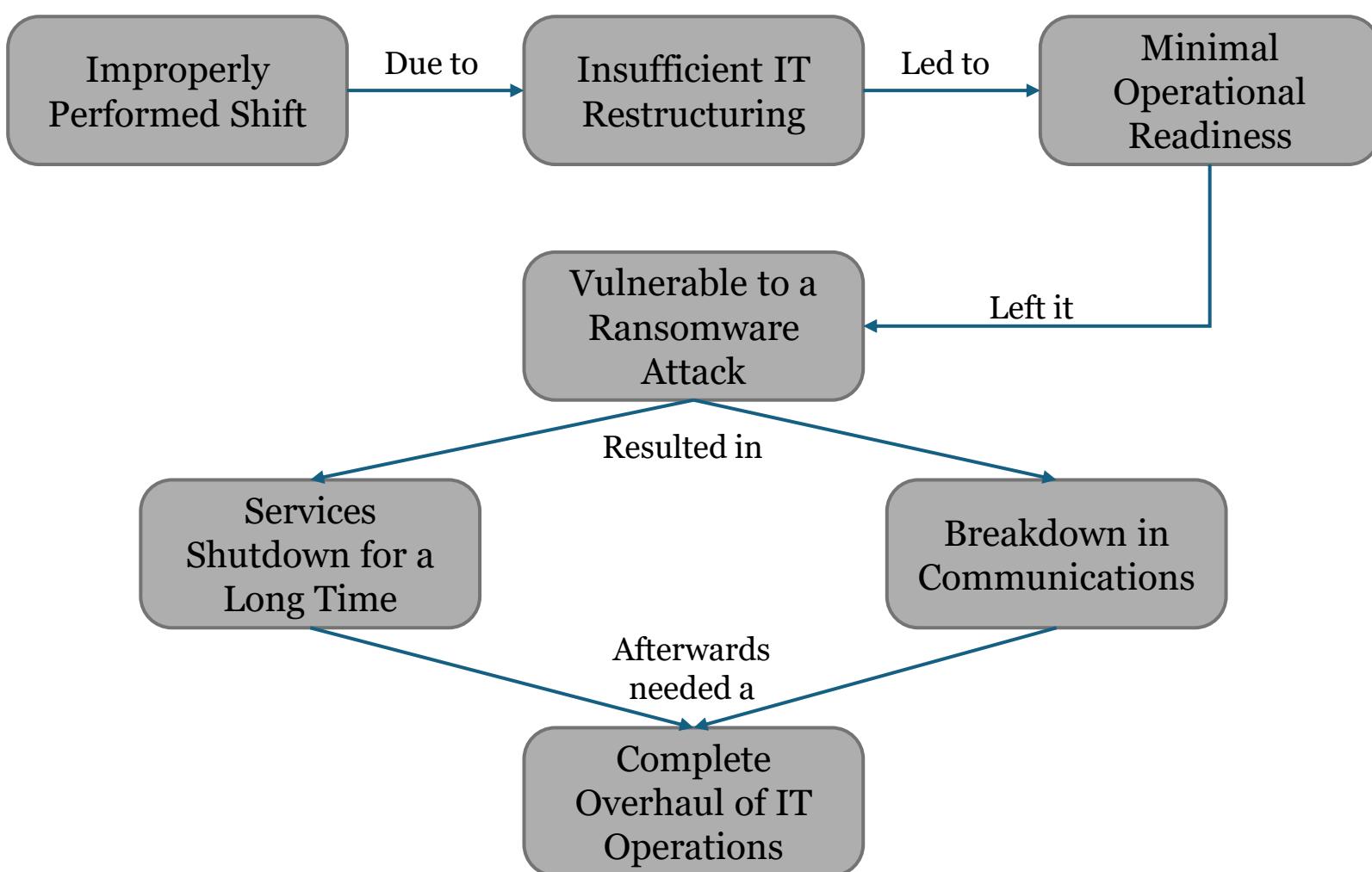
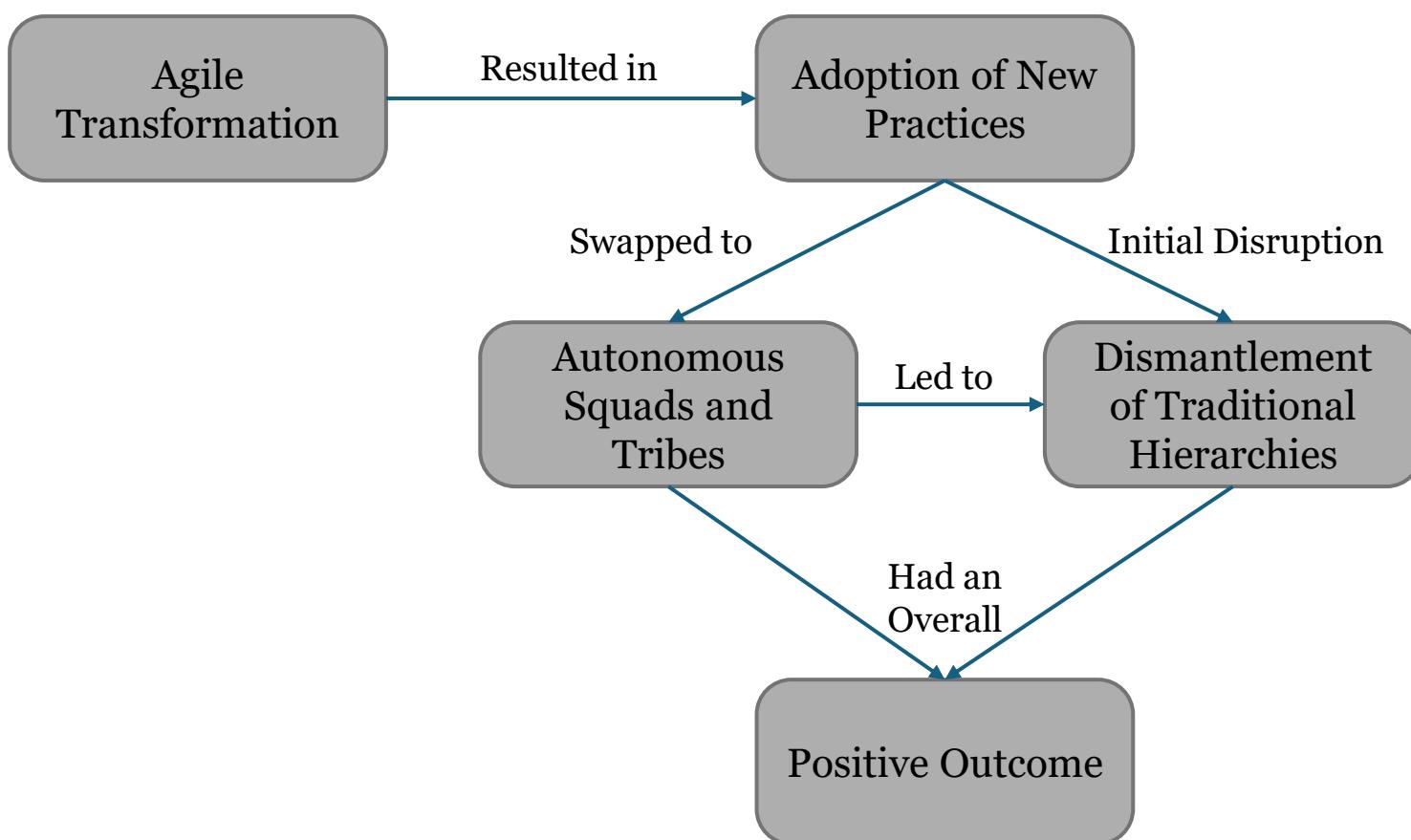
Essay 3 - Concept Maps

Q1.3



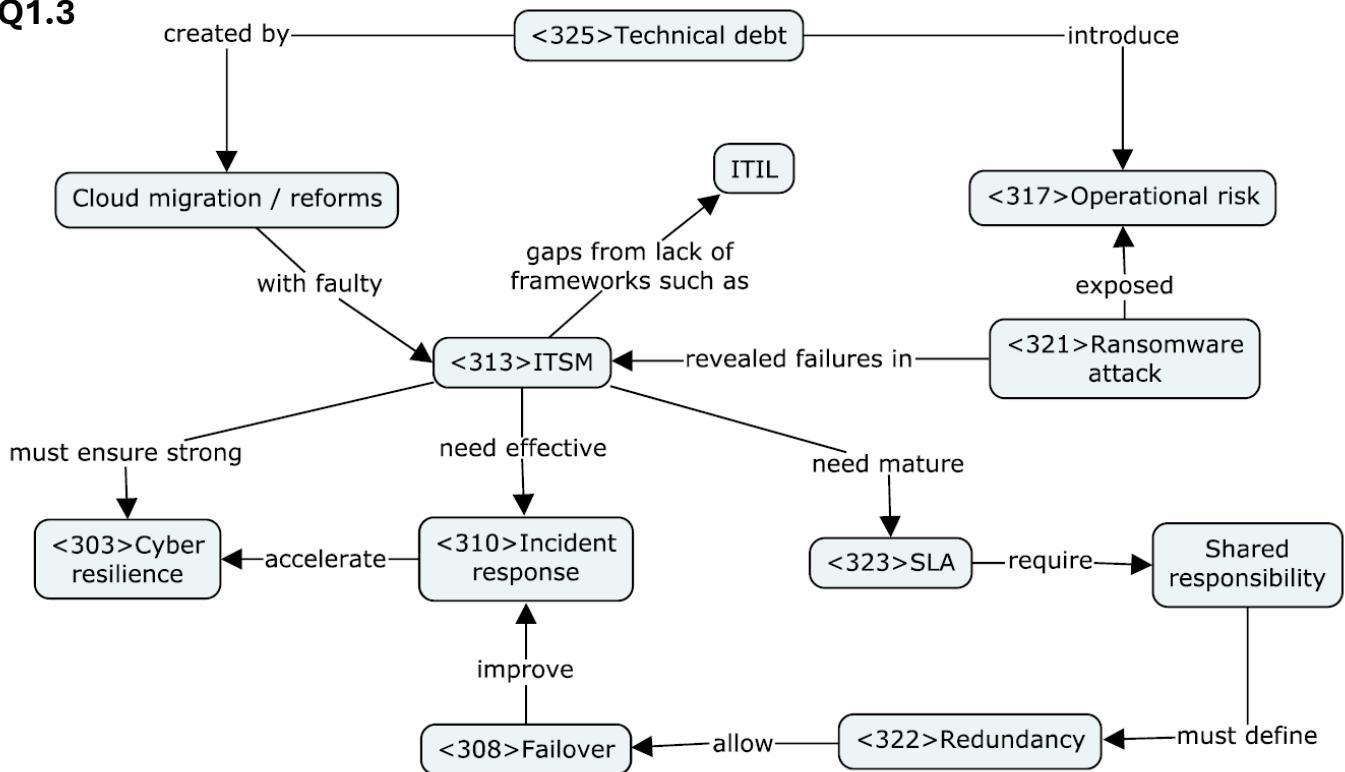
Q2.3



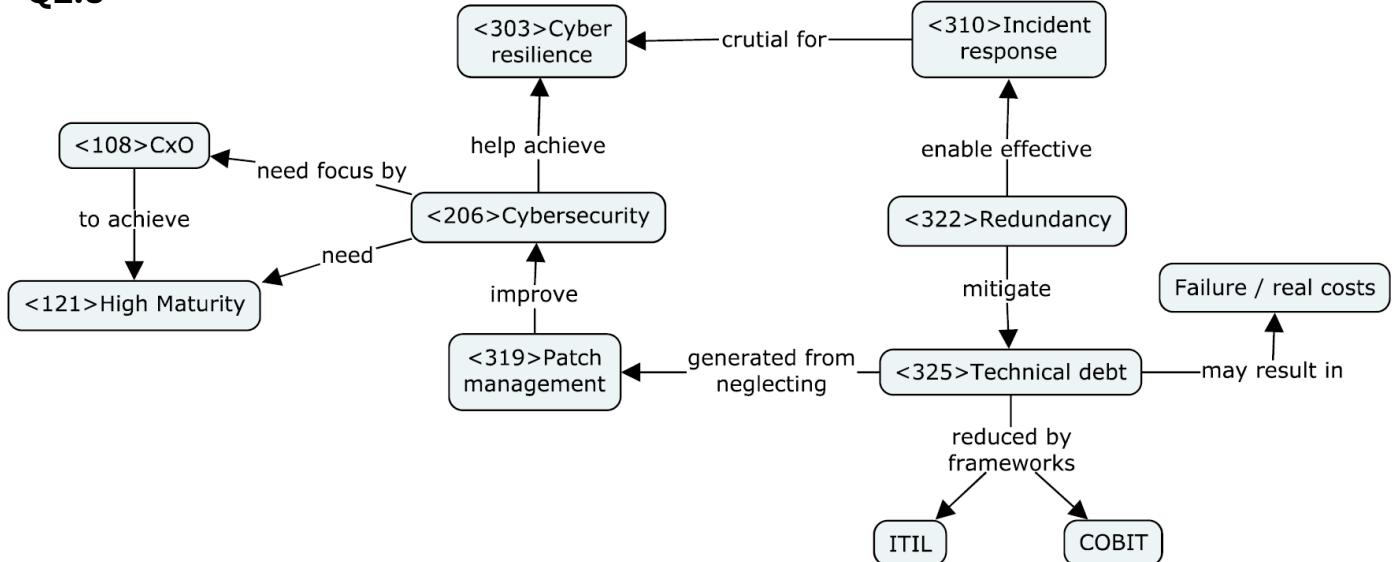
Q 1.3**Q 2.3**

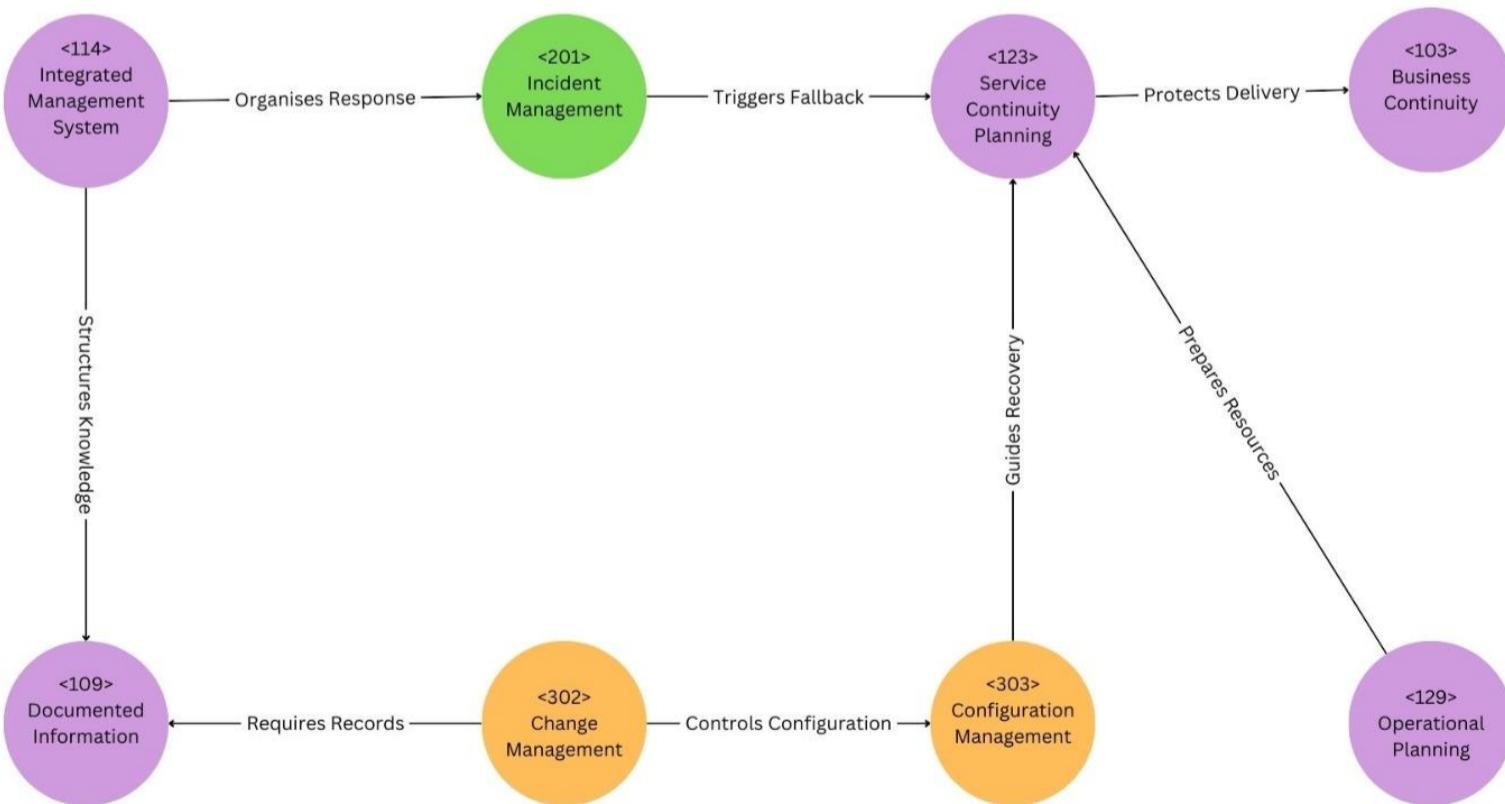
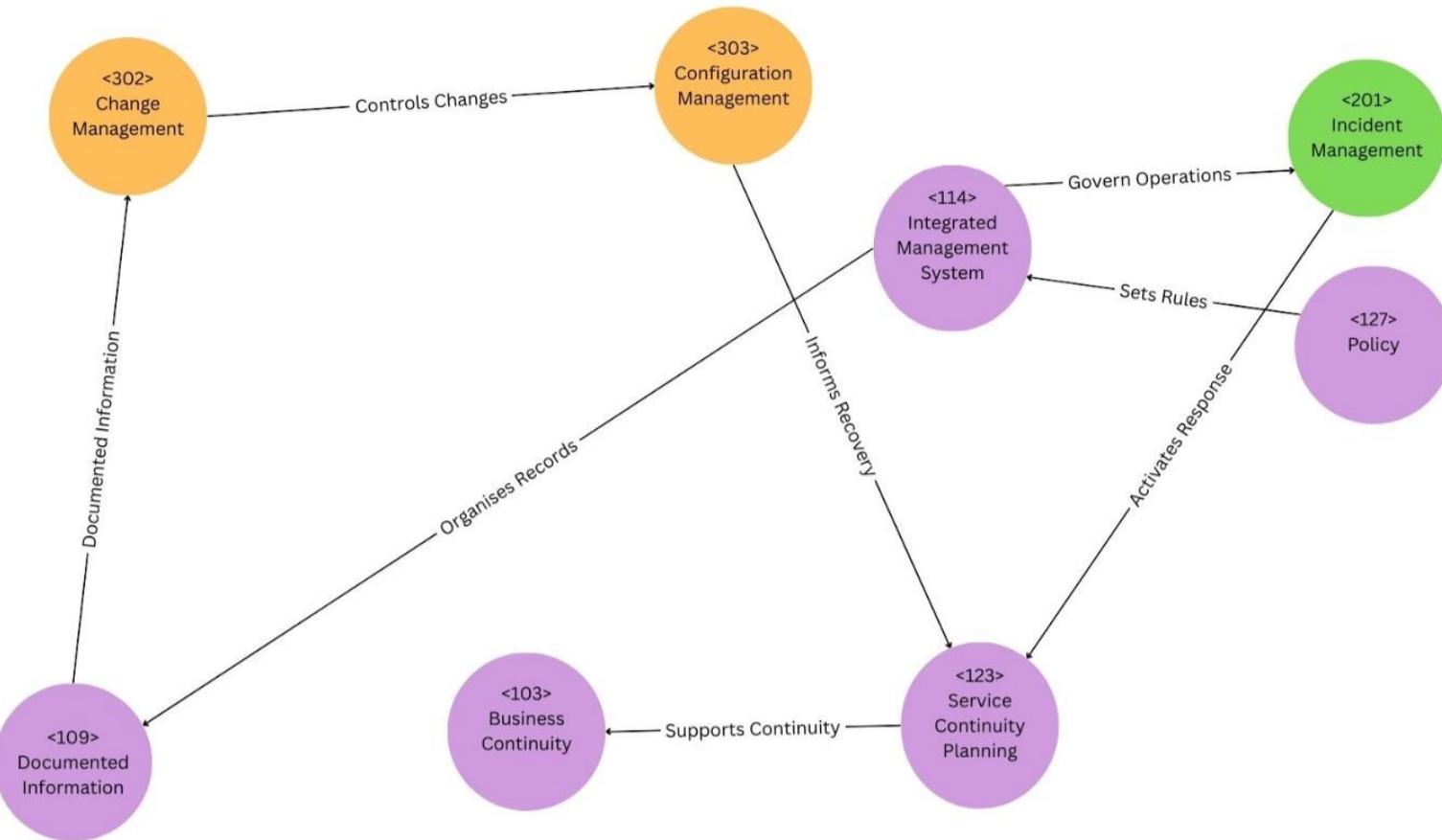
102484 – Diogo Ribeiro

Q1.3



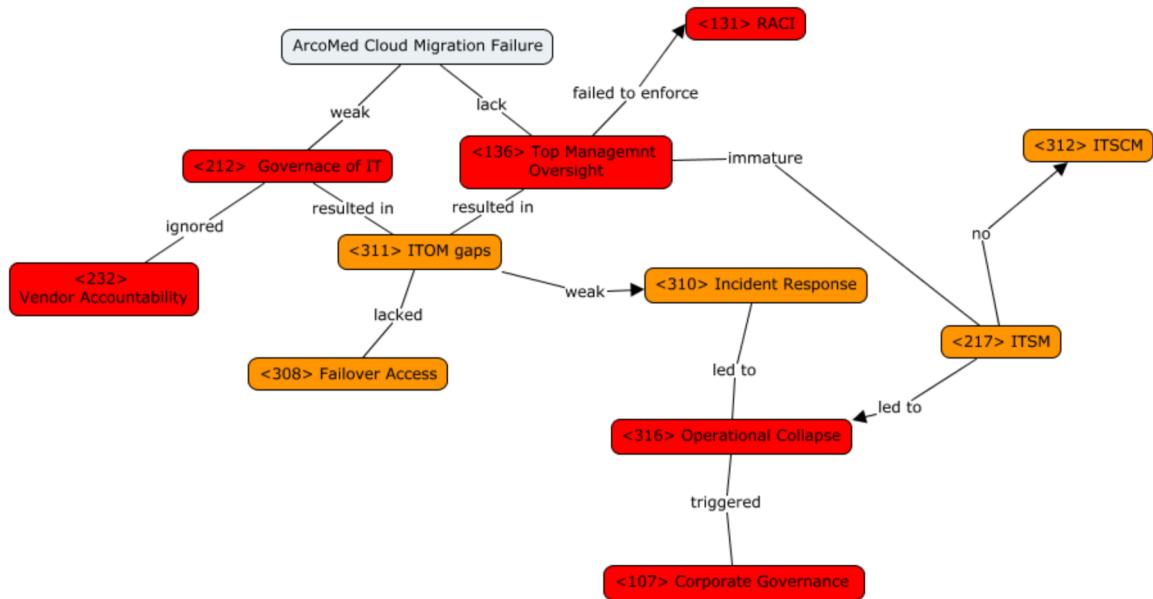
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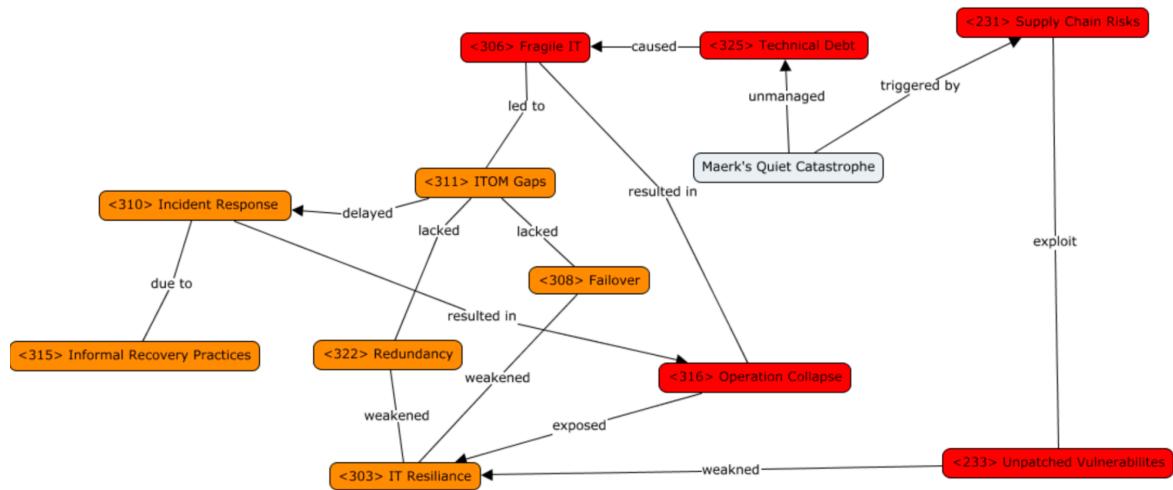


Rodrigo Arêde 102606

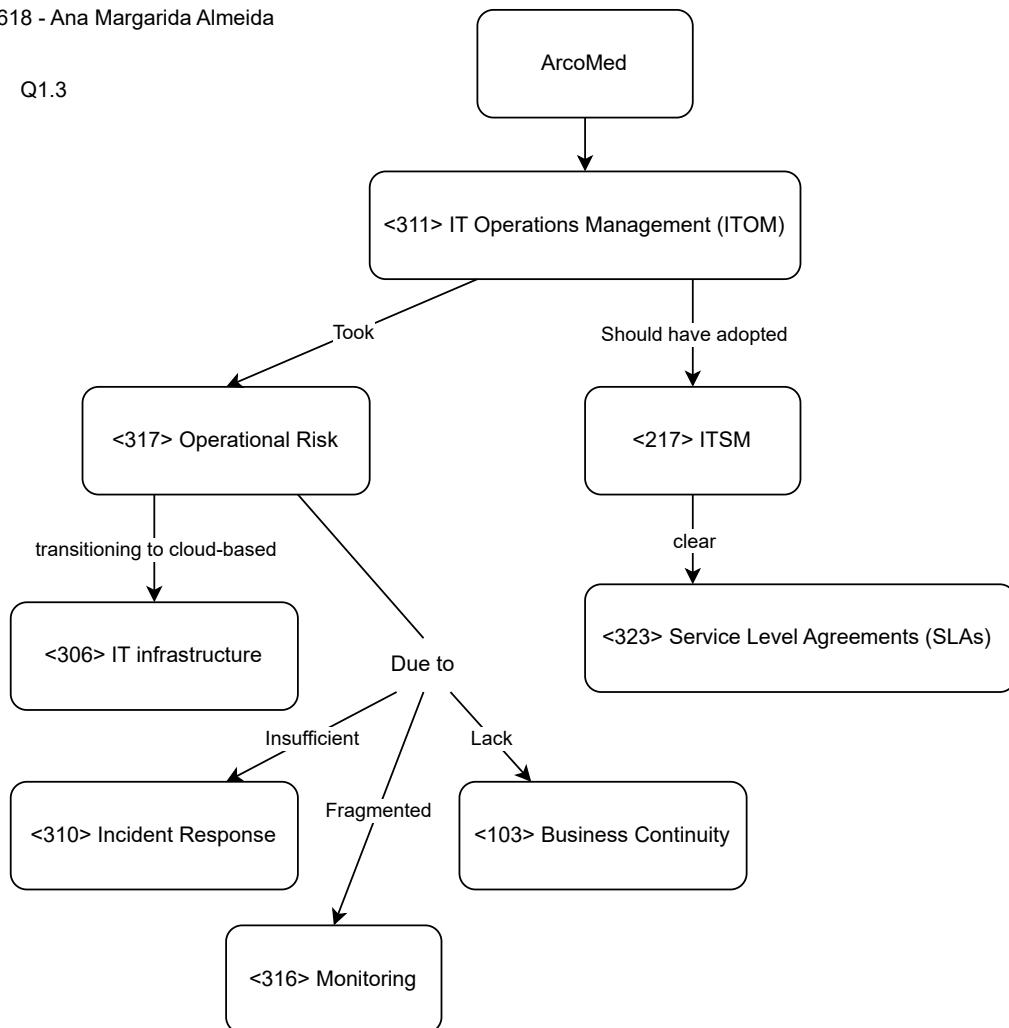
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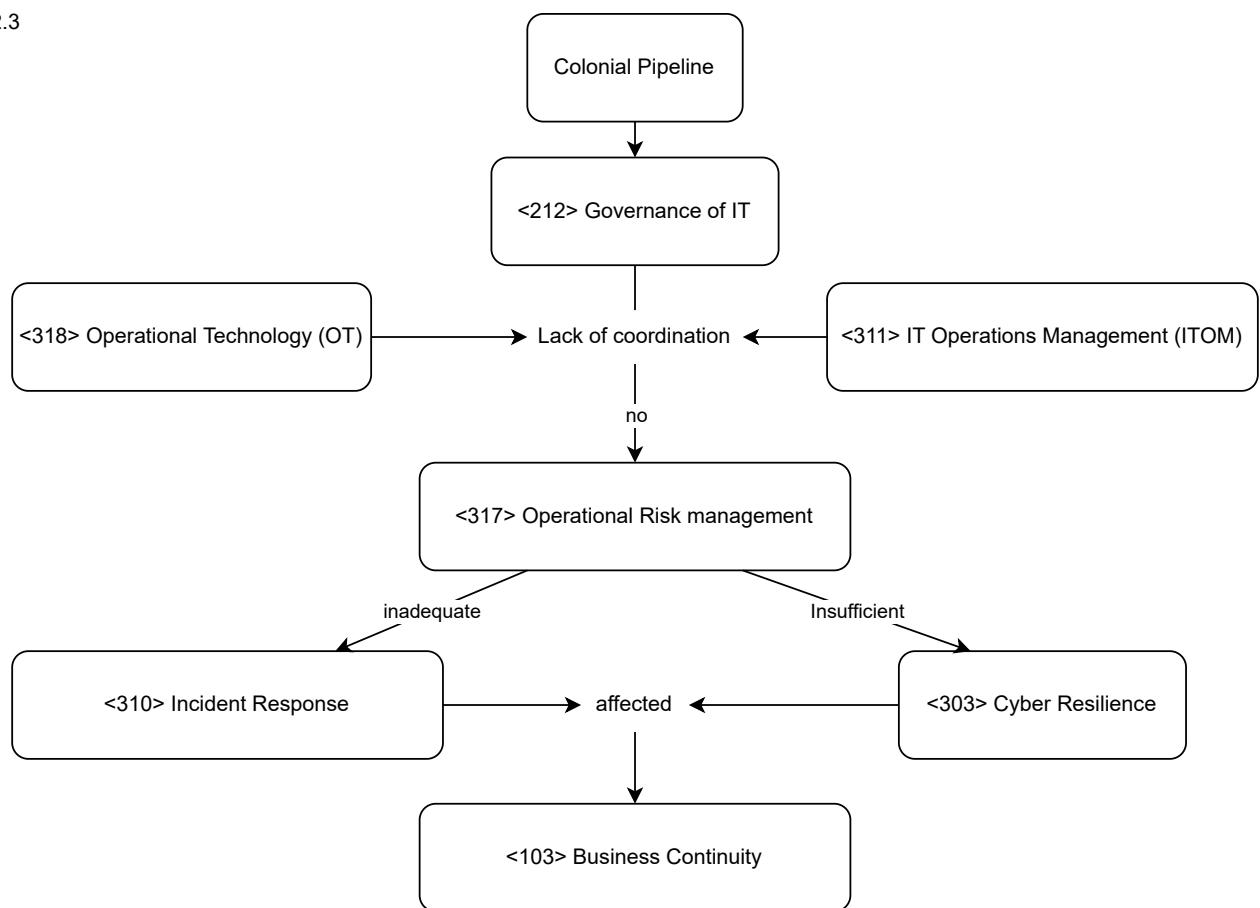
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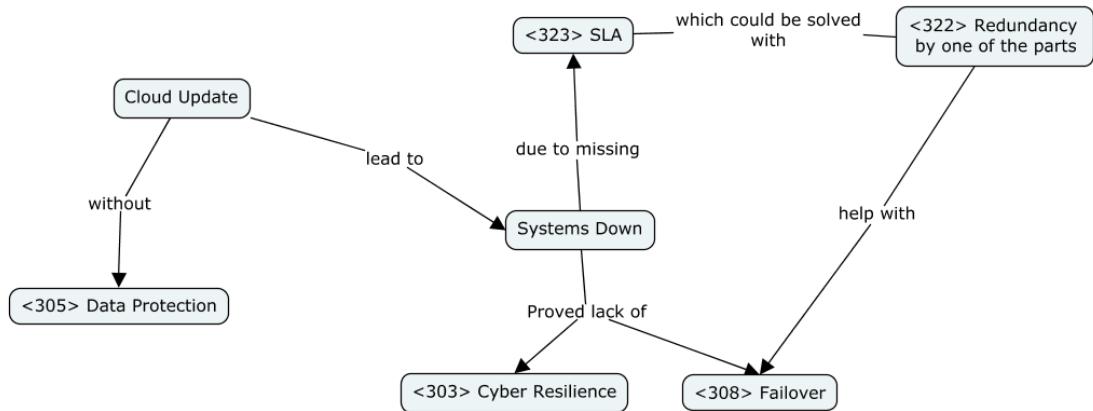
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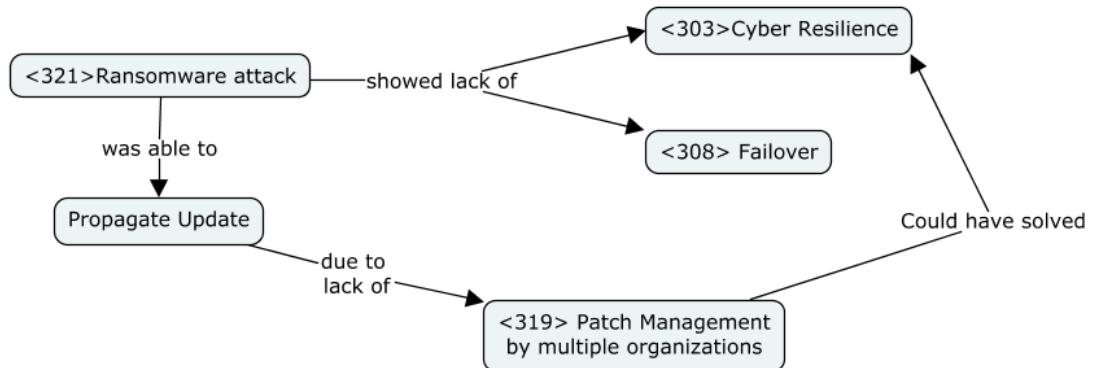
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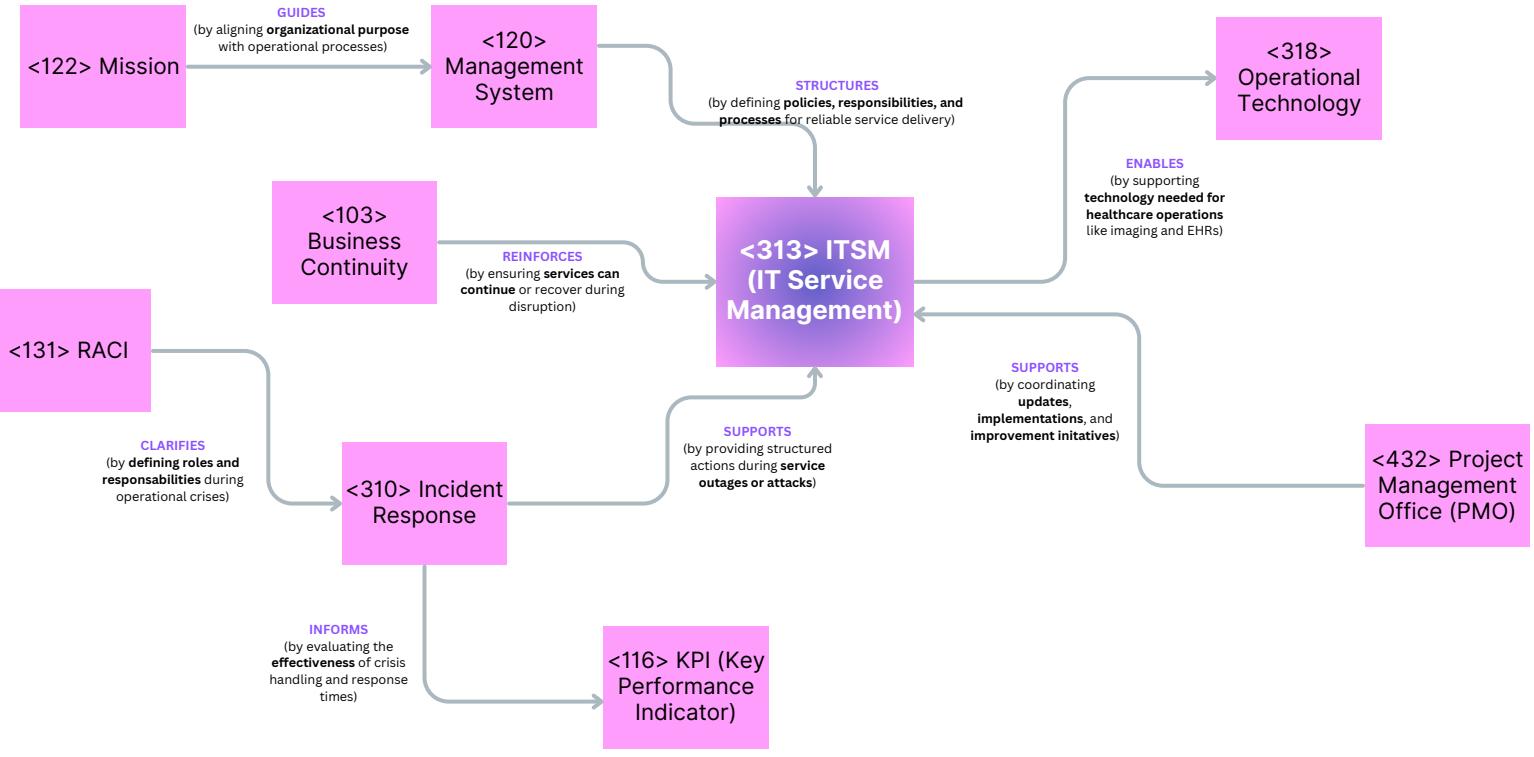
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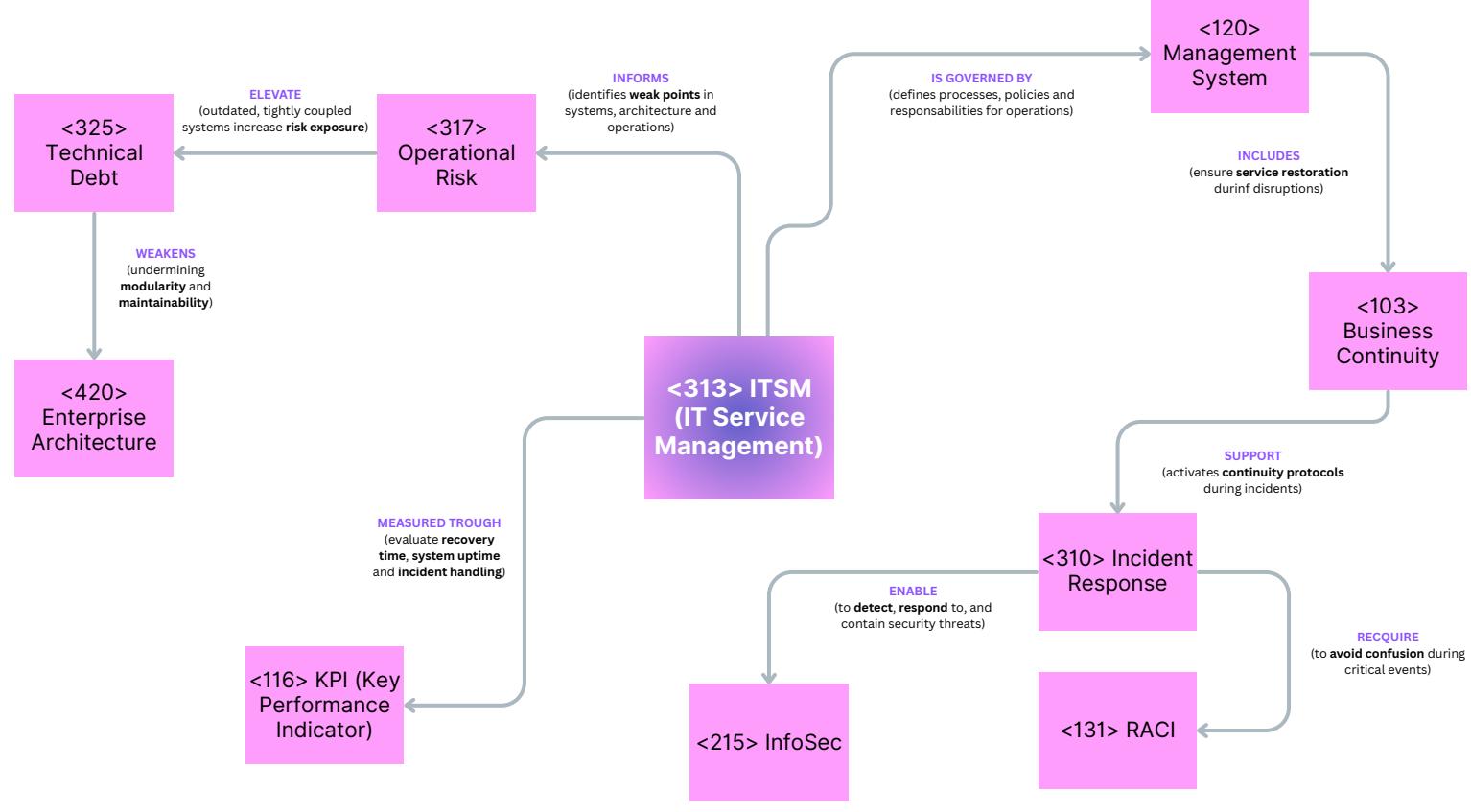
Q2.3



Q1.3: ArcoMed ransomware



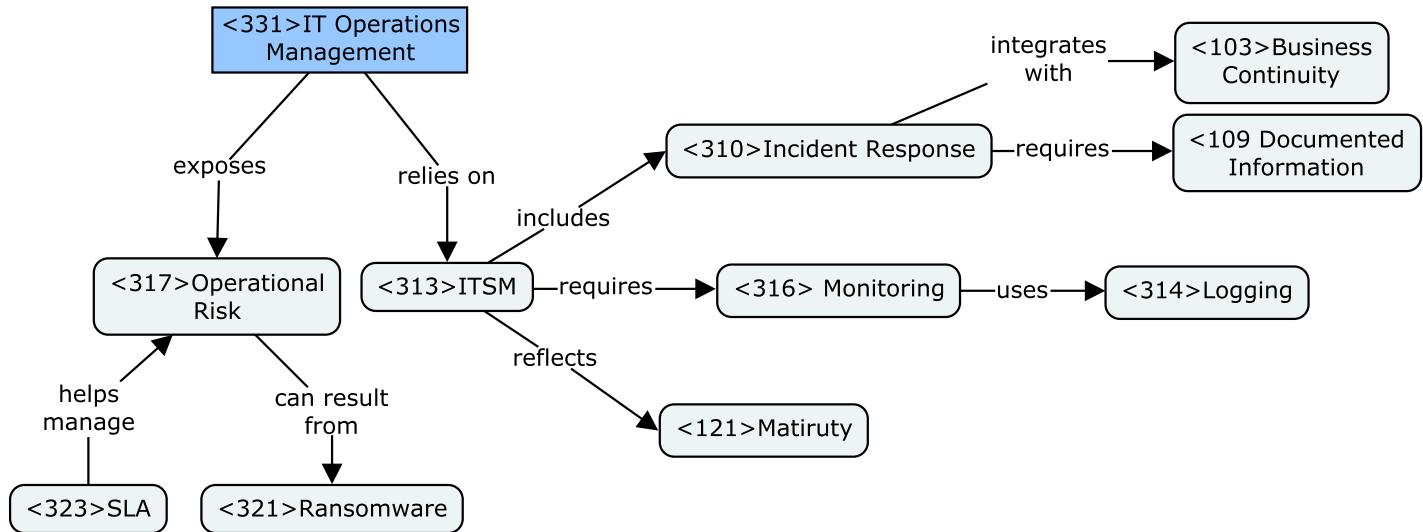
Q2.3: Maersk and the Quiet Catastrophe



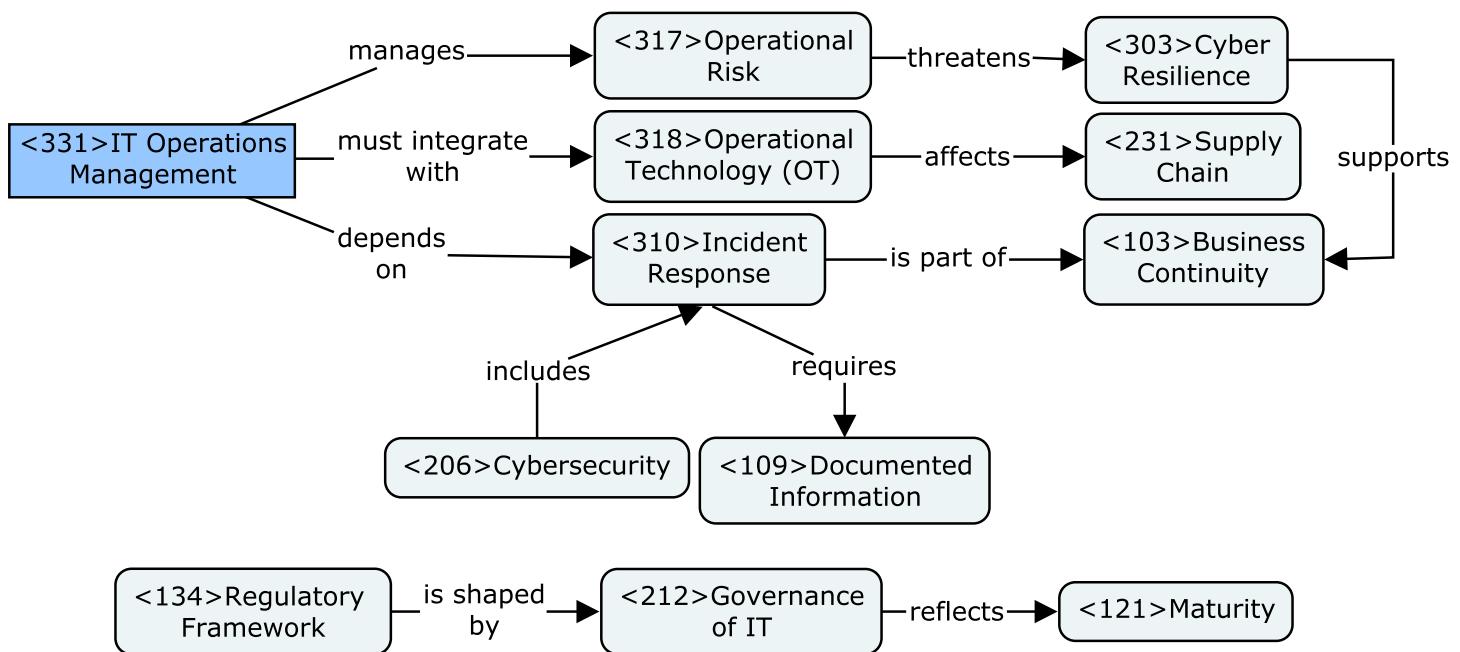
[103] **Business Continuity** Capability of an organization to continue the delivery of products or services at acceptable predefined levels following a disruptive incident. ; [116] **KPI (Key Performance Indicator)** A quantifiable measure used to evaluate the success of an organization, employee, or process in meeting objectives. ; [120] **Management System** Set of interrelated or interacting elements of an organization to establish policies and objectives, and processes to achieve those objectives. ; [122] **Mission** Organisation's purpose for existing as expressed by top management. ; [131] **RACI** RACI is one of many examples of a role responsibility framework, which stands for "Responsible, Accountable, Consulted, Informed". Role and responsibility frameworks define who is related to what within an organization or project, clarifying roles, tasks, duties, deliverables, etc., promoting accountability and efficiency. ; [215] **InfoSec** Information Security involves safeguarding the confidentiality, integrity and availability of information (the CIA triad), and may also involve authenticity, accountability, and non-repudiation. ; [310] **Incident Response** An organized approach to addressing and managing the aftermath of a security breach or cyberattack, also known as an IT incident. ; [313] **ITSM (IT Service Management)** A set of policies, processes, and procedures for delivering IT services to end users. ; [317] **Operational risk** The risk of loss resulting from inadequate or failed internal processes, people and systems, or from external events. ; [318] **Operational Technology** Hardware and software that detects or causes changes through direct monitoring and control of physical devices, processes, and events in an organization. OT is commonly used in industrial control systems (ICS) such as manufacturing, energy, water treatment, and transportation. ; [325] **Technical Debt** Technical debt, or tech debt, is the implied cost incurred when businesses do not fix problems that will affect them in the future. ; [420] **Enterprise Architecture** A conceptual blueprint that defines the structure and operation of an organization through its IT and business alignment. ; [432] **Project Management Office (PMO)** An organisational unit established to standardise and support the governance, planning, execution, and monitoring of projects and programmes.

SGSI E3 – Eduardo Guerra ist1102681

Q1.3 - Concept Map of Story “ArcoMed ransomware”



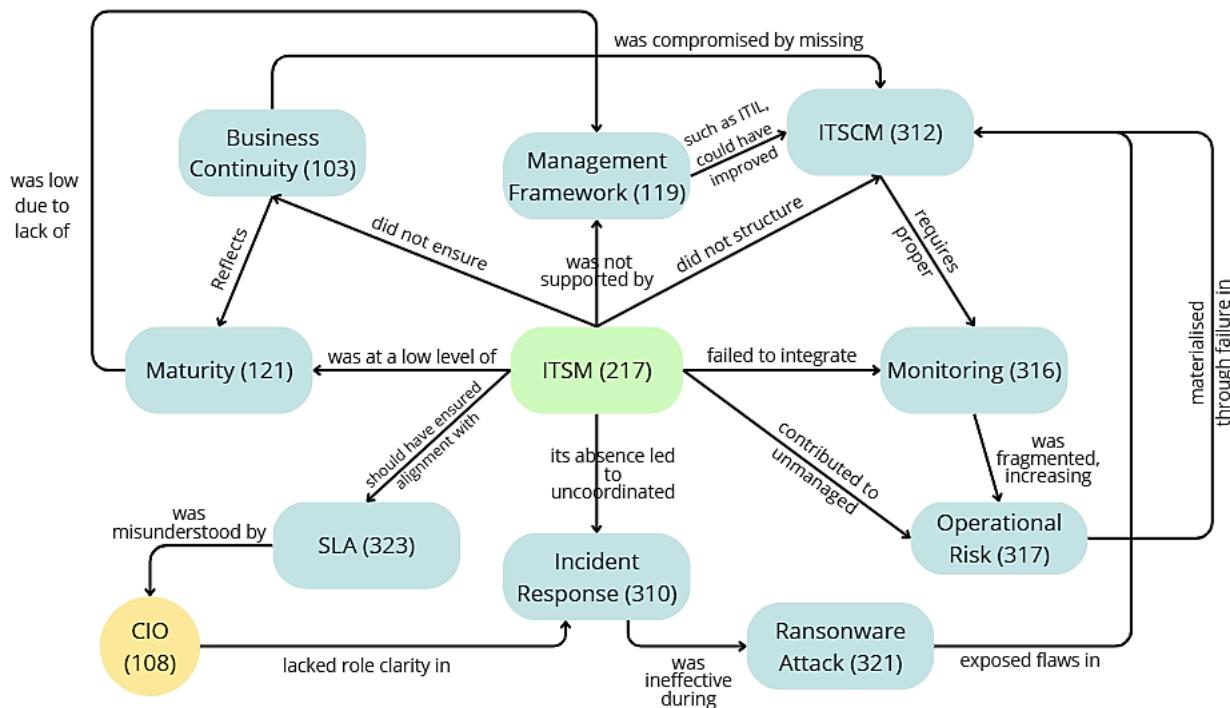
Q2.3 - Concept Map of Case “Colonial Pipeline and the Long Weekend”



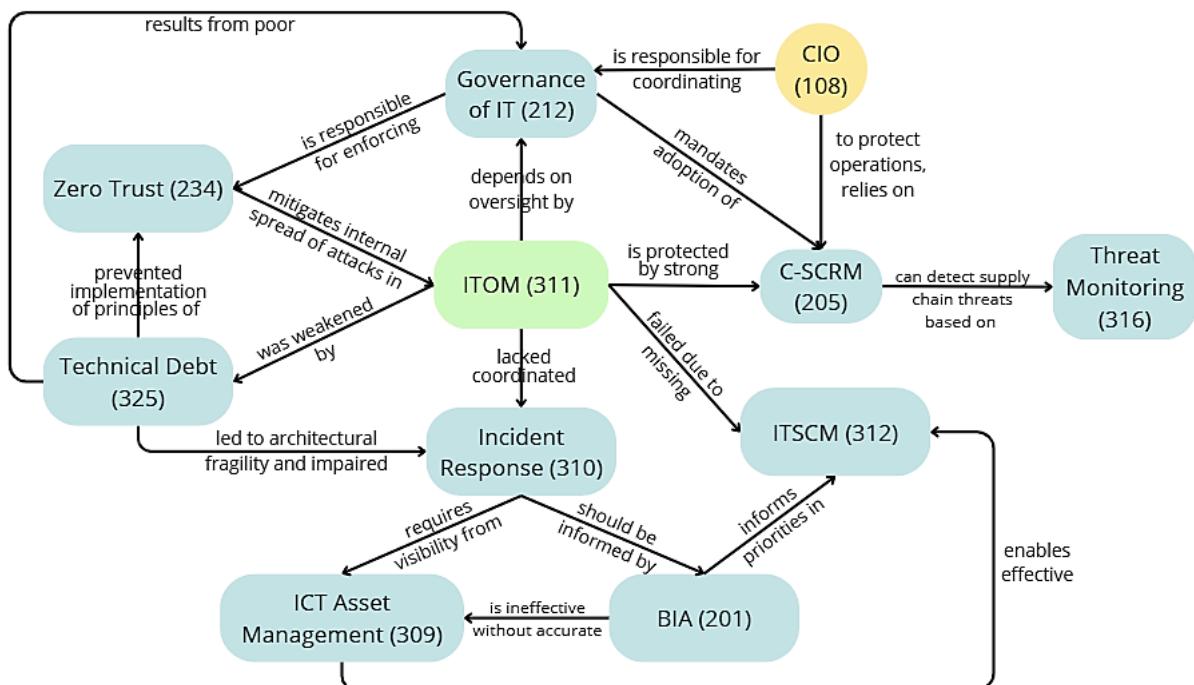
Essay 3: IT Operations Management

Student: Diogo Beirão Oneto (102690)

Q1.3.

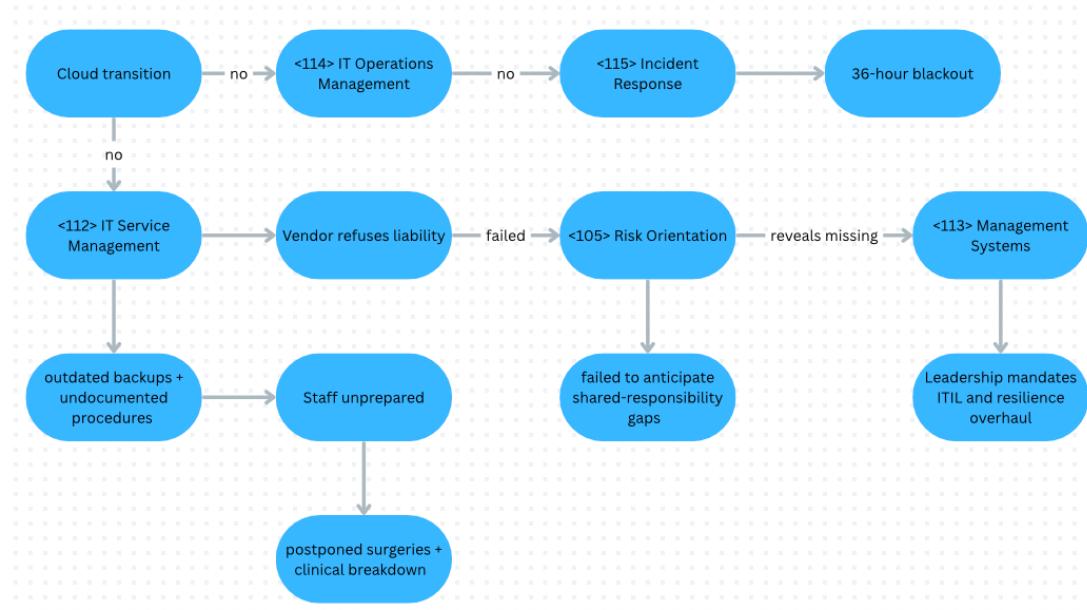


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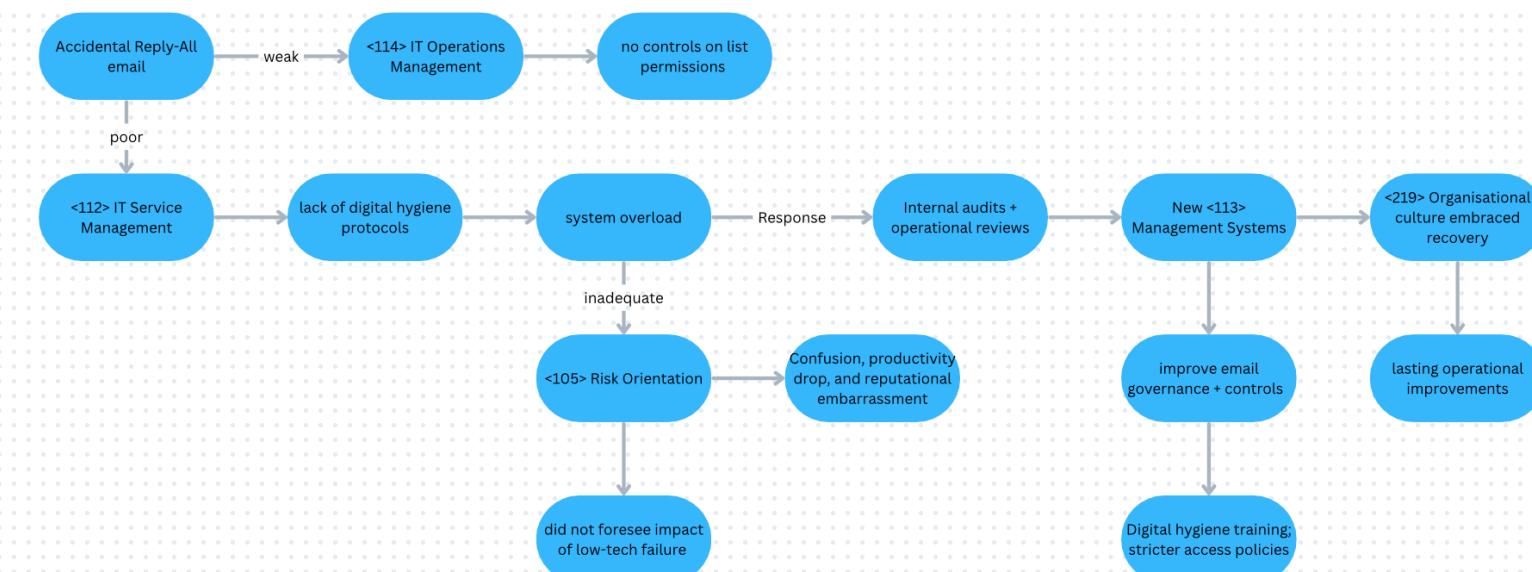


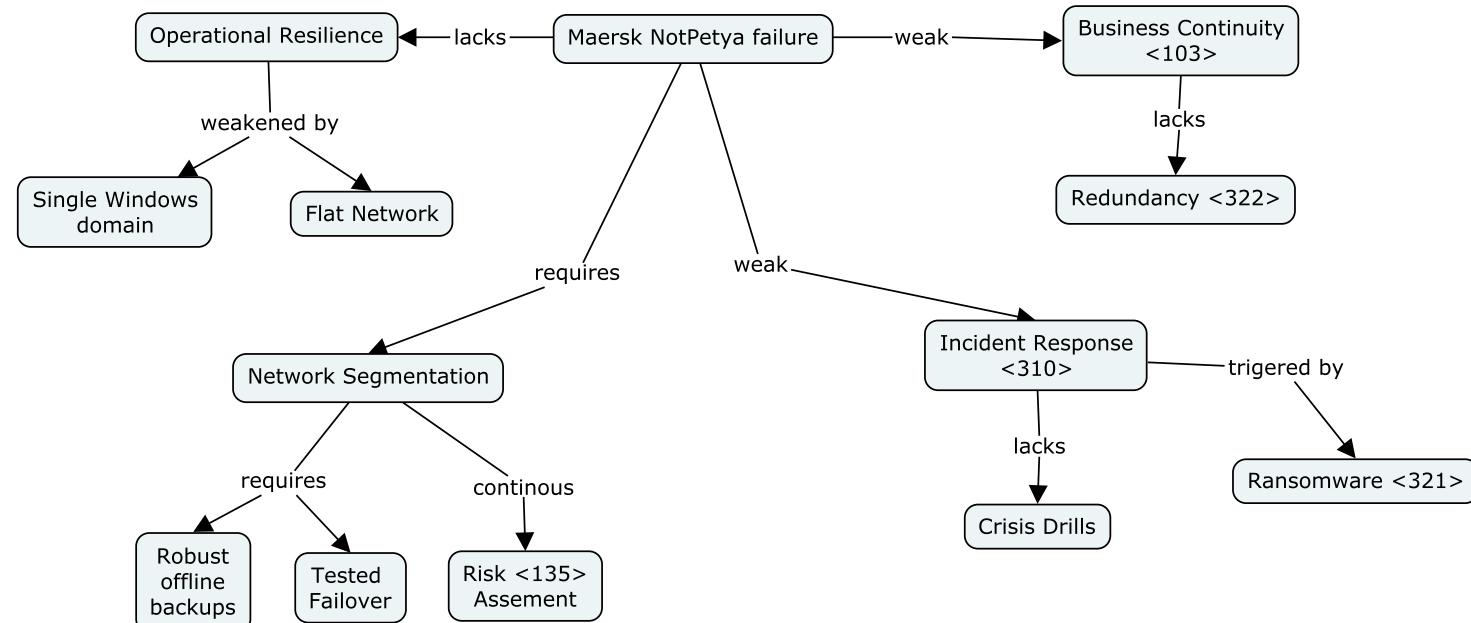
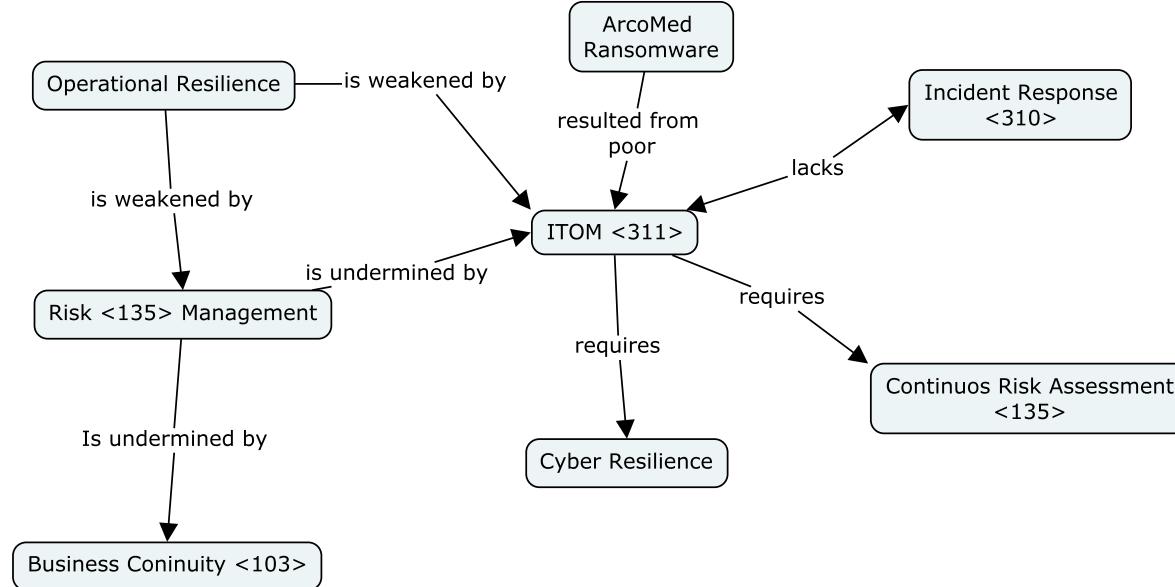
Isabela Pereira – 102703

Q1.3



Q2.3

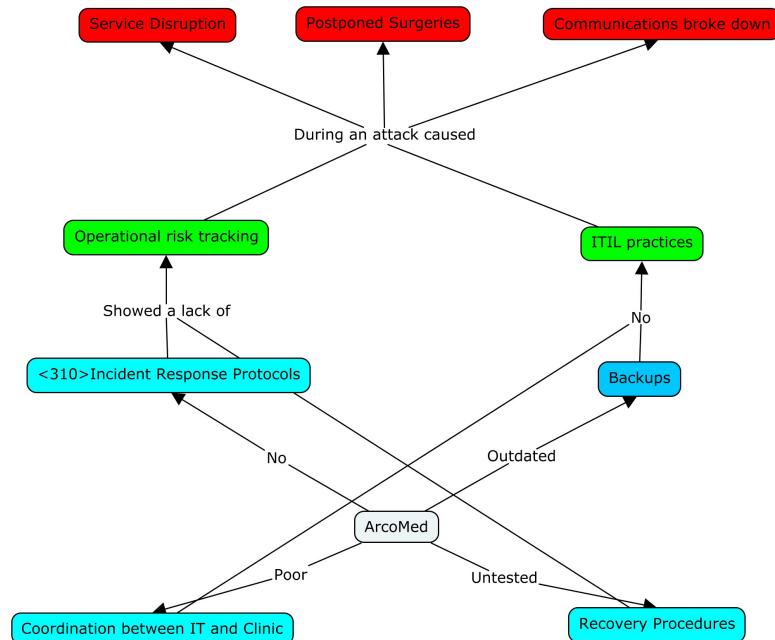




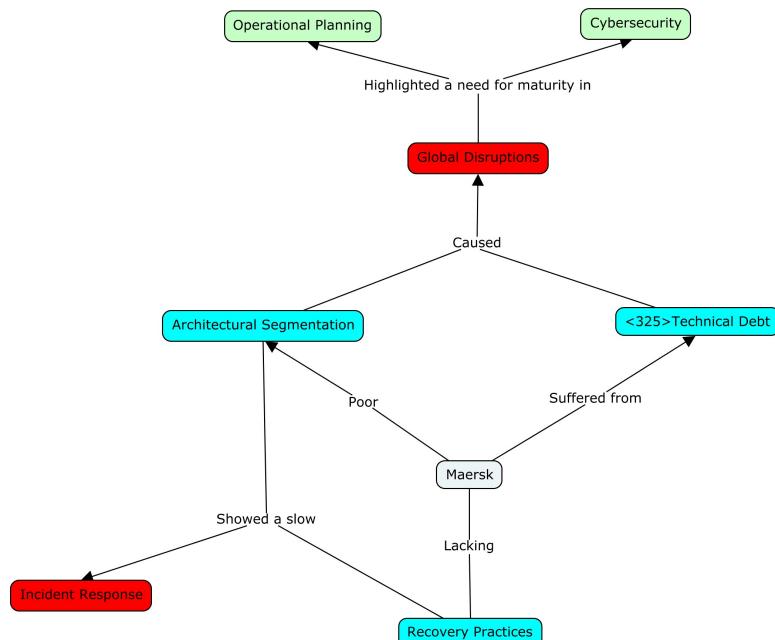
João Rodrigues Ribeiro (102715)

joao.r.ribeiro@tecnico.ulisboa.pt

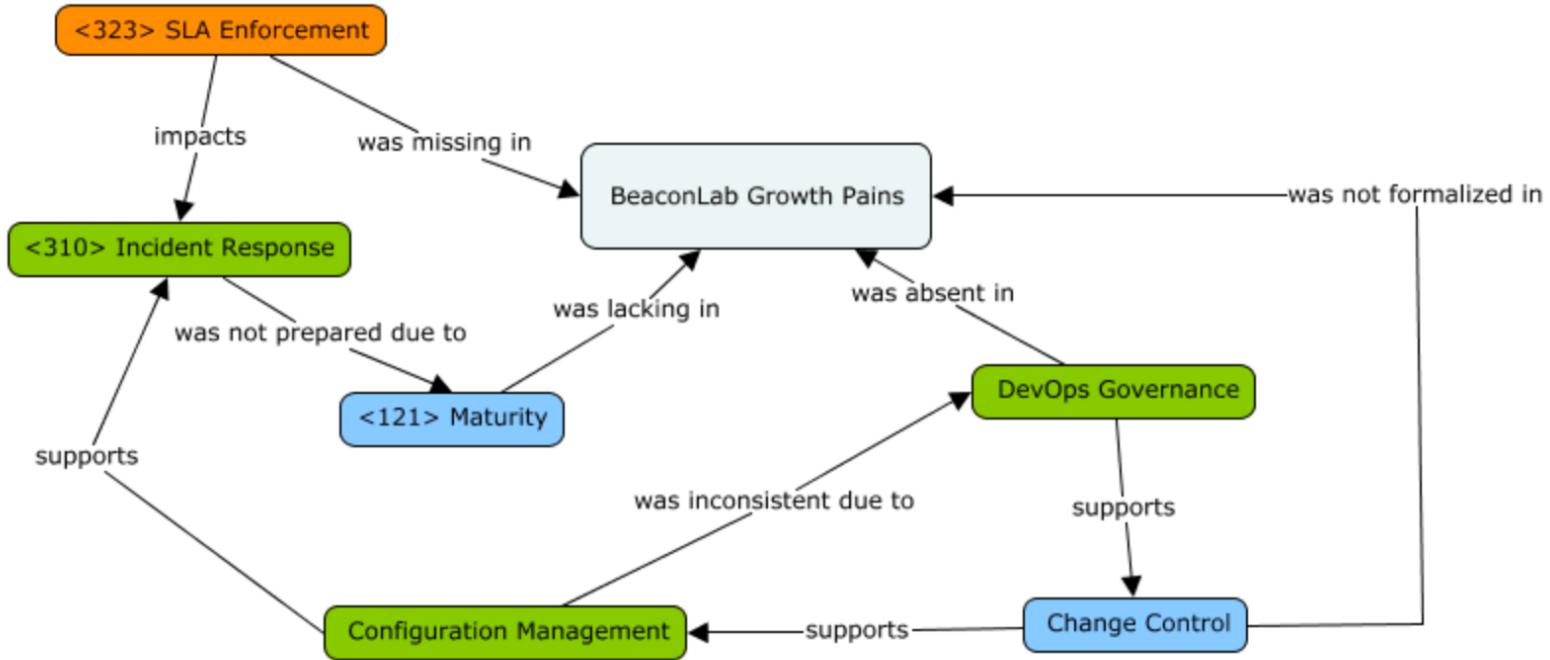
1 Q1.3



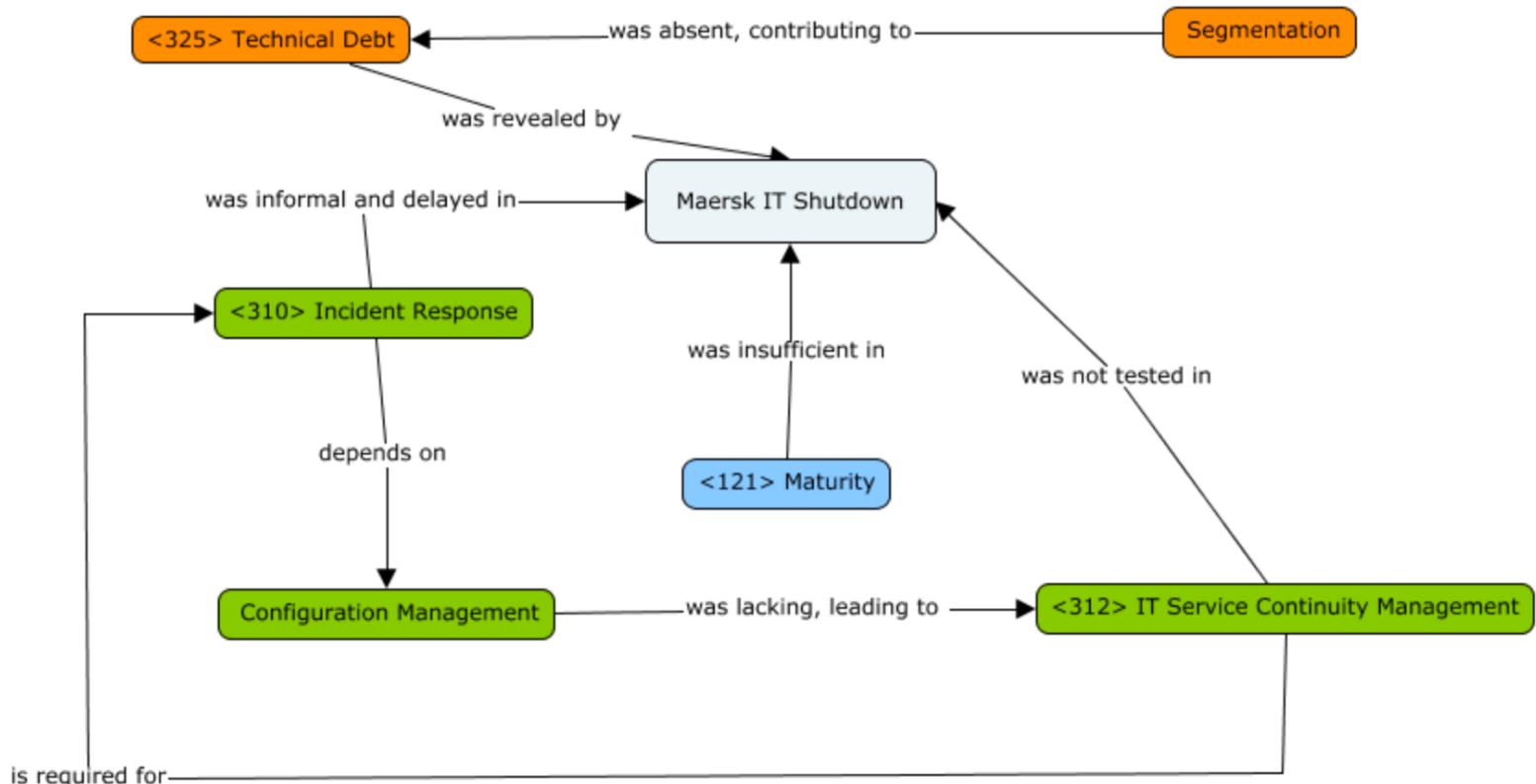
2 Q2.3



Q1.3

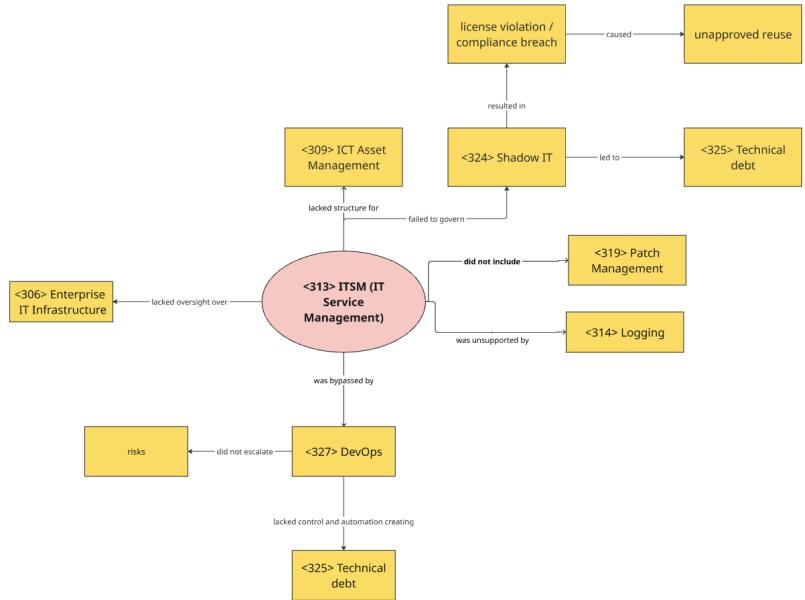


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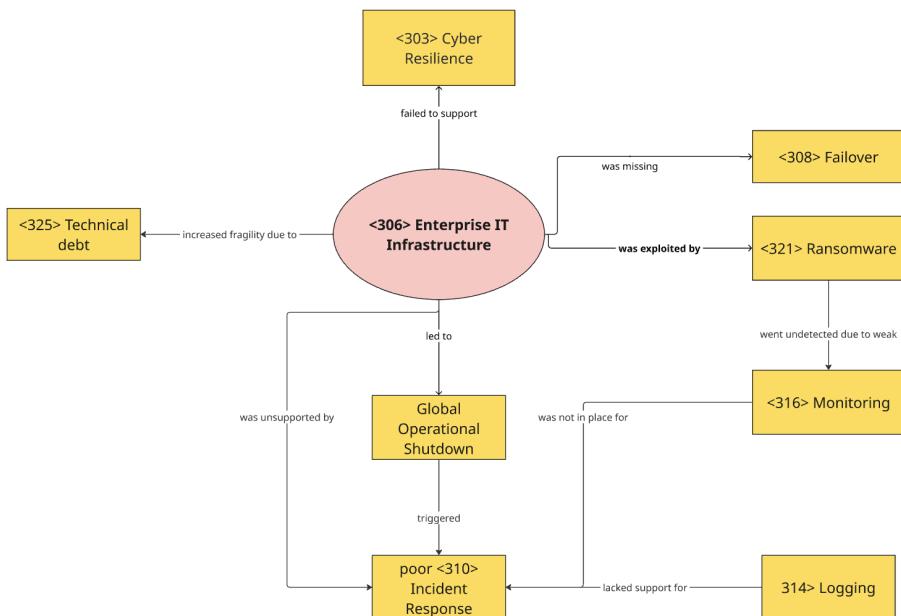


Margarida Almeida
lst1102769

Q1.3

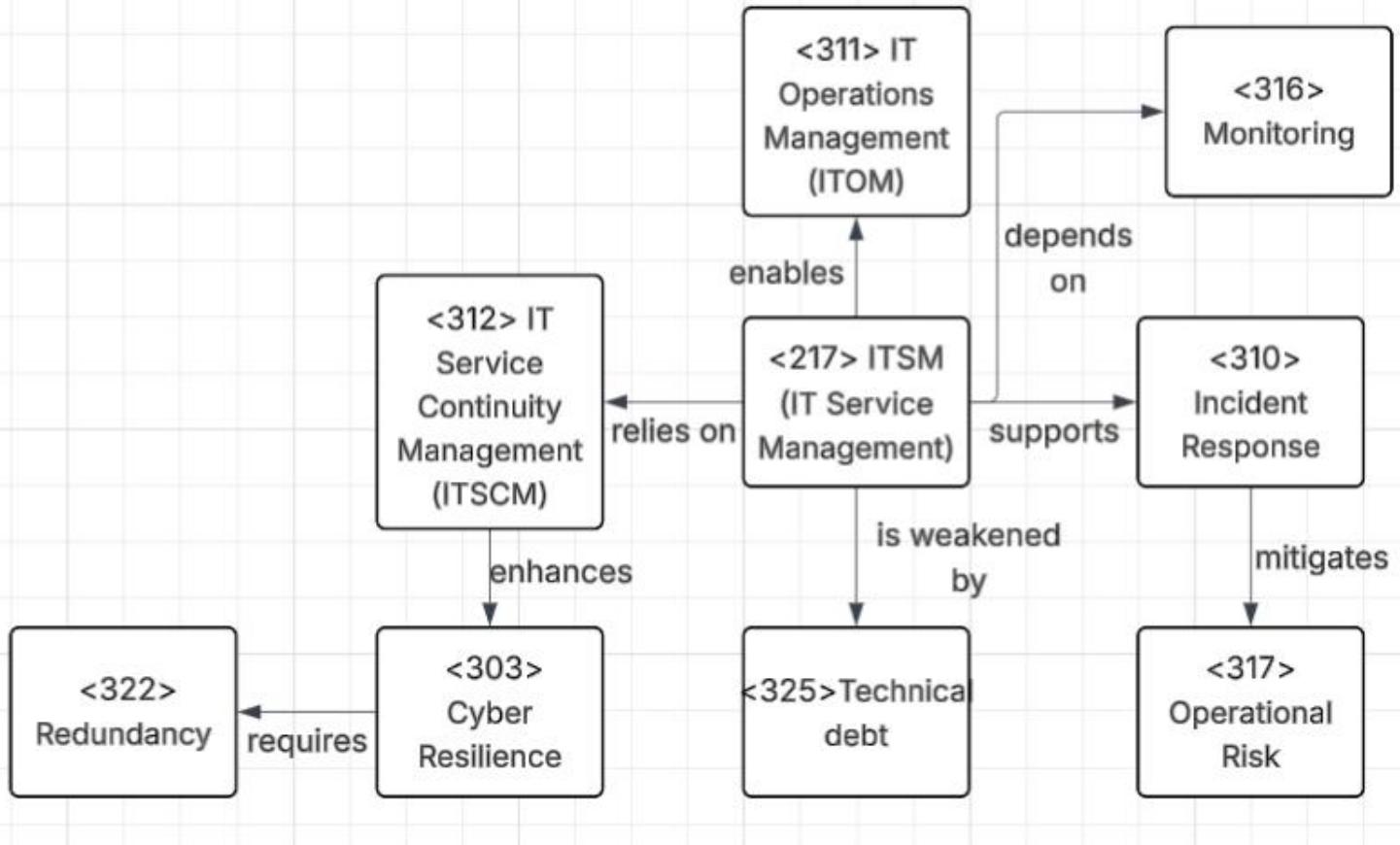


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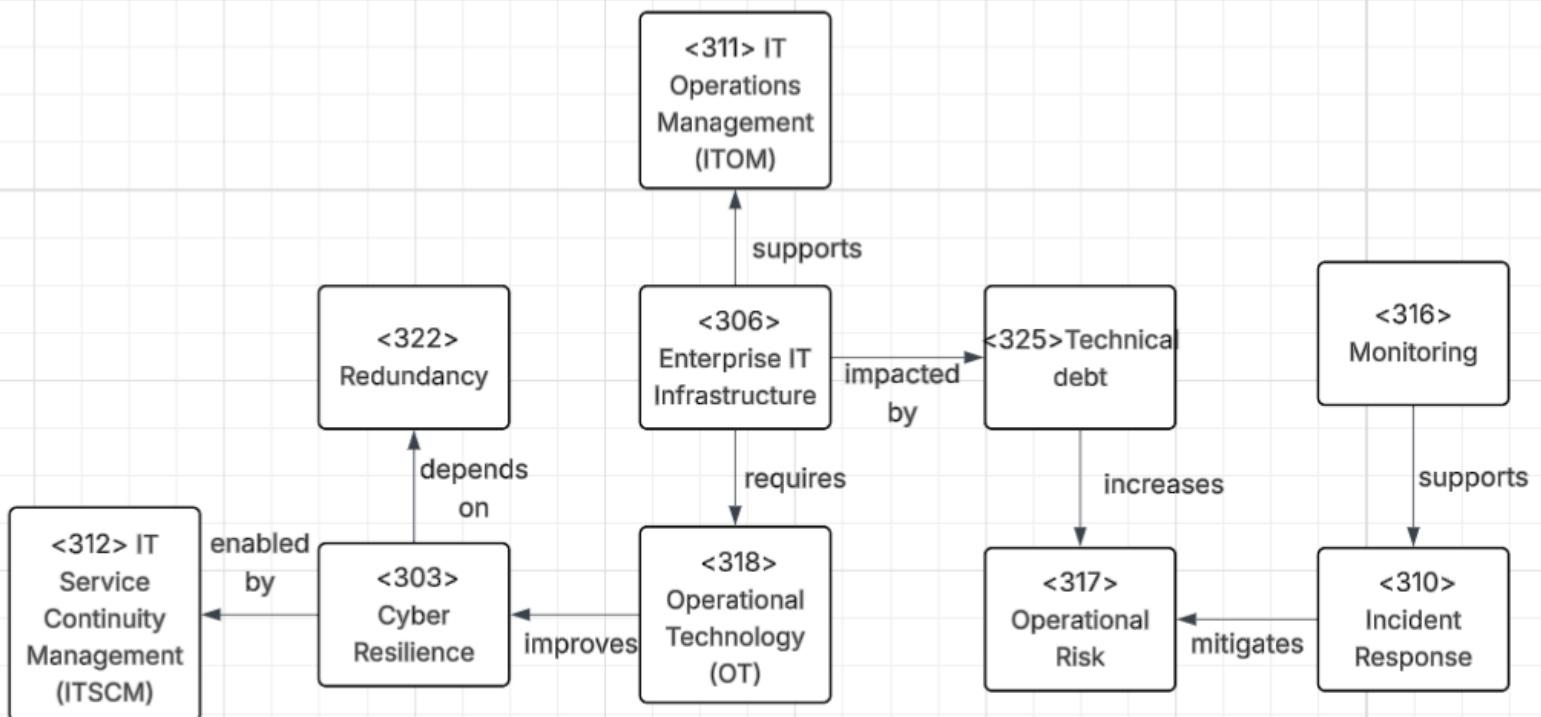
Q1.3 - ArcoMed ransomware

Glossary Coverage: <217>, <303>, <310>, <311>, <312>, <316>, <317>, <322>, <325>



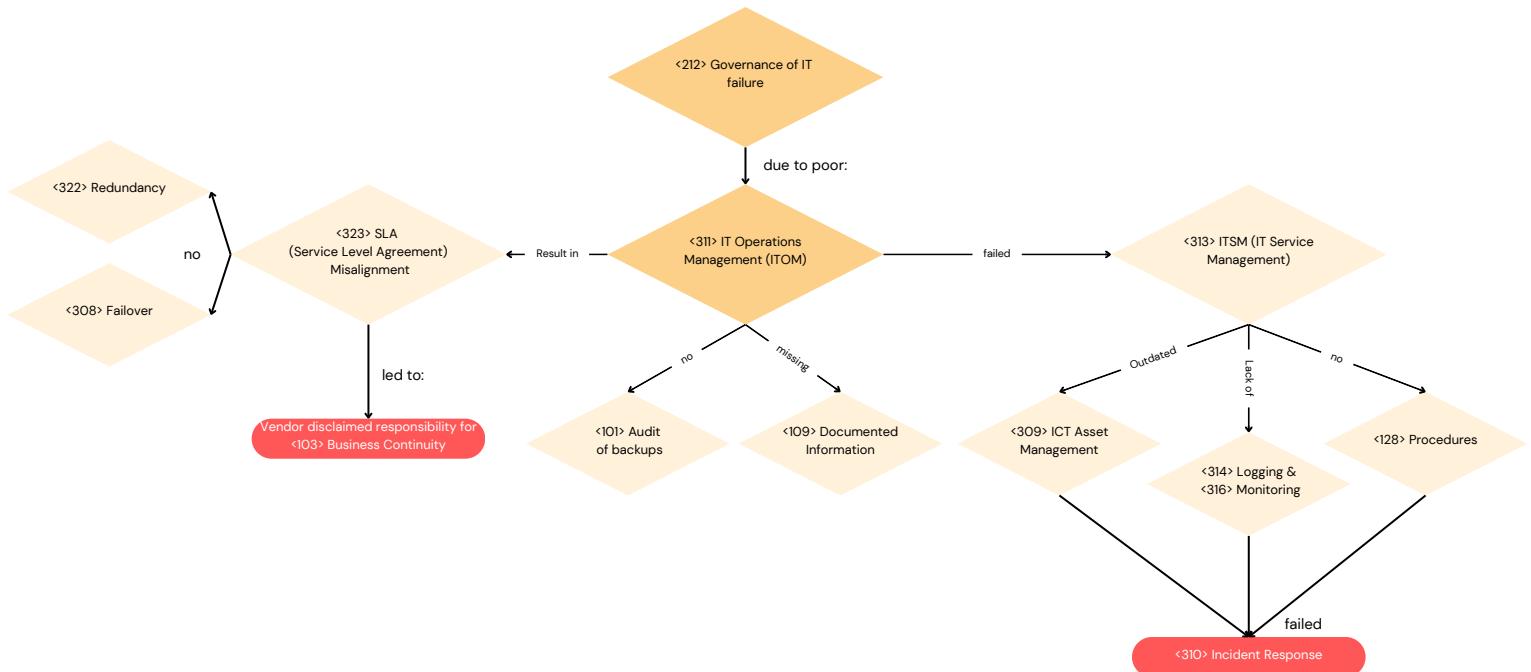
Q2.3 - Maersk and the Quiet Catastrophe

Glossary Coverage: <303>, <306>, <310>, <311>, <312>, <316>, <317>, <318>, <322>, <325>

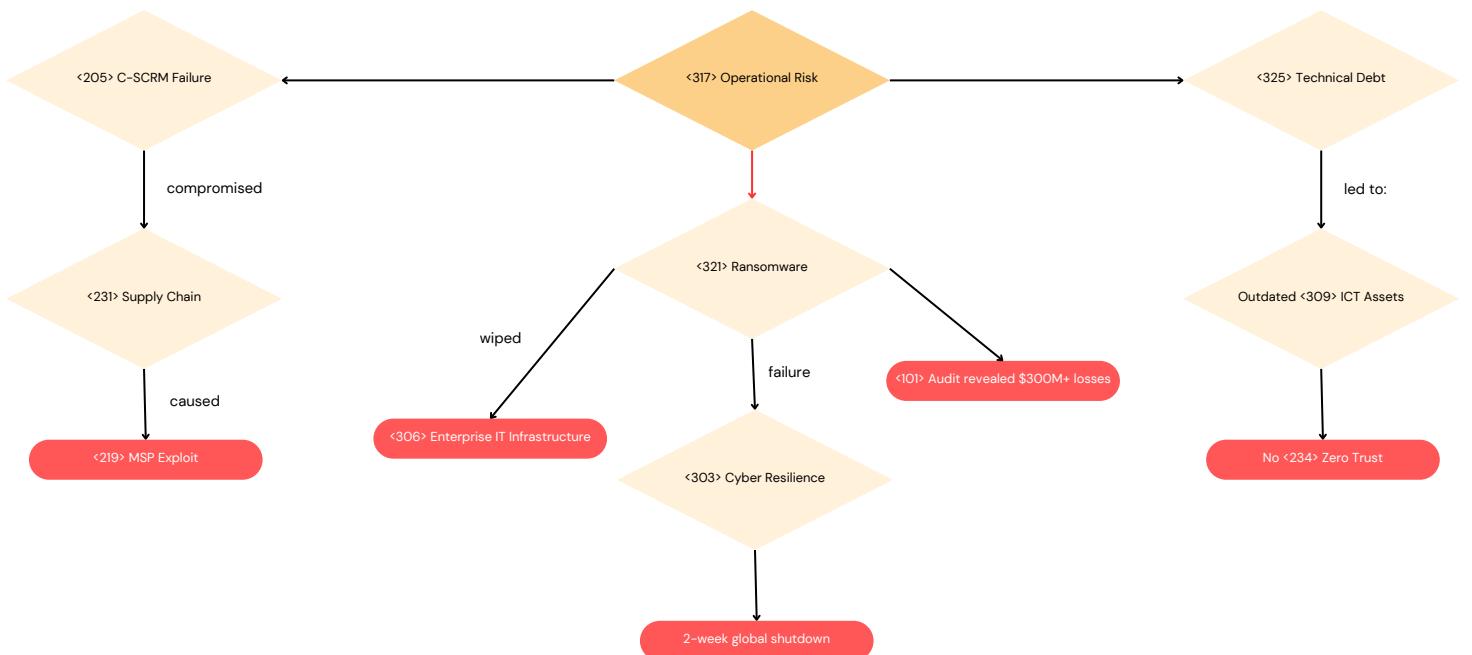


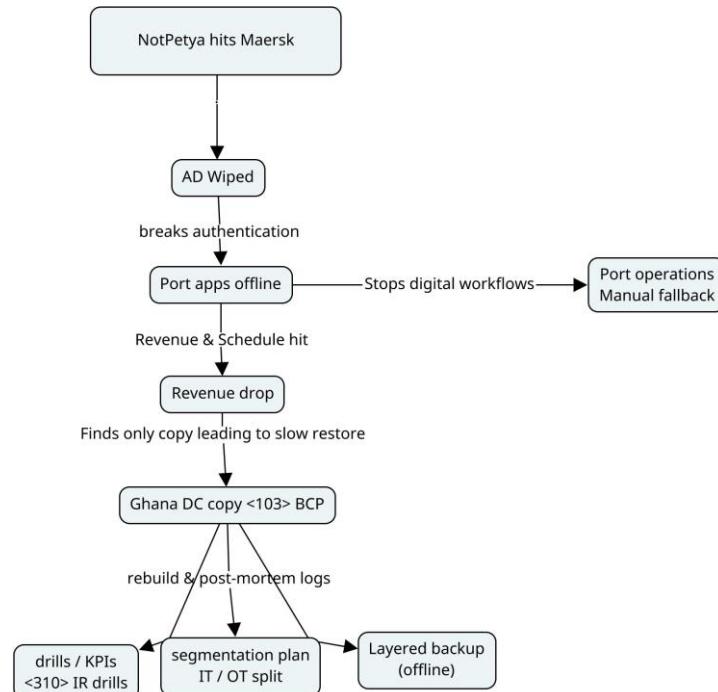
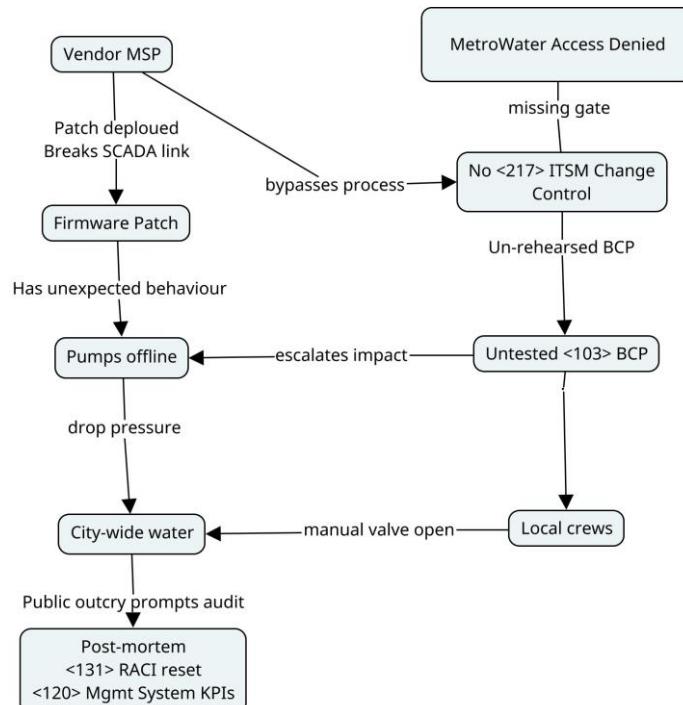
Theme: IT Operations Management

Q1.3: ArcoMed Ransomware Incident

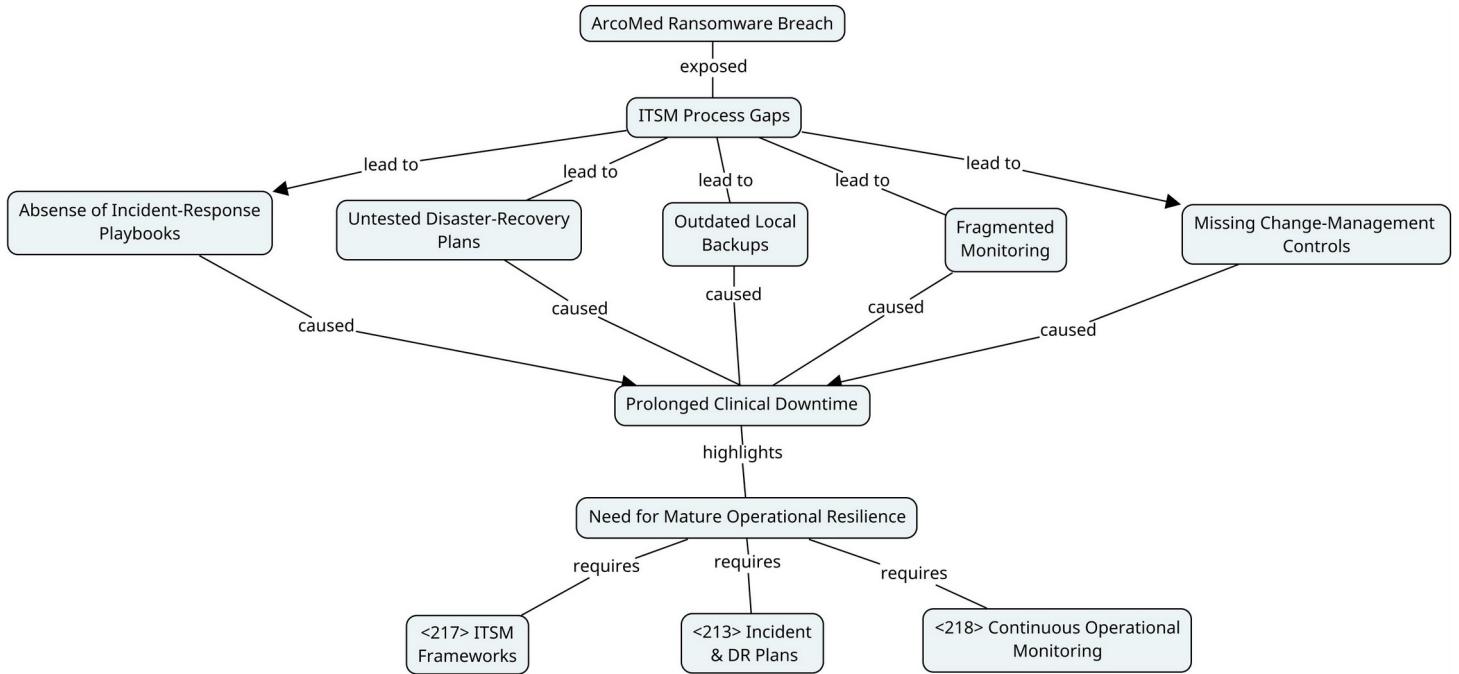


Q2.3: Maersk and the Quiet Catastrophe

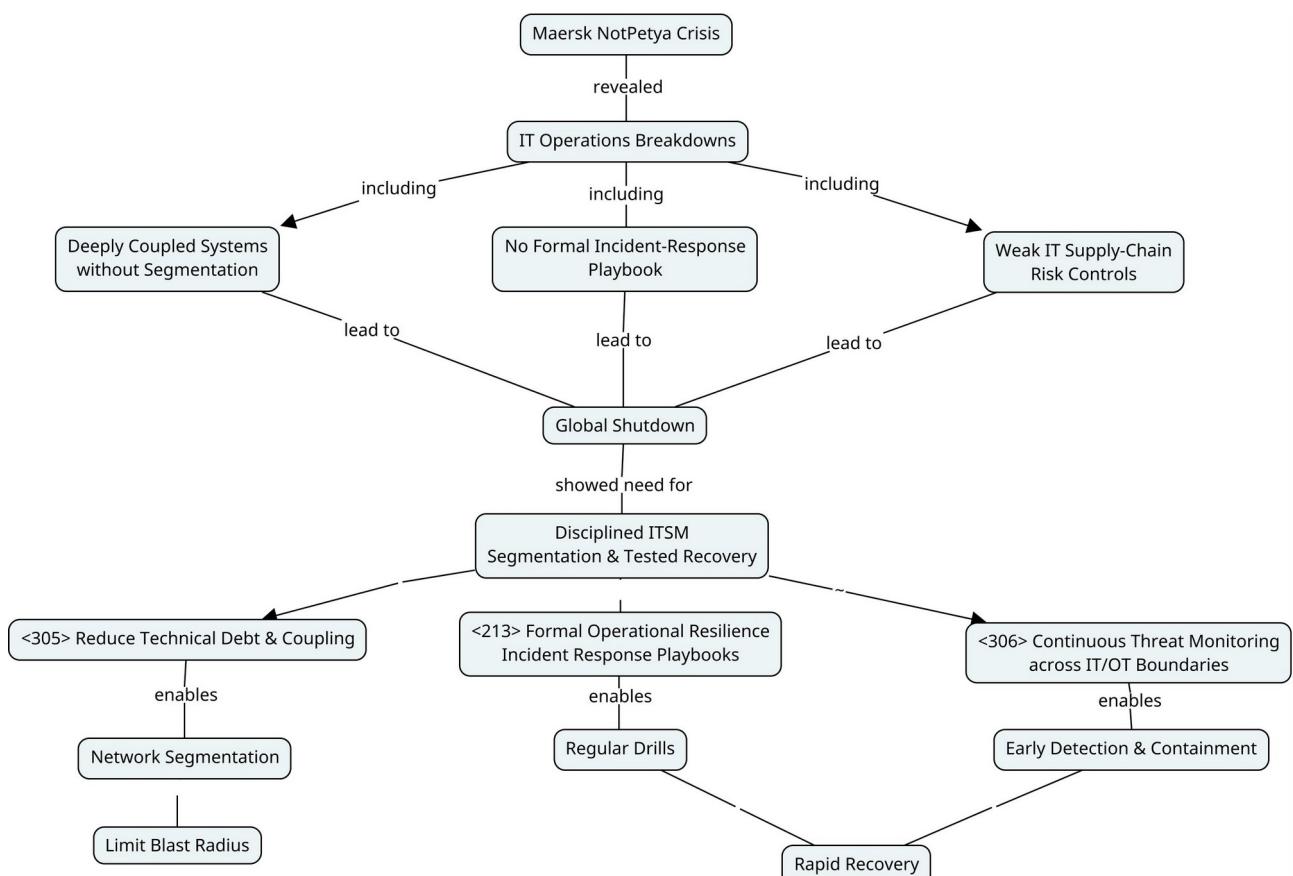


Q1.3 - Concept MAP**Q2.3 - Concept MAP**

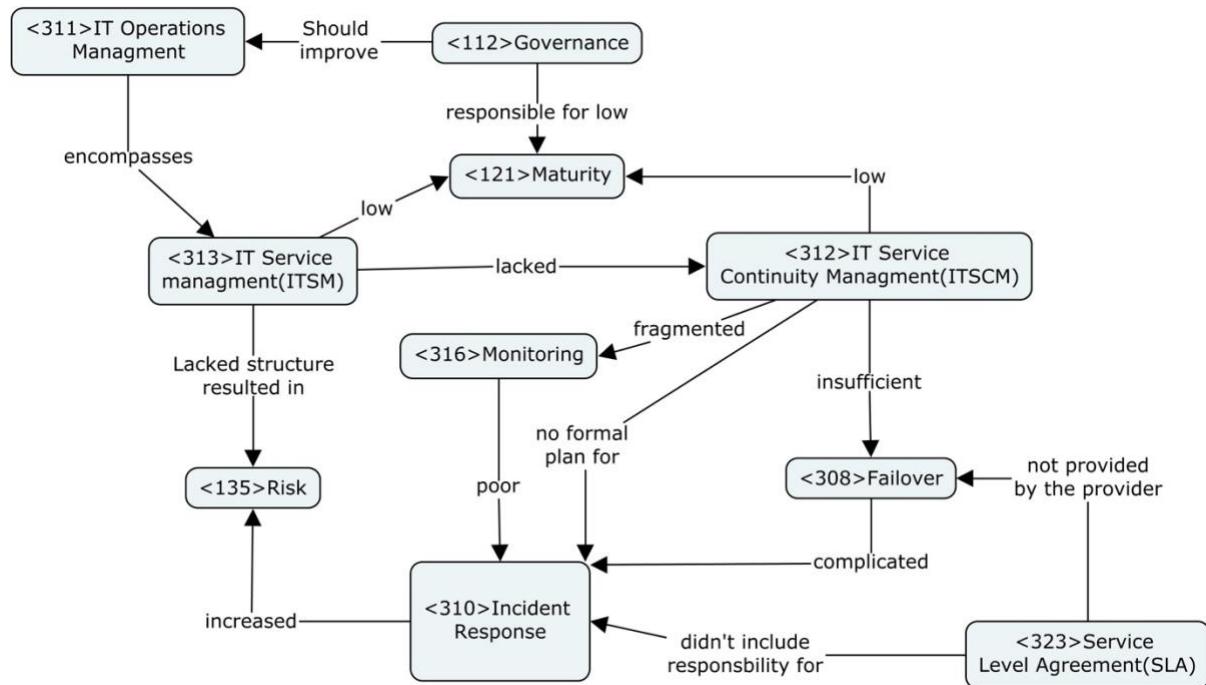
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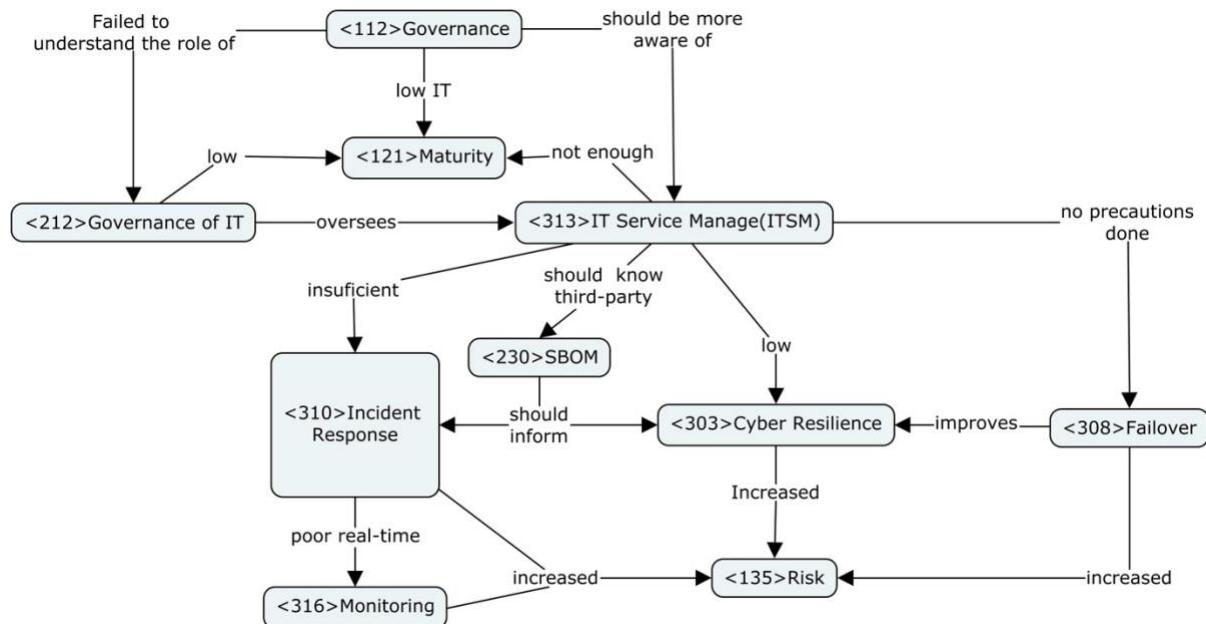
Q2.3



Q1.3. Concept map - Story: ArcoMed ransomware



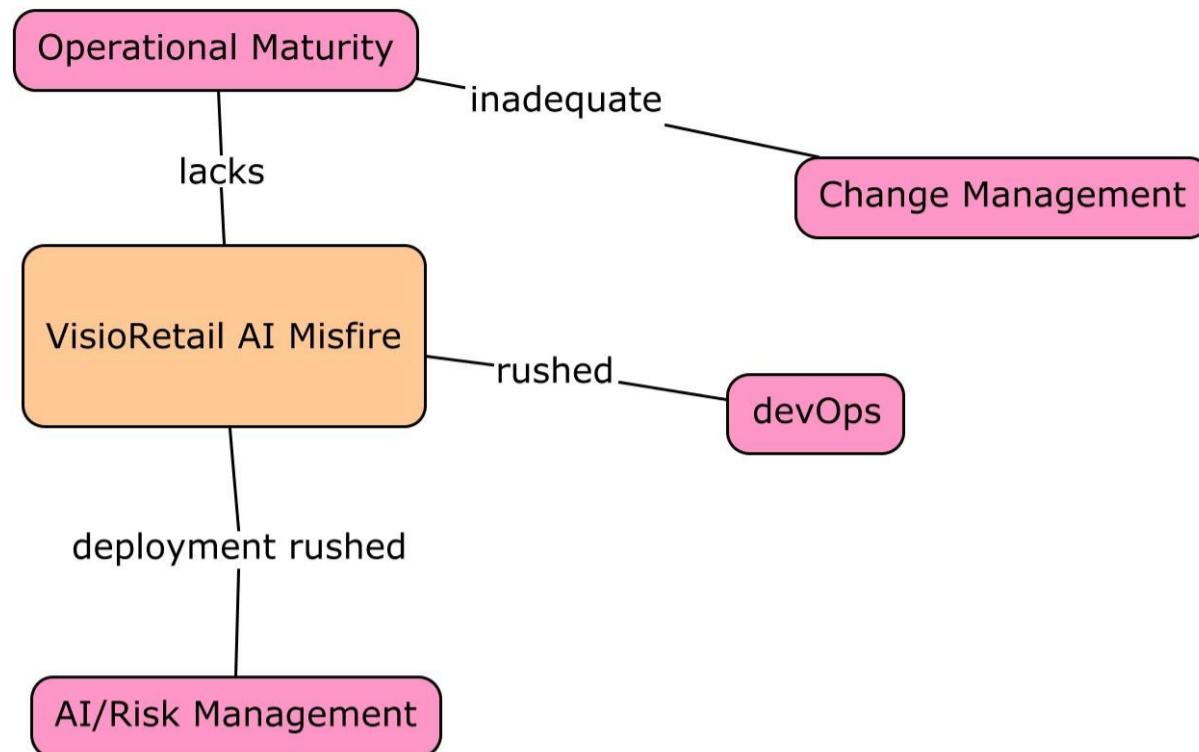
Q2.3. Concept map – Case 1: Maersk and the Quiet Catastrophe



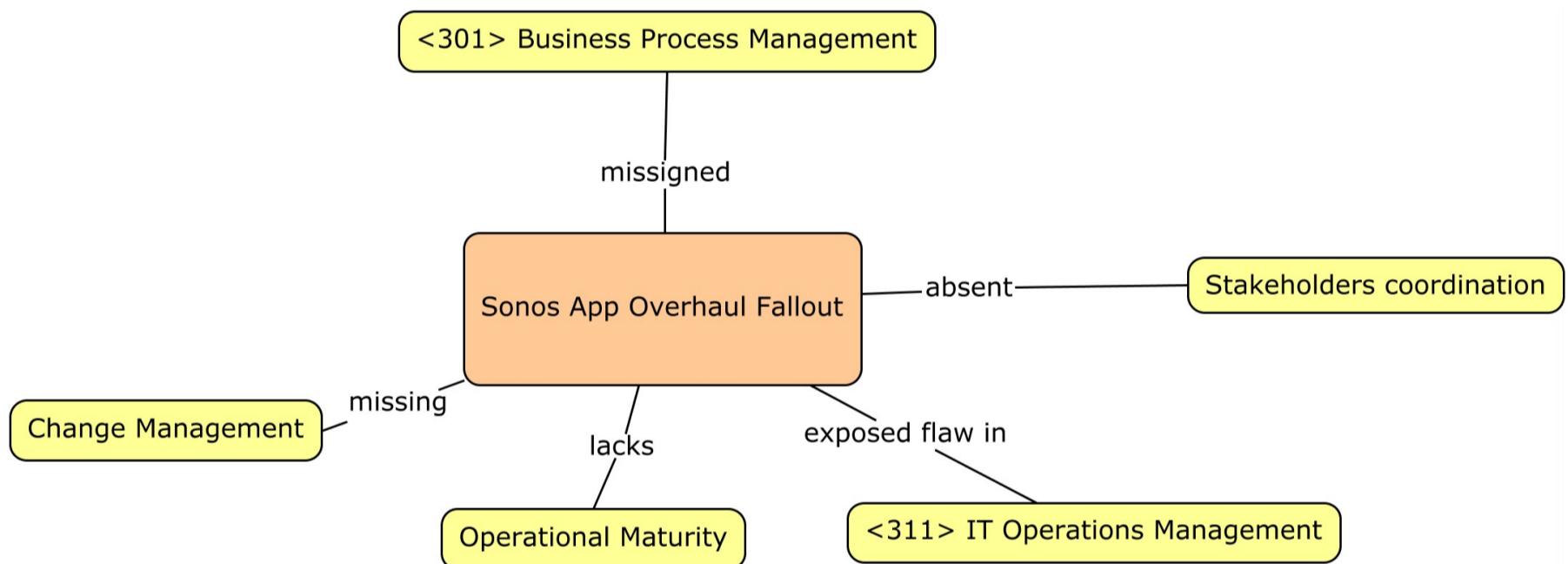
Name: Filipa Araújo

Number: 102878

Concept map for Q1.3



Concept map for Q2.3



Operational Maturity

This concept refers to the organisation's ability to consistently perform operations with structure, resilience, and continuous improvement.

Change Management

The structured process of planning, approving, implementing, and reviewing changes in IT systems or services to minimise risk and ensure service continuity.

DevOps

A practice that integrates software development and IT operations to shorten development cycles, increase deployment frequency, and improve service reliability.

AI/Risk Management

The process of identifying, assessing, and mitigating risks that may impact operations, services, or compliance. The "AI" prefix refers to context but the applicable glossary term is Risk Management.

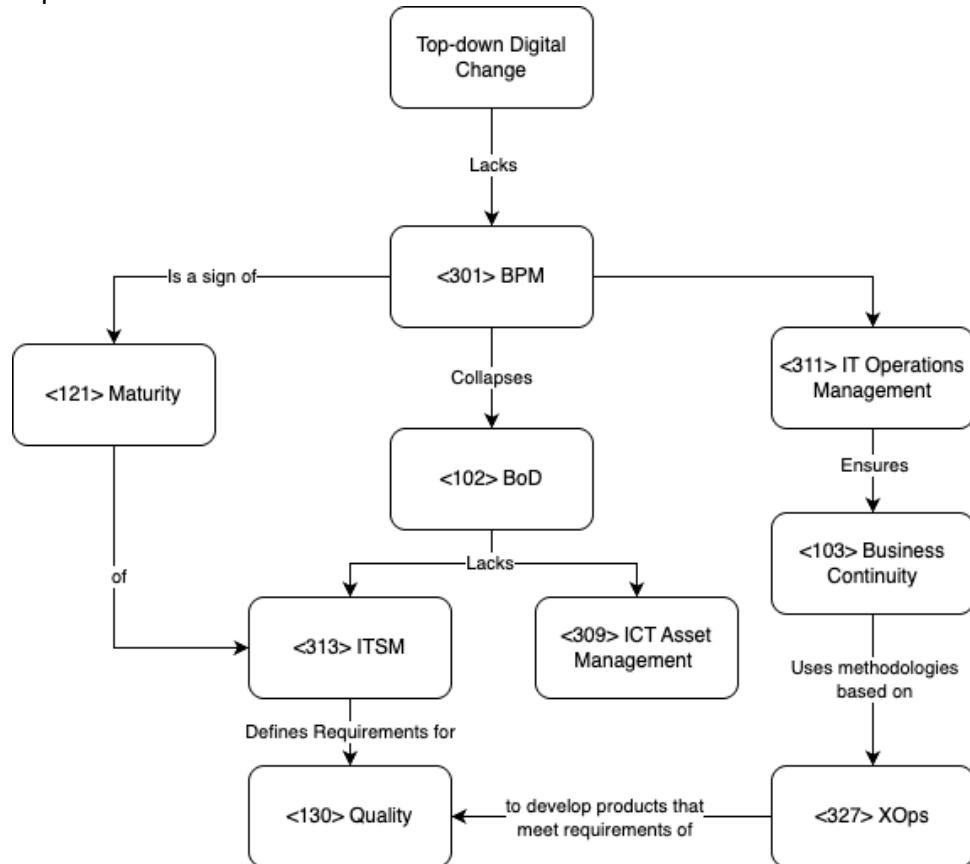
Stakeholders coordination

Refers to identifying, engaging, and aligning stakeholders in the context of IT systems to ensure that expectations, requirements, and impacts are managed throughout project or service lifecycles.

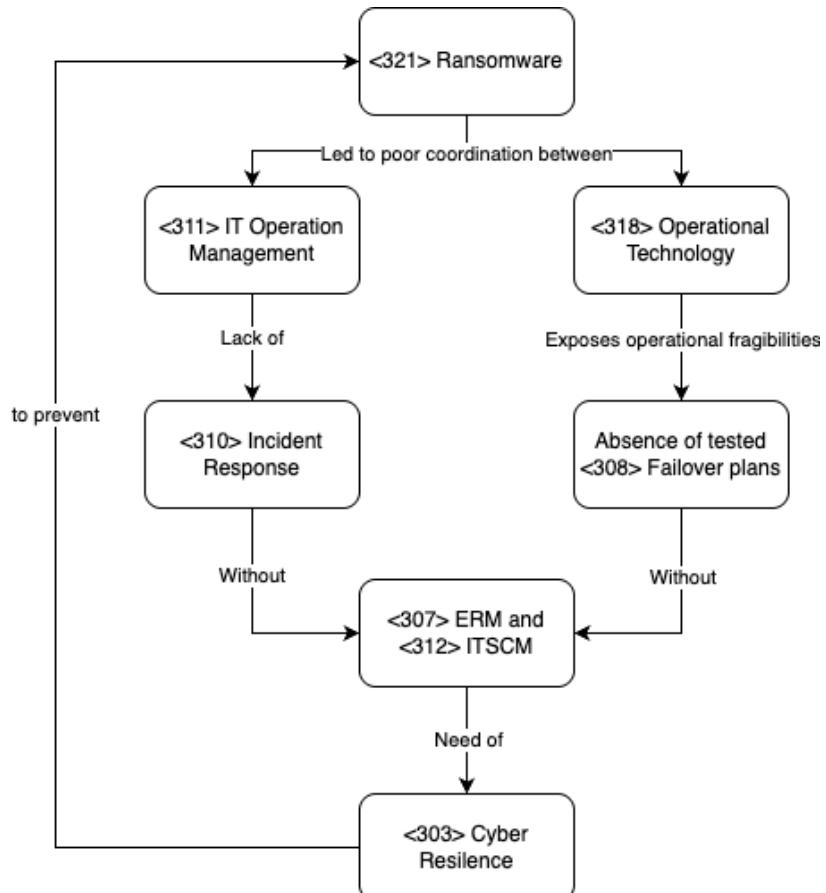
Essay 3

Student Number and Name: 102879 – António Silva

Q1.3 - Concept Map

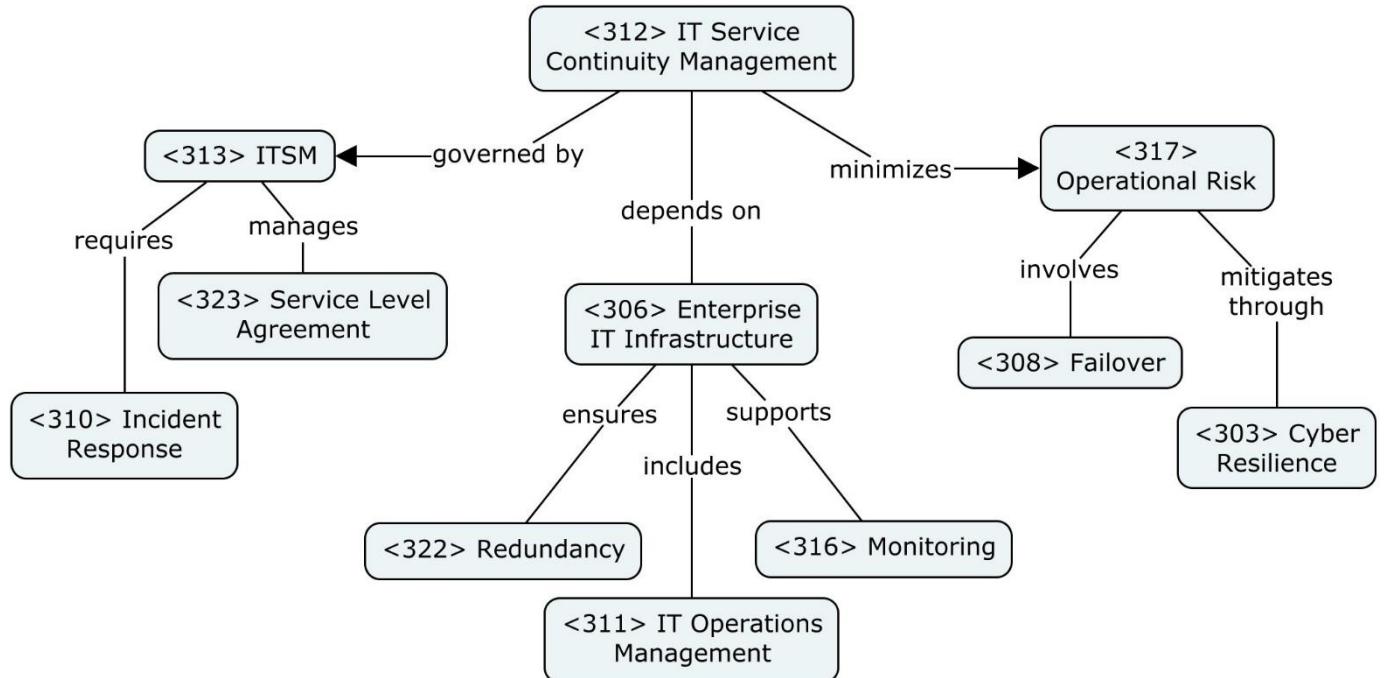


Q2.3 – Concept Map



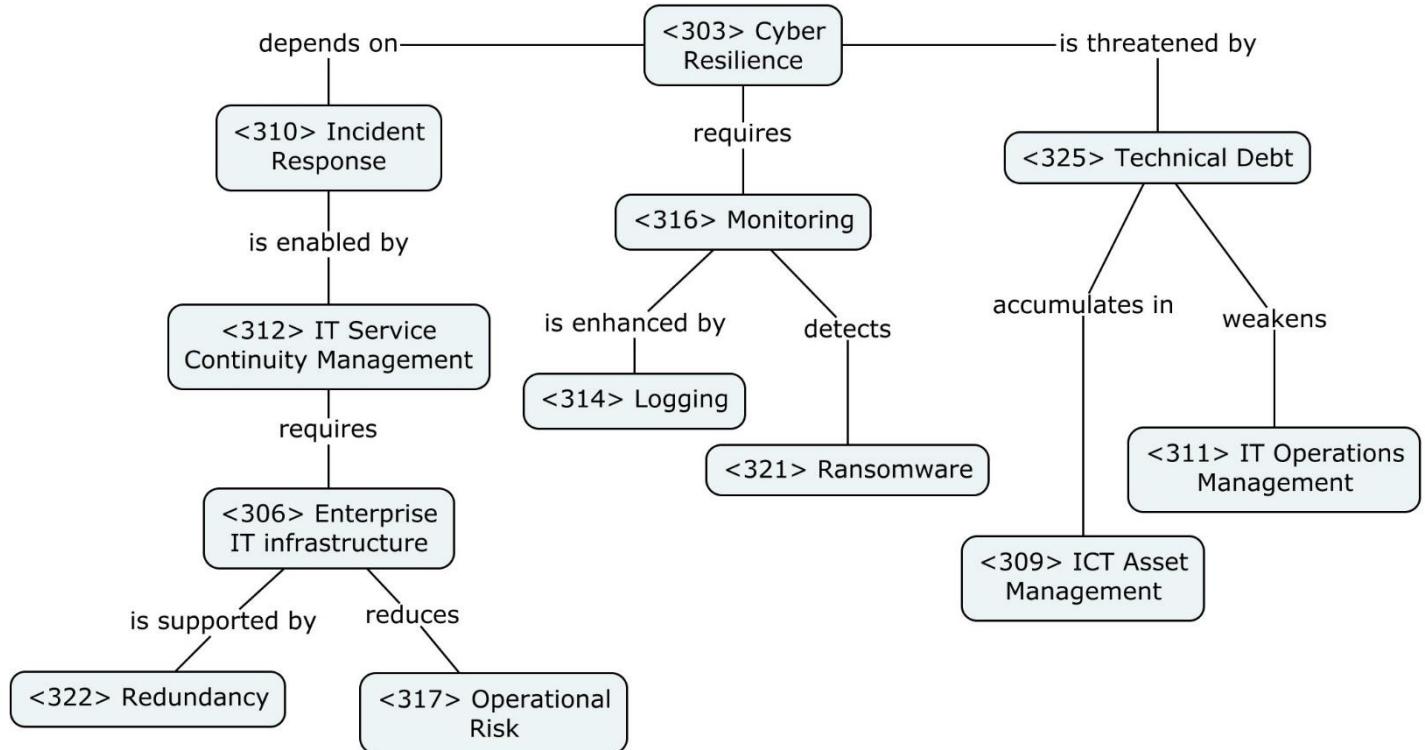
Q1.3

Story: 2.2. ArcoMed cloud migration

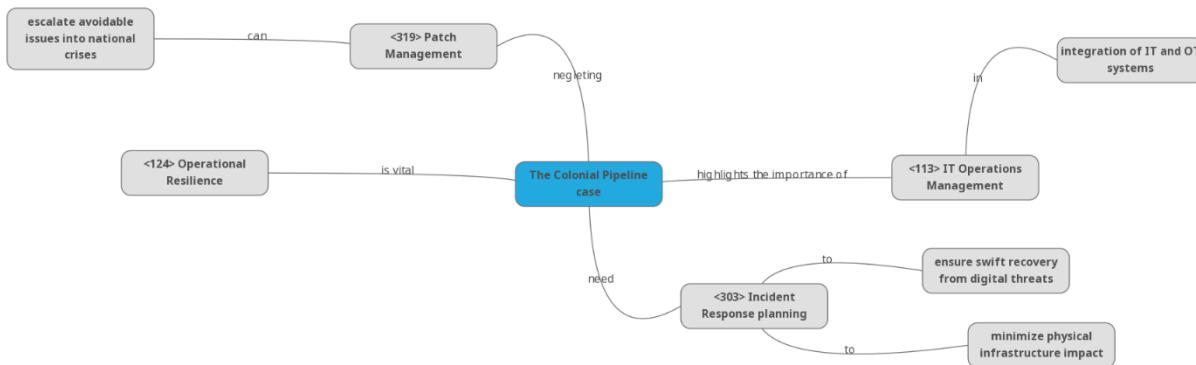
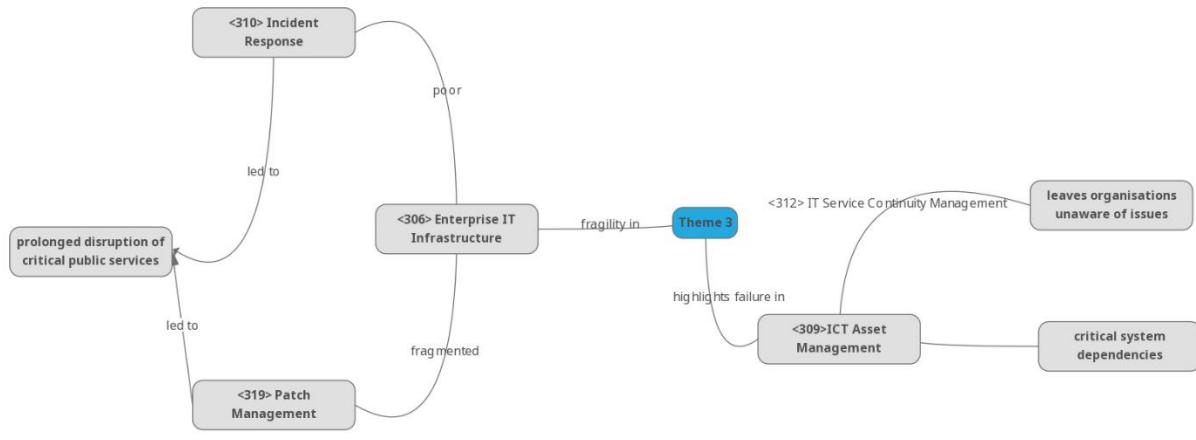


Q2.3

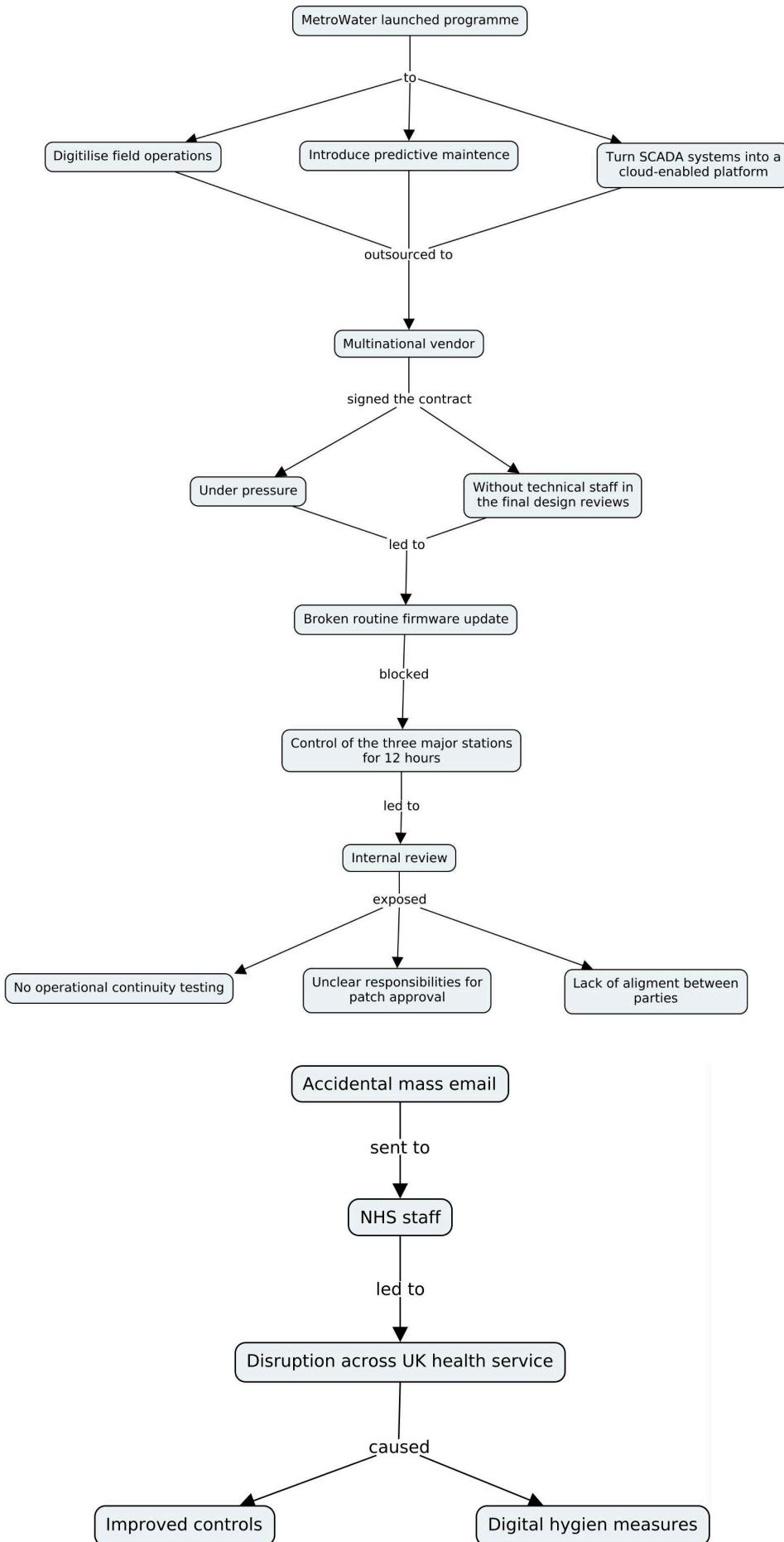
Case: <1> Maersk and the Quiet Catastrophe



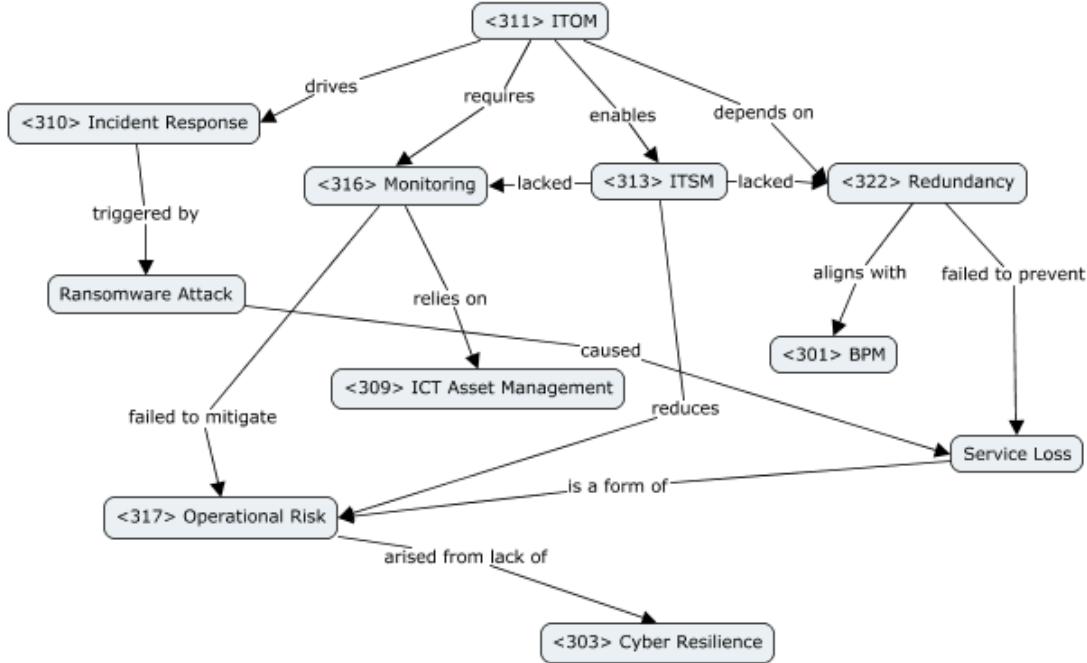
Ist1102938 Francisco Fortunato



102948 - Alexandre Duarte



Q1.3: Story 2.3 - ArcoMed ransomware

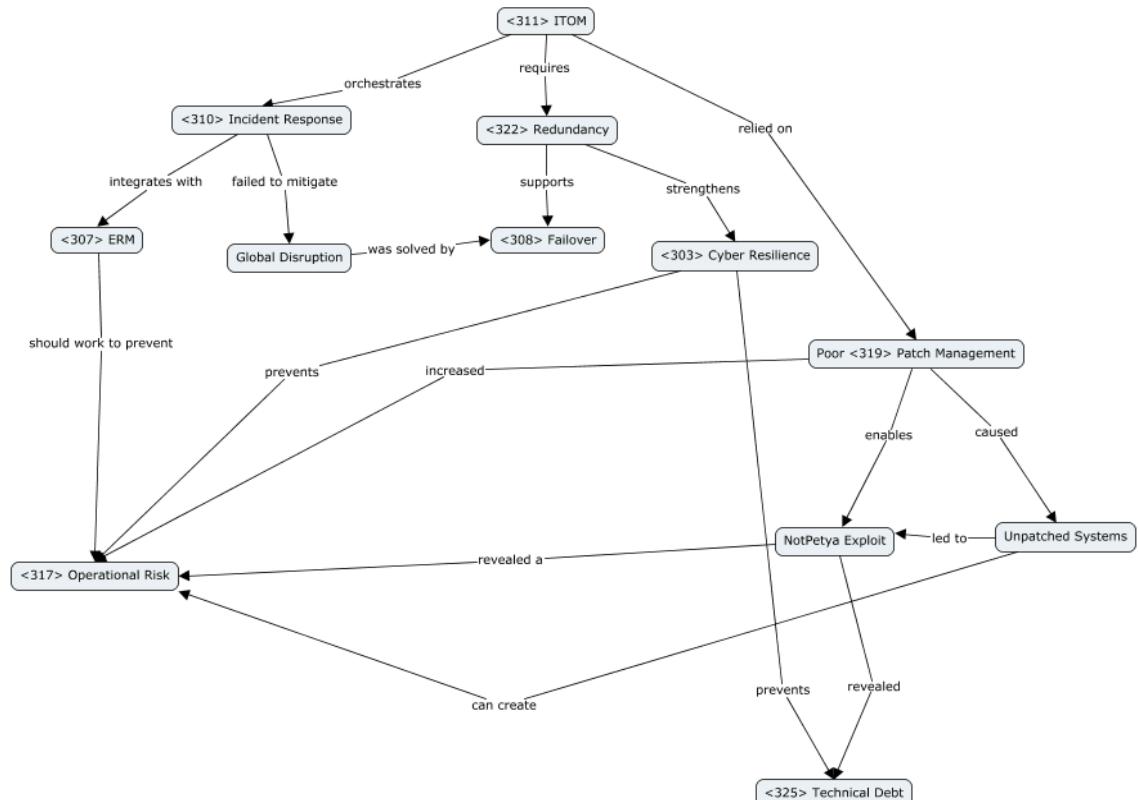


Q2.3: <1>Maersk and the Quiet Catastrophe

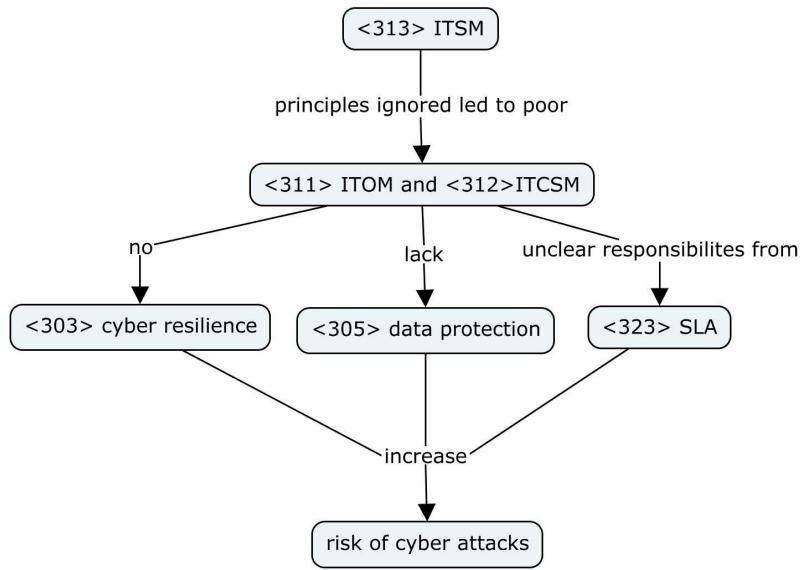
Unpatched Systems: Software vulnerabilities due to missing updates.

NotPetya Exploit: Malicious attack leveraging system weaknesses.

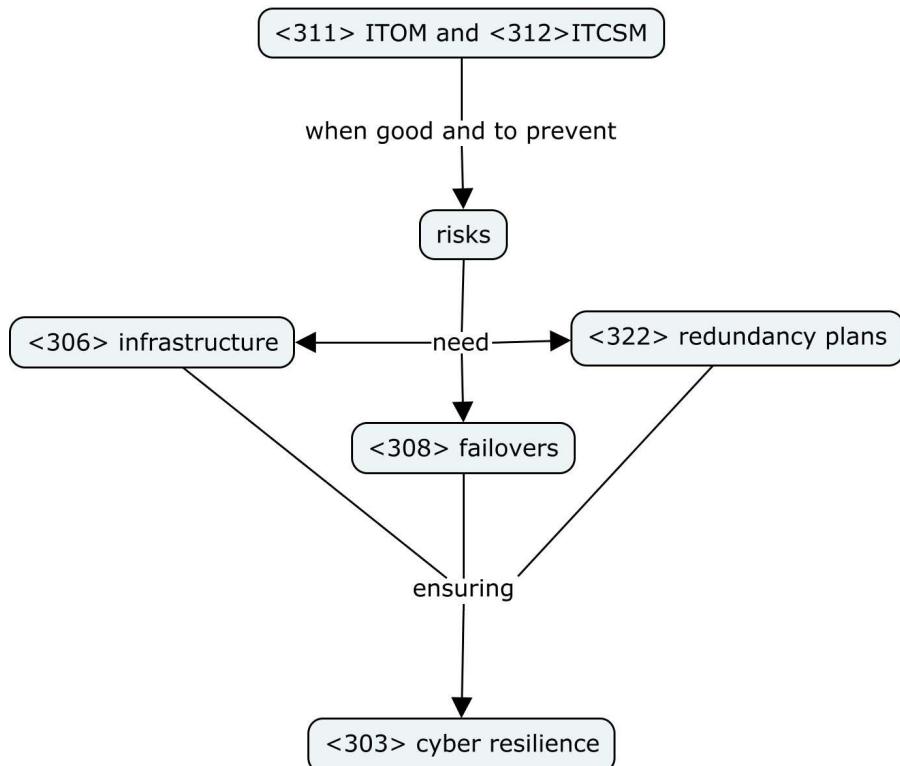
Global Disruption: Widespread operational halt from cyberattack.



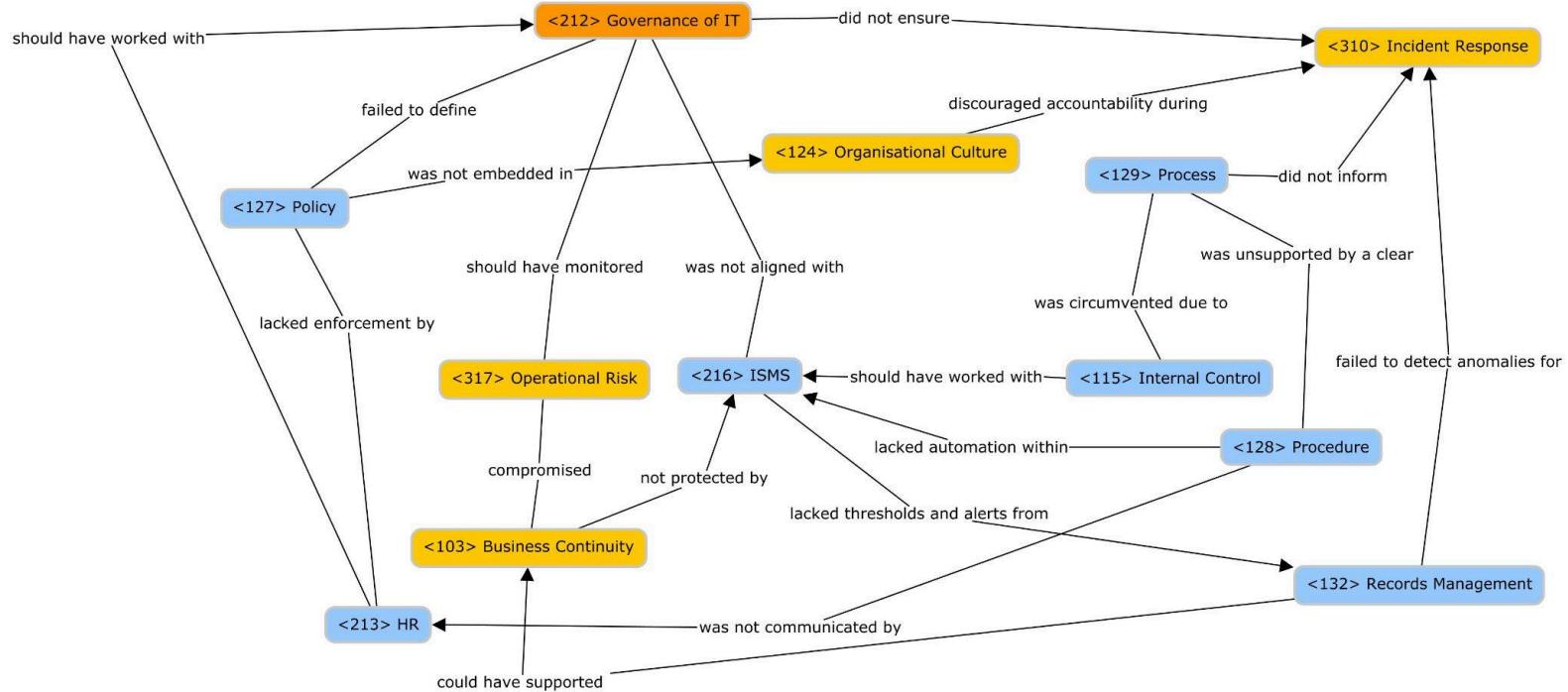
Q1.3



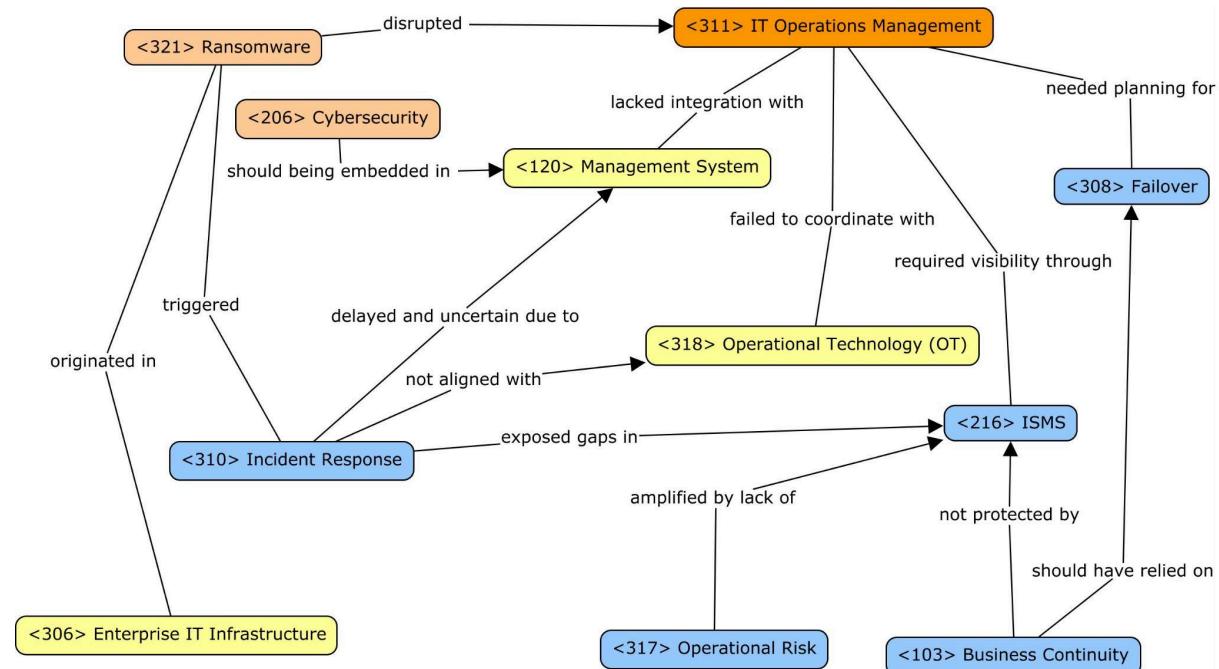
Q2.3



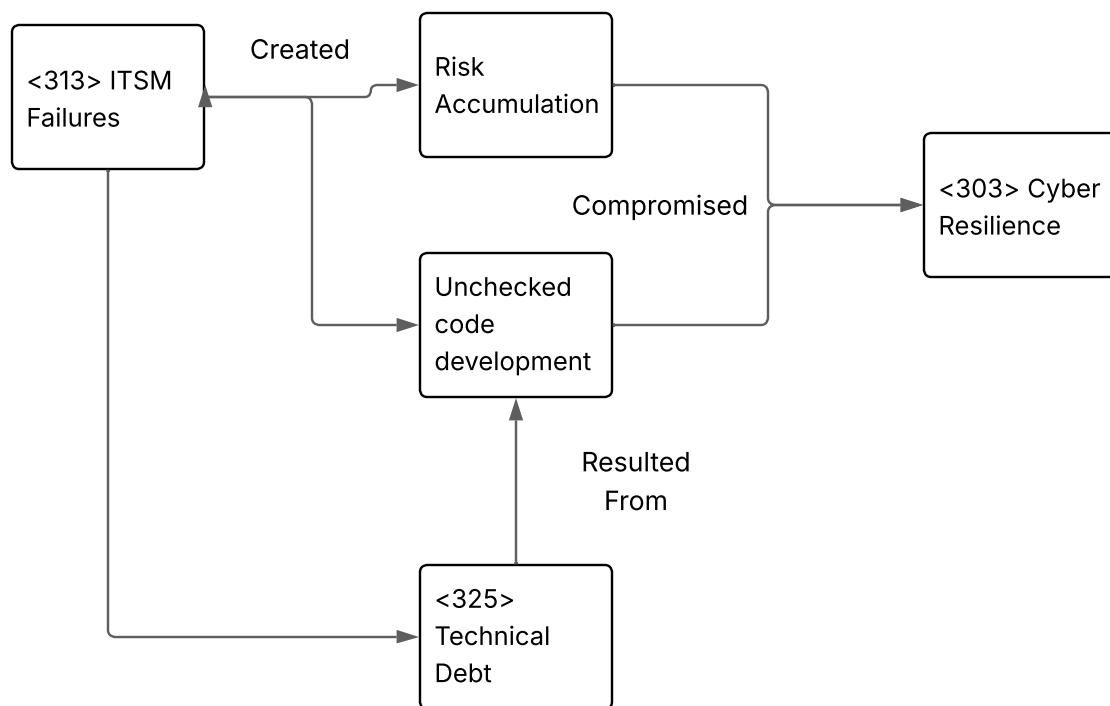
Q1.3 ArcoMed ransomware

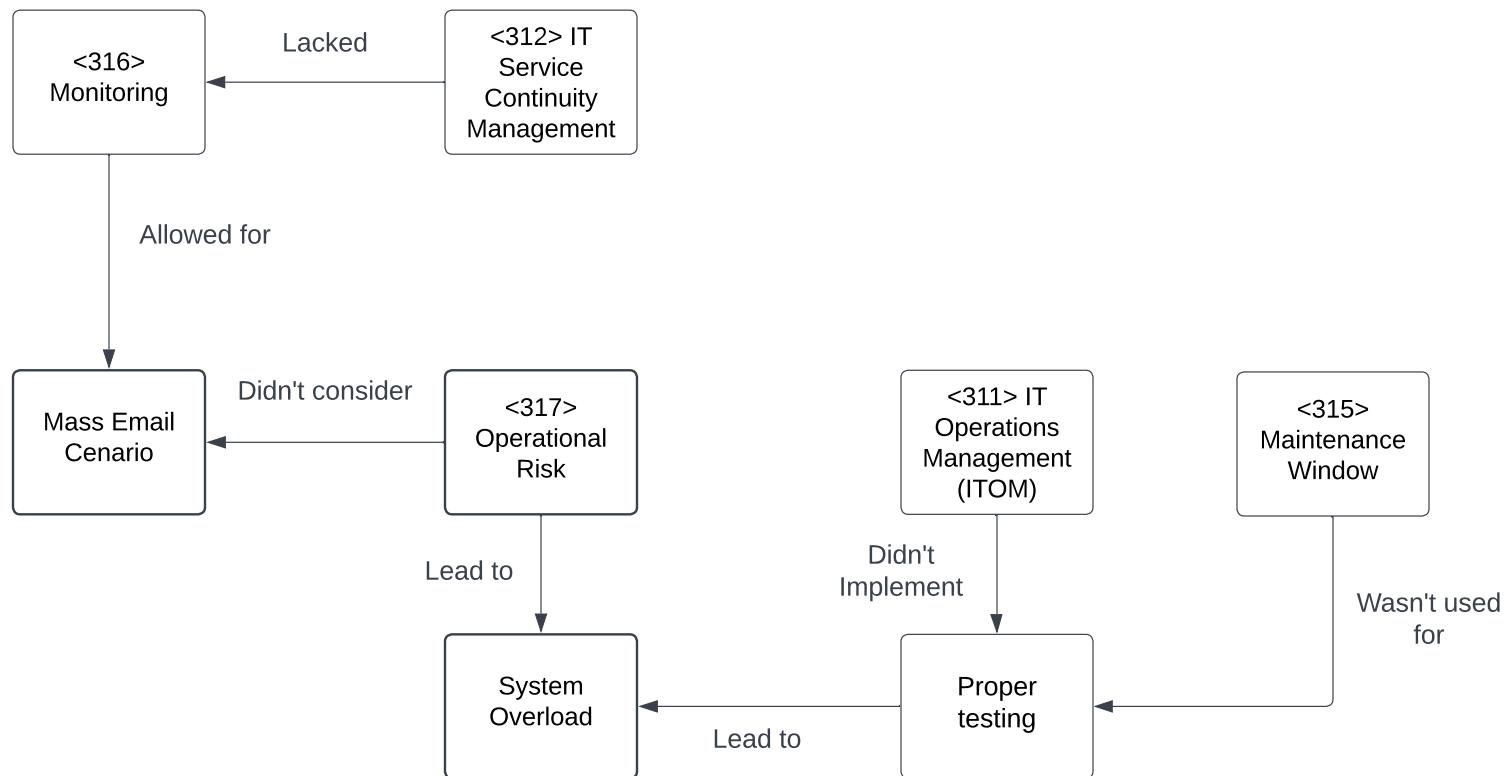


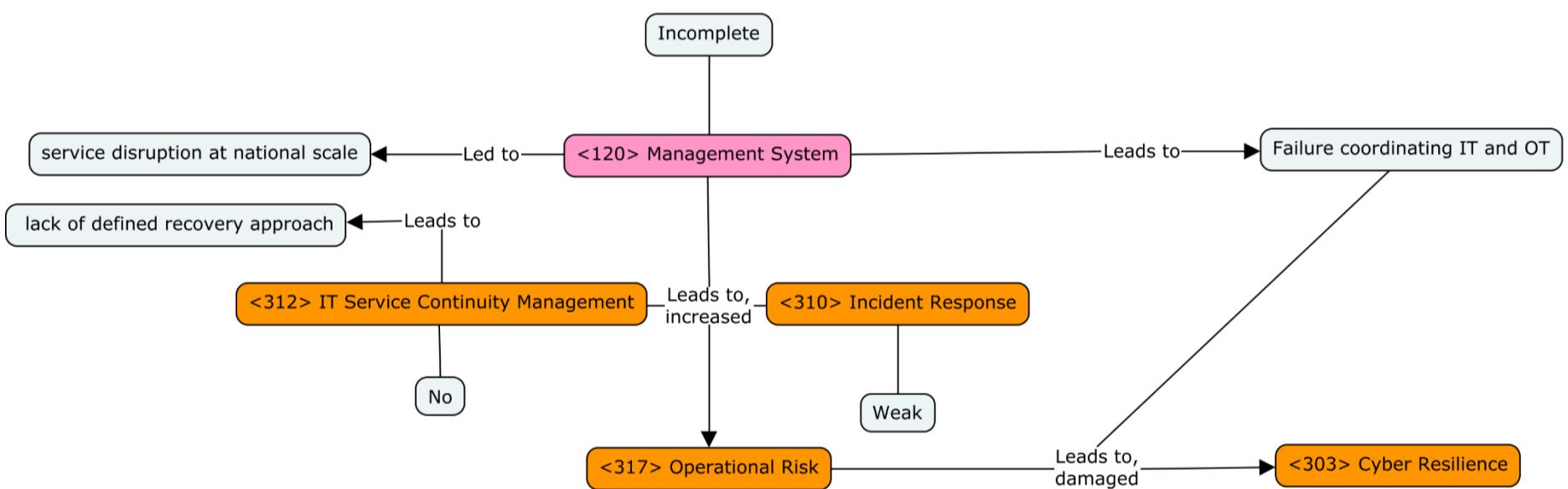
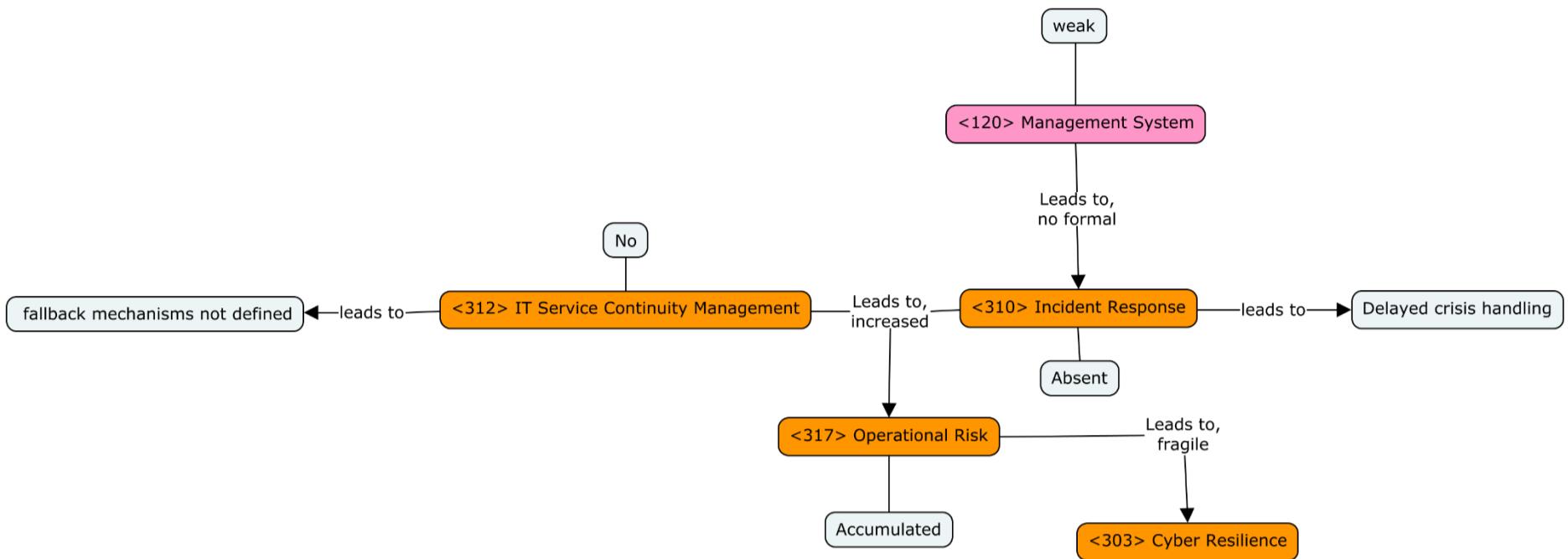
Q2.3 Colonial Pipeline and the Long Weekend (2021)

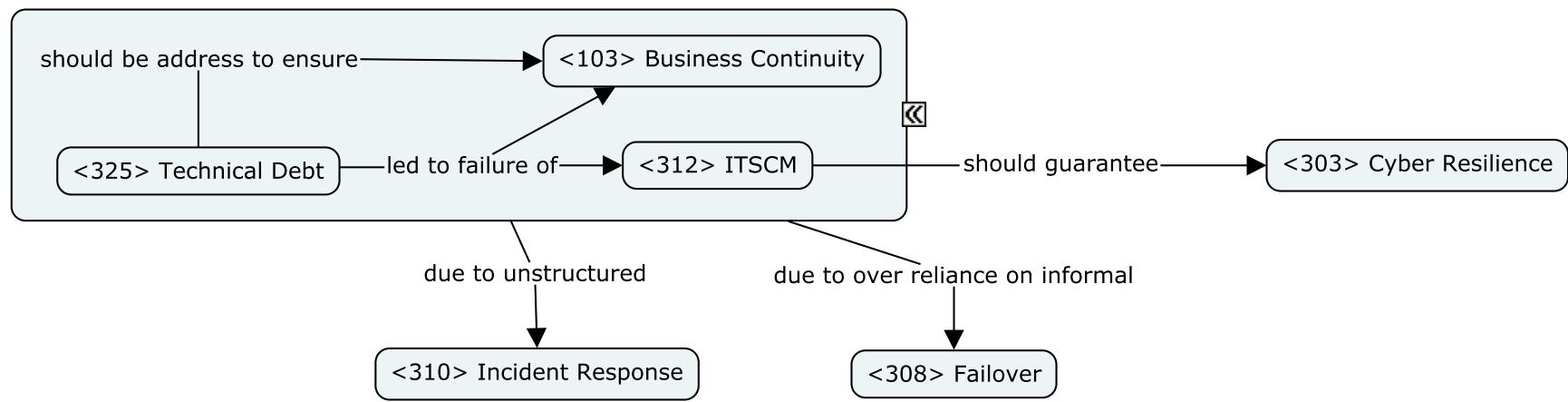
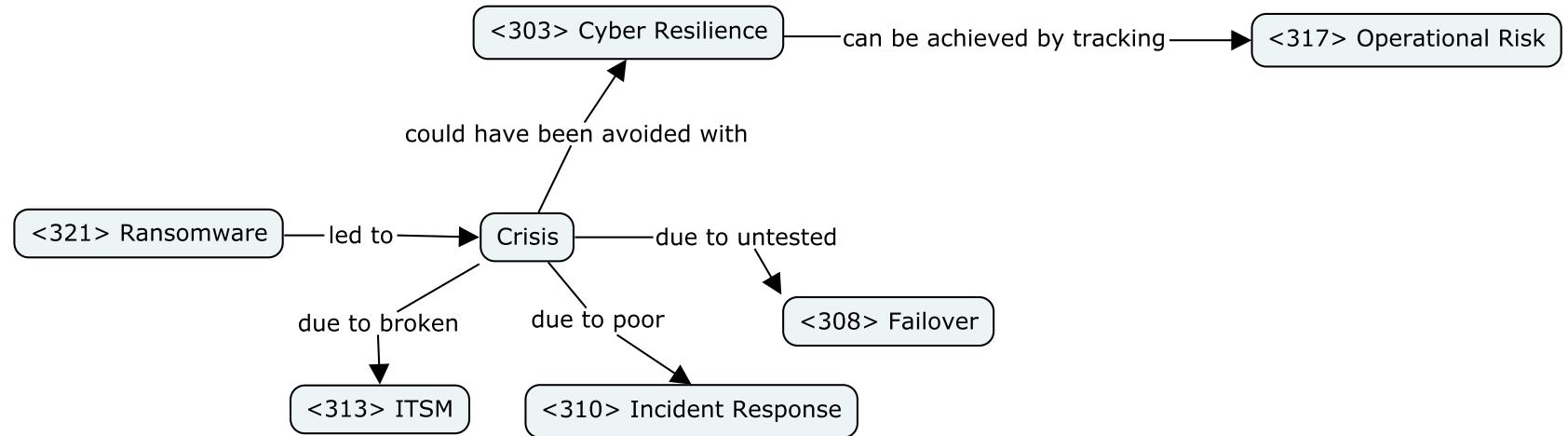


103172
André
Borges

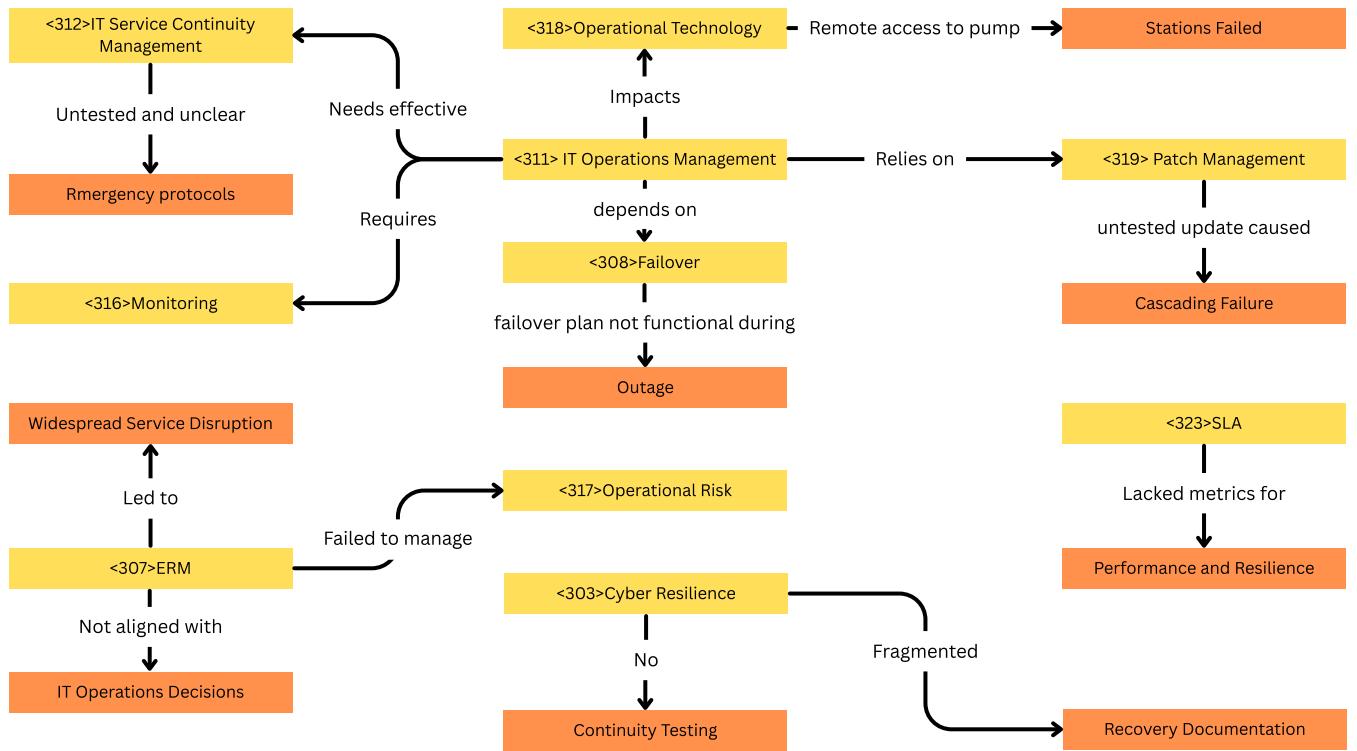




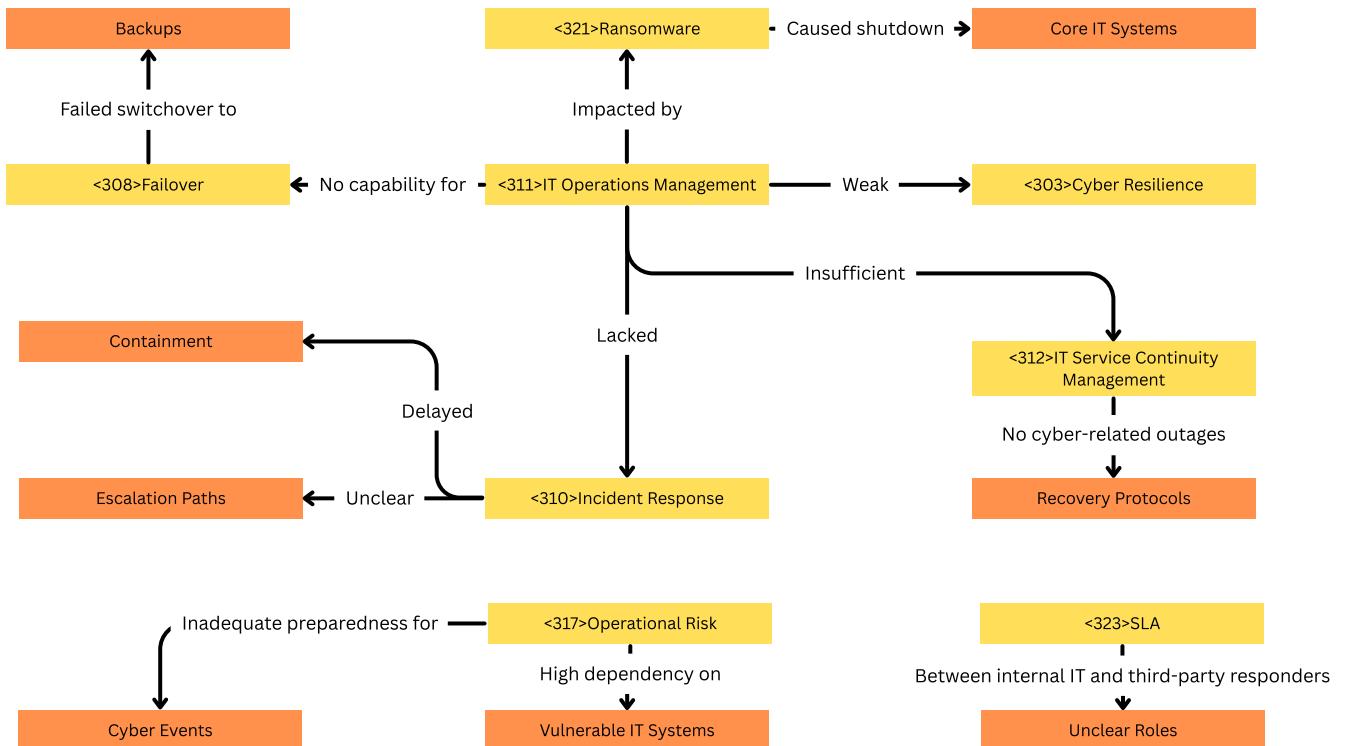




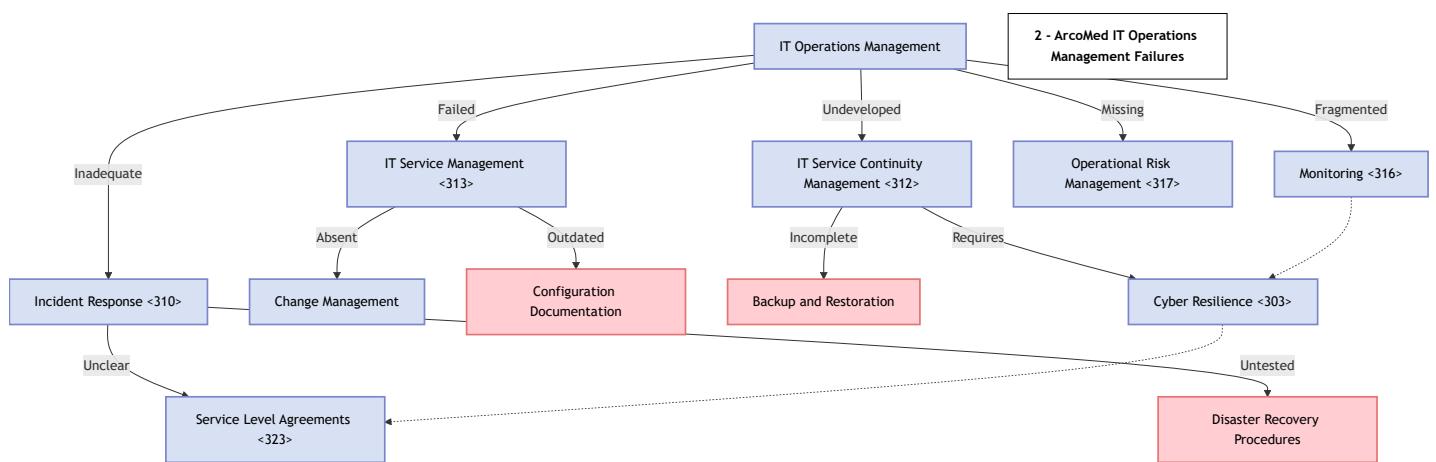
MetroWater Access Denied



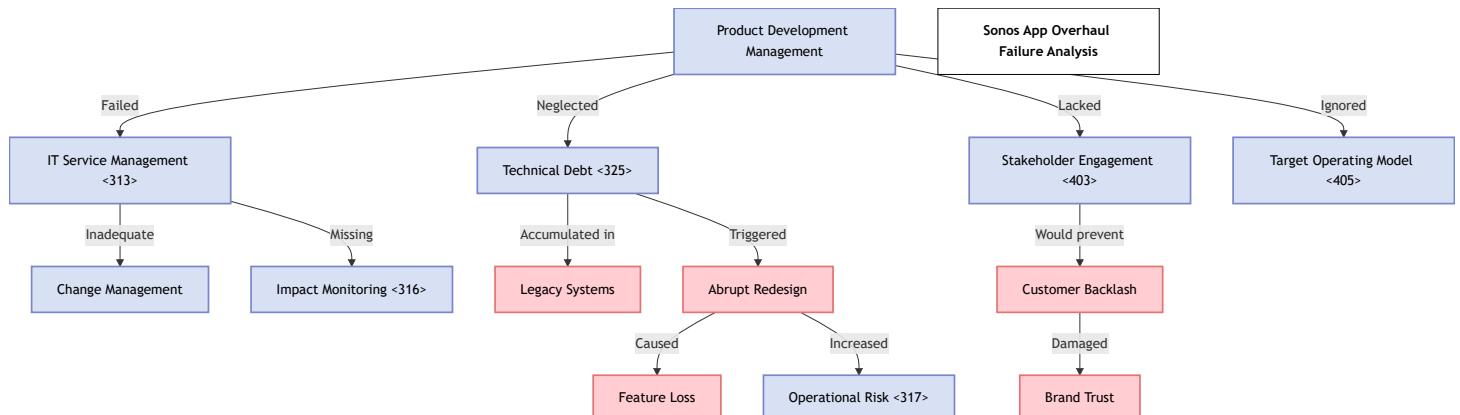
Colonial Pipeline and the Long Weekend



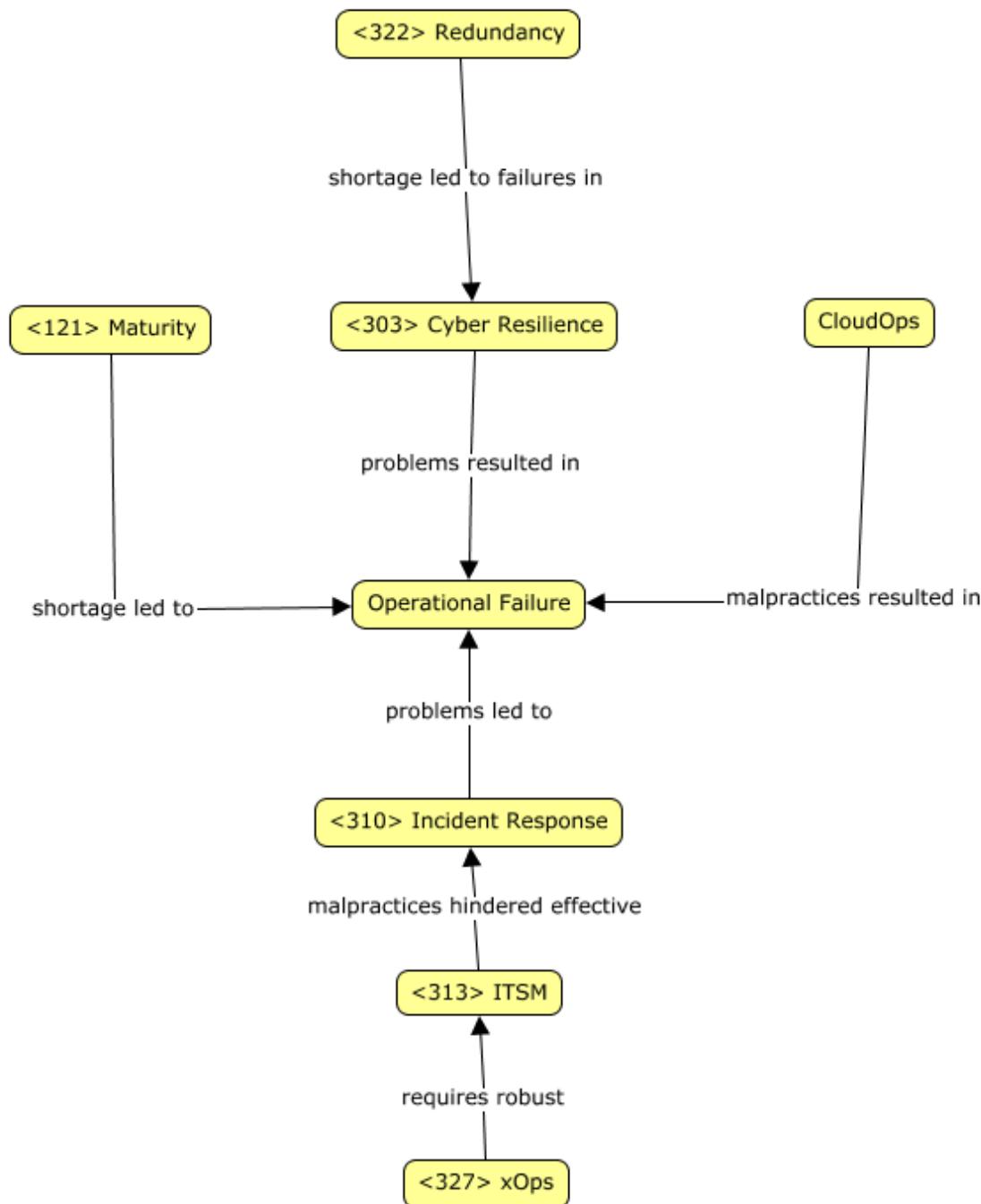
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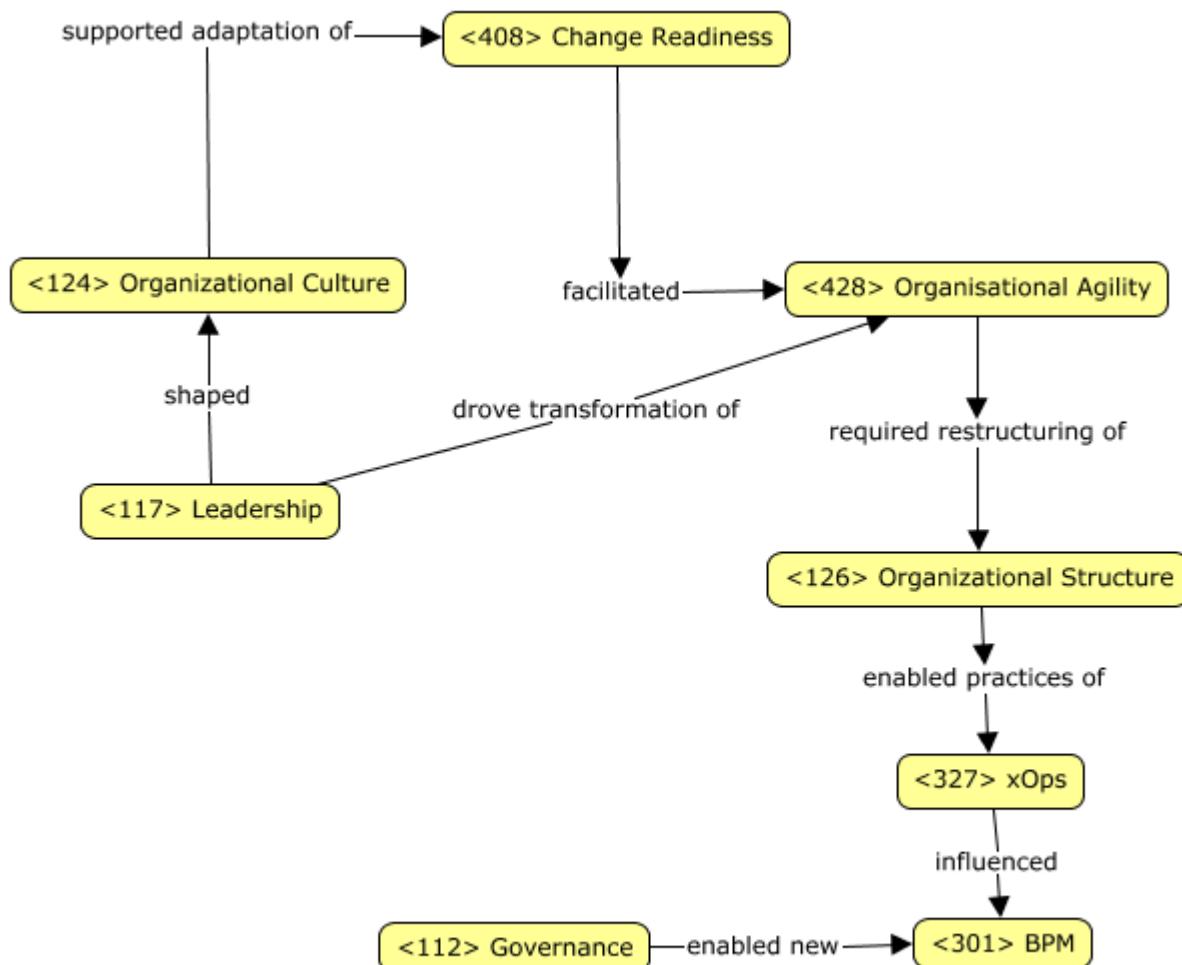
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Q 1.3

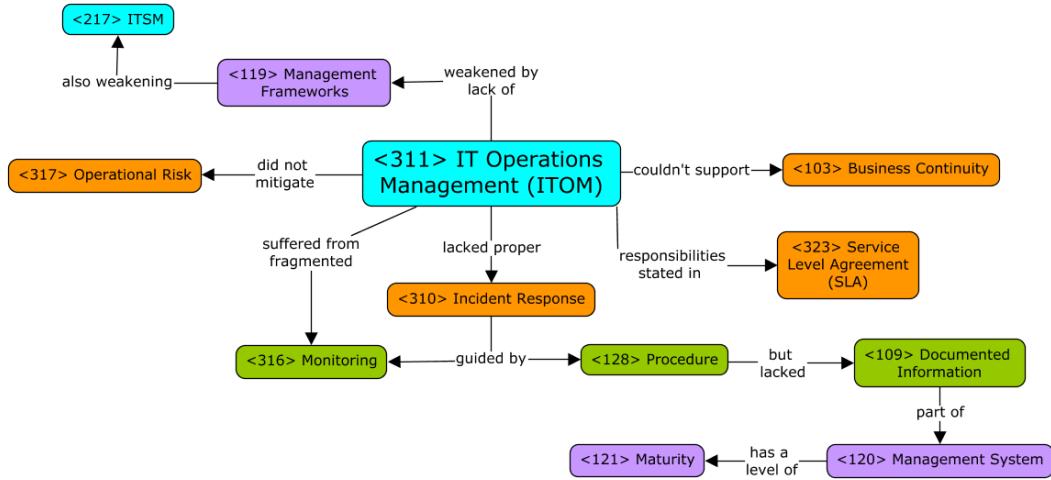


Q 2.3



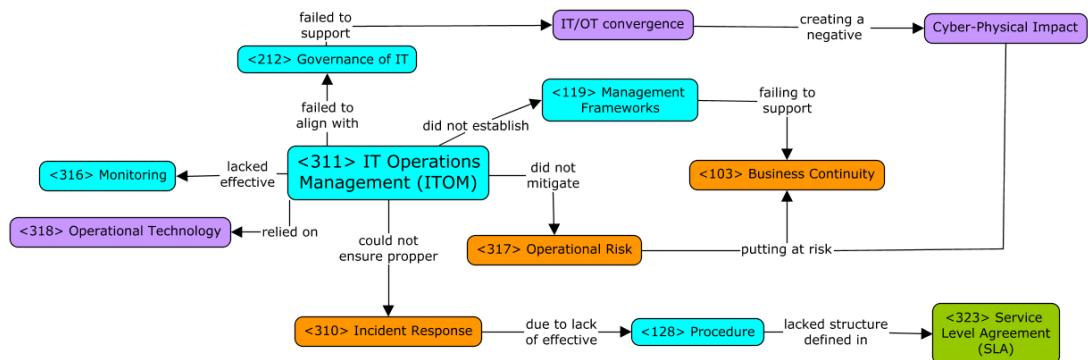
Story 2.3: ArchoMed Ransomware:

Q1.3 – Concept Map:



Case: Colonial Pipeline and the Long Weekend

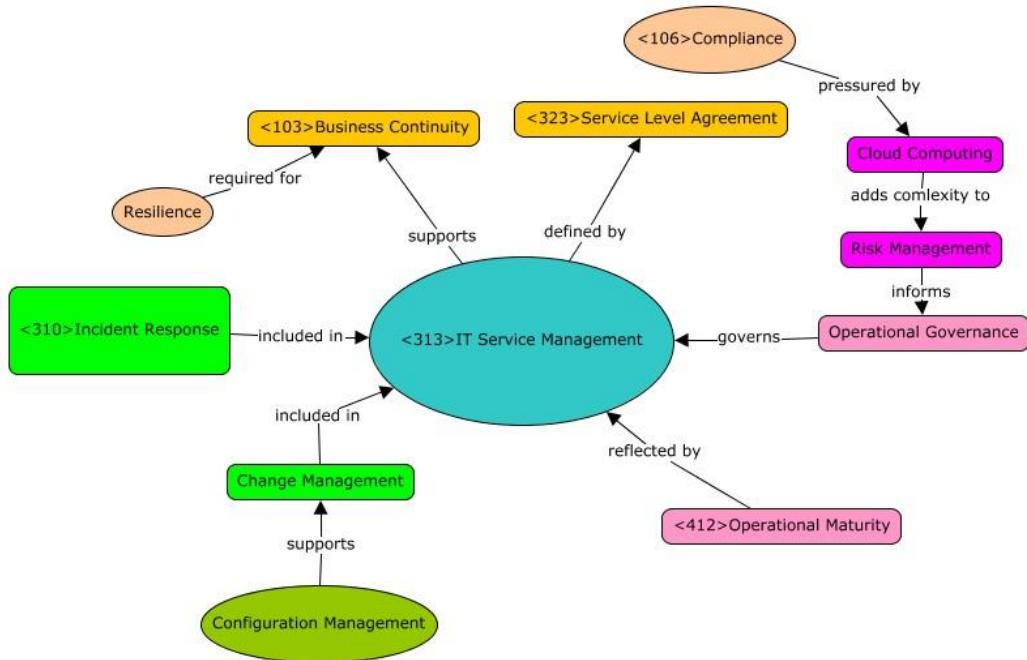
Q2.3: Concept Map:



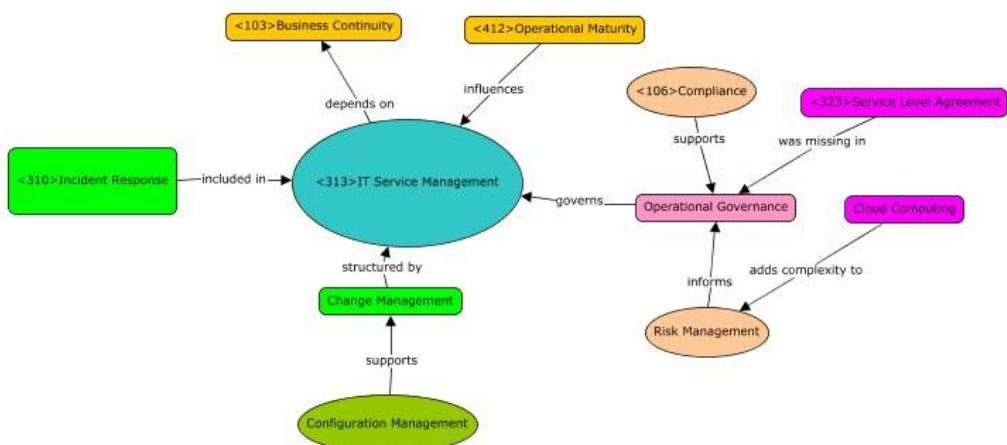
- **IT/OT convergence:** Unification of digital and physical operations with common governance.
- **Cyber-physical Impact:** Real-world consequences resulting from a digital or IT system incident.

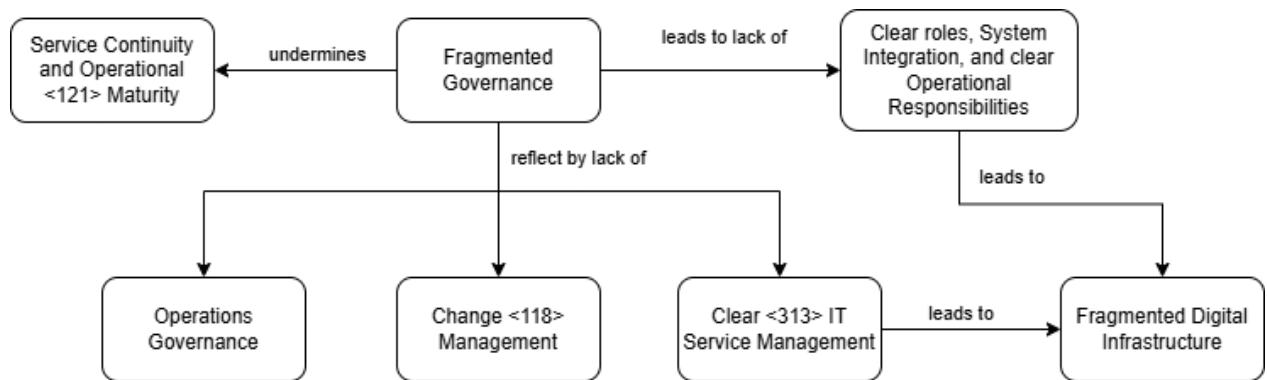
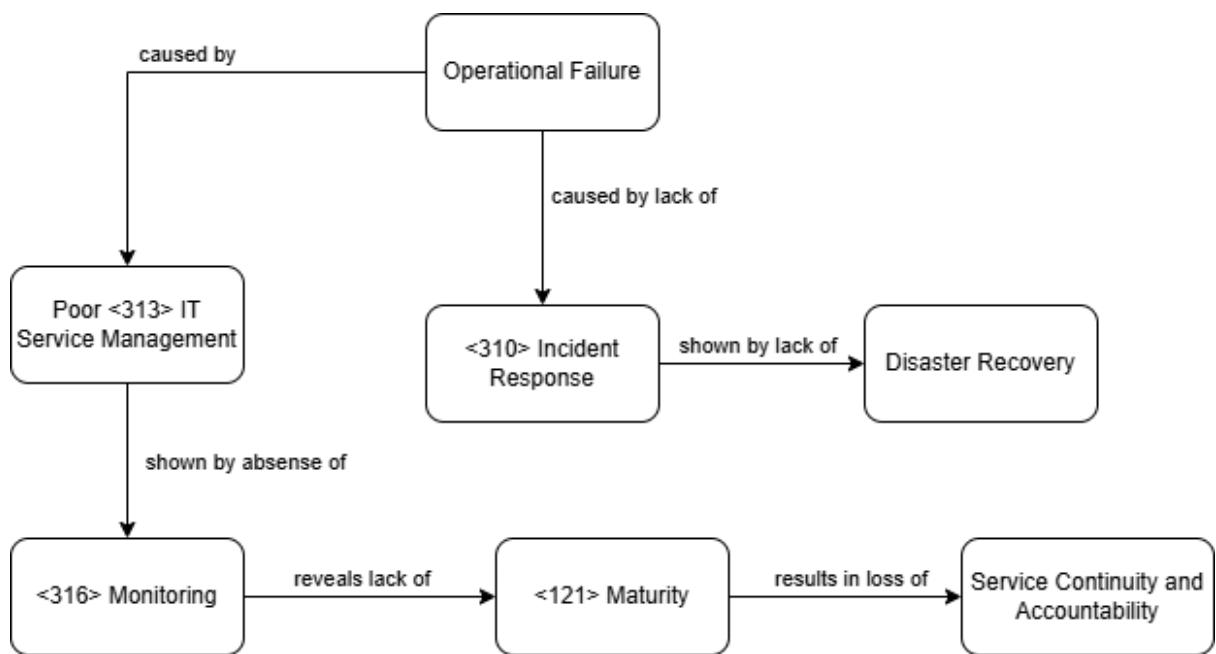
Carlos Silva 103264

Q1.3



Q2.3

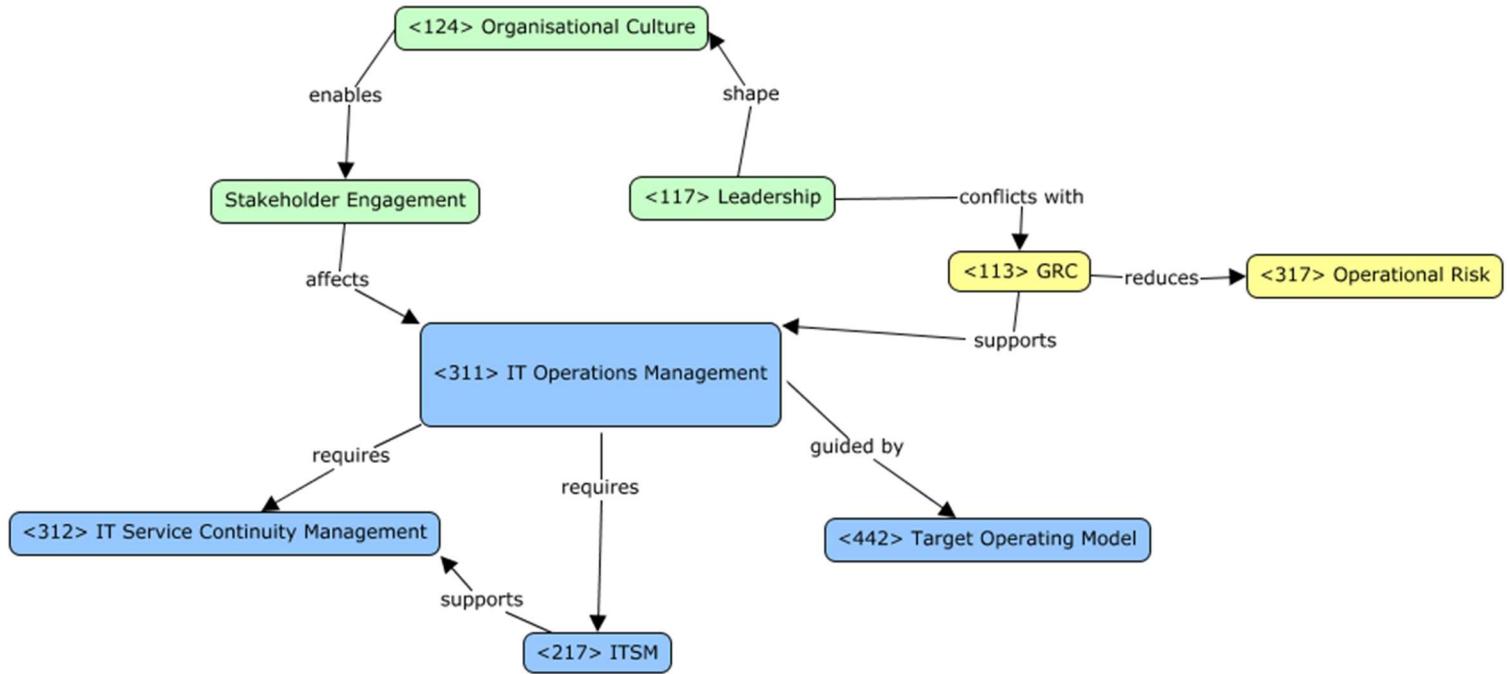




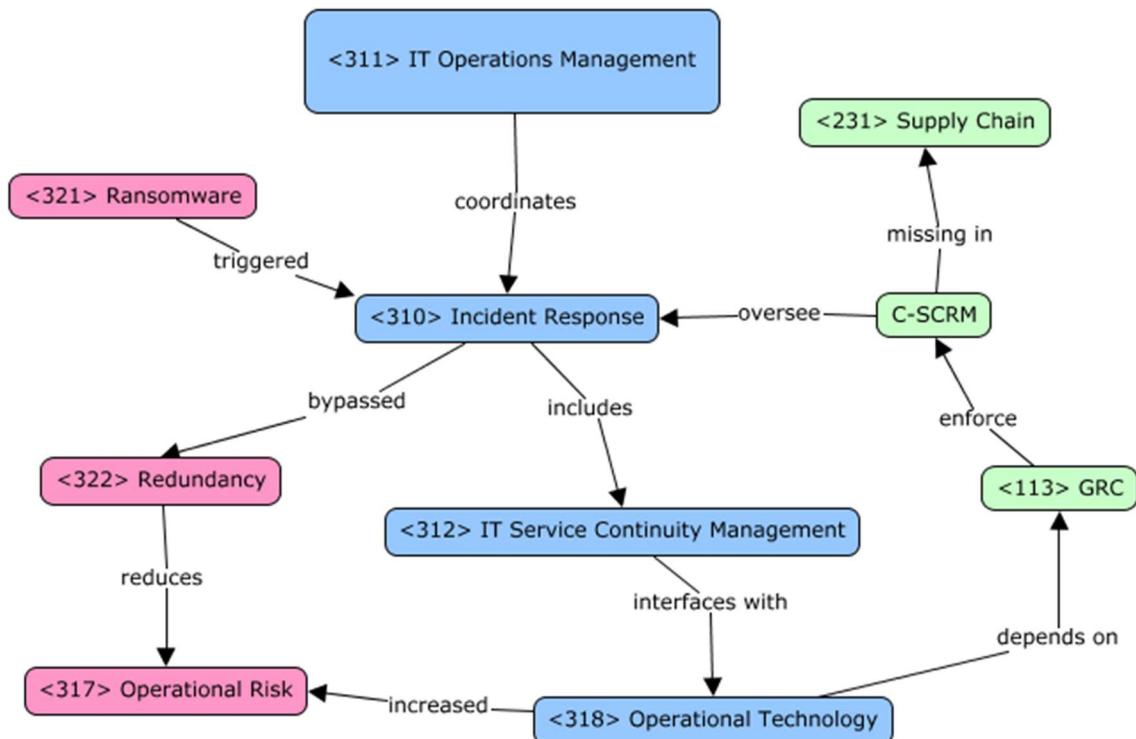
Theme 3

IT Operations Management

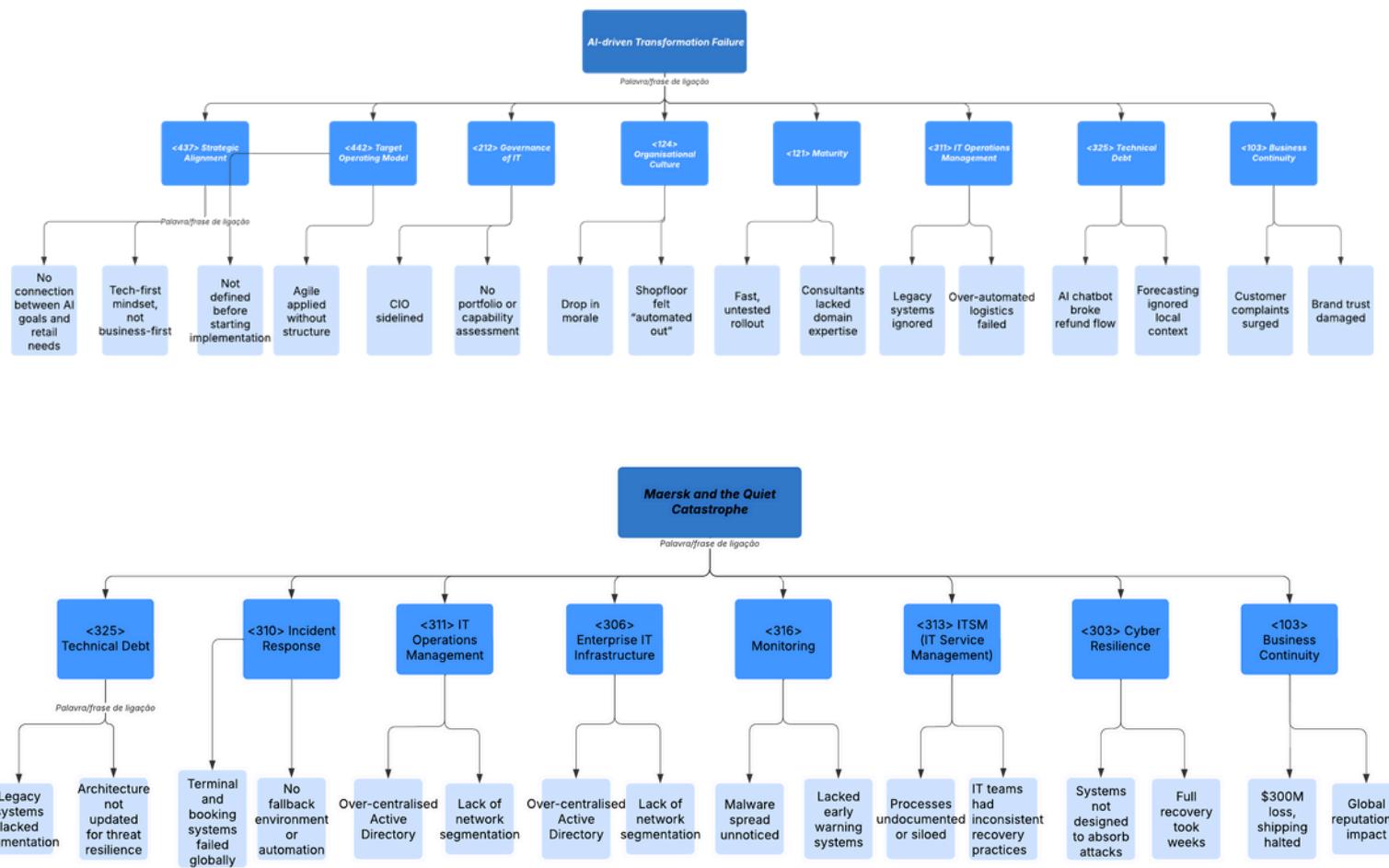
Q1.3 – Concept MAP - 2.4 VisioRetail AI Misfire



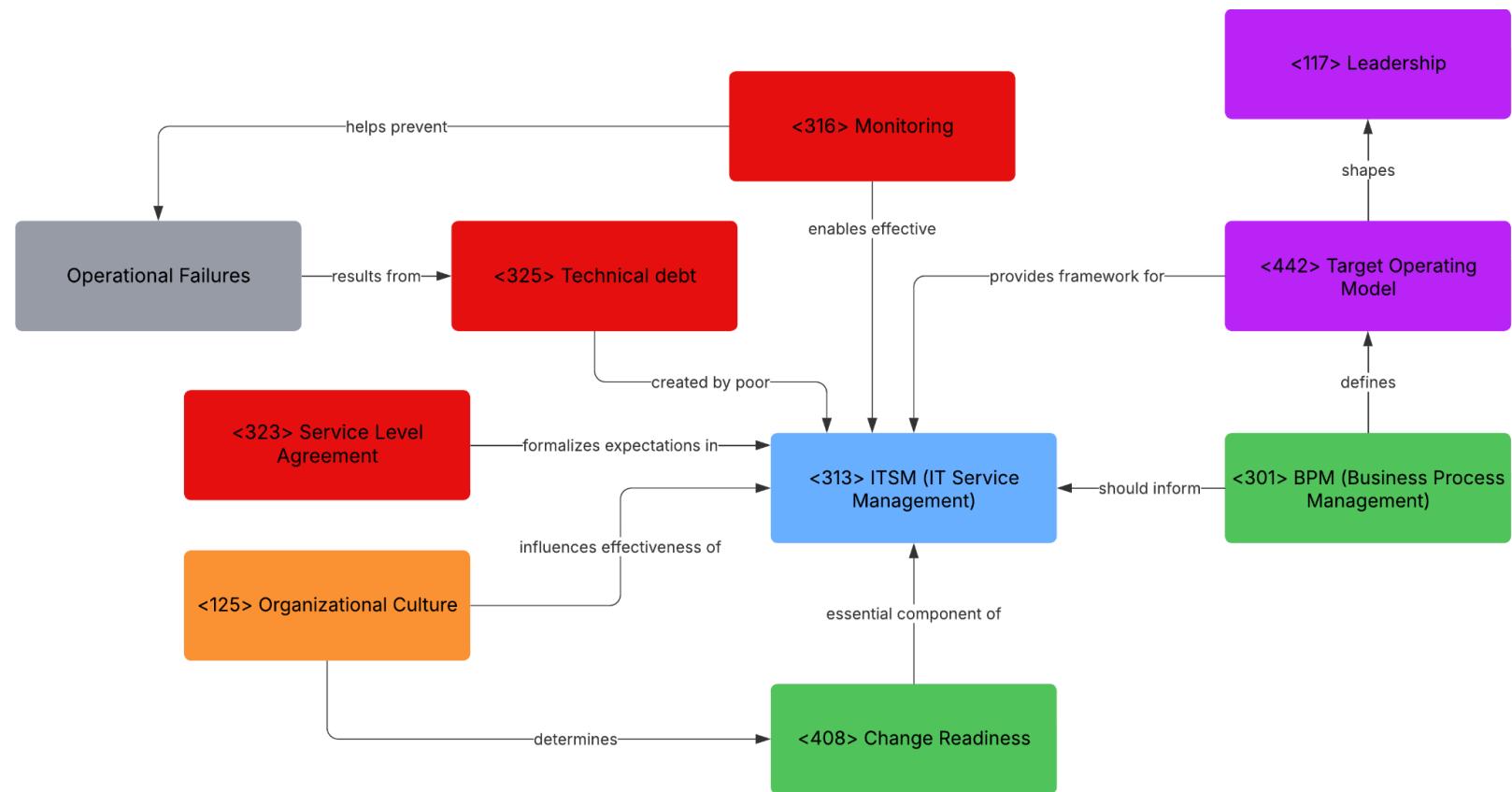
Q2.3 – Concept MAP - 2. Colonial Pipeline and the Long Weekend



Joana Peixinho 103335

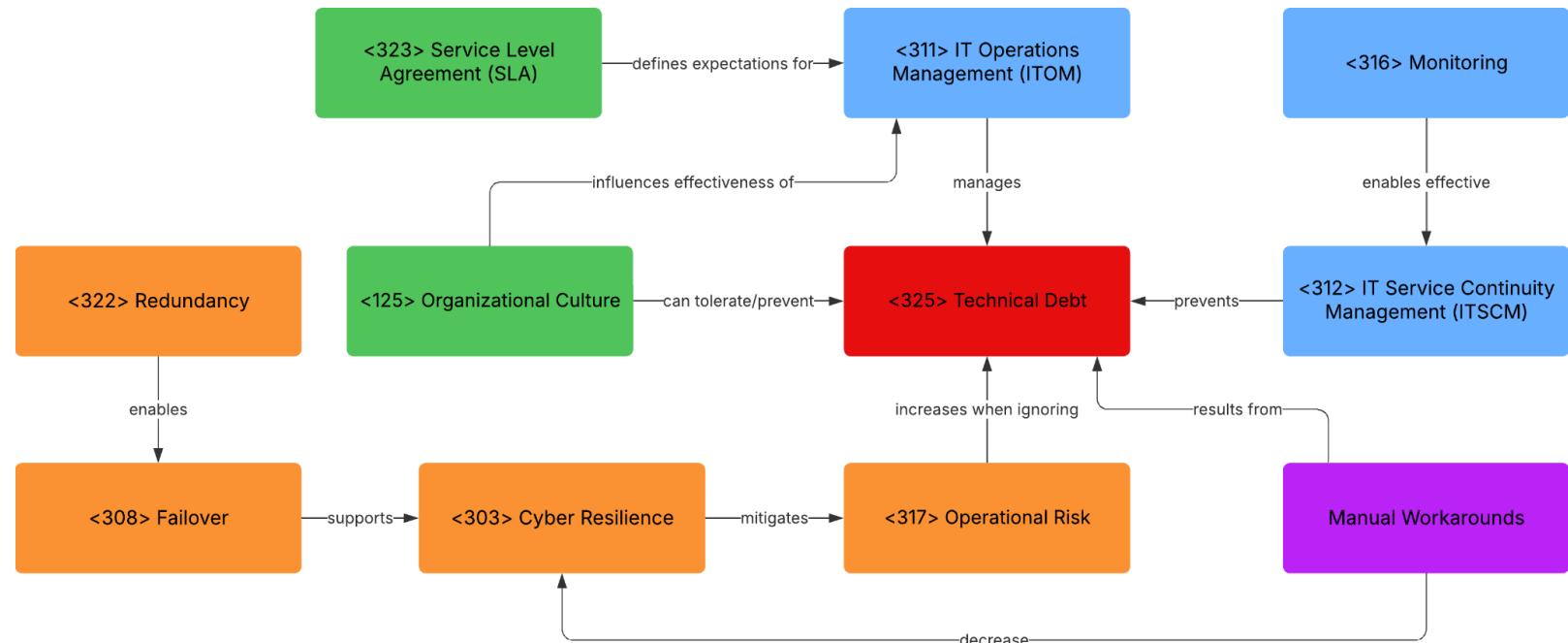


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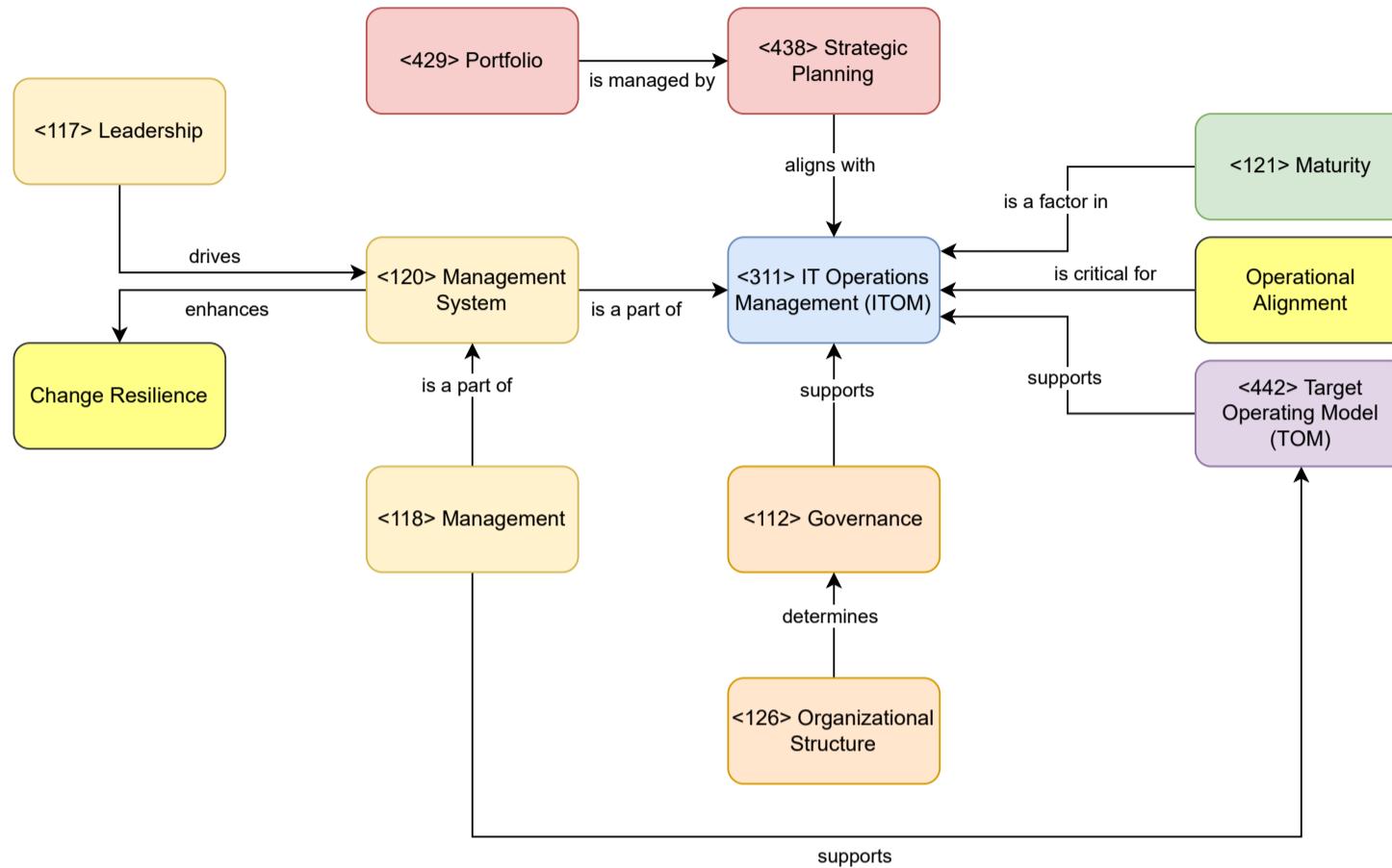
Operational Failures	Events where IT services fail to meet business needs due to poor implementation or management
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2.3

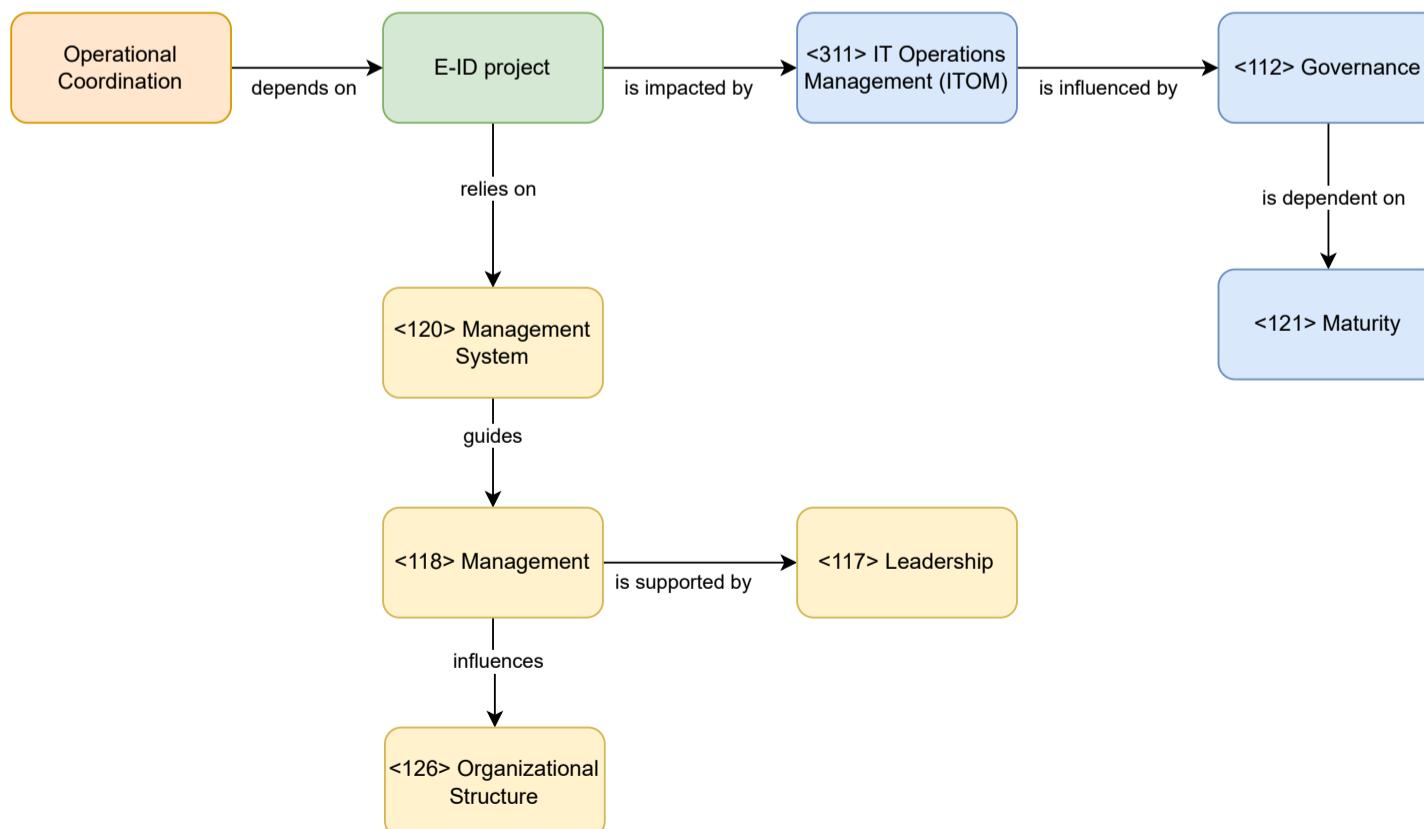


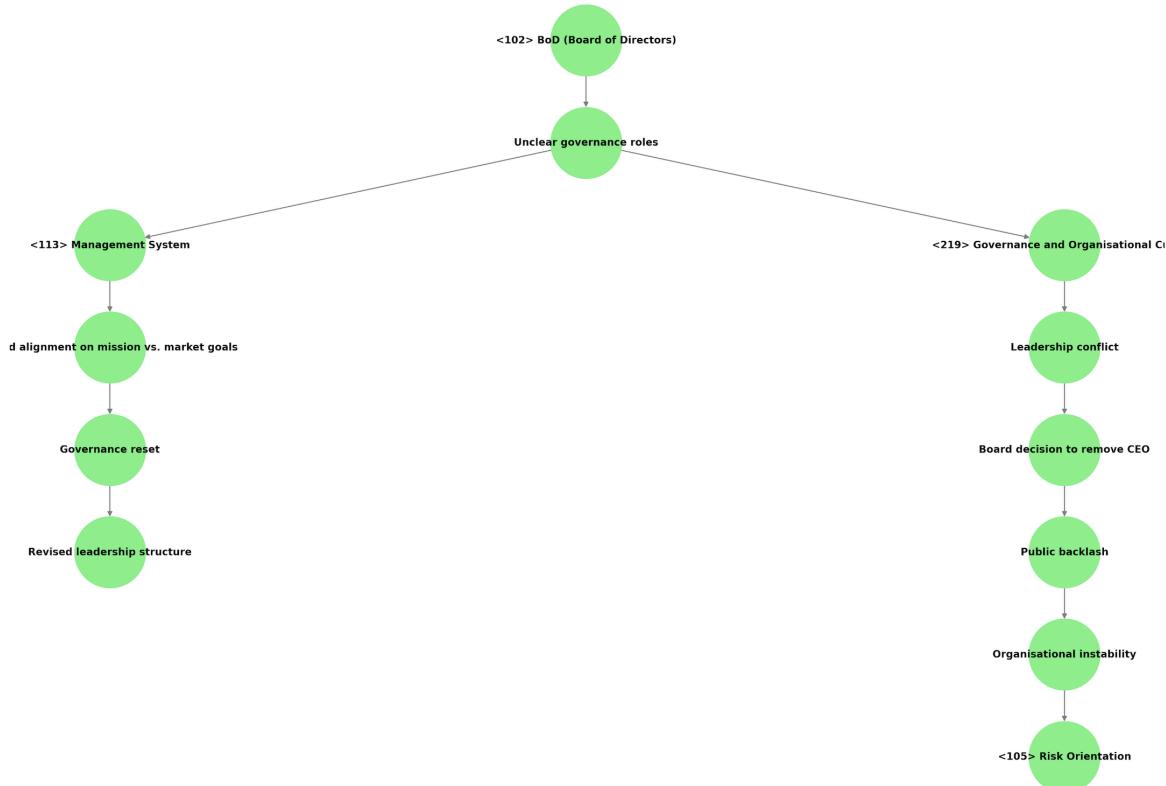
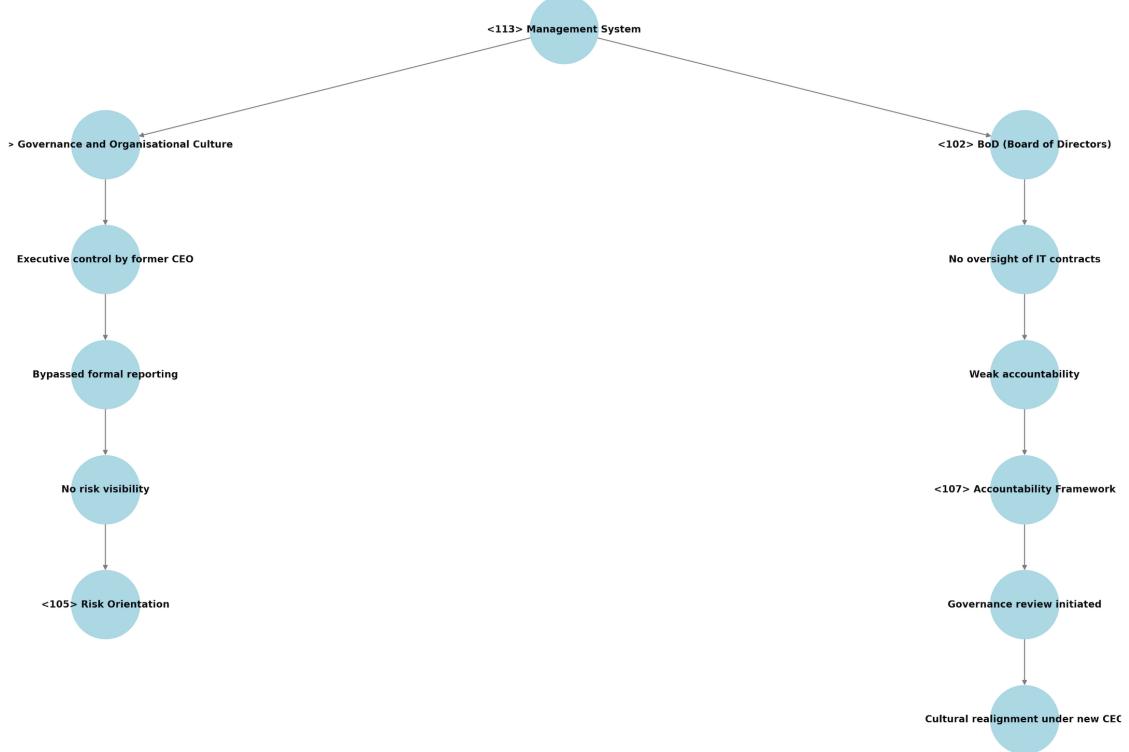
Manual Workarounds	Temporary human-driven processes used when automated systems fail
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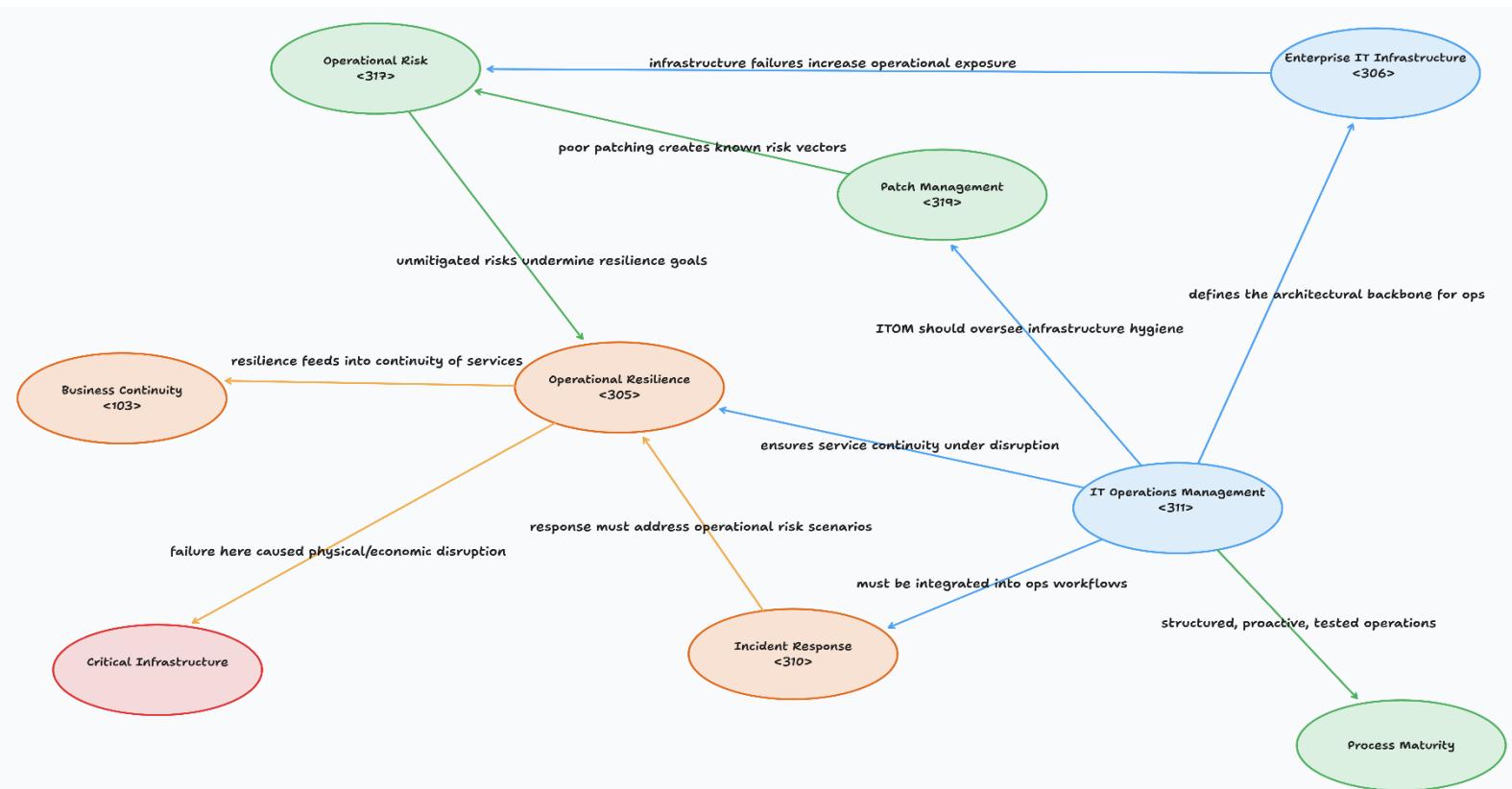
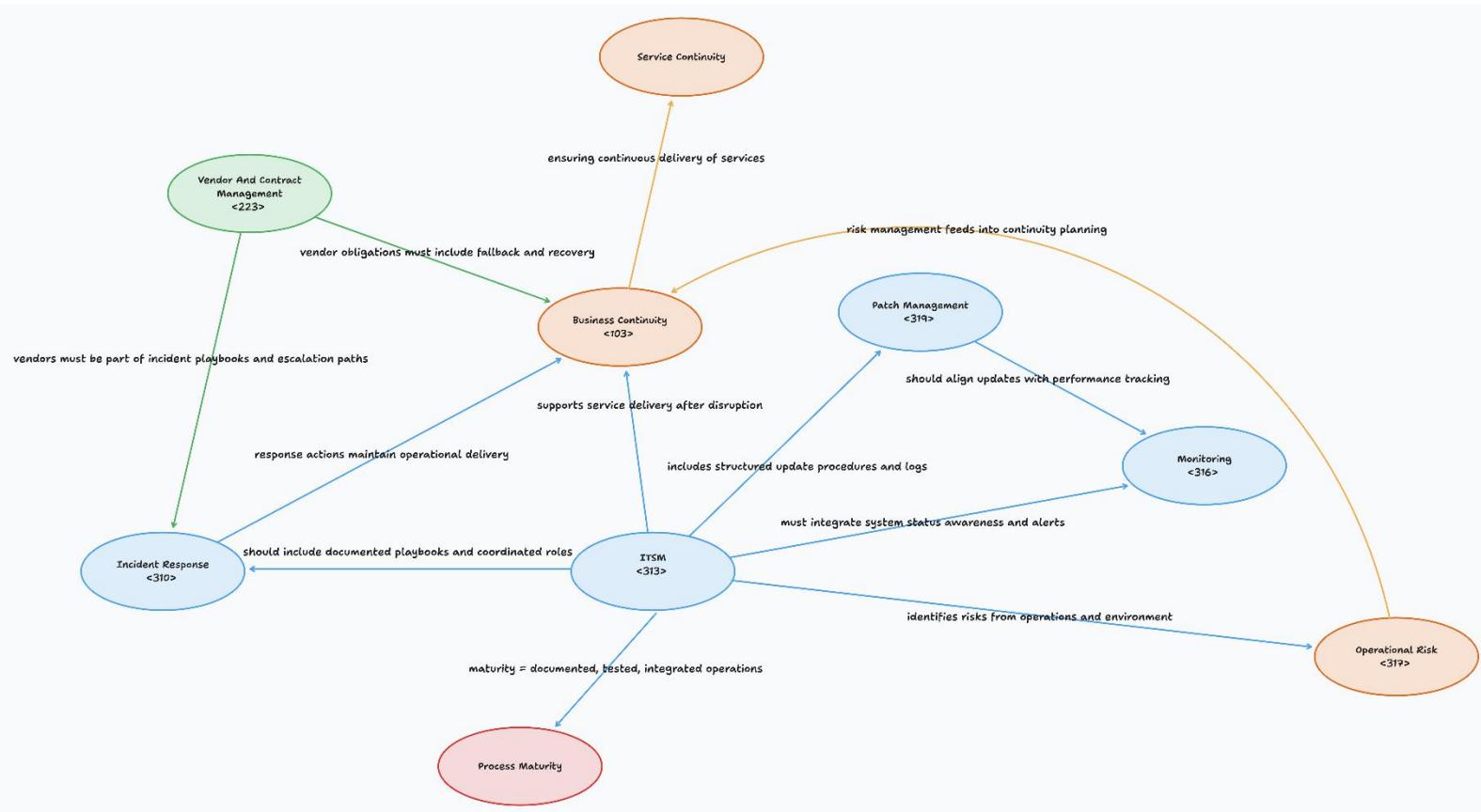
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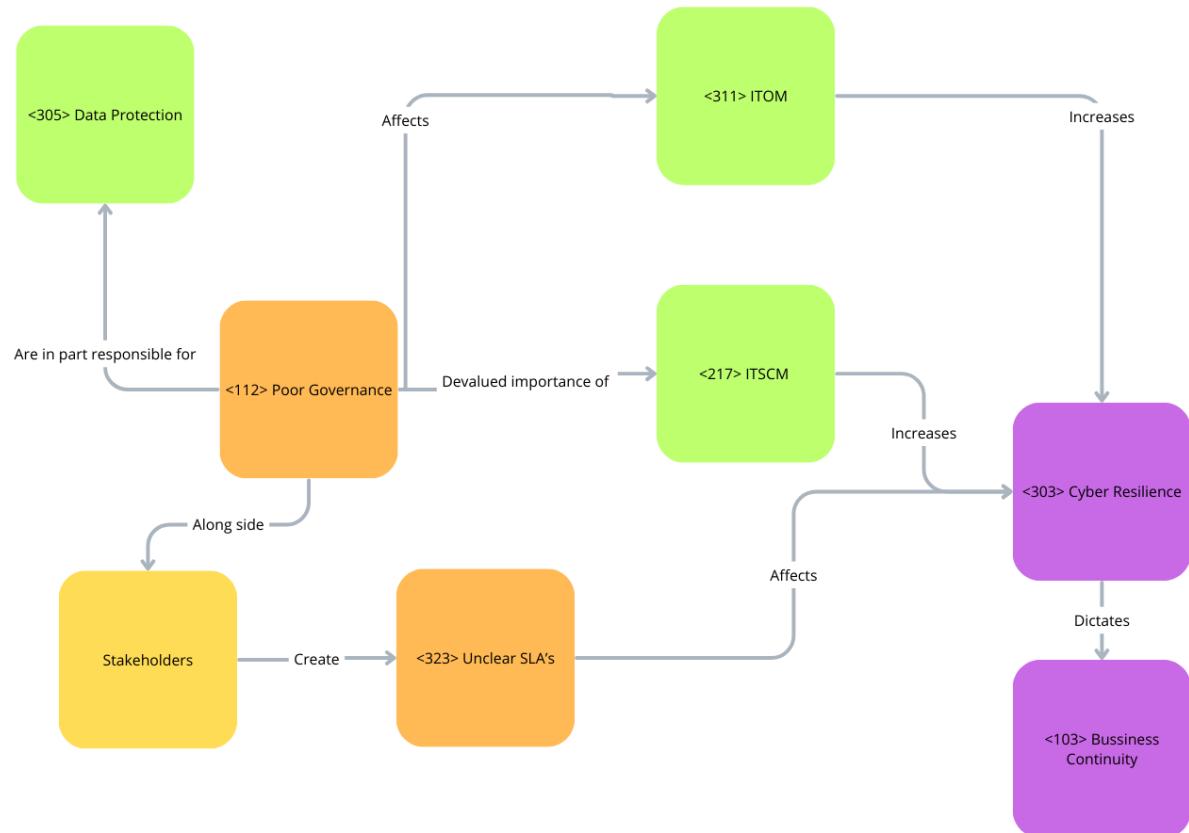


Q2.3



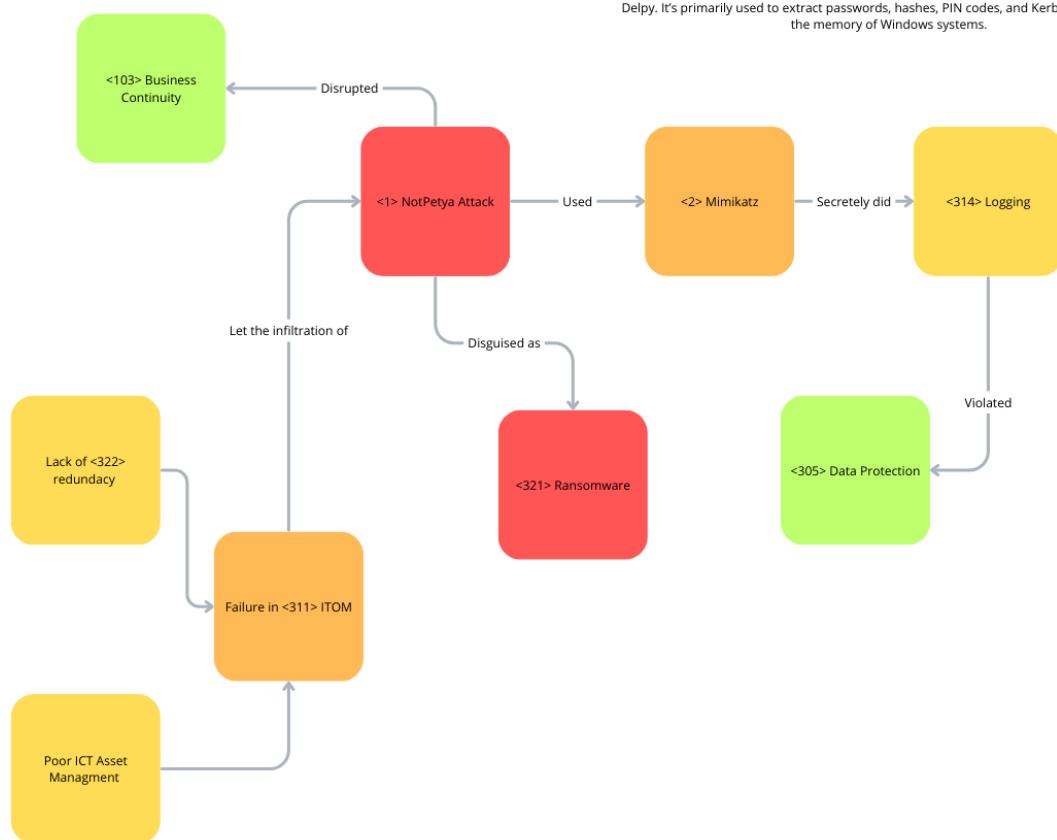






Glossary

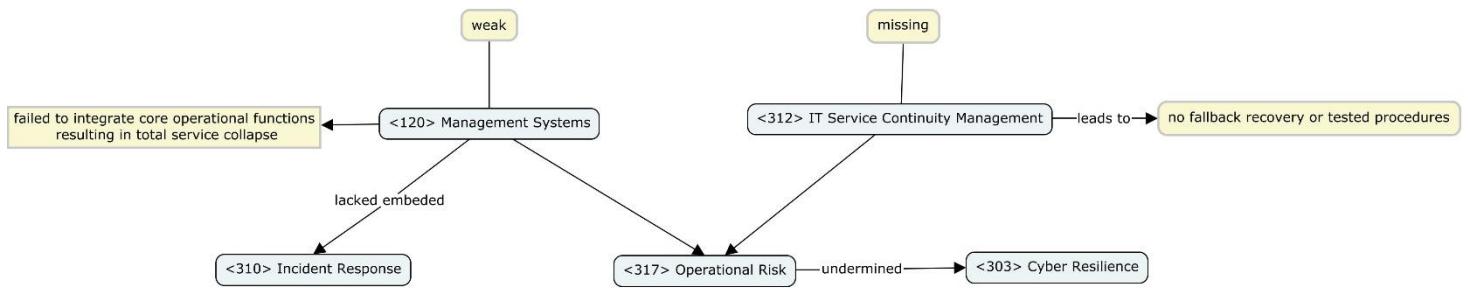
<1> NotPetya was a major cyberattack that took place in June 2017. It initially appeared to be ransomware—a type of malicious software that encrypts a victim's files and demands payment for the decryption key. However, it quickly became clear that NotPetya was actually a wiper malware, designed not to make money, but to cause maximum destruction.
 <2> Cybersecurity tool originally created by a French security researcher named Benjamin Delpy. It's primarily used to extract passwords, hashes, PIN codes, and Kerberos tickets from the memory of Windows systems.



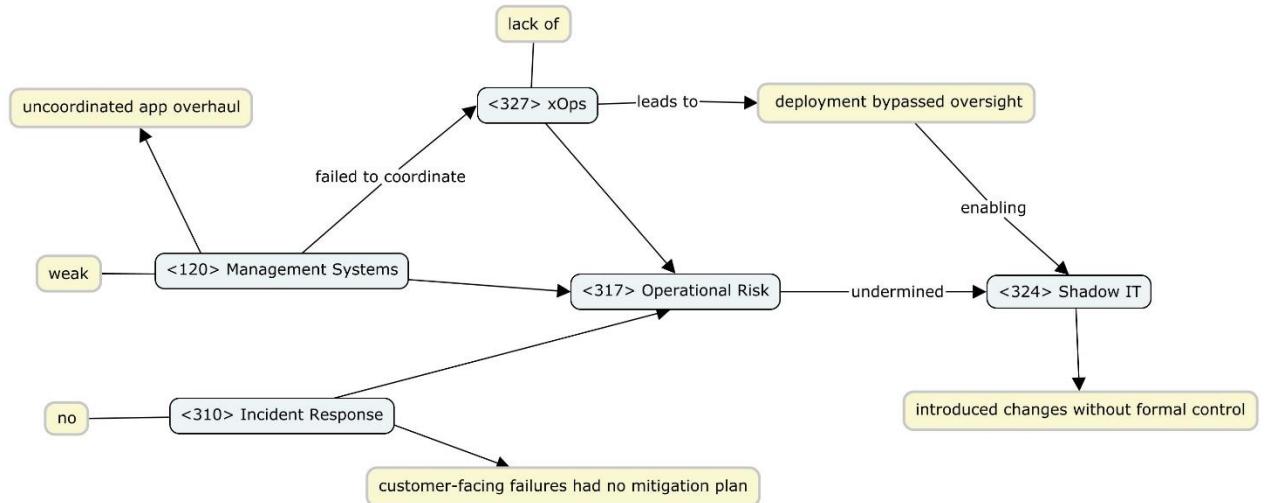
Concept Maps

André Melão 103517

Q1.3 – ArcoMed Ransomware



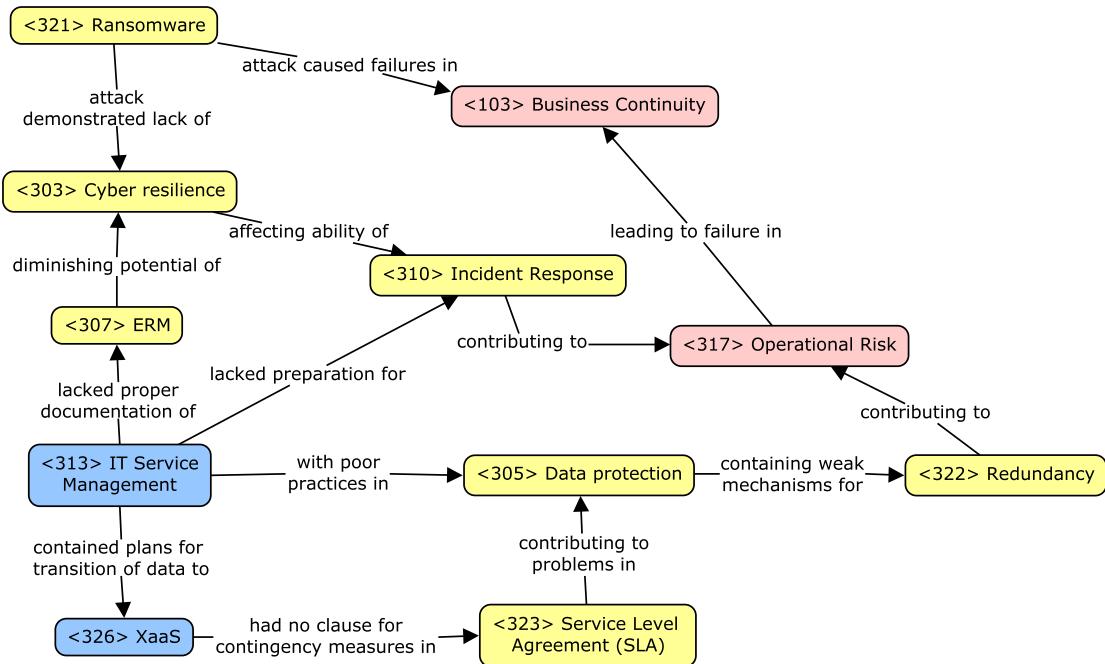
Q2.3 – Sonos App Overhaul Fallout



Essay #3: IT Operations Management

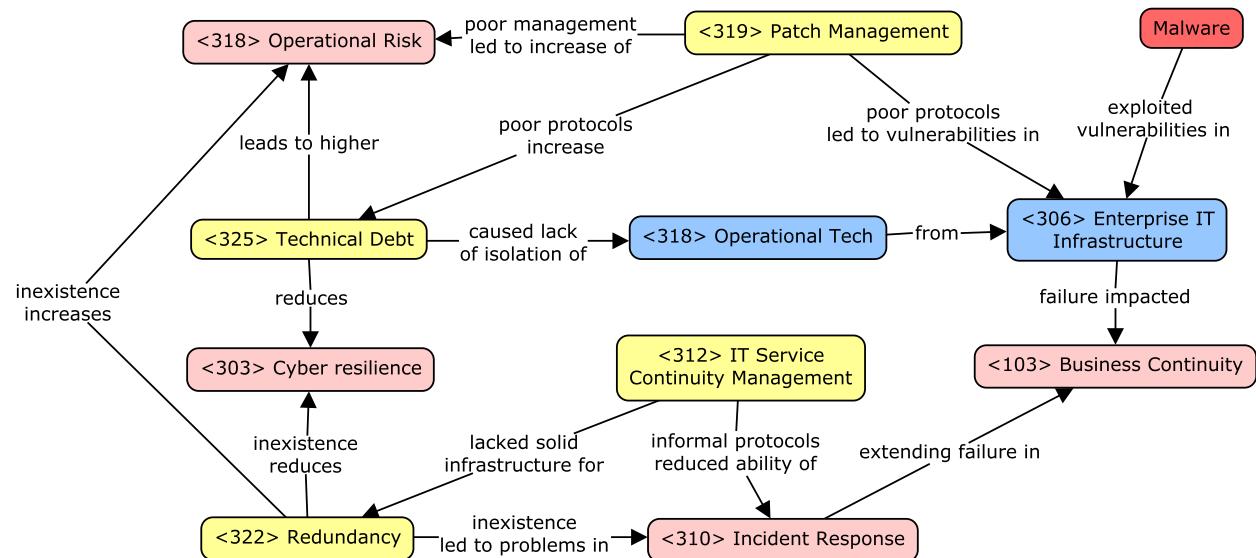
Q1.3

Story: 2.3 - ArcoMed ransomware



Q2.3

Case: <1> Maersk and the Quiet Catastrophe

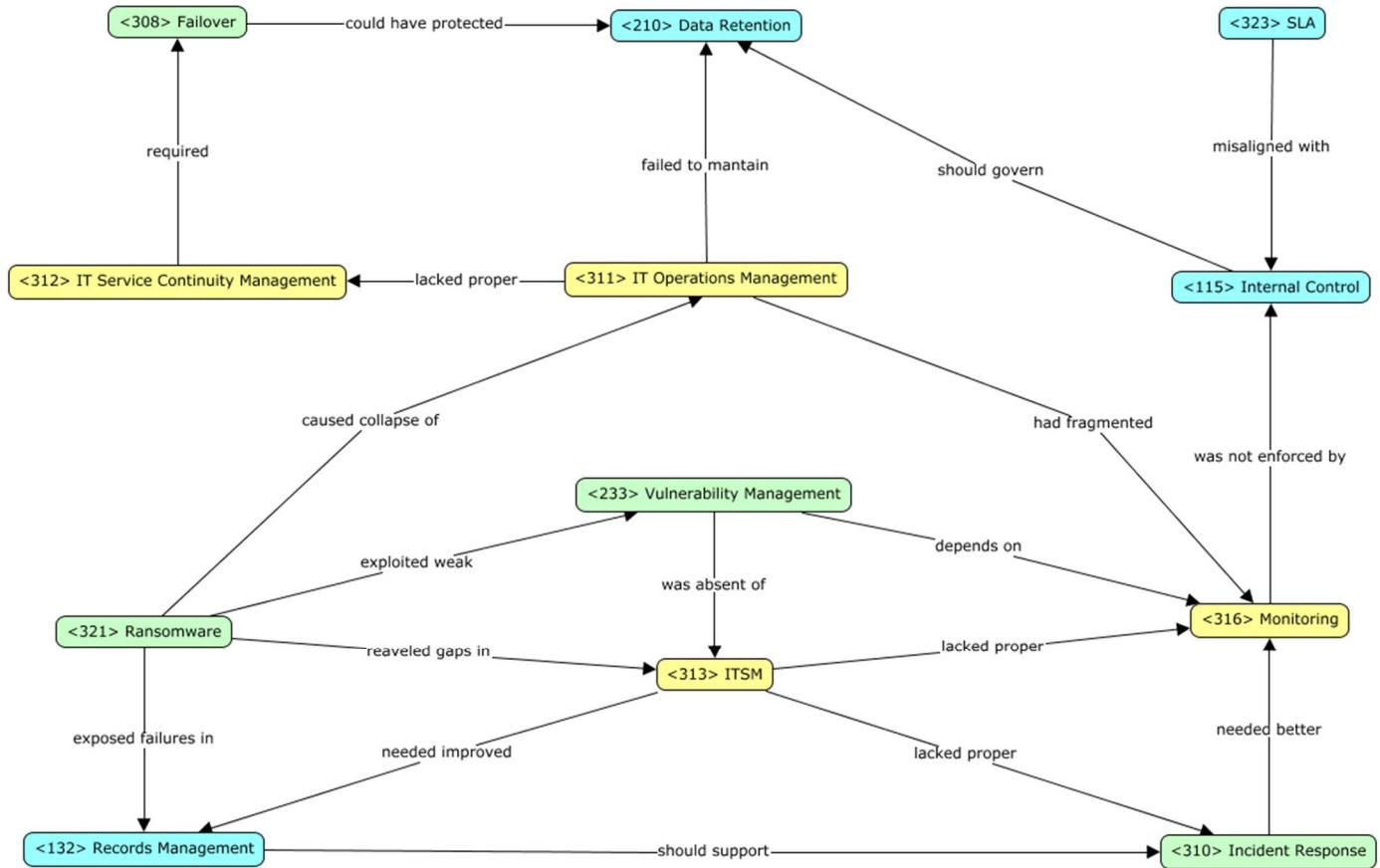


Essay 3

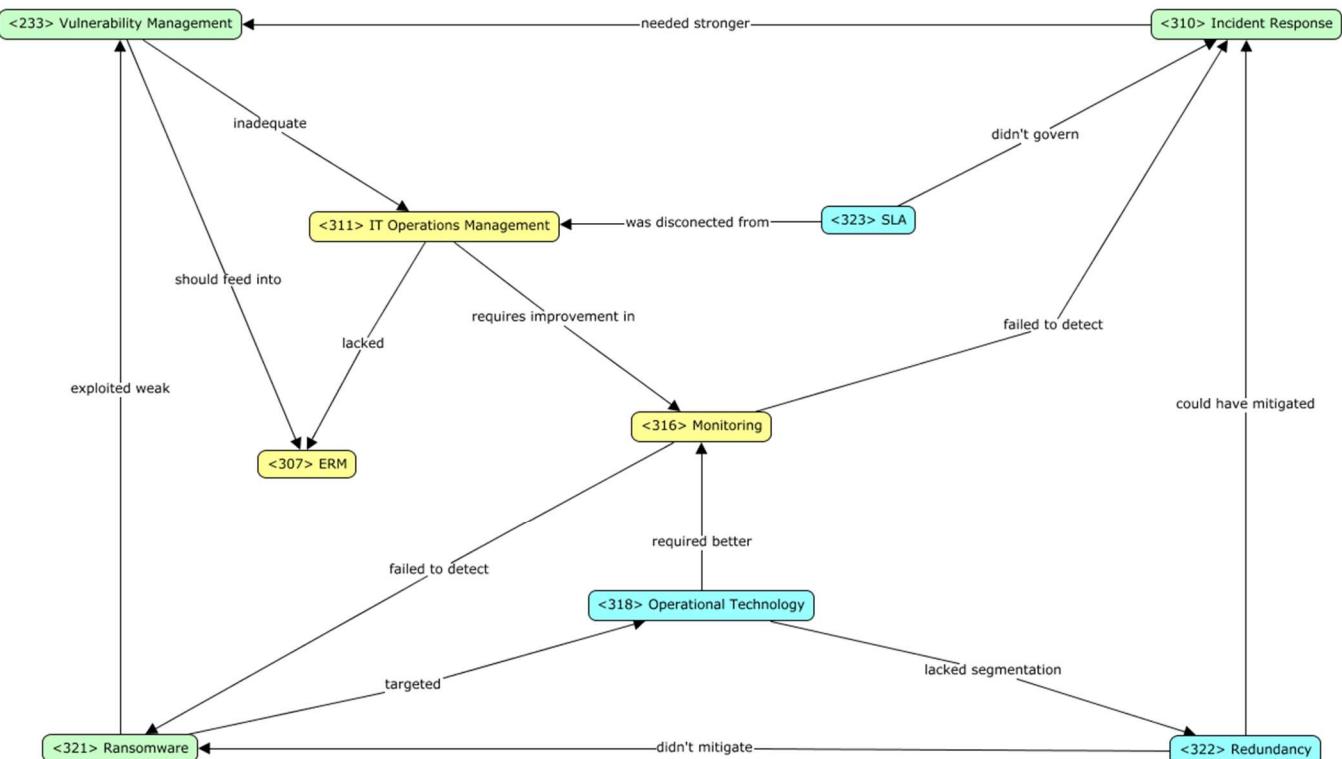
Name: Eduardo Francisco Pedrosa

Number: 103600

Q1.3

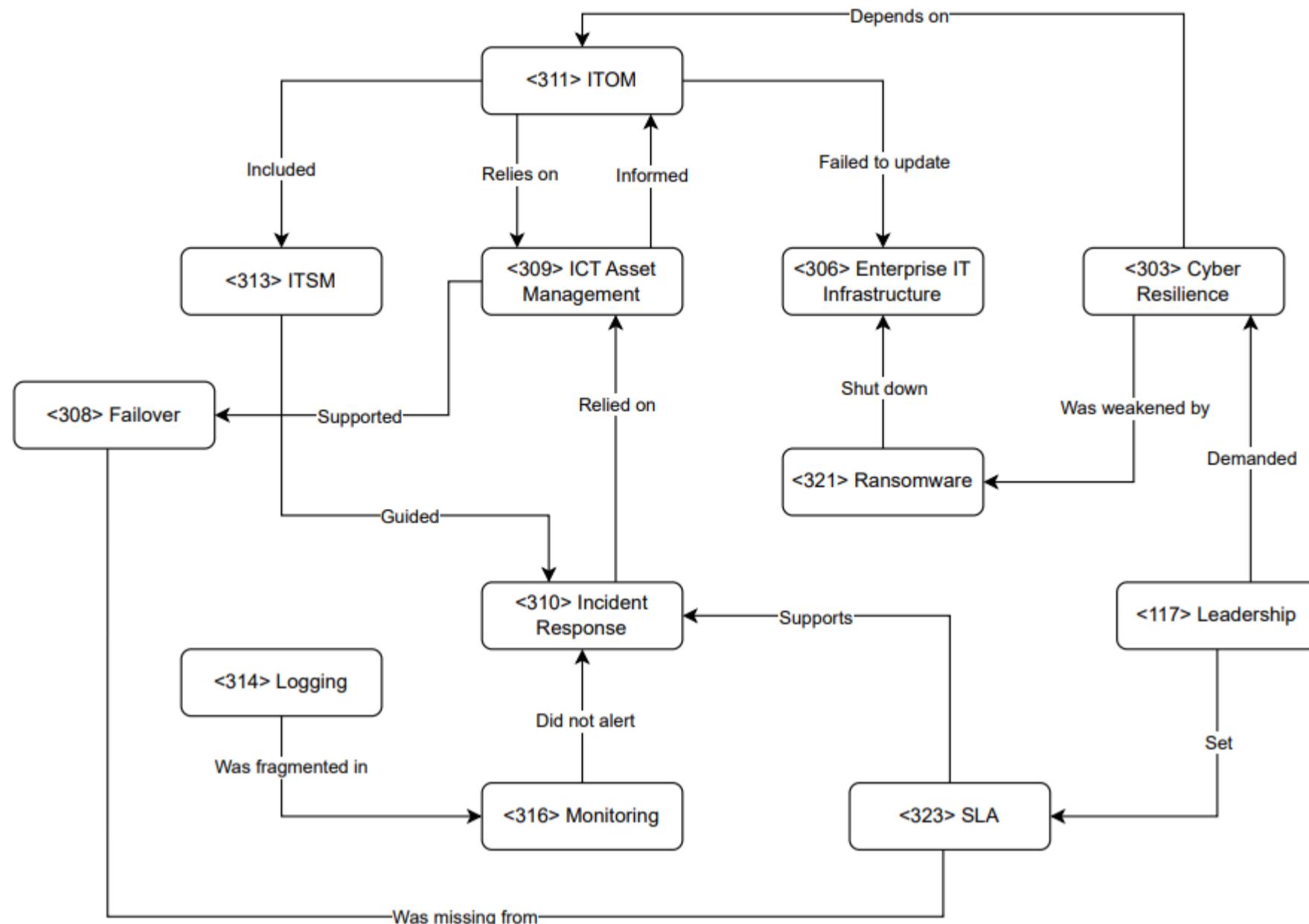


Q2.3



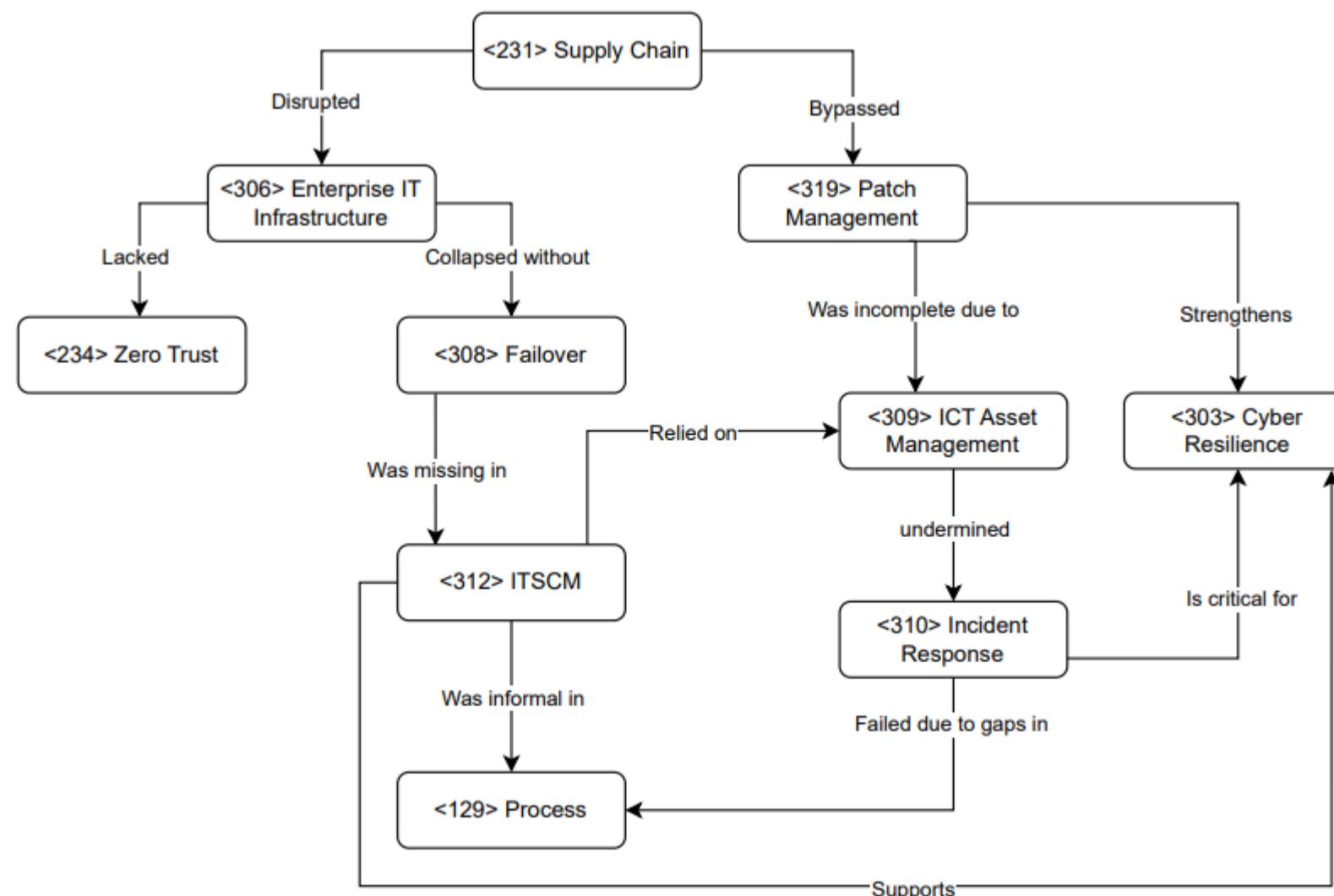
Q1.3

Story: 2.3 ArcoMed ransomware



Q2.3

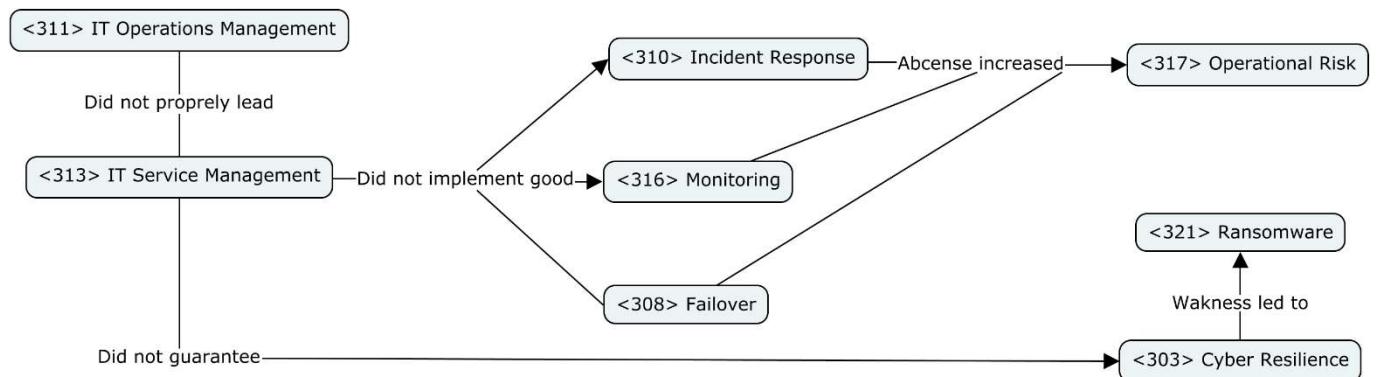
Case: <1> Maersk and the Quiet Catastrophe



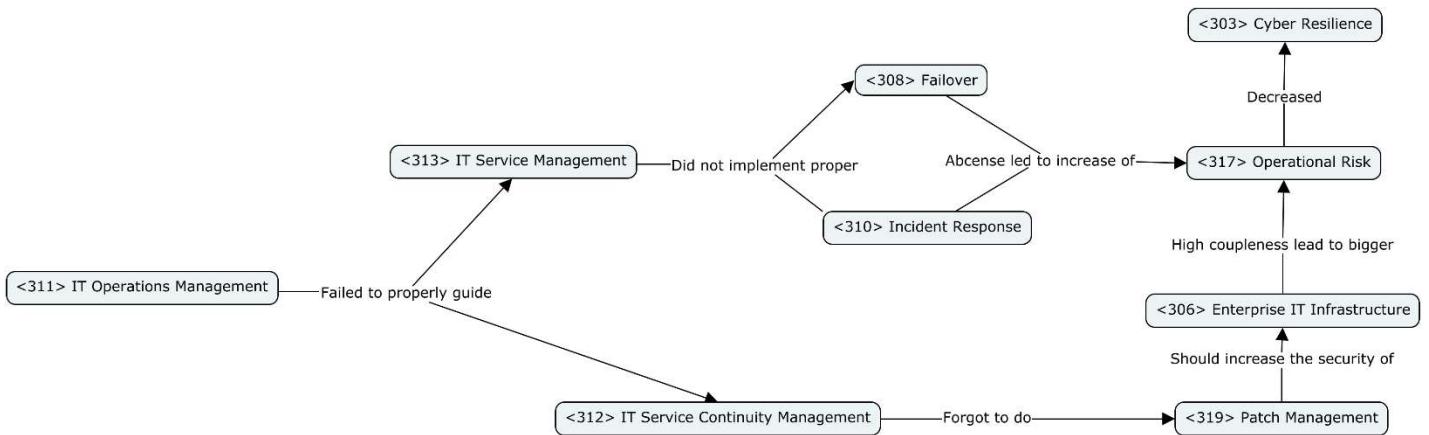
103622

Pedro da Silva Letra

Q1



Q2

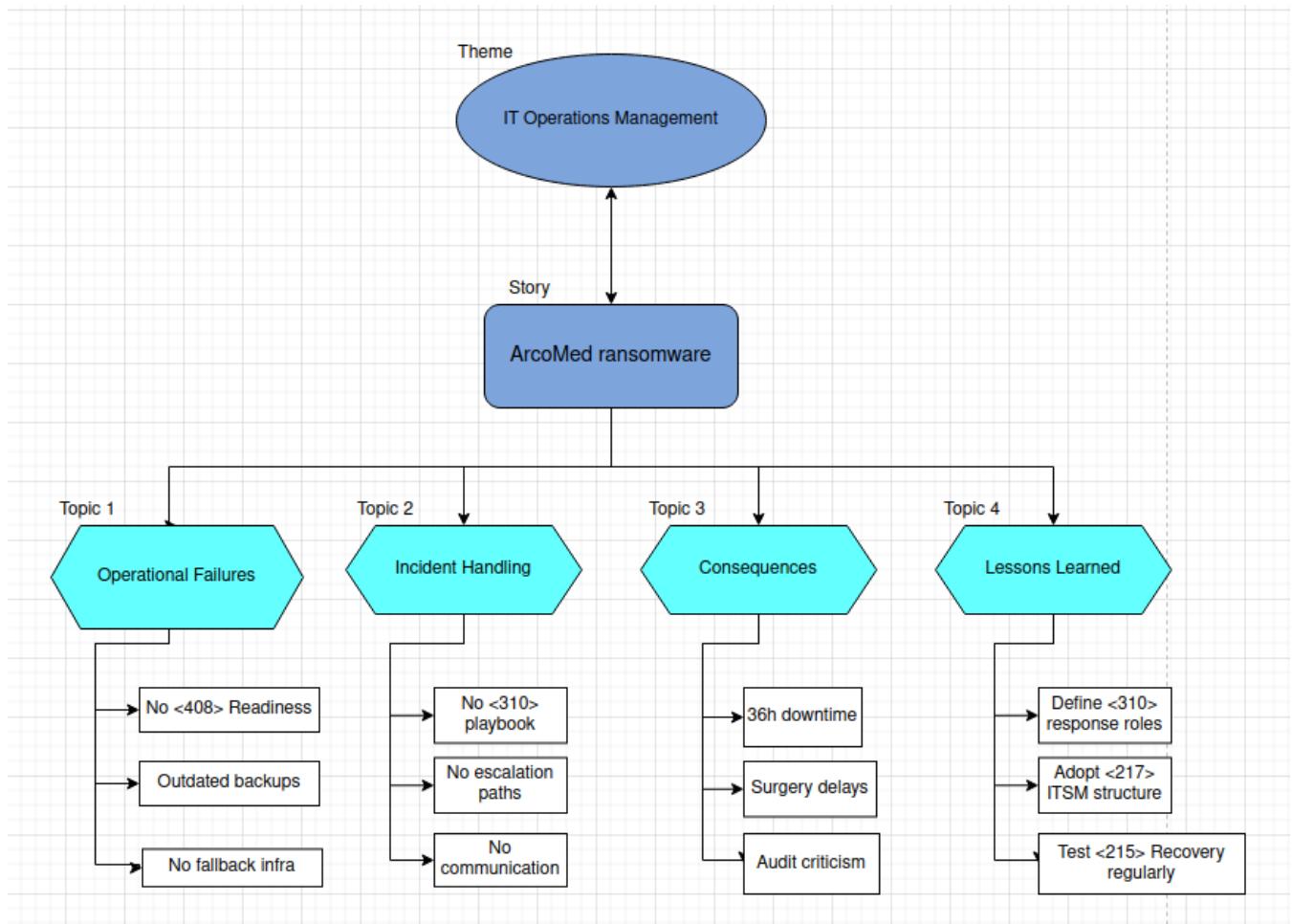


Information Systems Management and Security

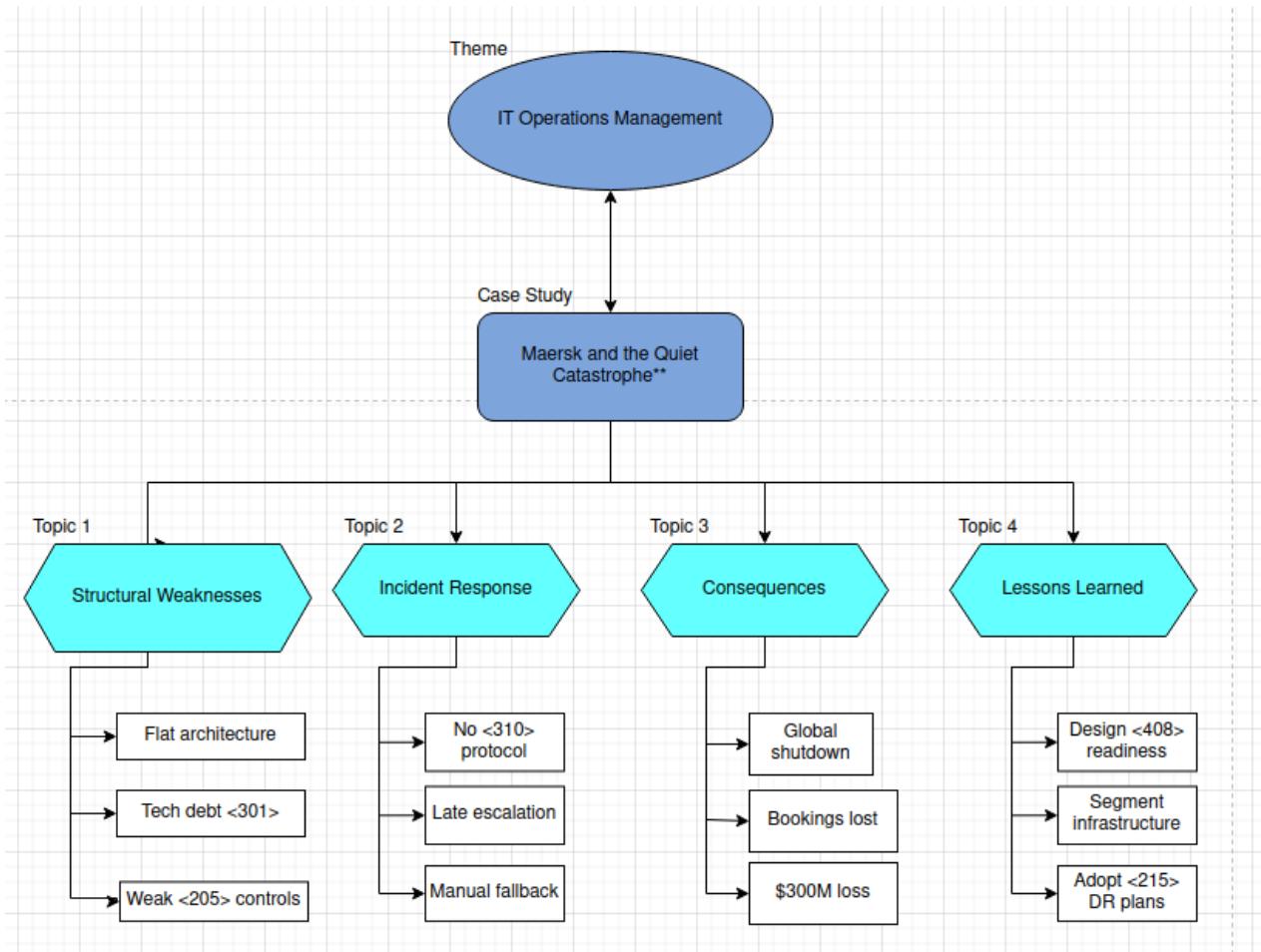
Essay 3: IT Operations Management

Tomás Taborda nº103641

- Q1.3:



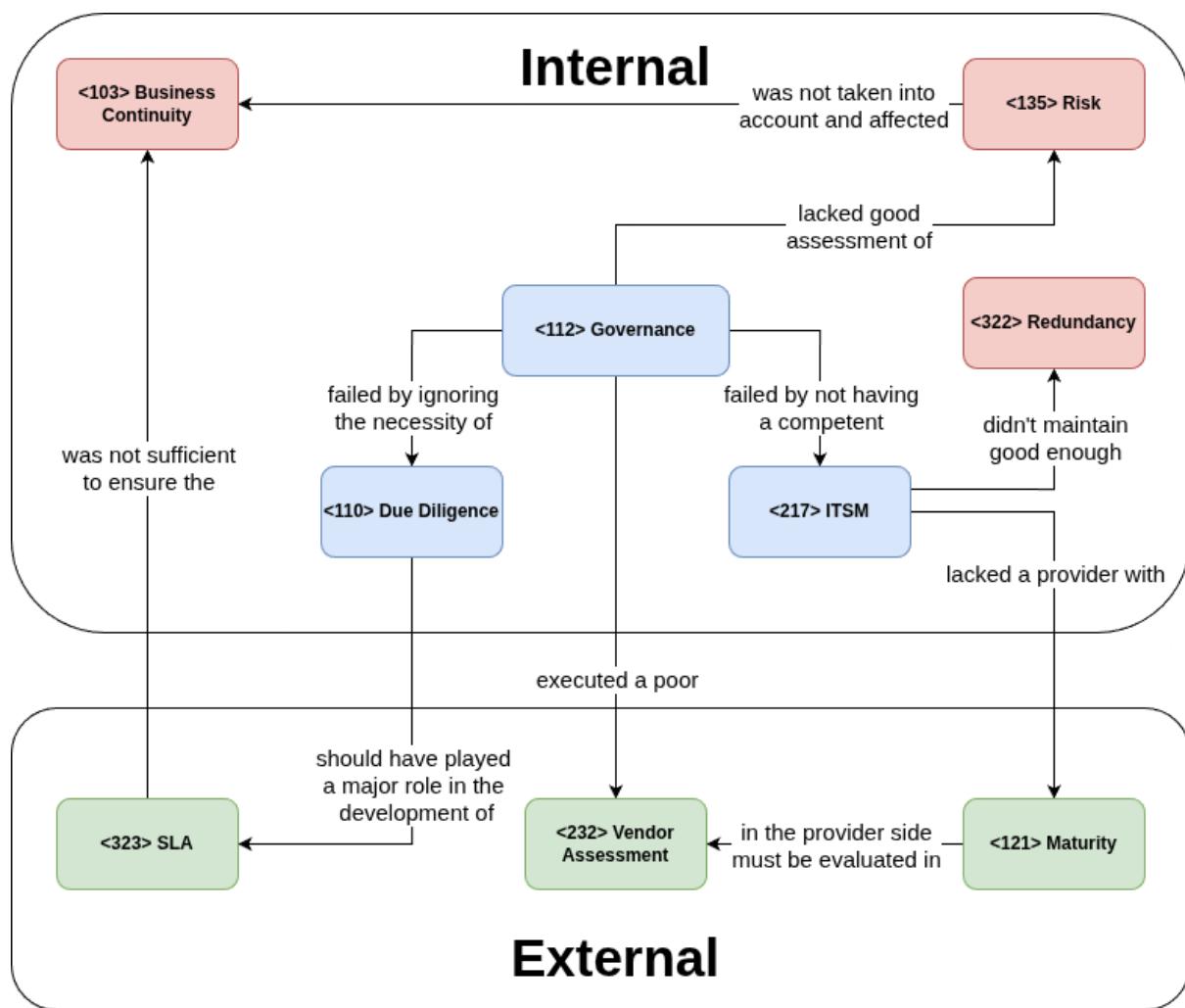
- Q2.3



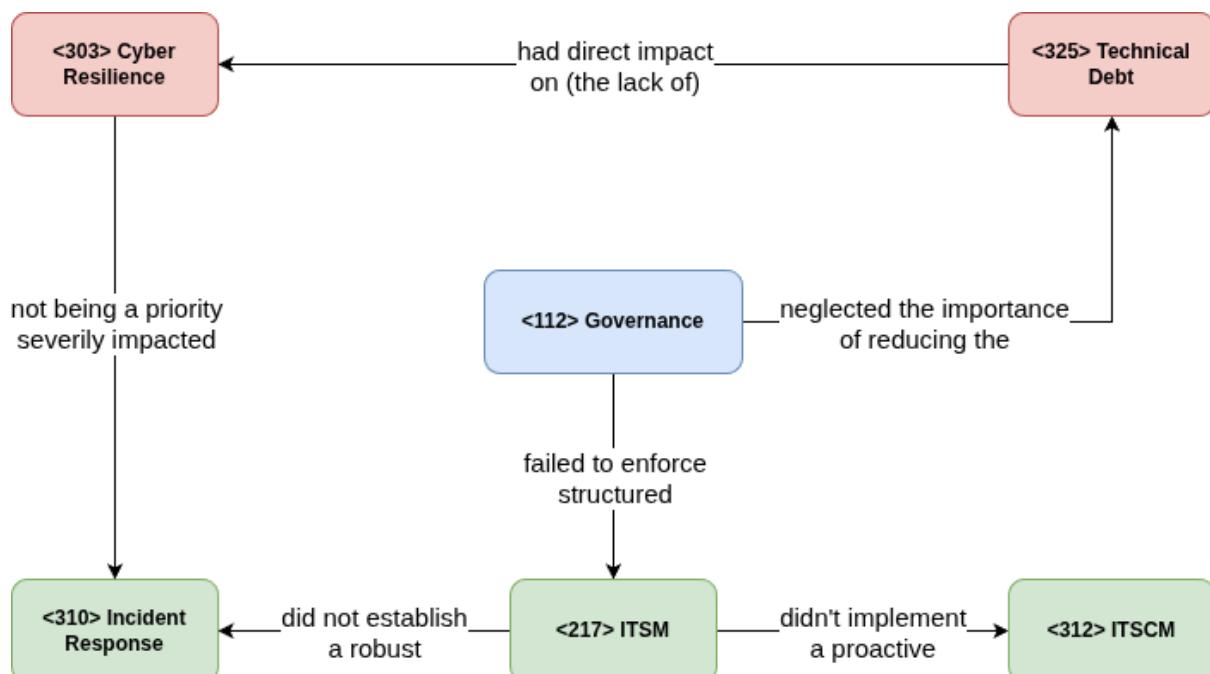
Salvador Carvalhinho

103667

Q1.3 concept map

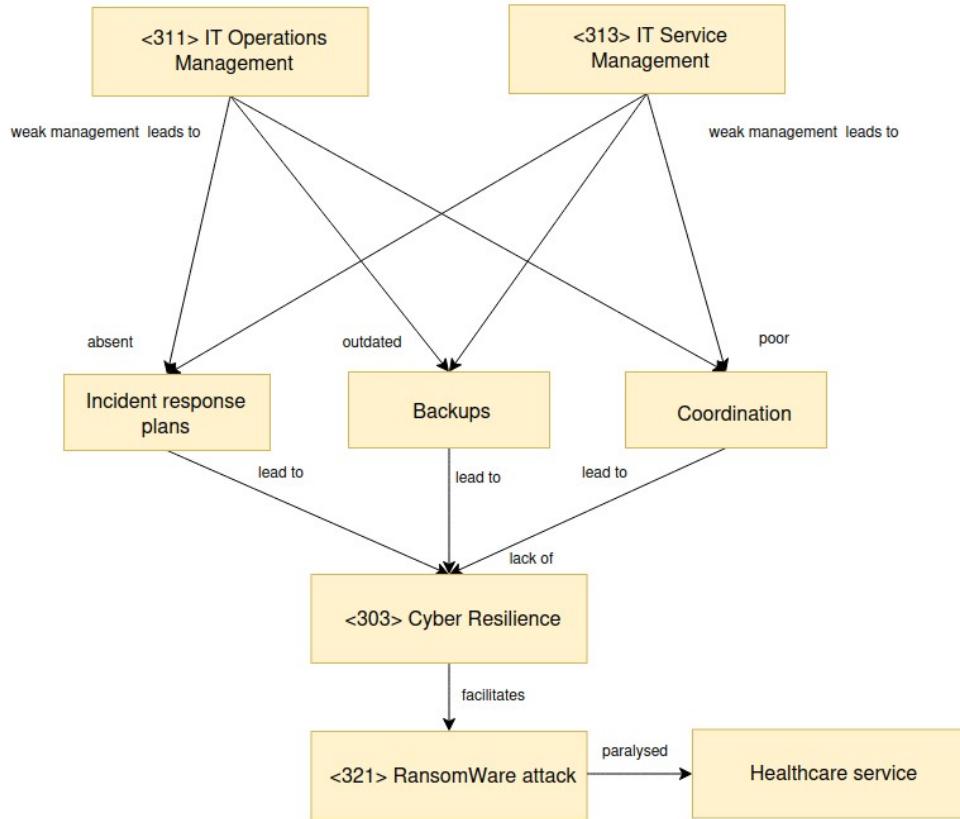


Q2.3 concept map

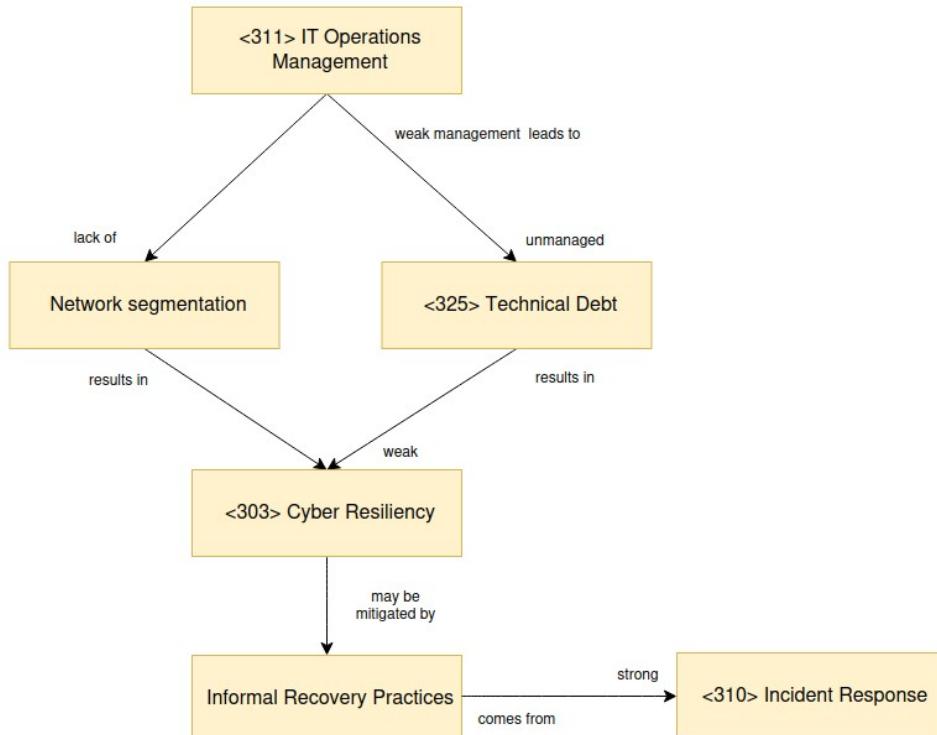


Name: David Palma
Number: 103668

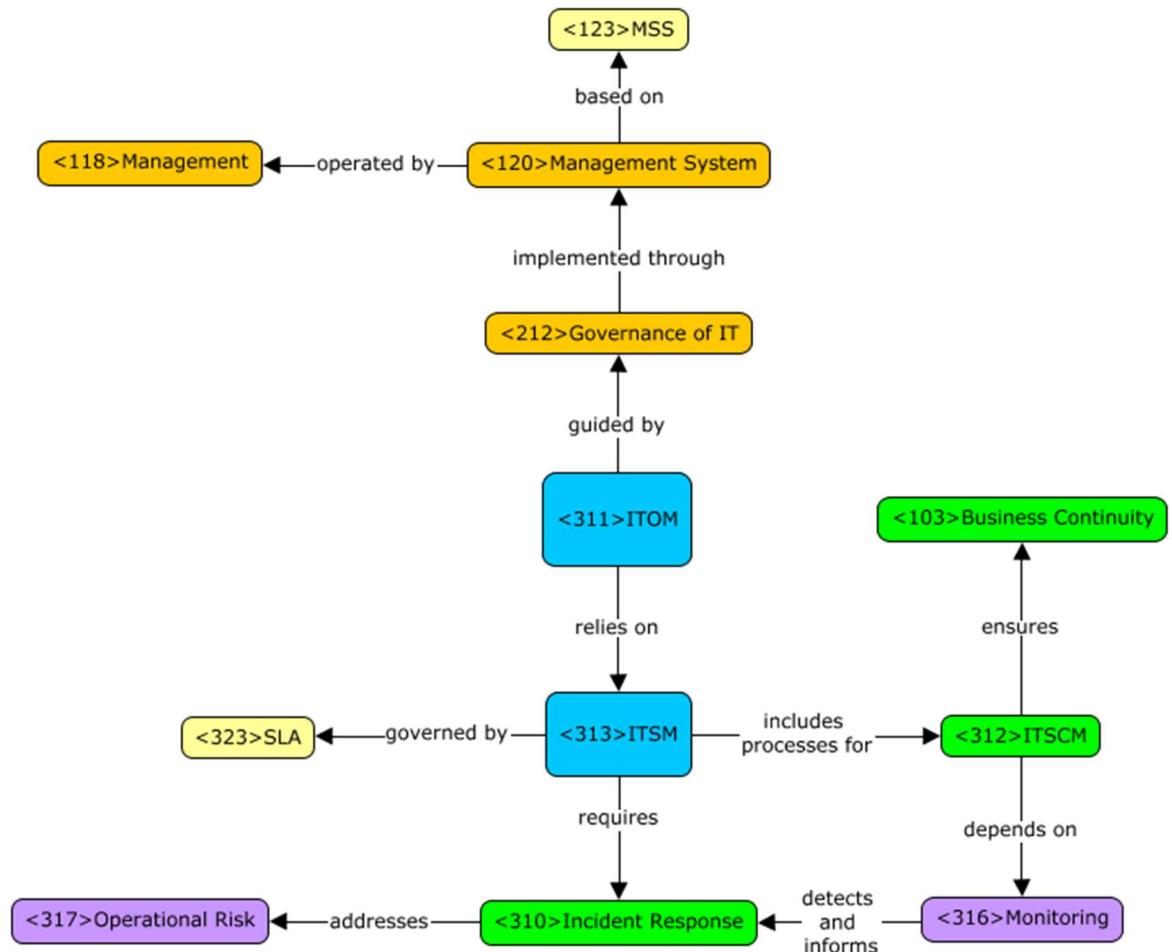
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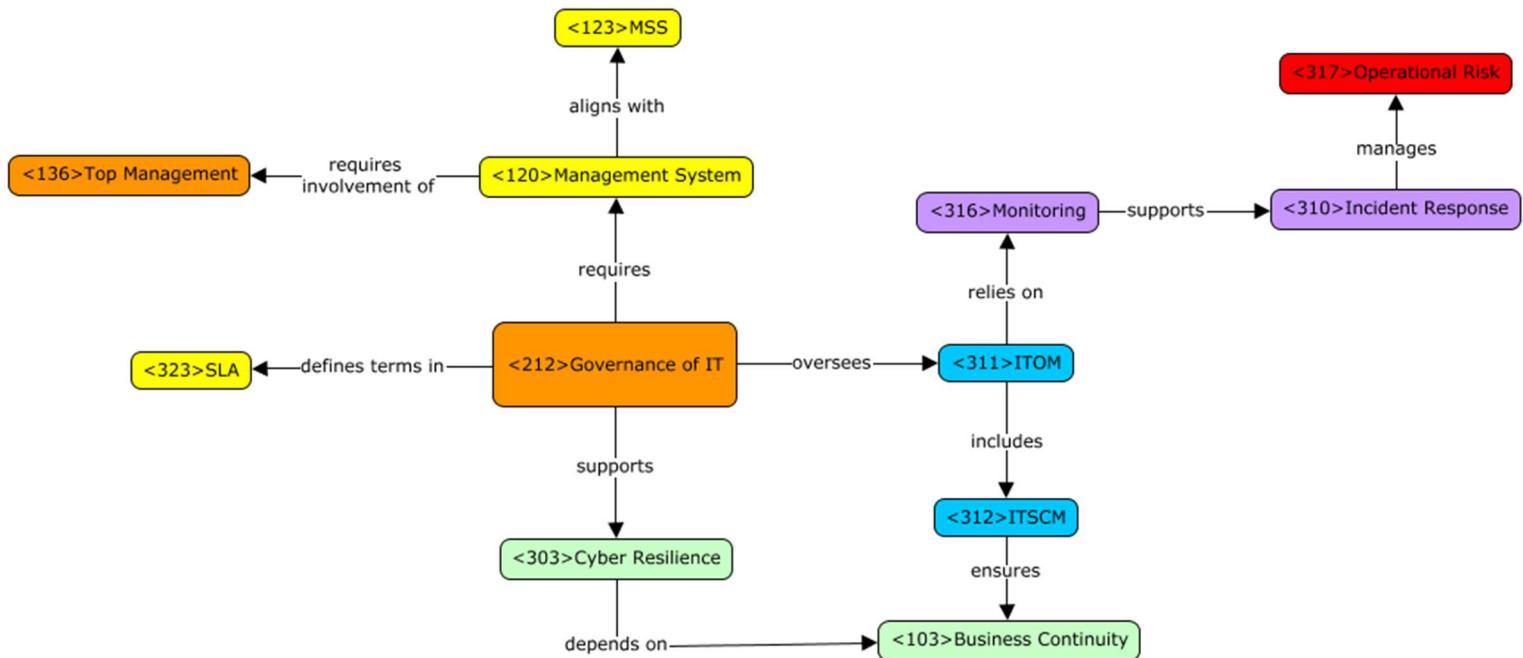
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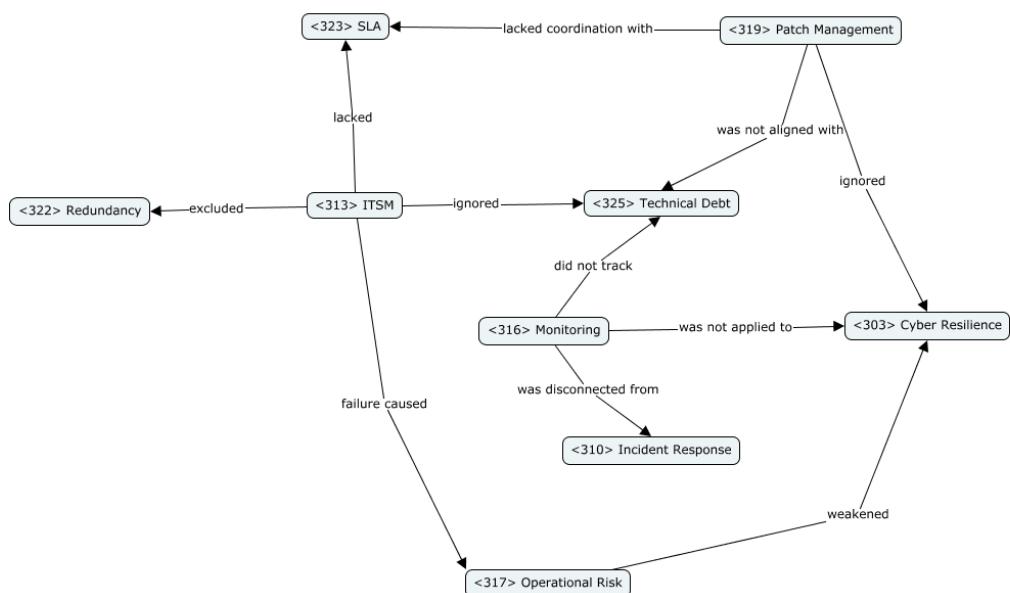
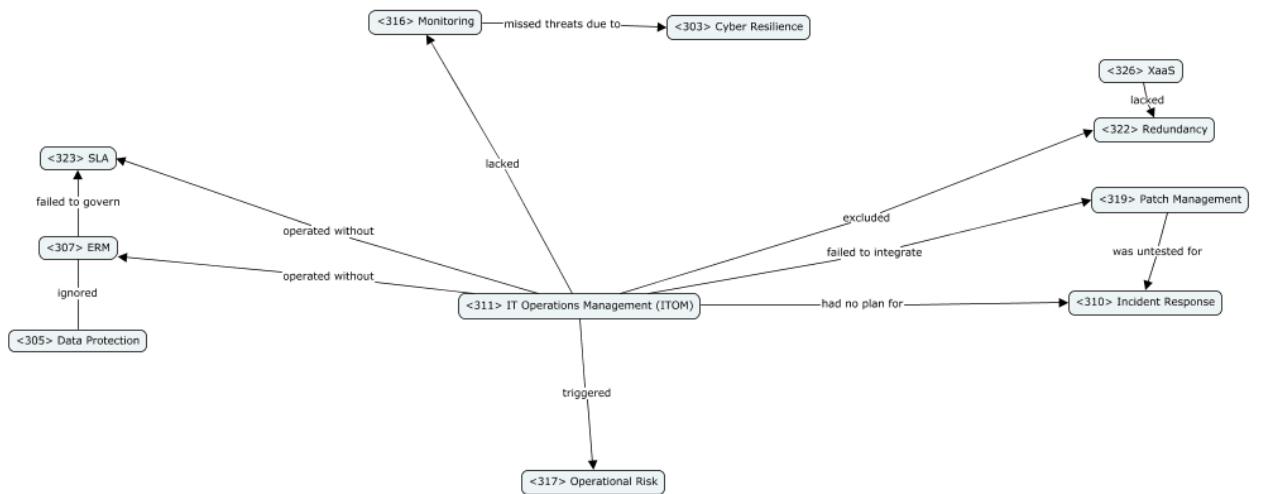


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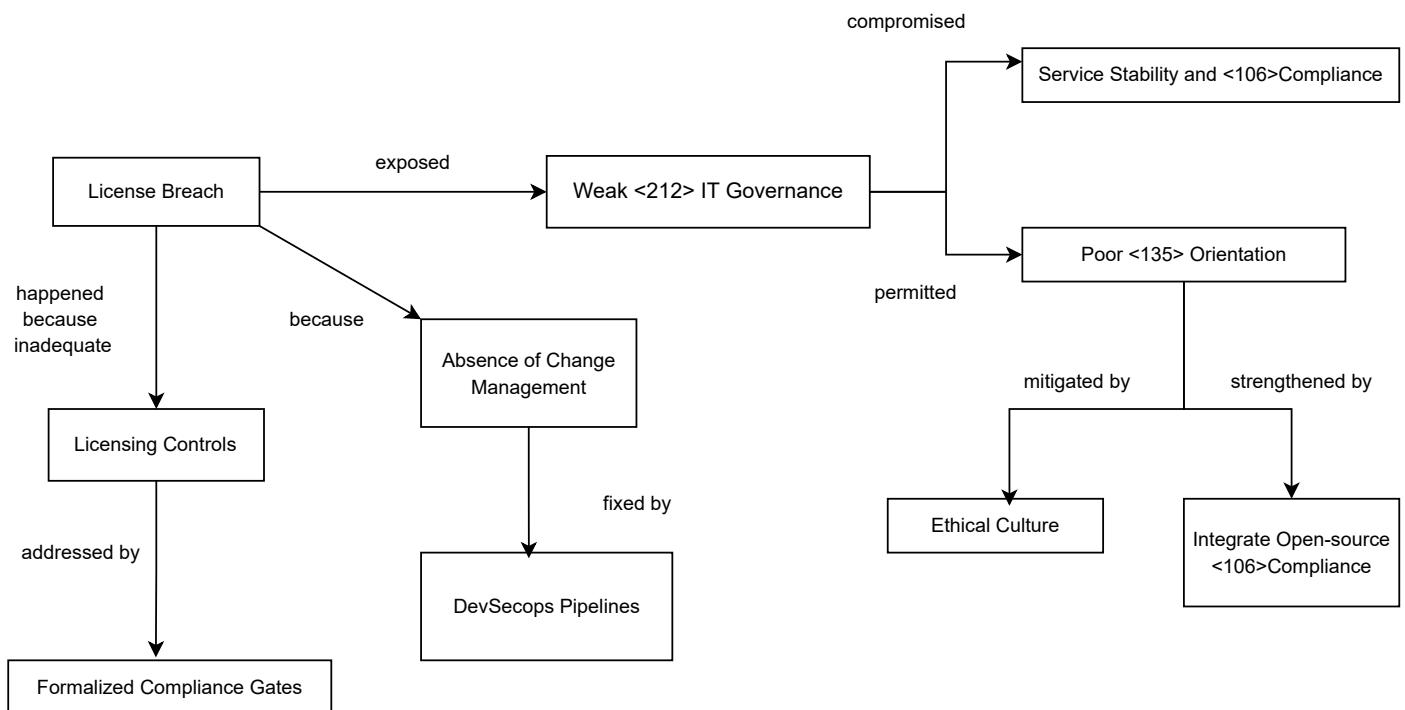


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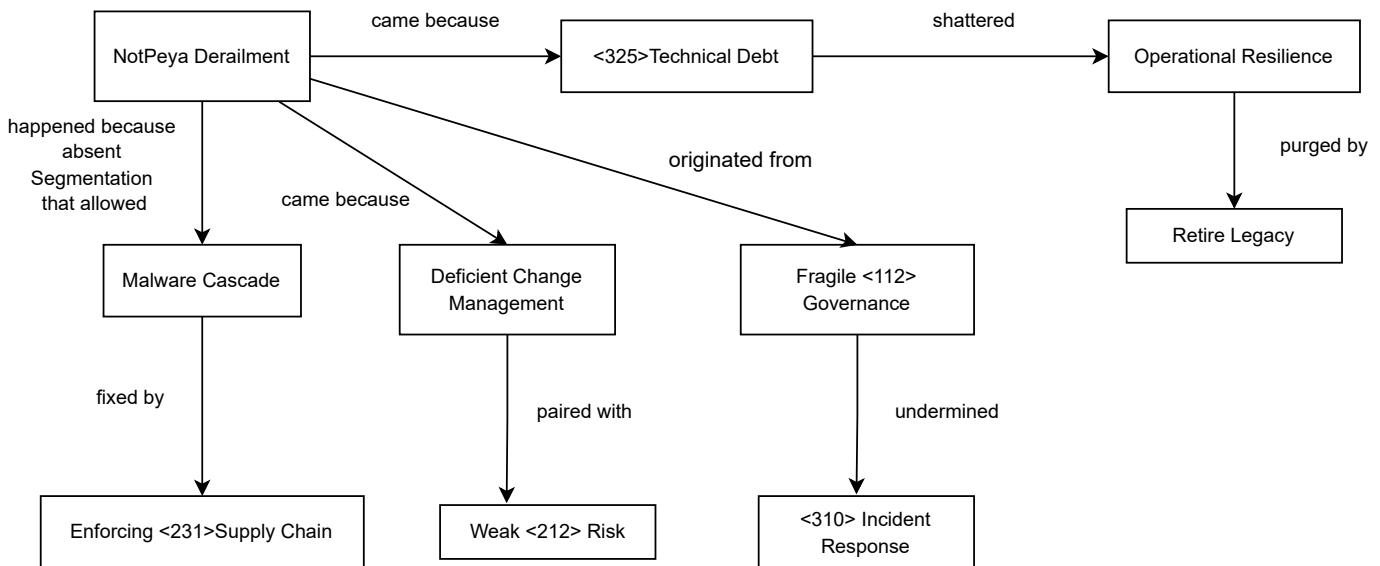




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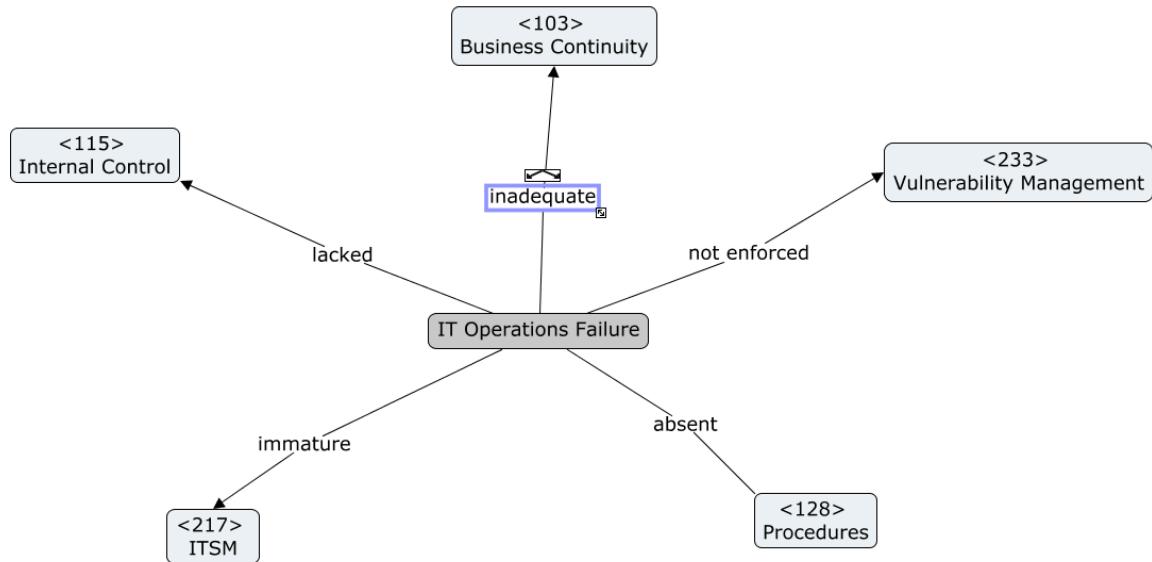


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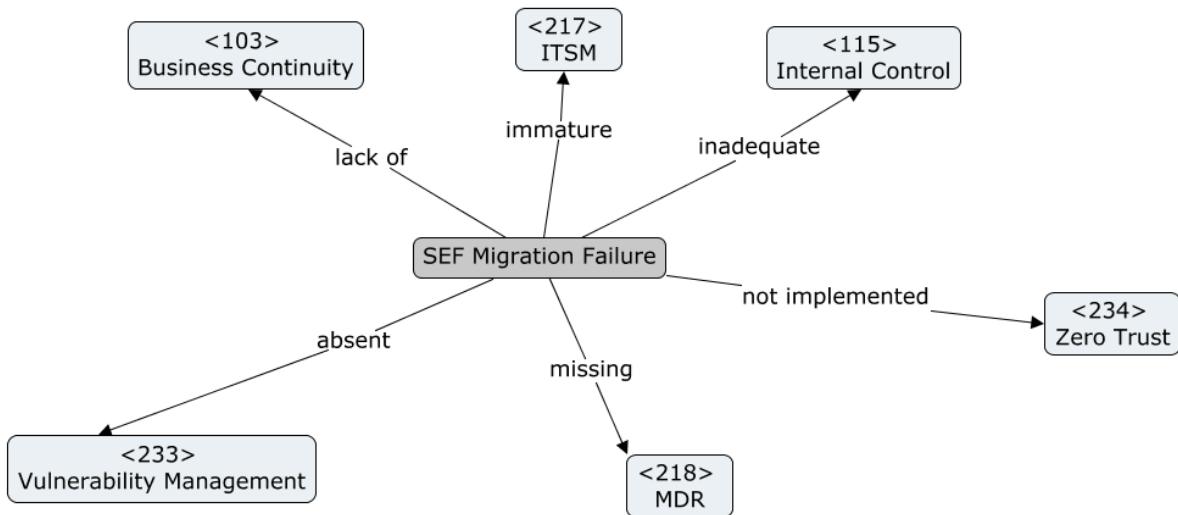


Luis Barros – 103770

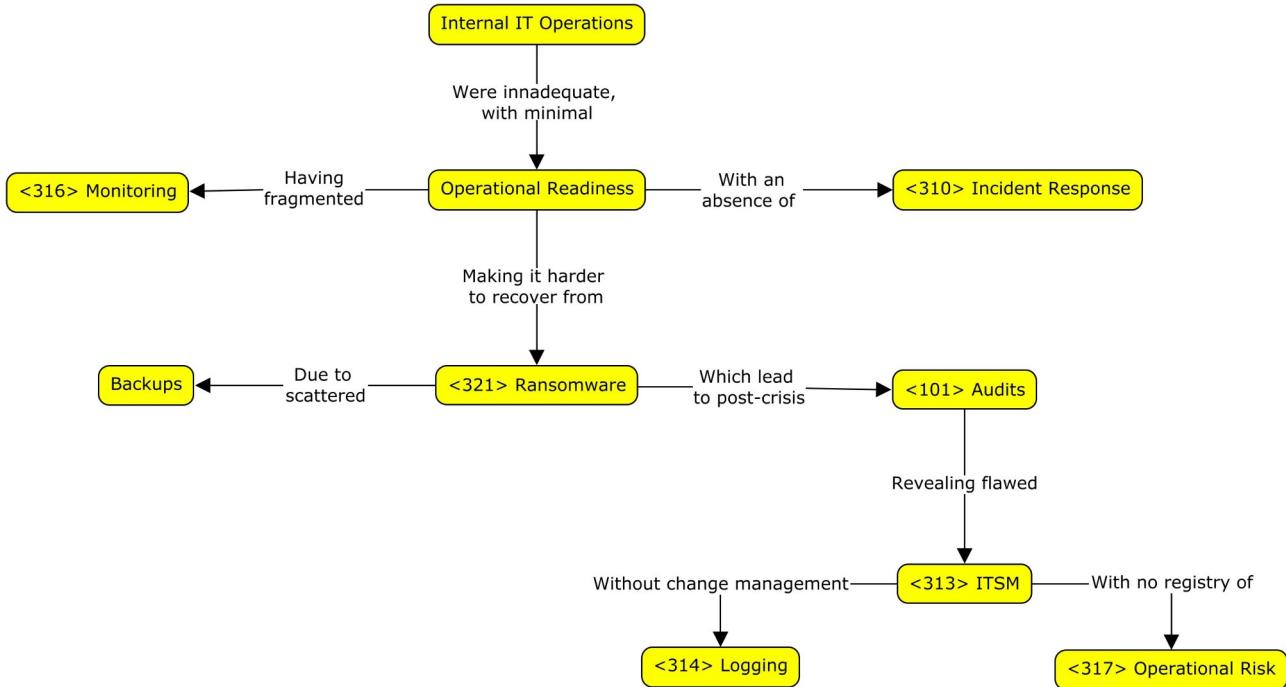
Q1.3 – Story Analysis: ArcoMed ransomware



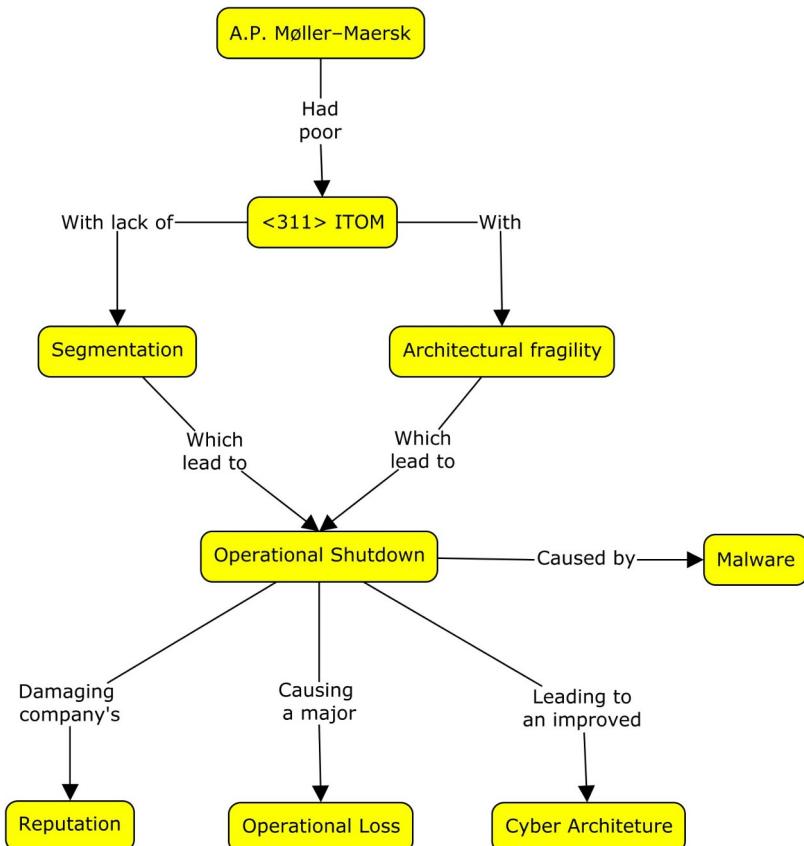
Q2.3 – Case Analysis: The SEF Migration Debacle



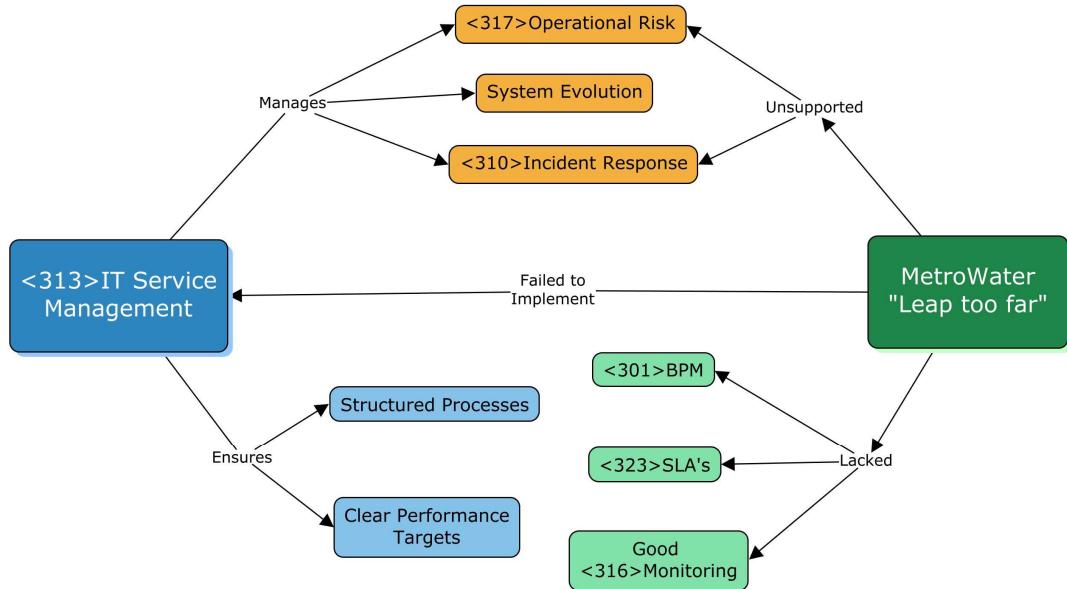
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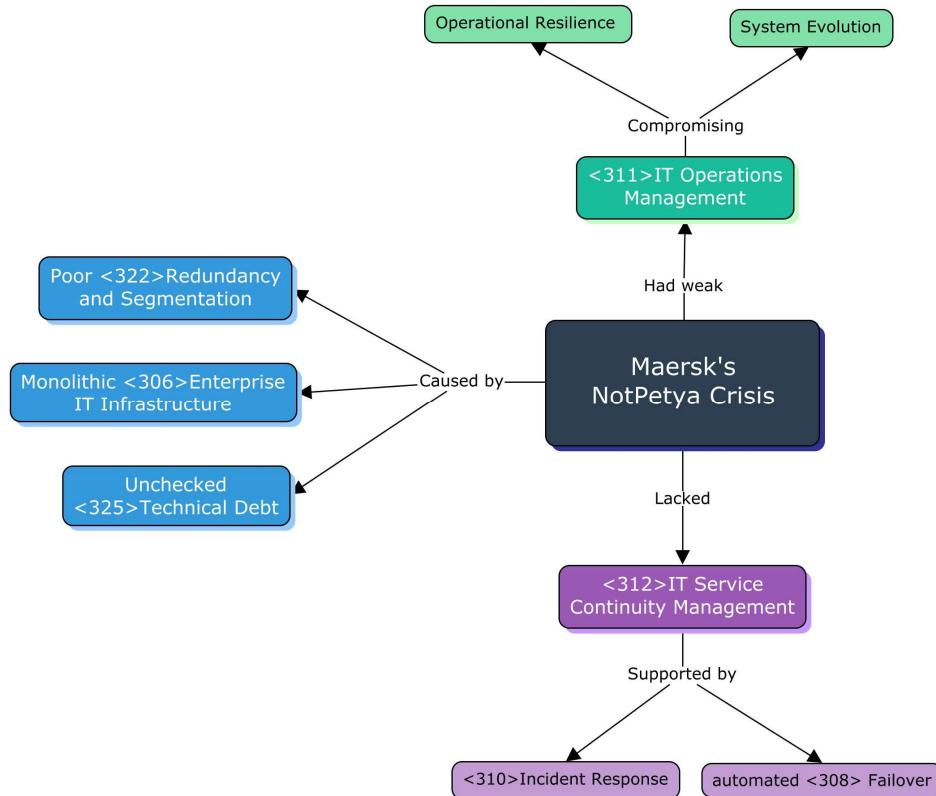
Q2.3



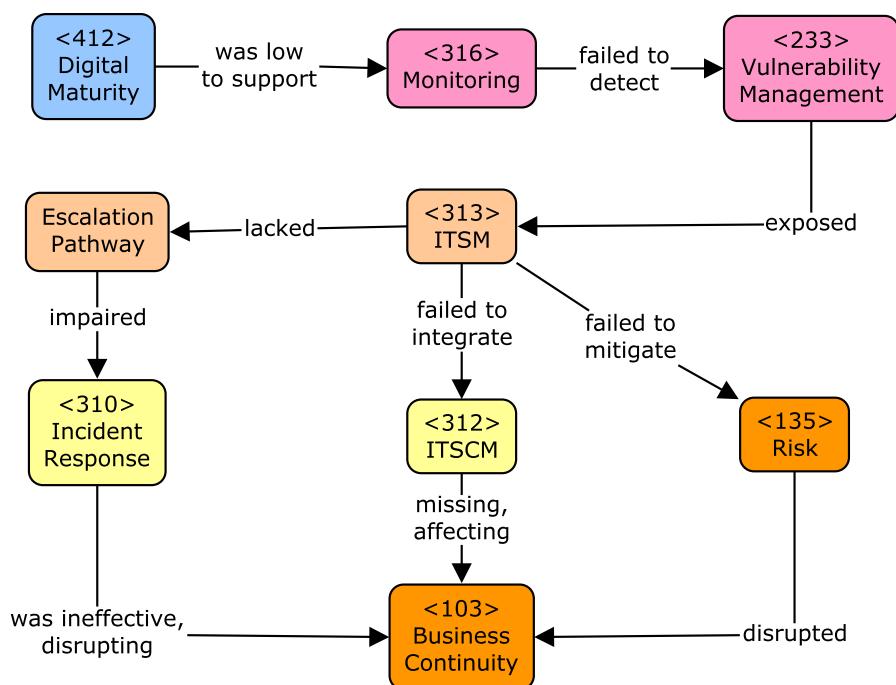
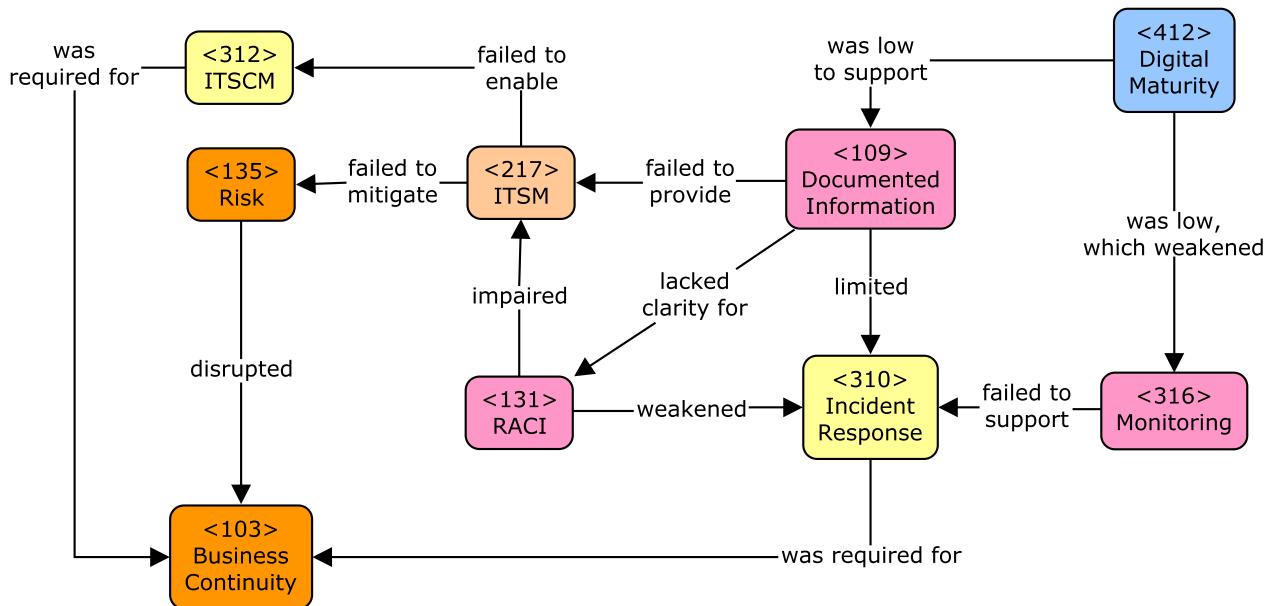
Q 1.3)



Q 2.3)

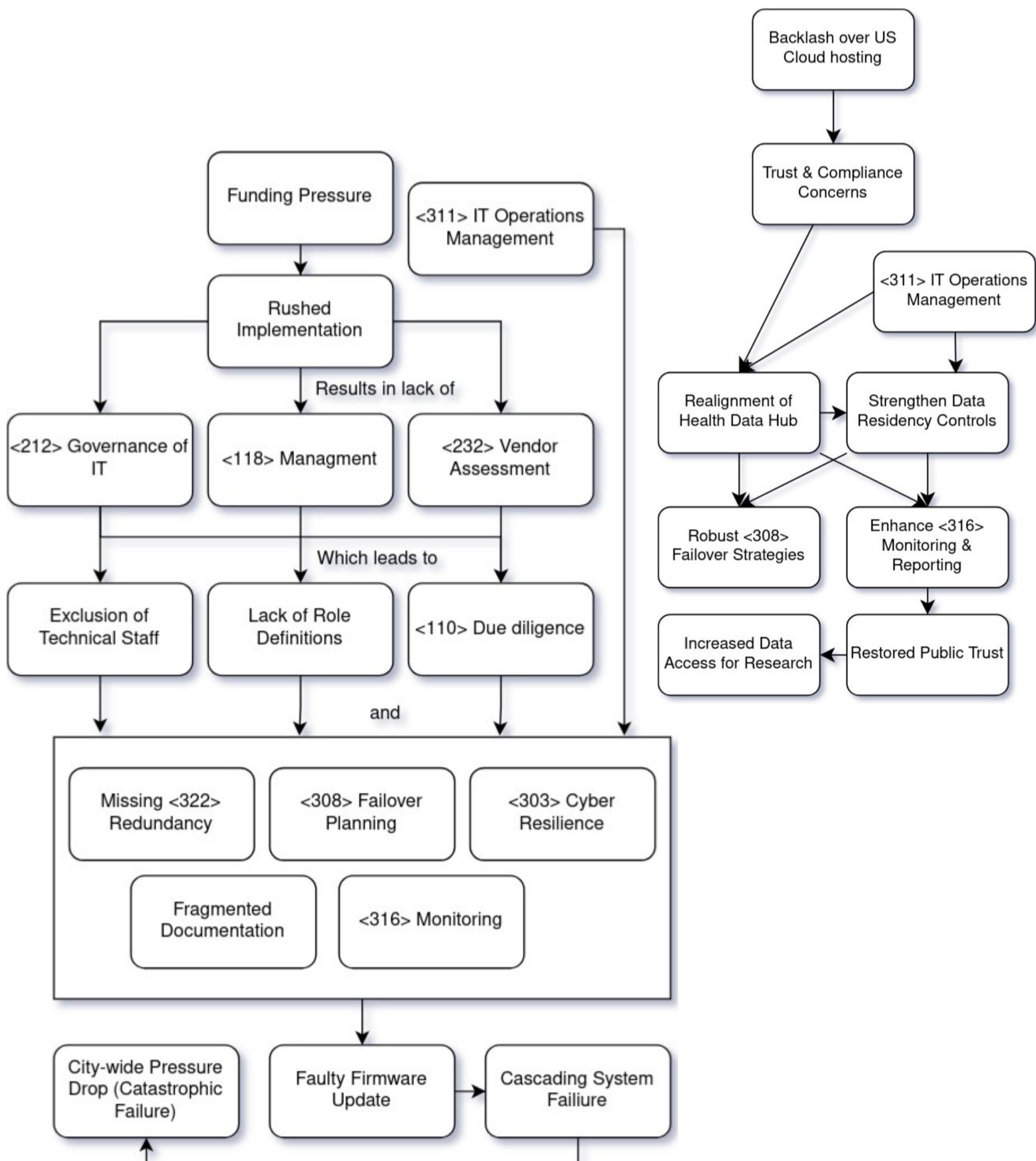


103929 – Lucas Martins



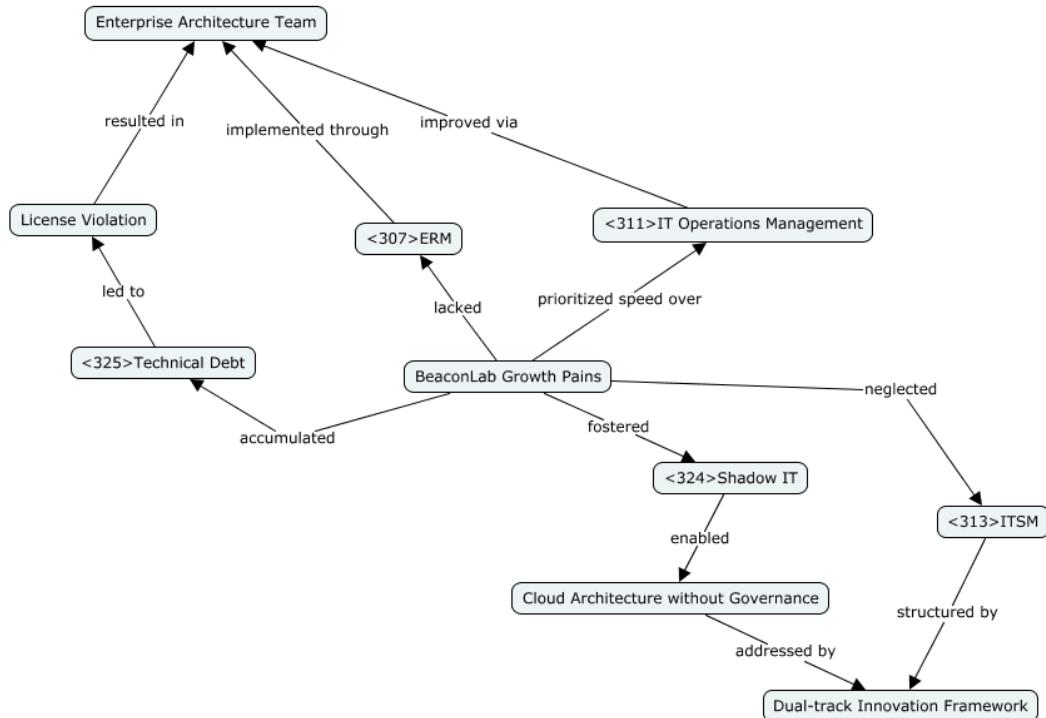
Story: MetroWater Access Denied

Case Analysis: France health data hub realignment

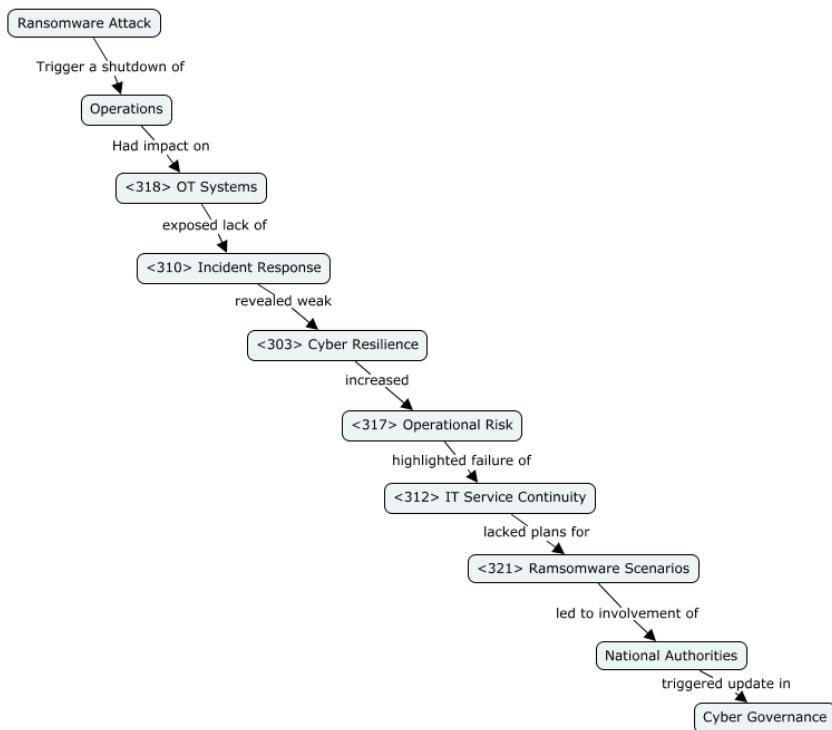


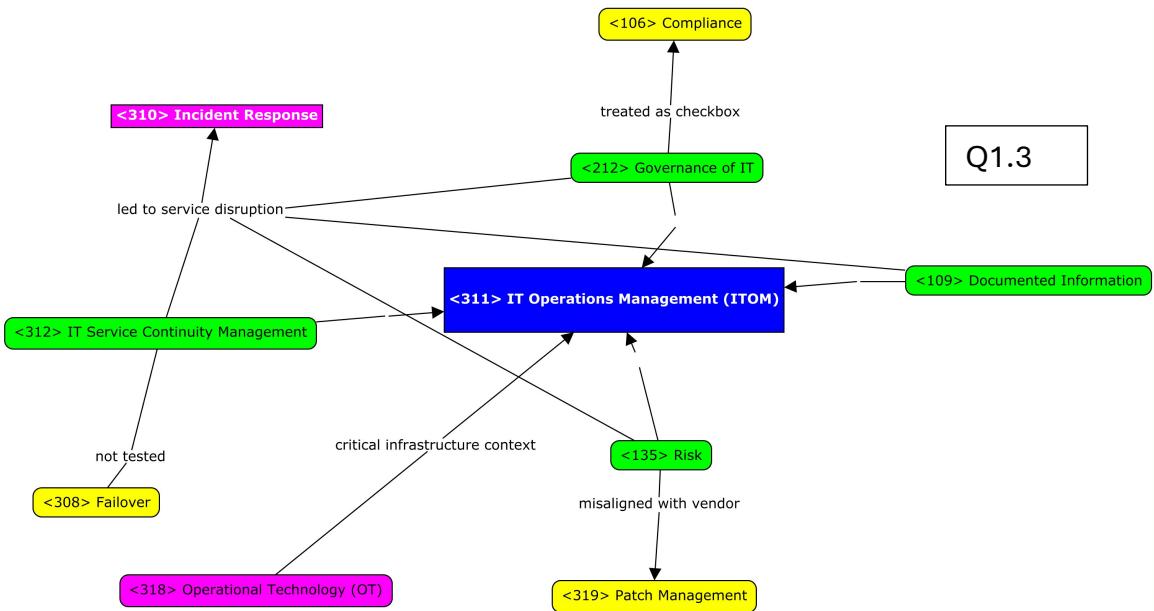
Essay 3 – Guilherme Marcondes – 104147

Q1.3



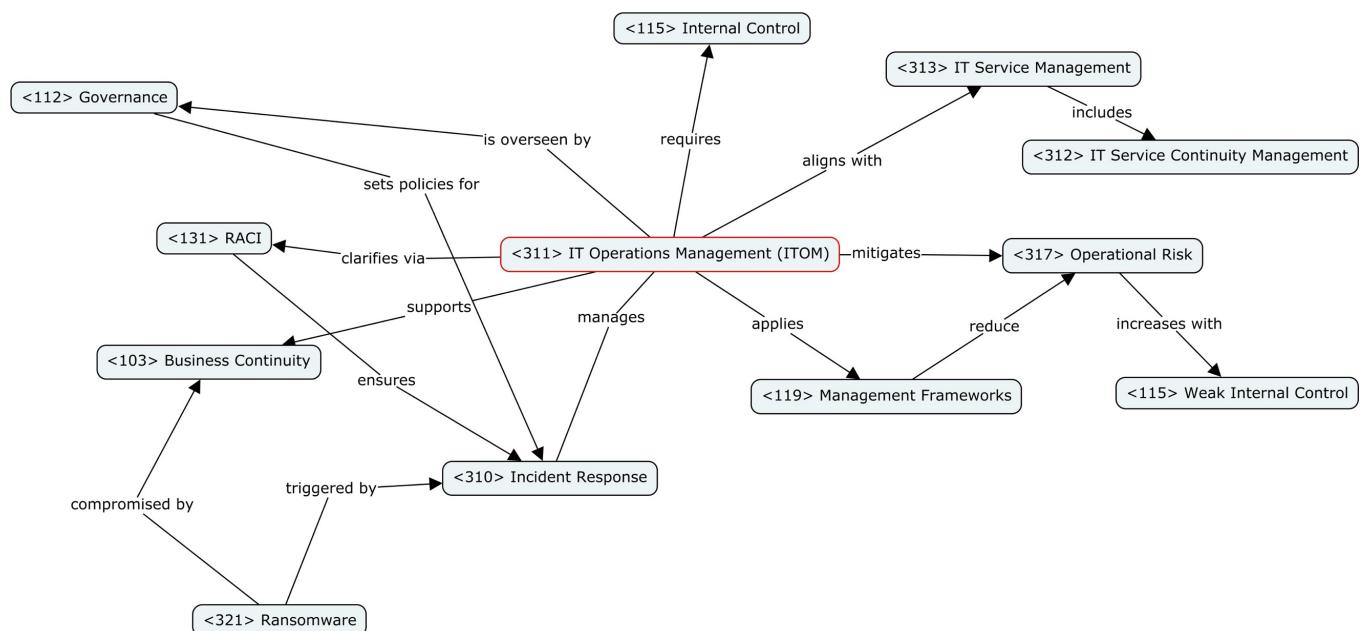
Q2.3





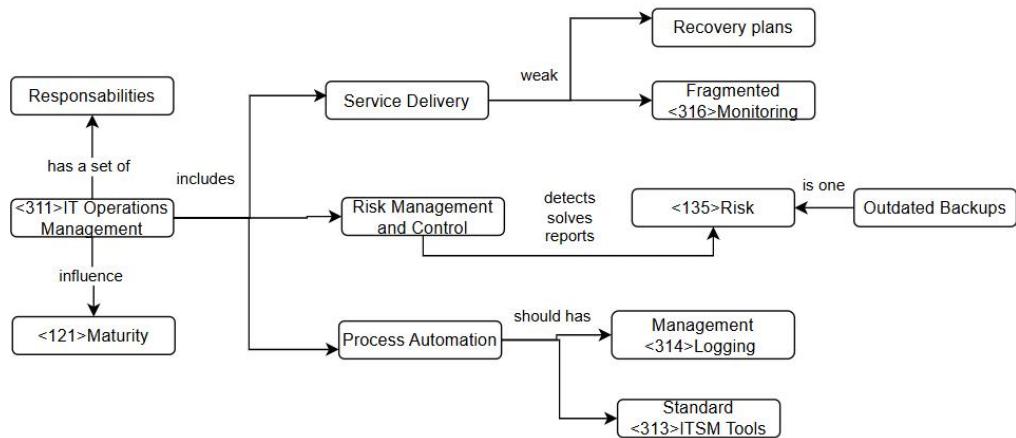
<310> Incident Response

Q2.3



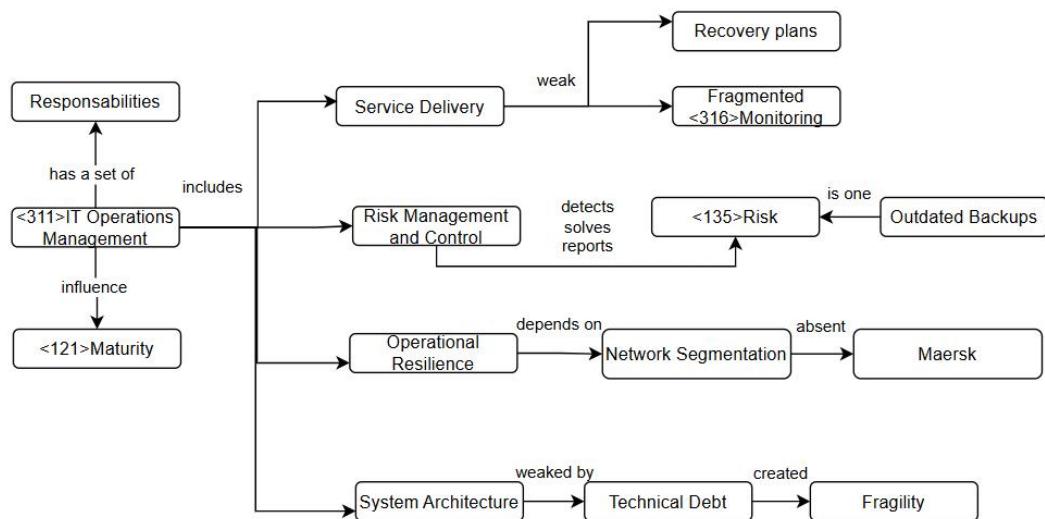
Q1.3 story: 2.3 ArcoMed Ransomware

- Cmap



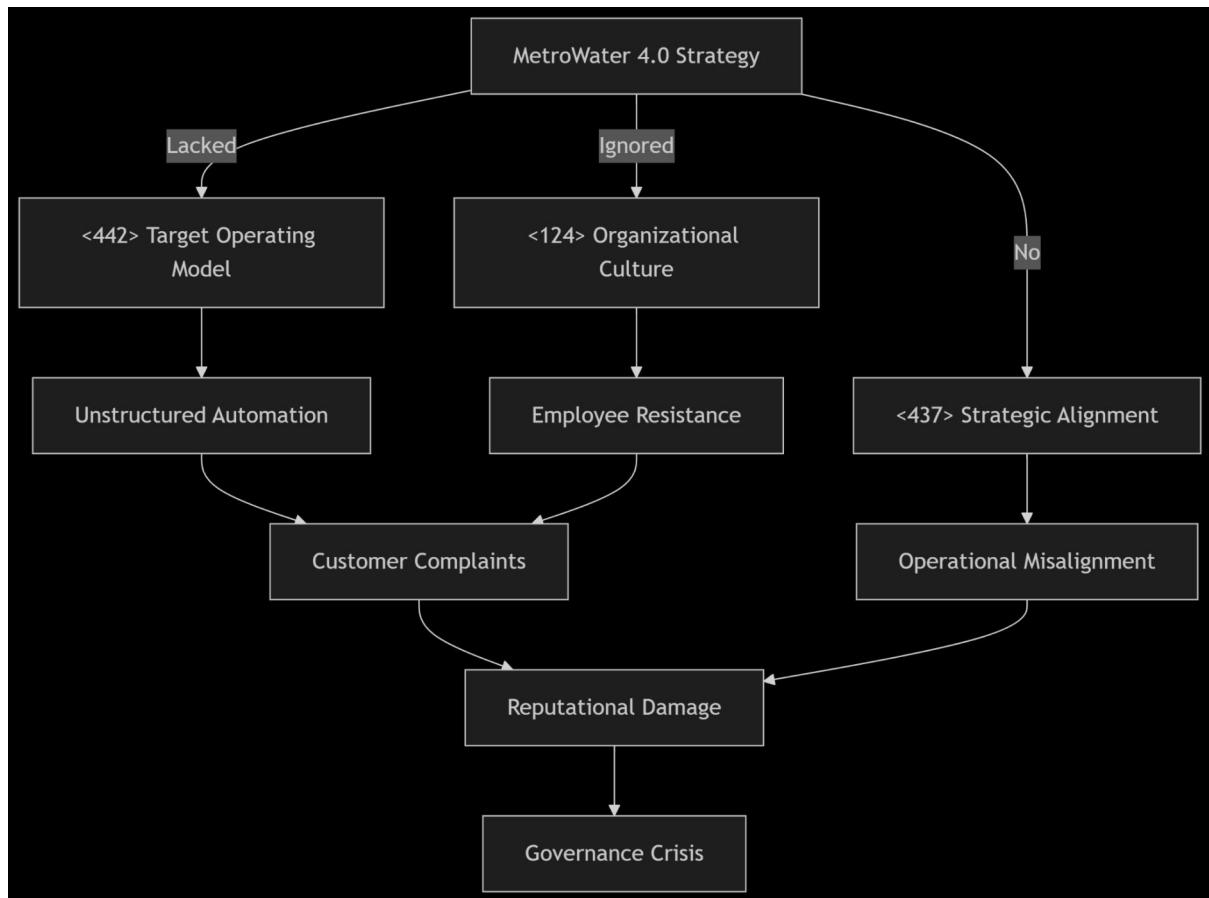
Q2.3 case study: 1 Maersk and the Quiet Catastrophe

- Cmap

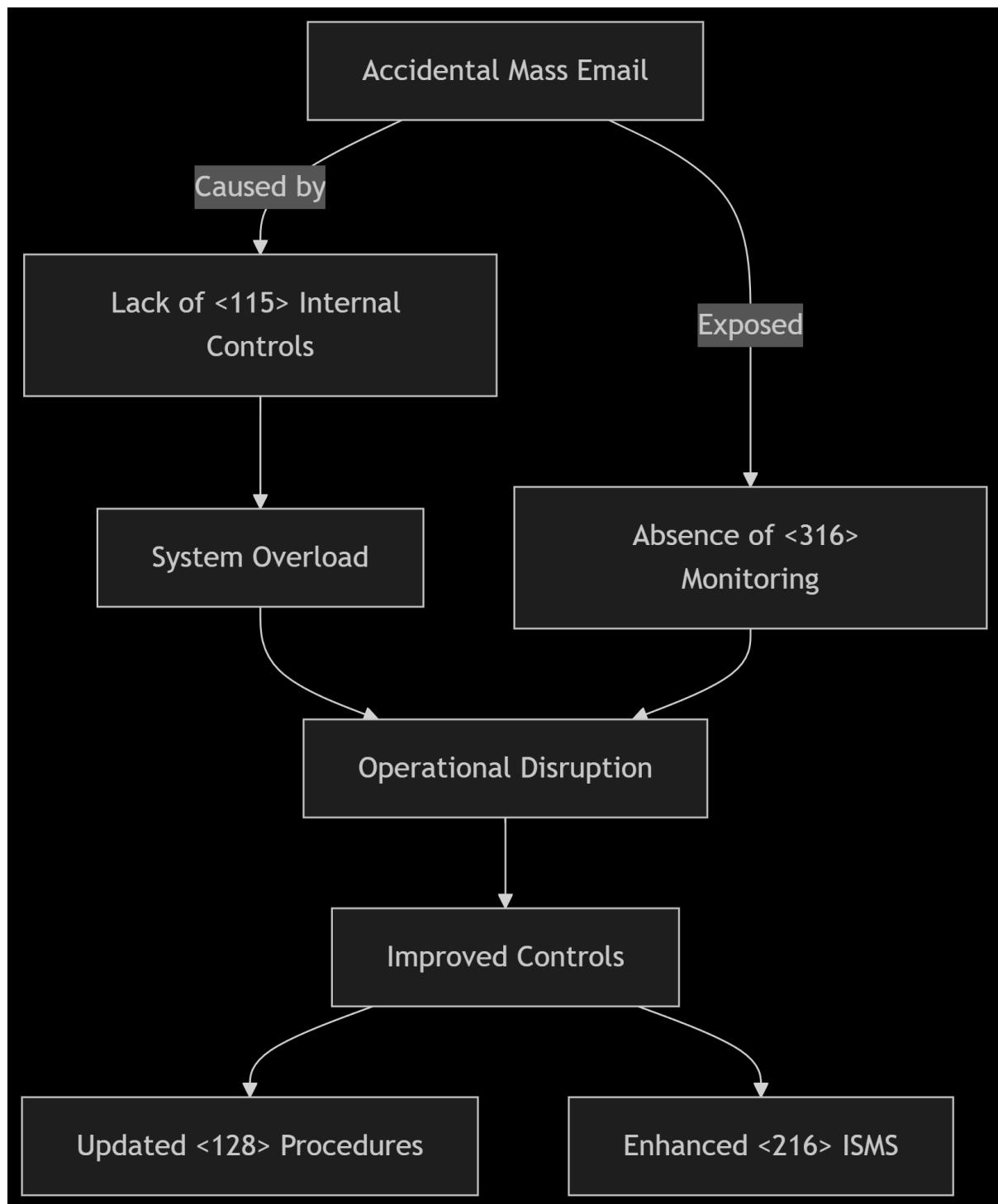


chonghe cui ist1108077

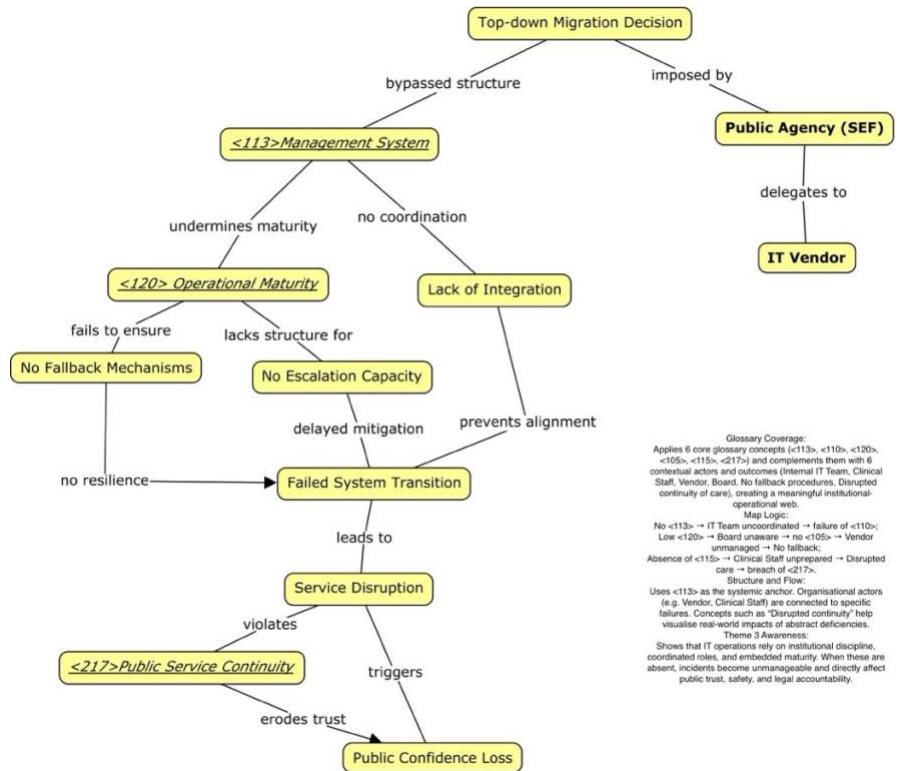
the concept map for Q1.3



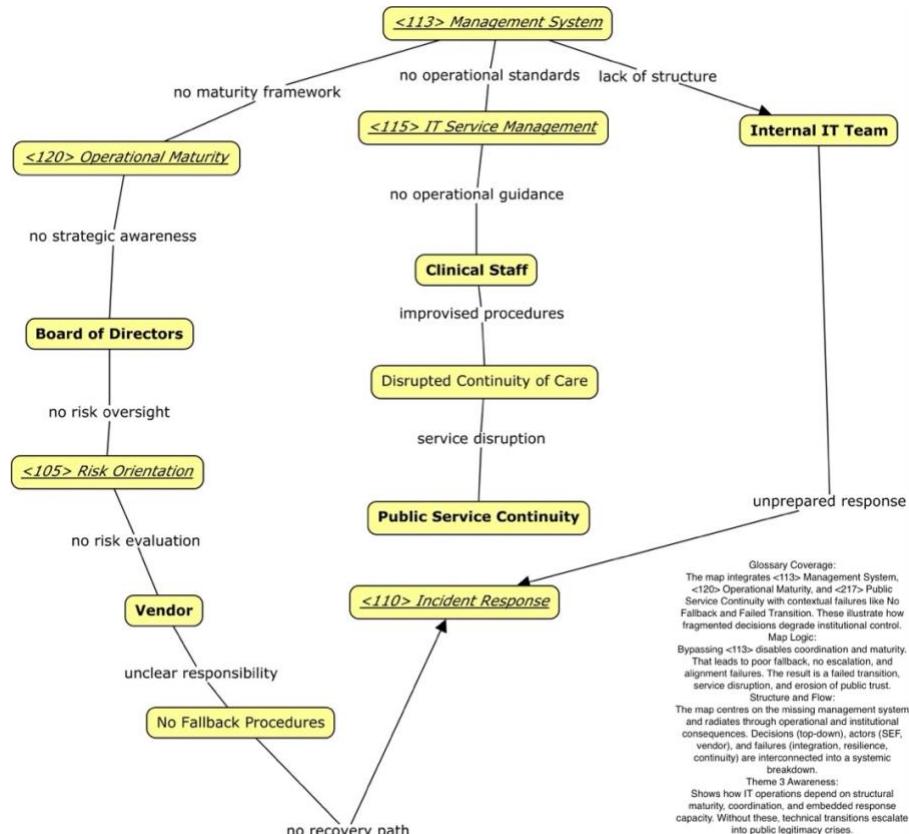
the concept map for Q2.3



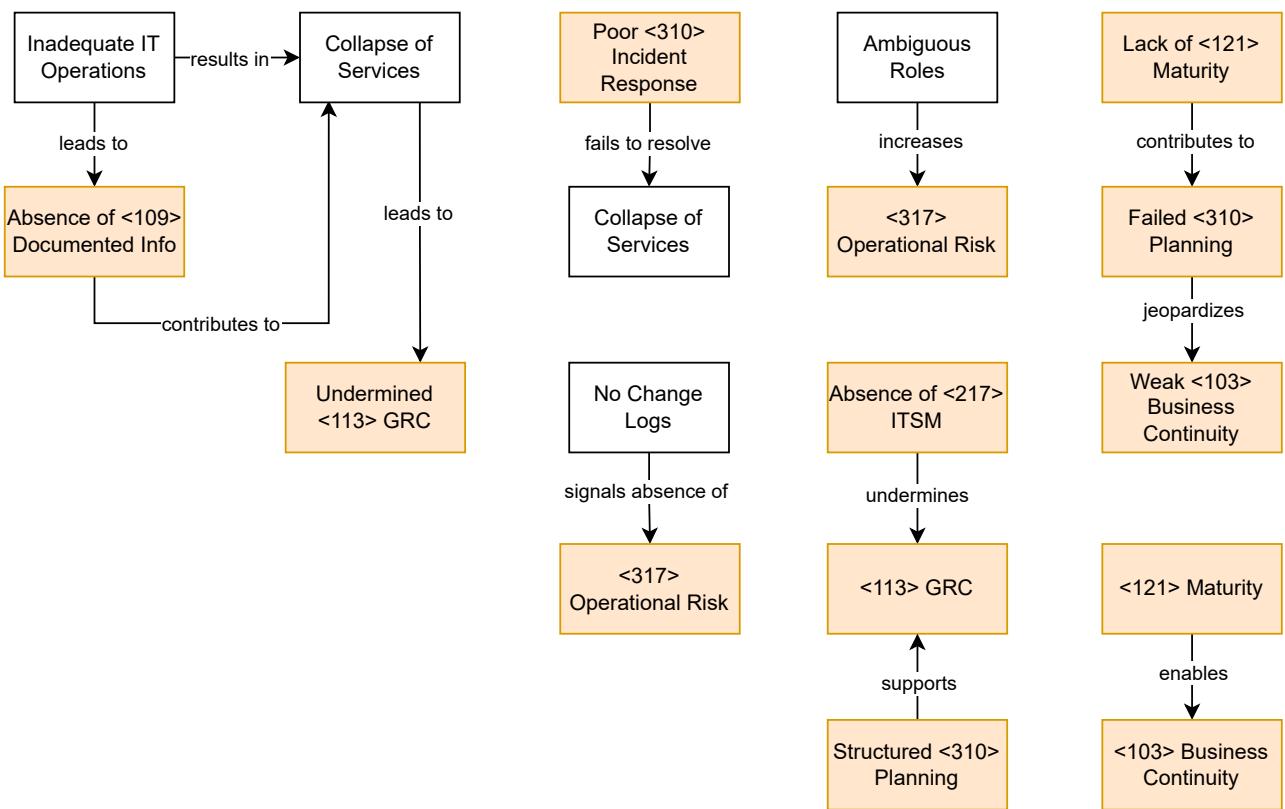
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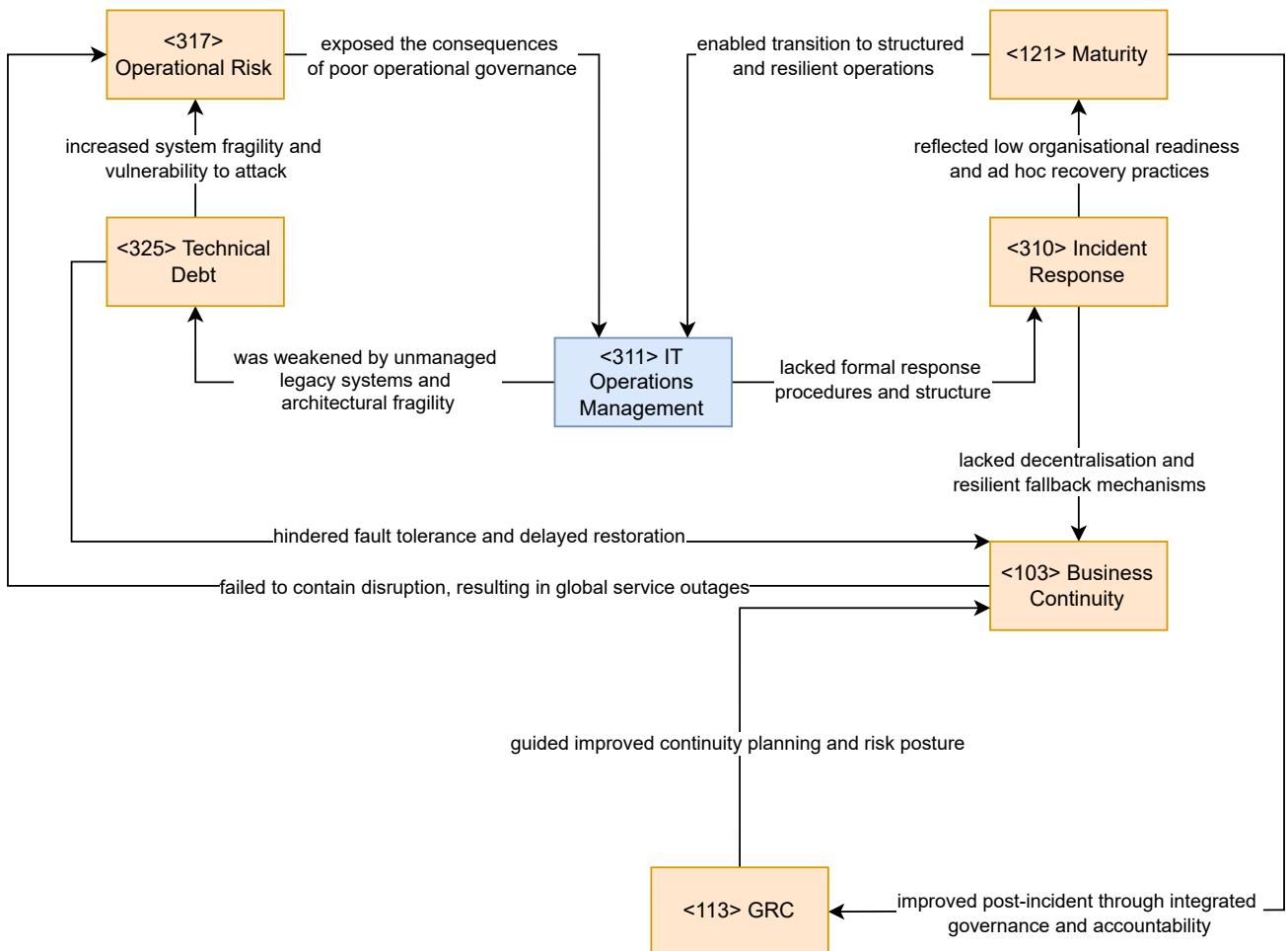
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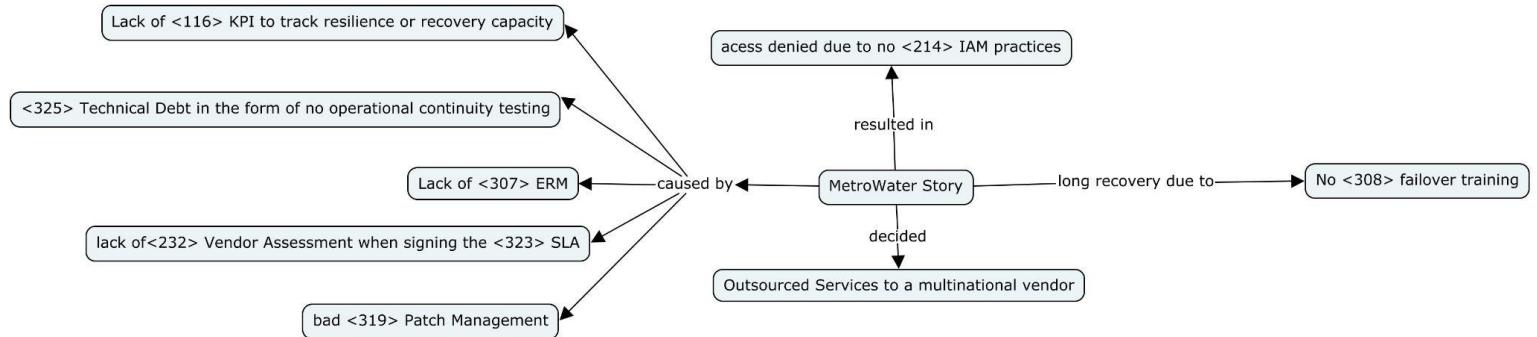
Q 1.3



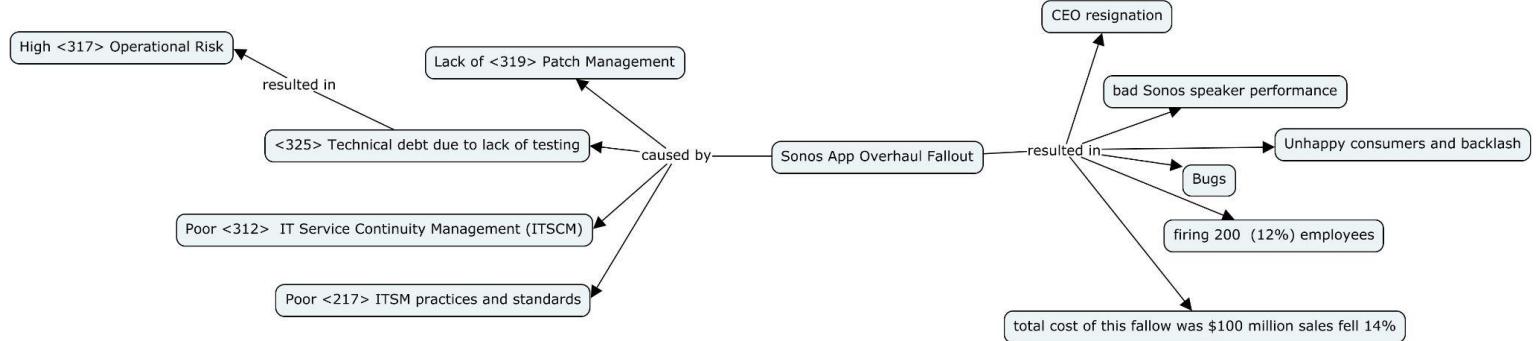
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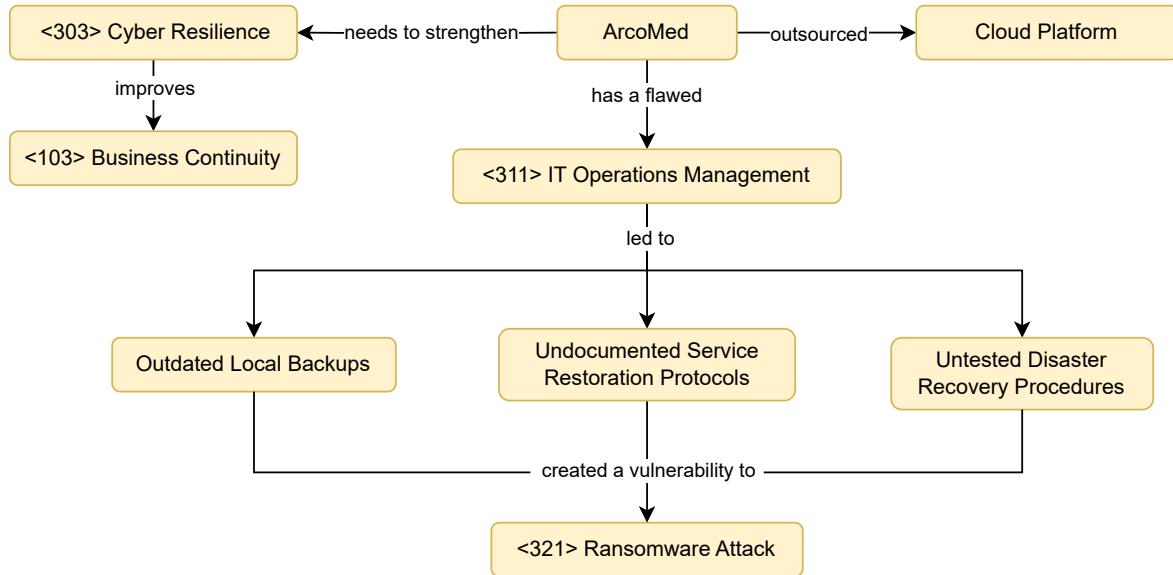
concept map for Q1.3



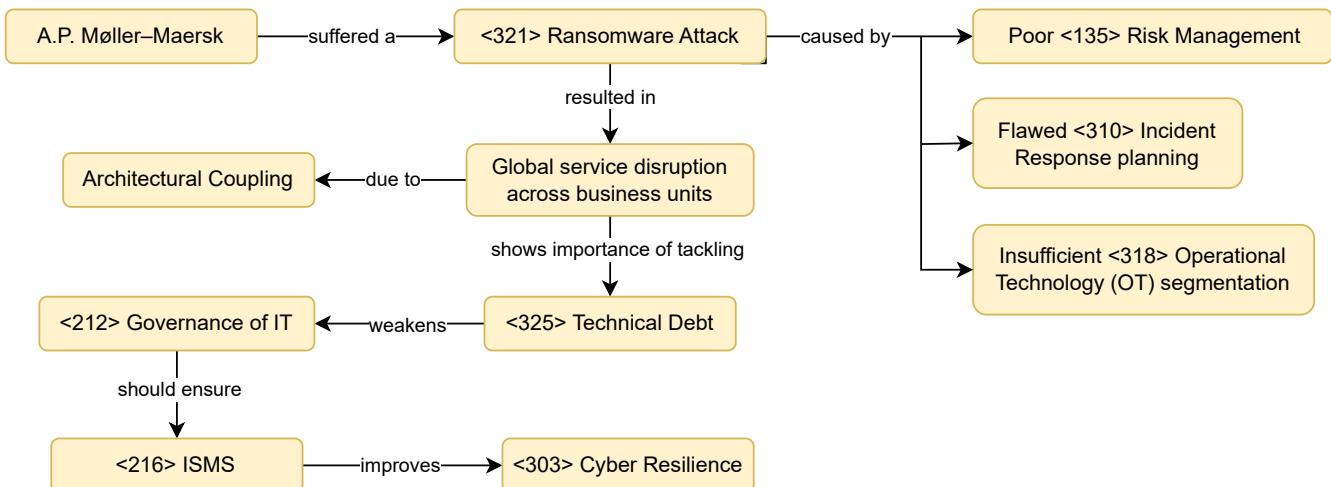
concept map for Q2.3



Q1.3.



Q2.3.

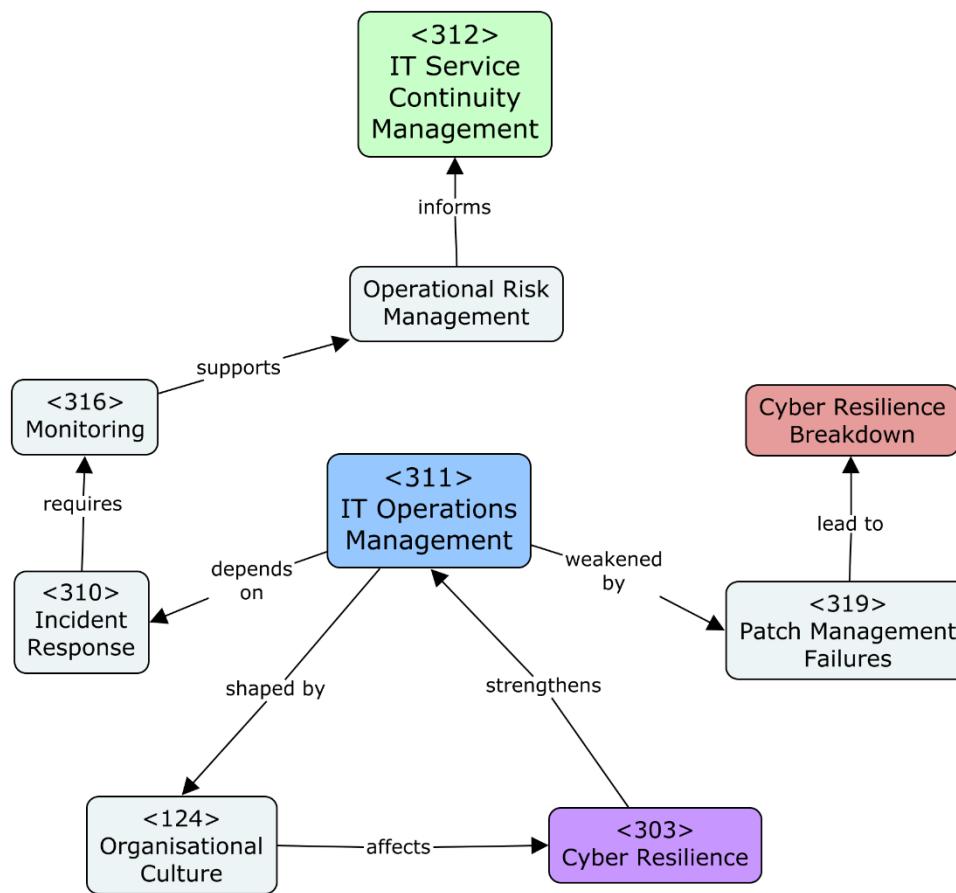


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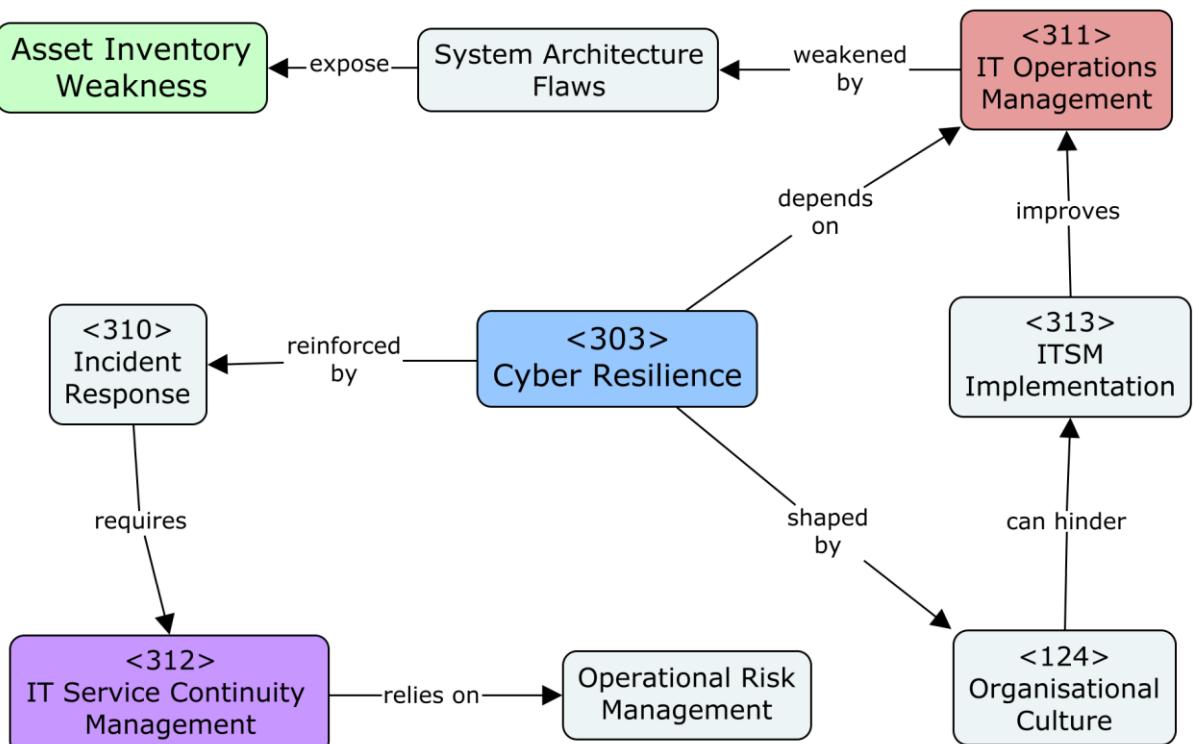
Miguel Raposo

ist1112167

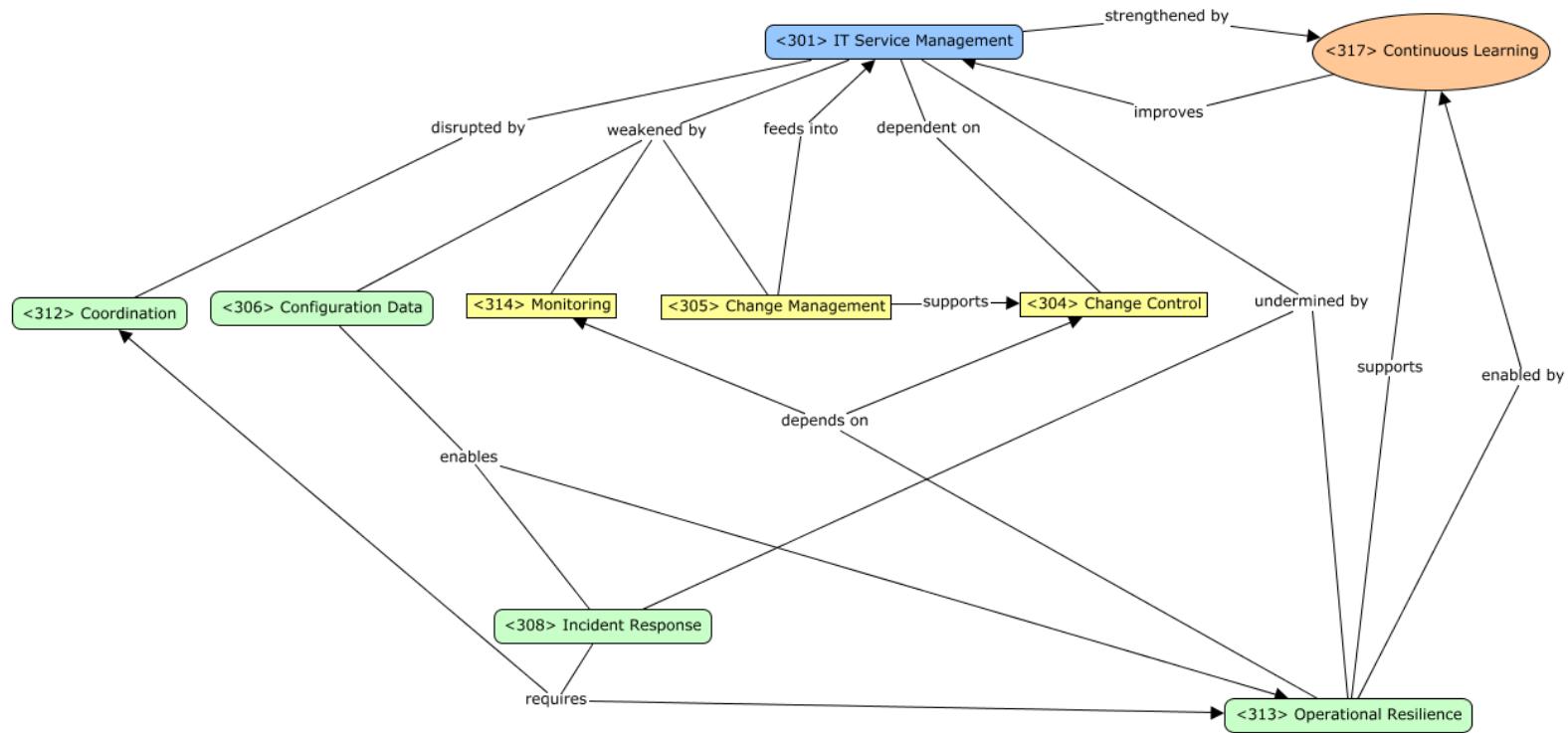
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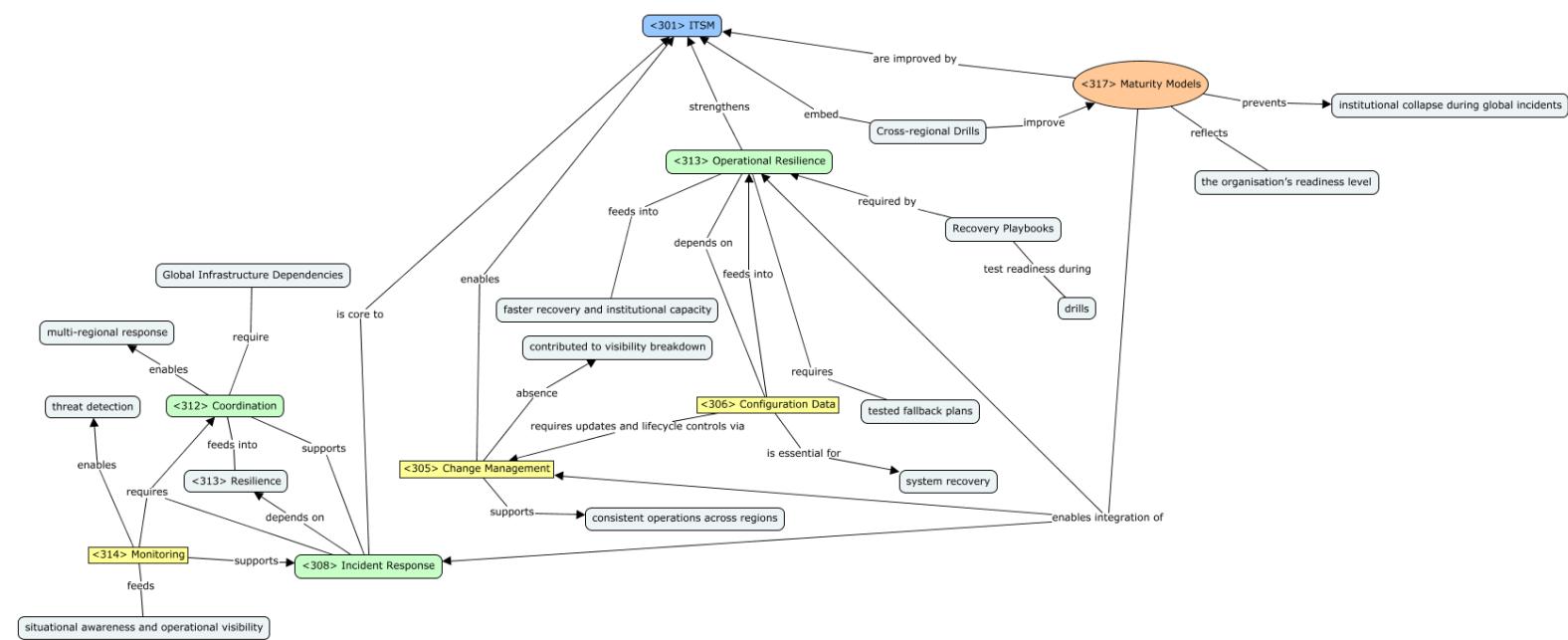
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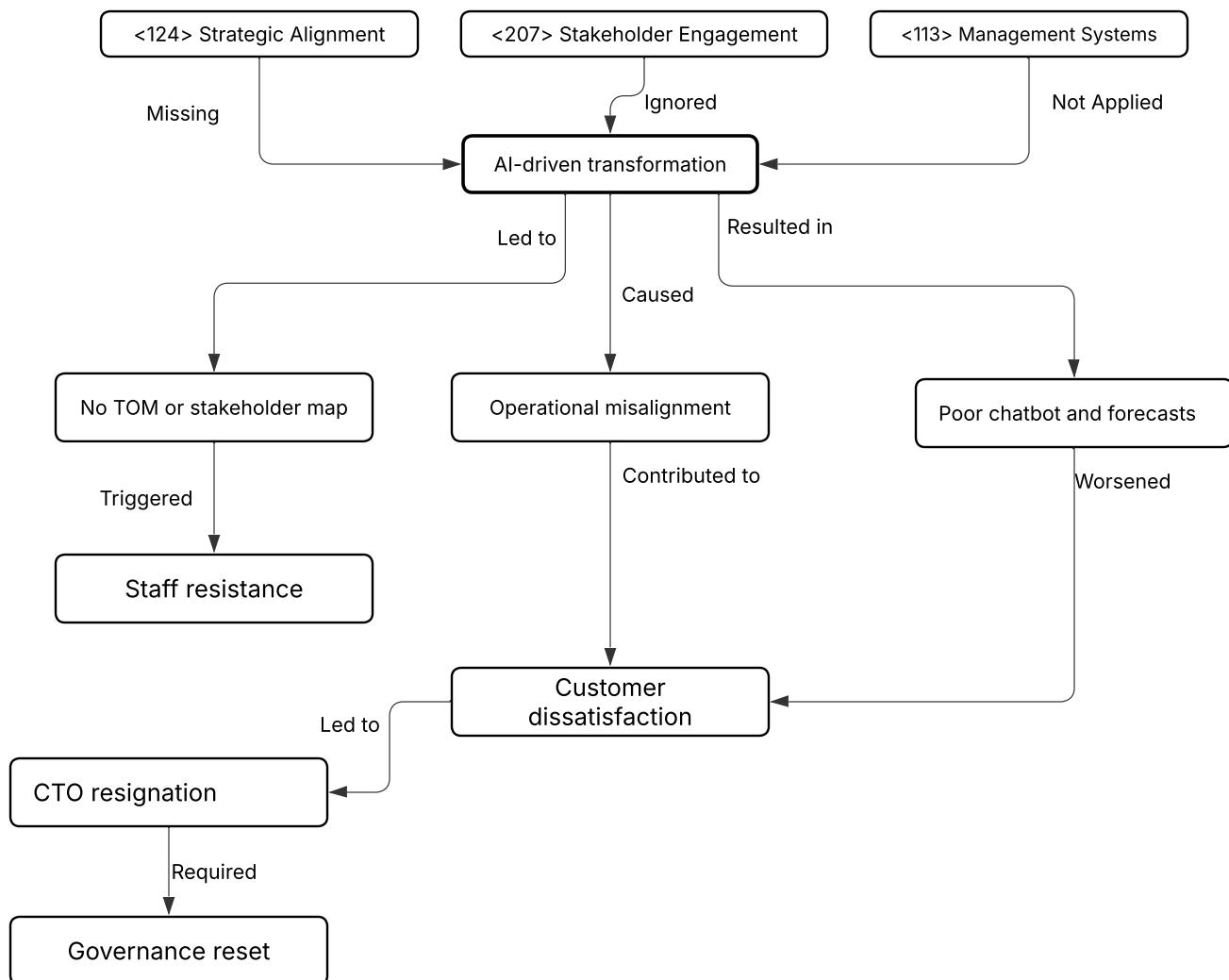
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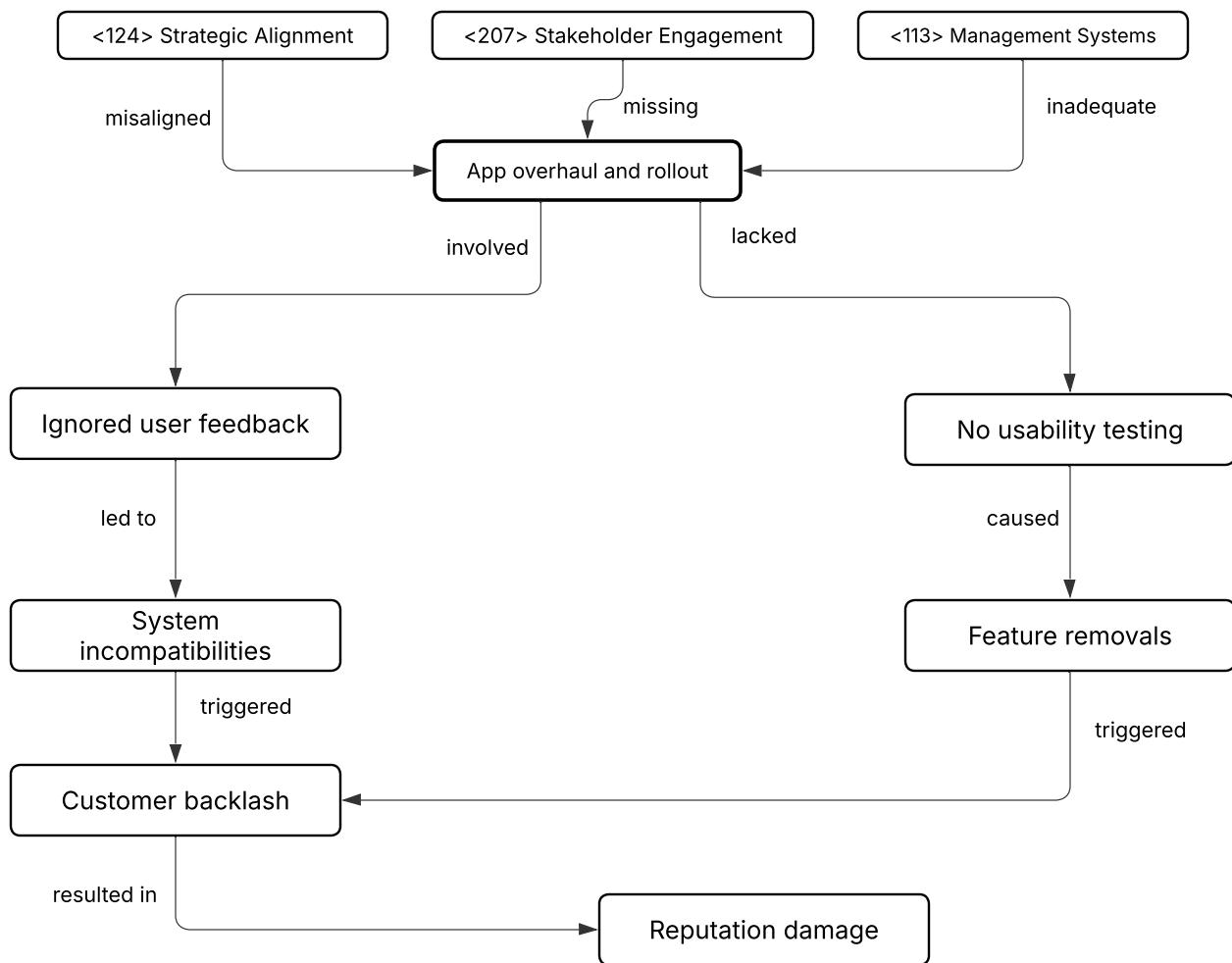
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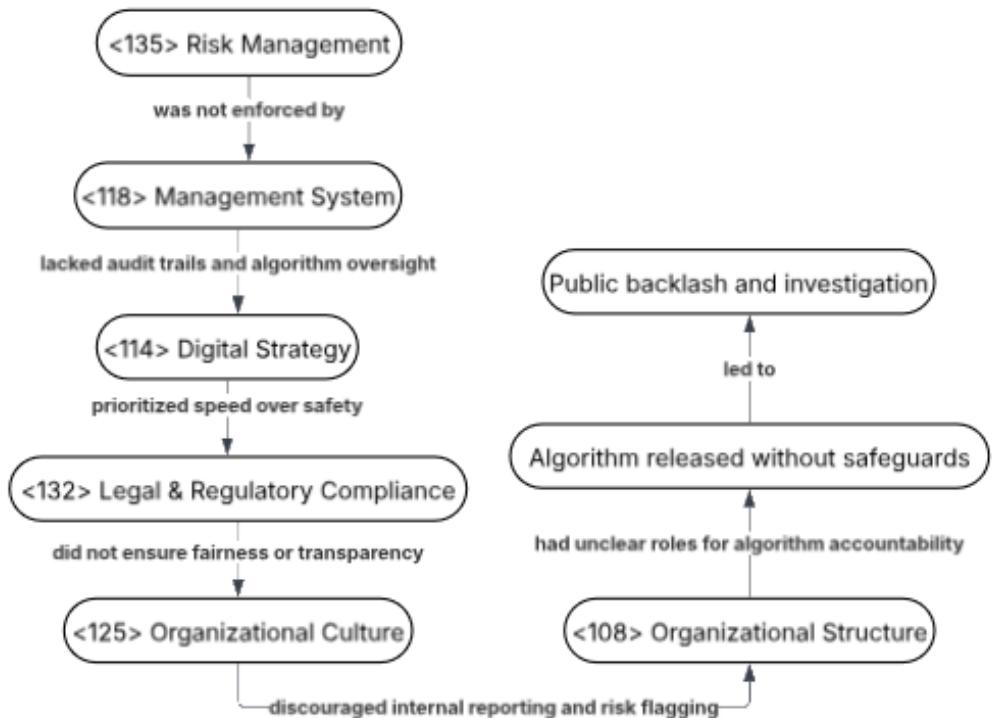
Q1.3 – Story Analysis: VisioRetail AI Misfire



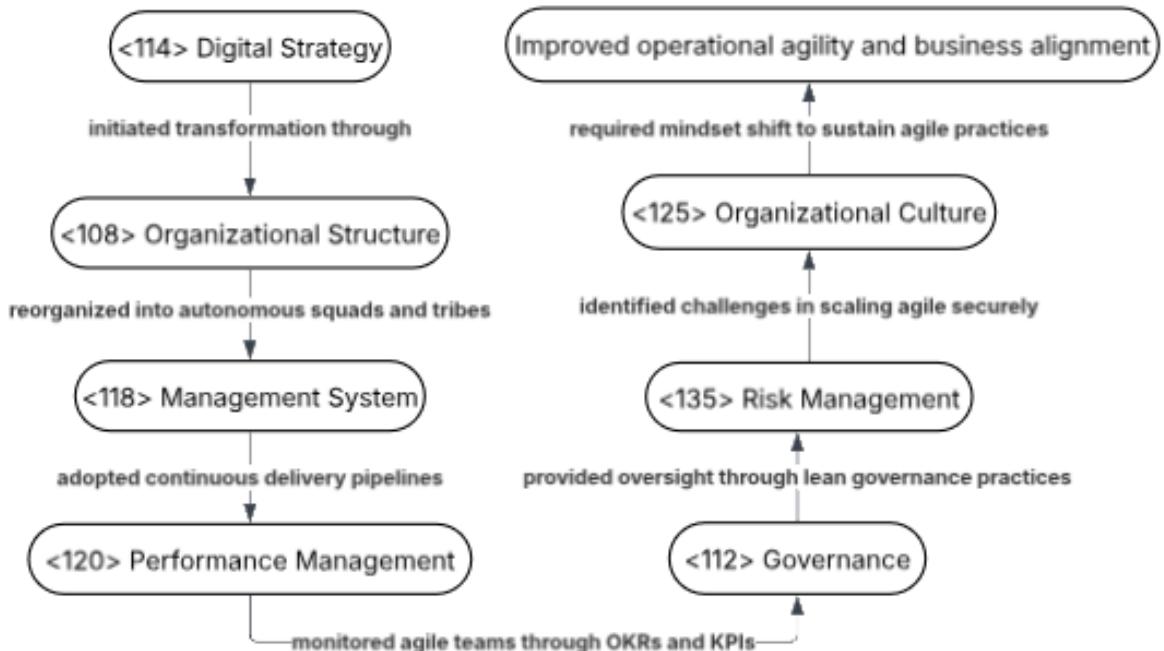
Q2.3 – Case Analysis: Sonos App Overhaul Fallout



Q1.3 – BeaconLab Algorithmic Secret: Governance Failures in Algorithm



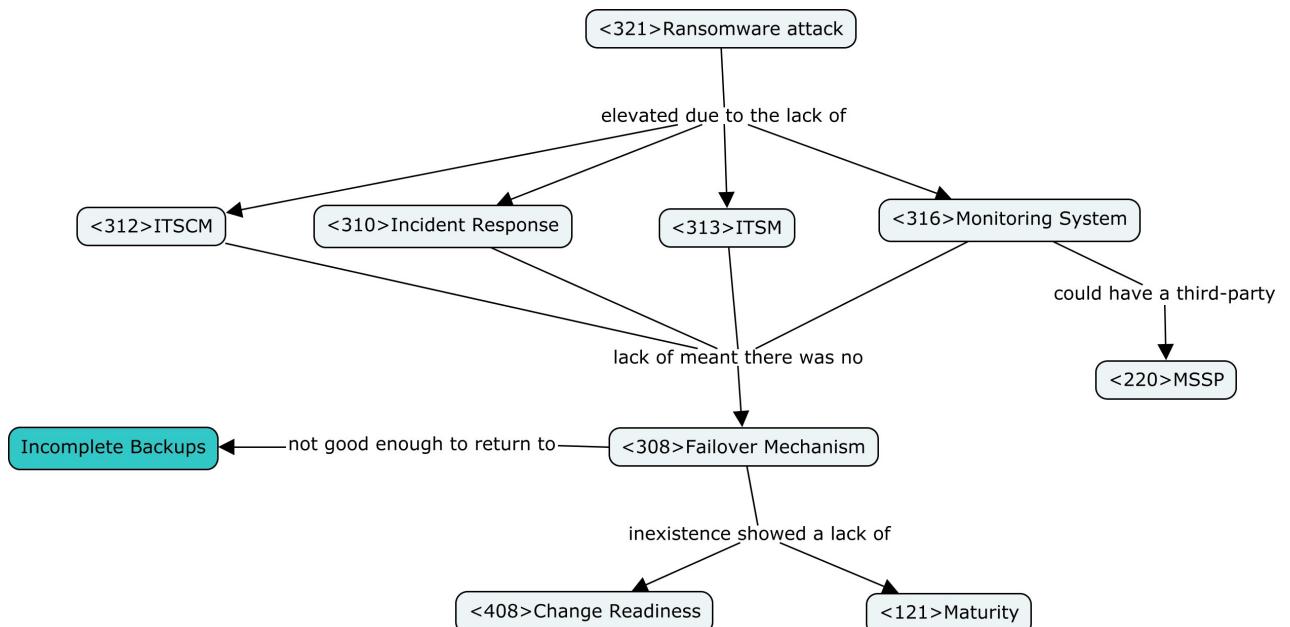
Q2.3 – ING and the Agile Transformation: Operational Alignment and Governance in Change



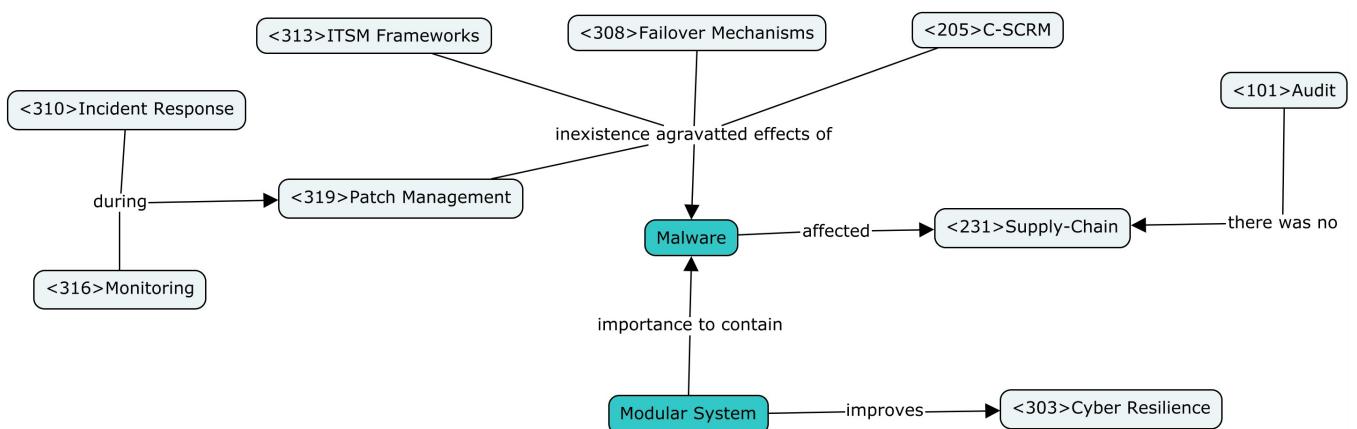
Concept Maps Q1.3 and Q2.3

Dragomir Levitchi - 112252

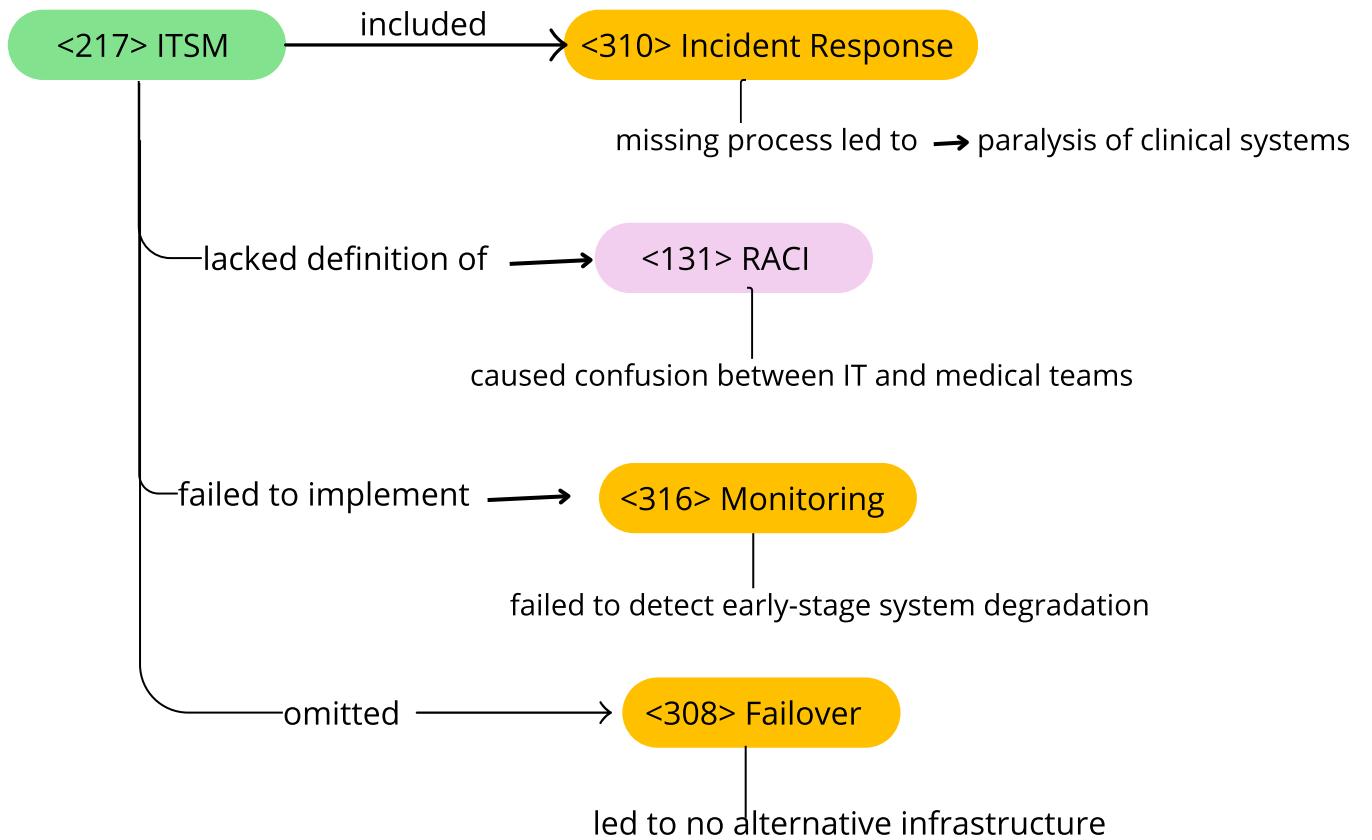
– Concept Map Q1.3



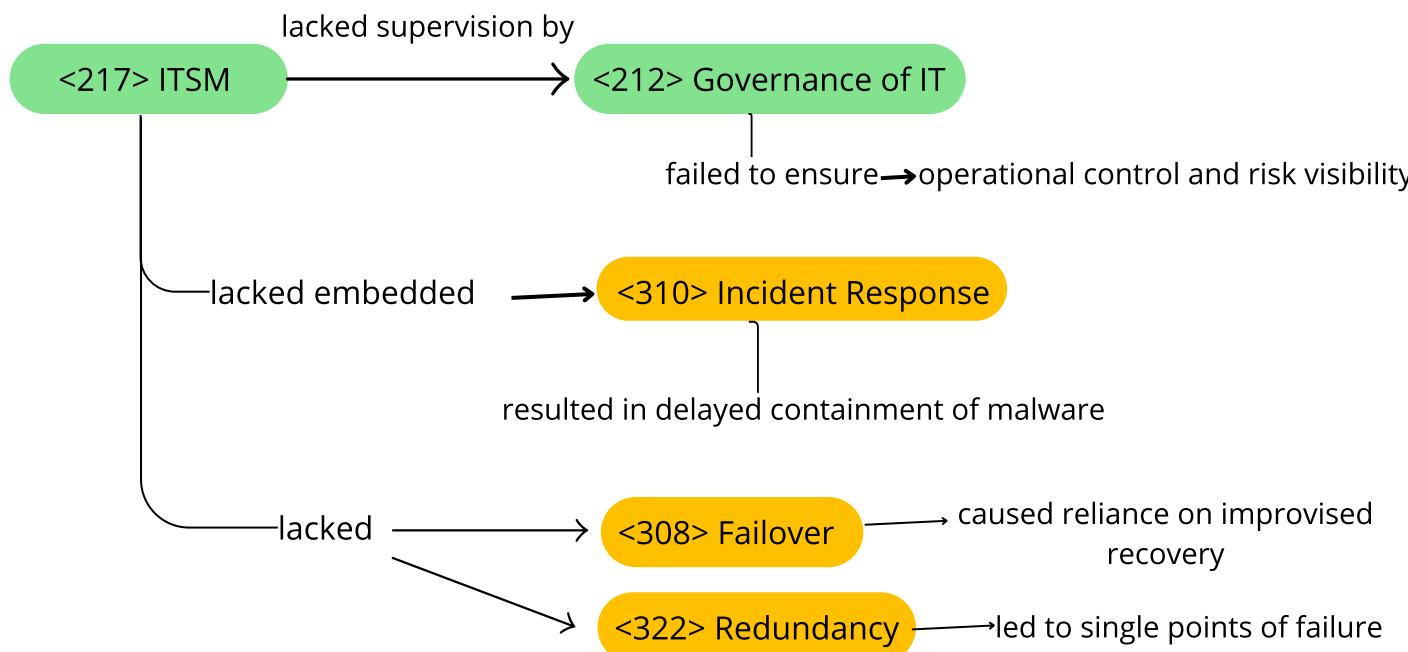
– Concept Map Q.2.3



Q1.3

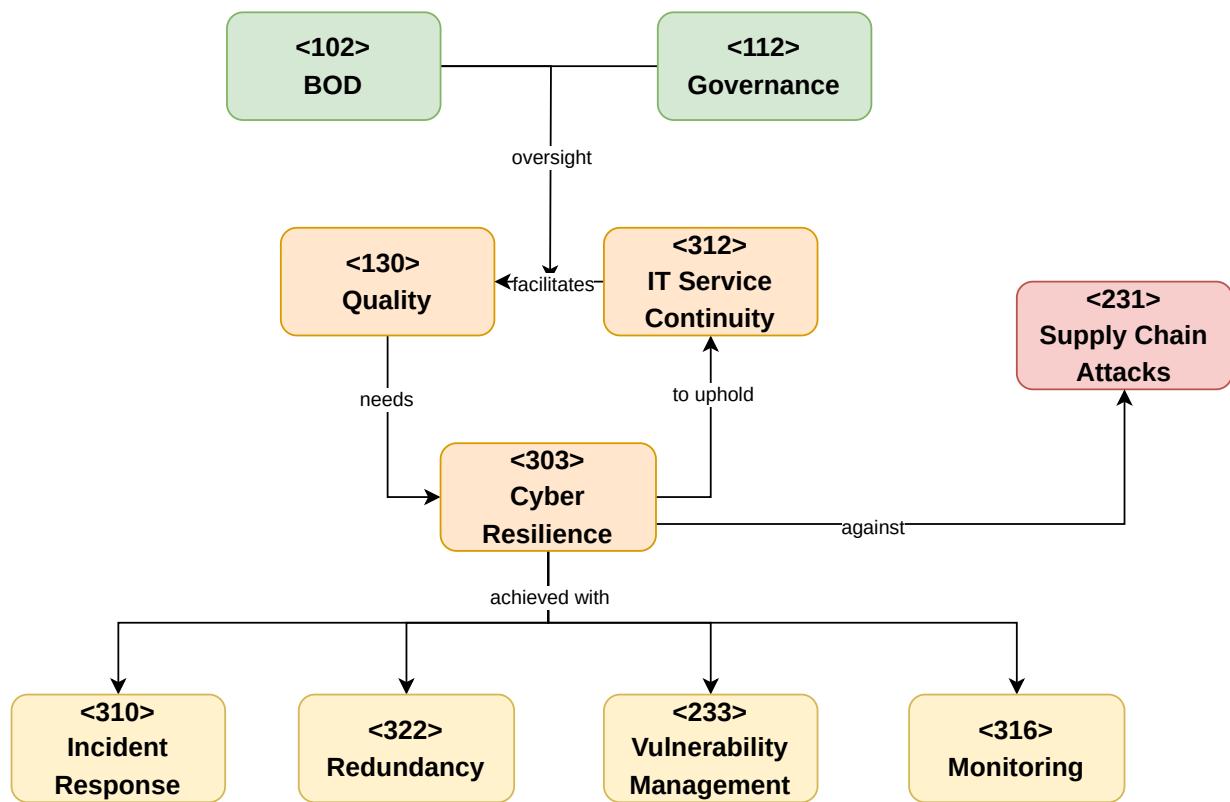


Q2.3

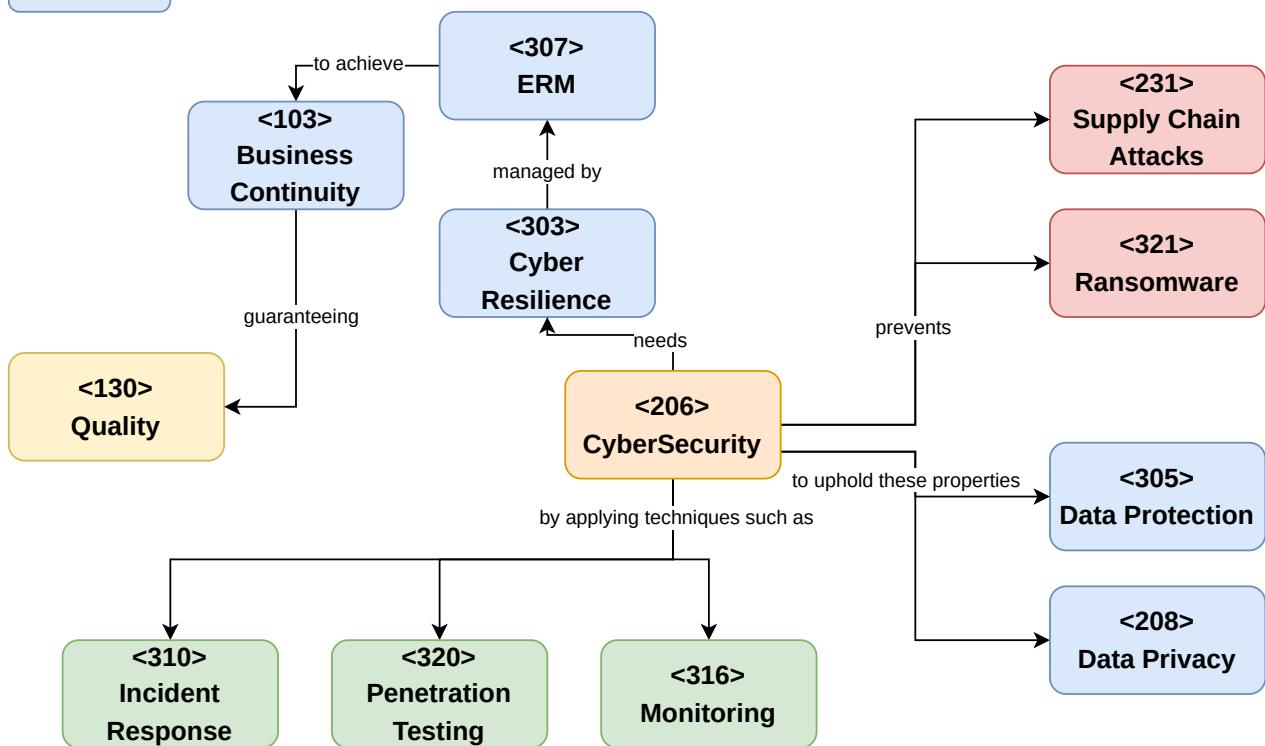


Daniela Camarinha
112265

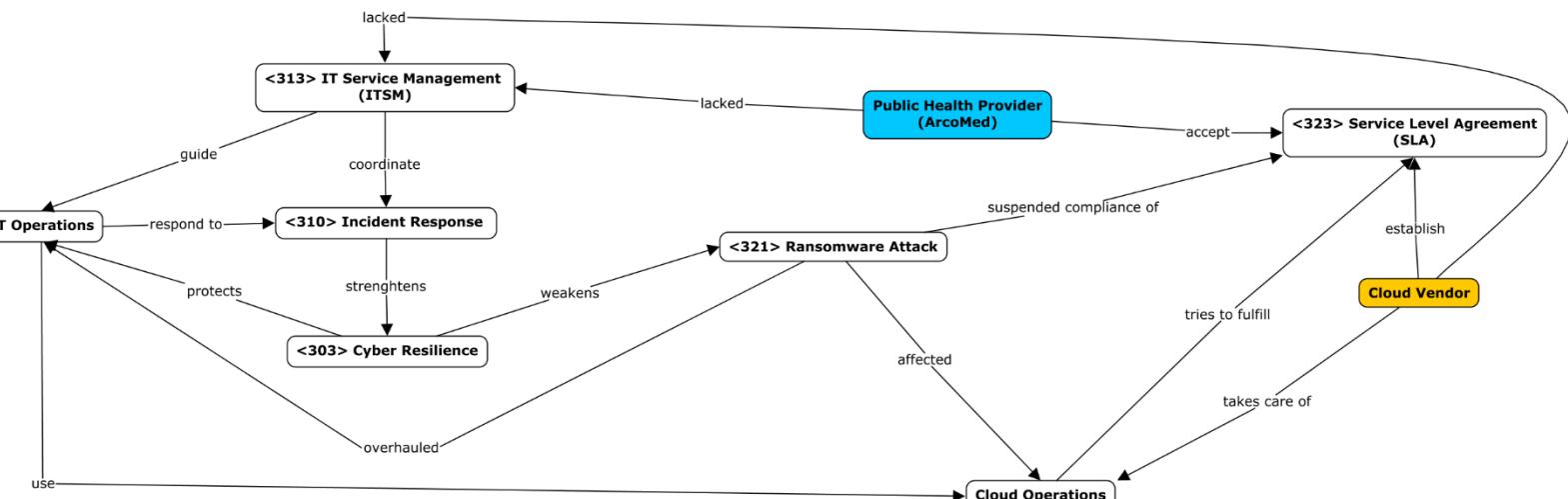
Q1.3



Q2.3

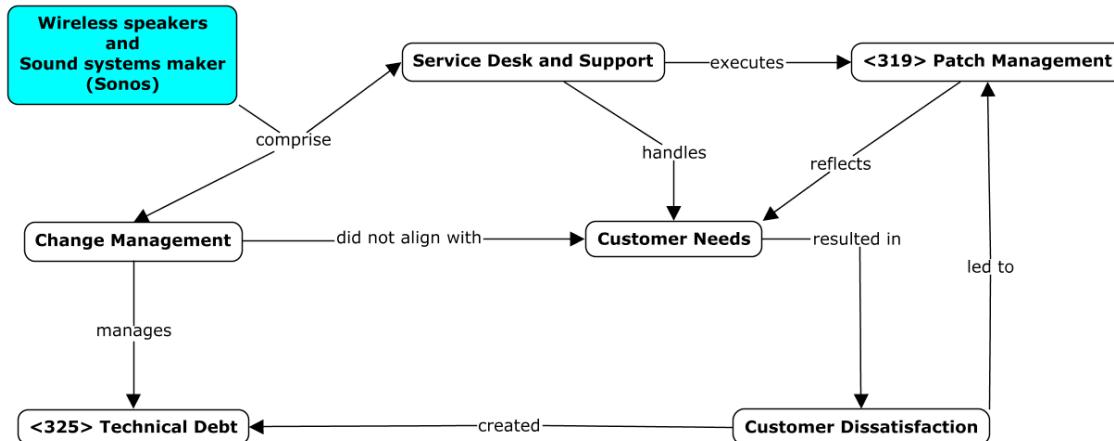


Story 2.3: ArcoMed ransomware



- **IT Operations:** The daily activities required to manage and maintain IT infrastructure, applications, and services. This includes monitoring, incident handling, patching, backup, and user support.
- **Cloud Operations:** The management of IT services hosted in cloud environments, involving dynamic provisioning, multi-tenant governance, and compliance with provider contracts and regulatory requirements.
- **Public Health Provider:** institution providing medical and surgical treatment and nursing care for sick or injured people.
- **Cloud Vendor:** a company that offers cloud computing services, such as infrastructure, platform, or software as a service.

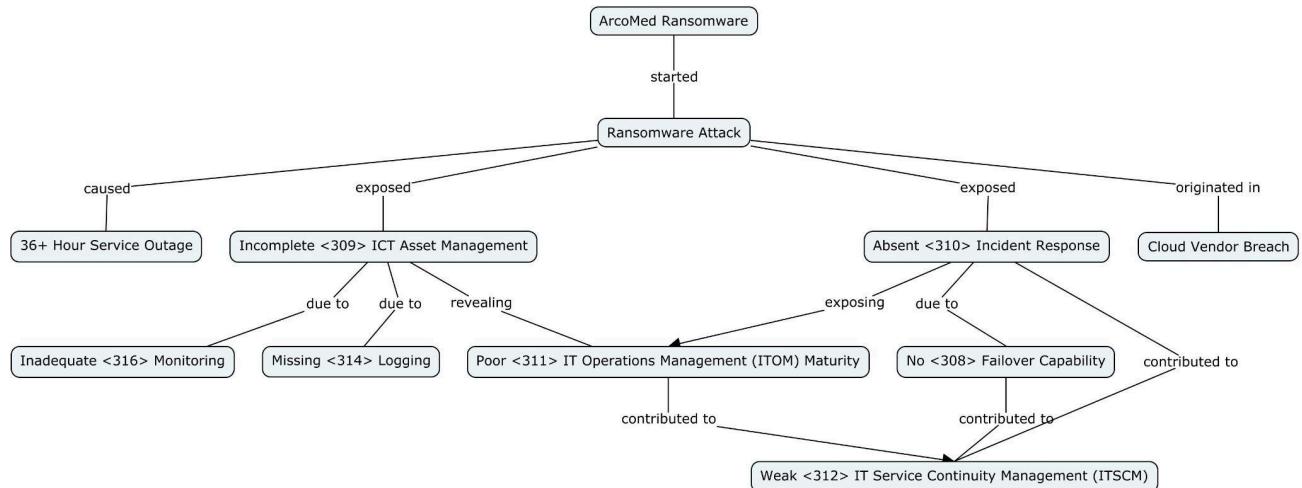
Case 9: Sonos App Overhaul Fallout (2024...)



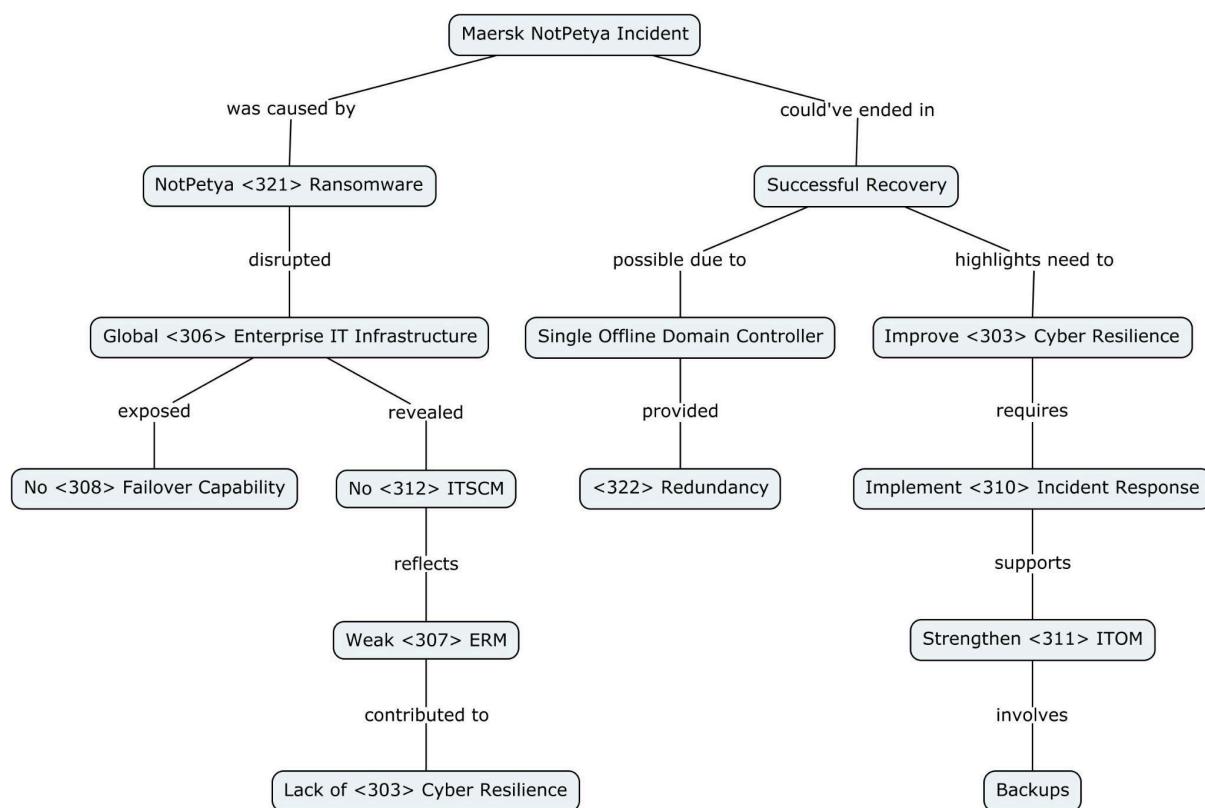
- **Wireless speakers and Sound systems maker:** company that designs and produces audio devices (like speakers, soundbars, and subwoofers) that connect via Wi-Fi, Bluetooth, or other wireless tech.
- **Change Management:** The process used to manage changes in IT systems in a controlled manner to reduce risk, ensure alignment with requirements, and maintain service stability.
- **Service Desk and Support:** The frontline operational function responsible for handling user incidents, service requests, and communication during outages or updates.
- **Customer Needs:** specific problems, desires, or requirements that drive people to buy a product or service.
- **Customer Dissatisfaction:** feeling of disappointment or frustration when a product, service, or experience fails to meet expectations.

112294, André Gonçalves

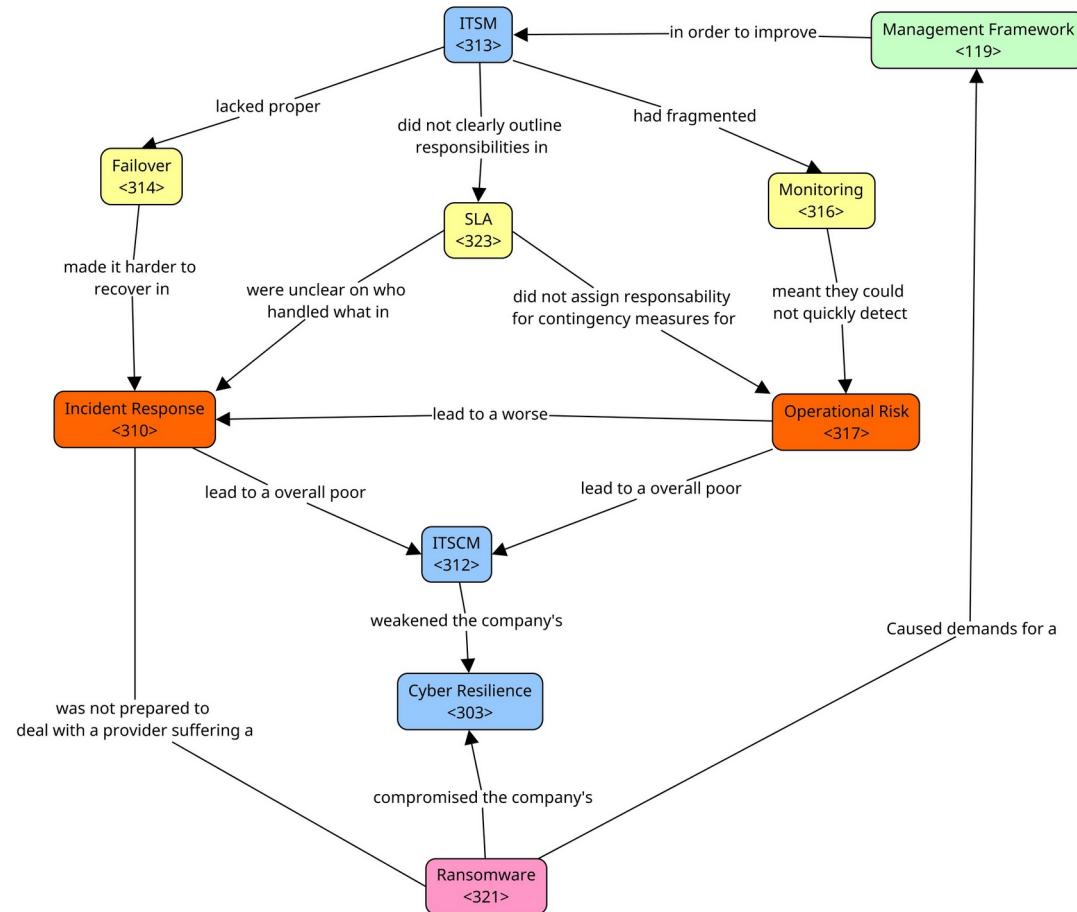
Q. 1.3. (Story 3 - ArcoMed ransomware)



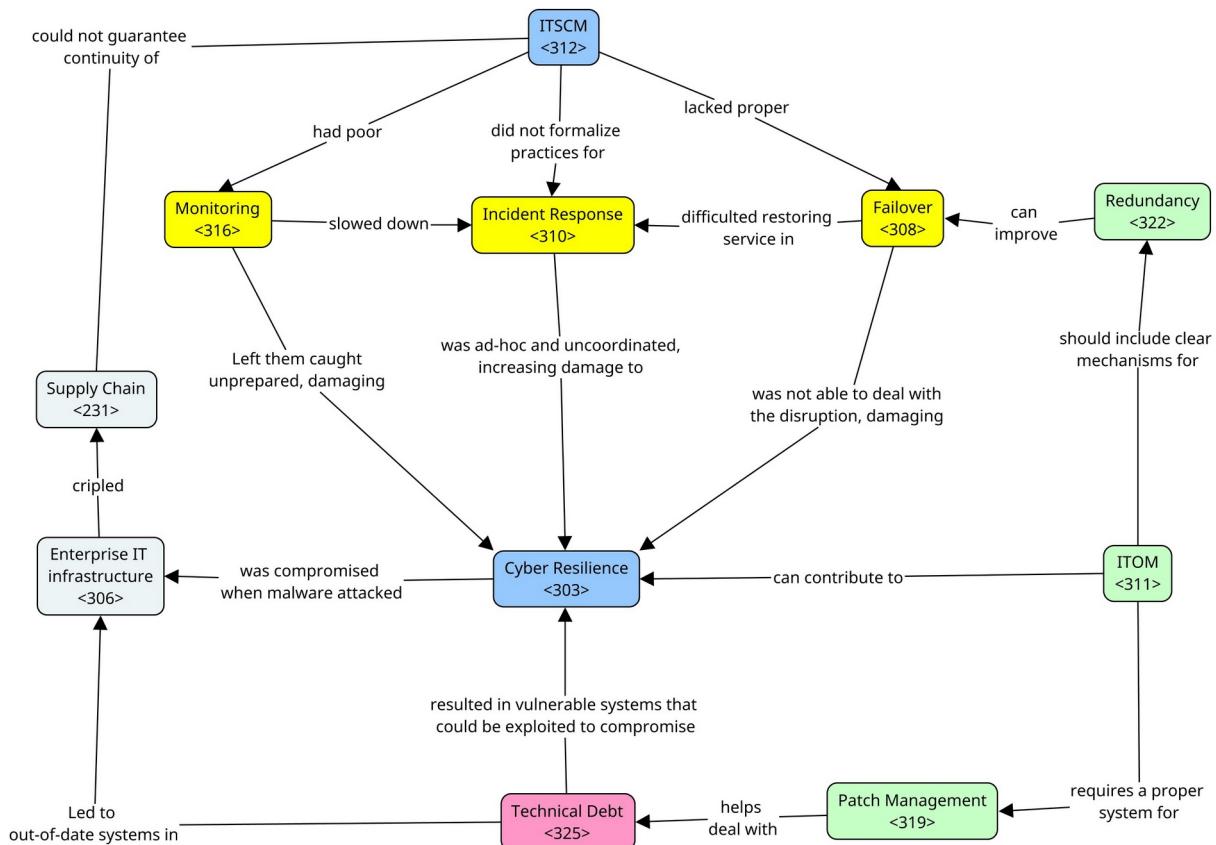
Q. 2.3. (Case 1 - Maersk and the Quiet Catastrophe)



Story: ArcoMed ransomware

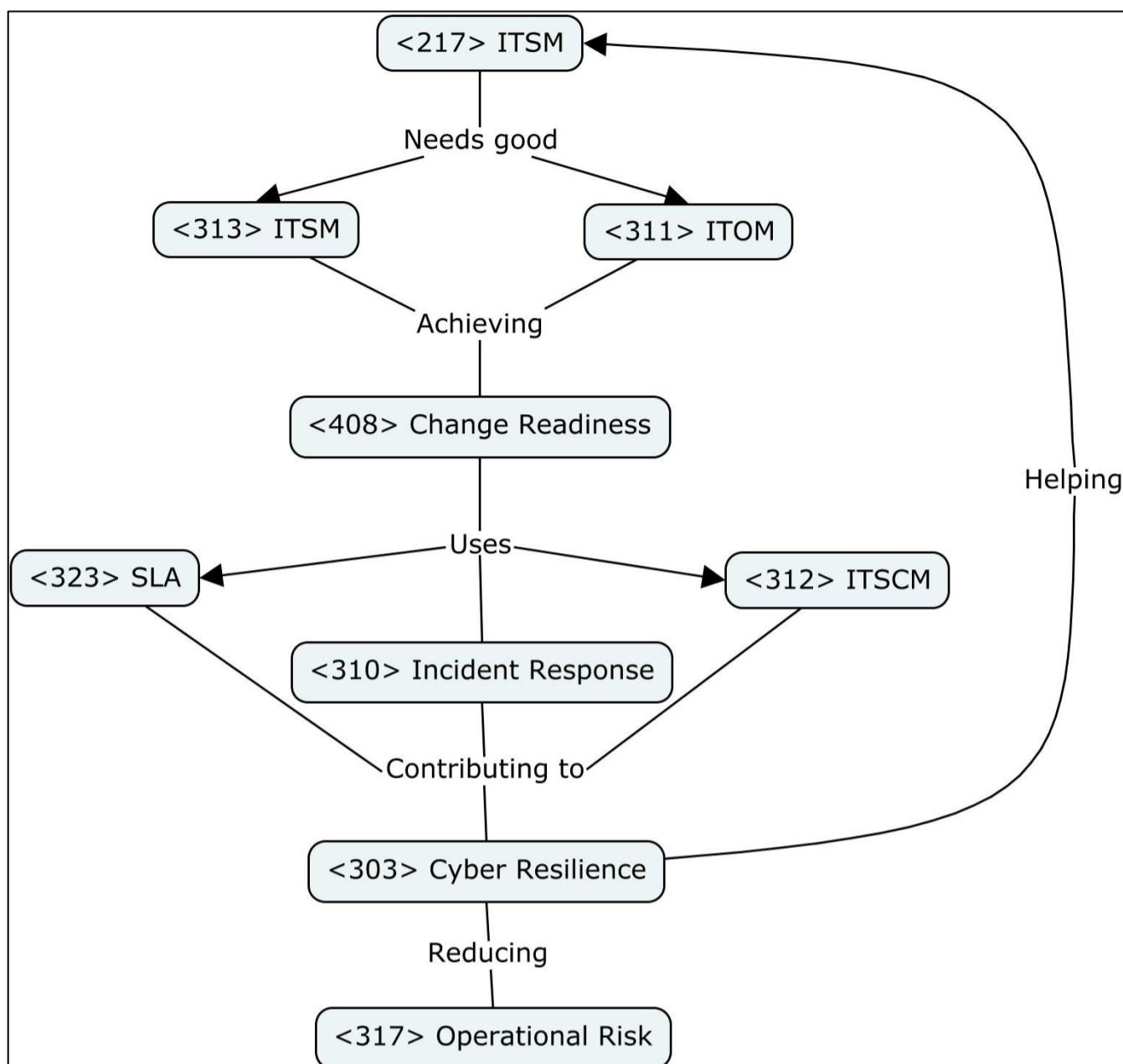


Case: Maersk and the Quiet Catastrophe

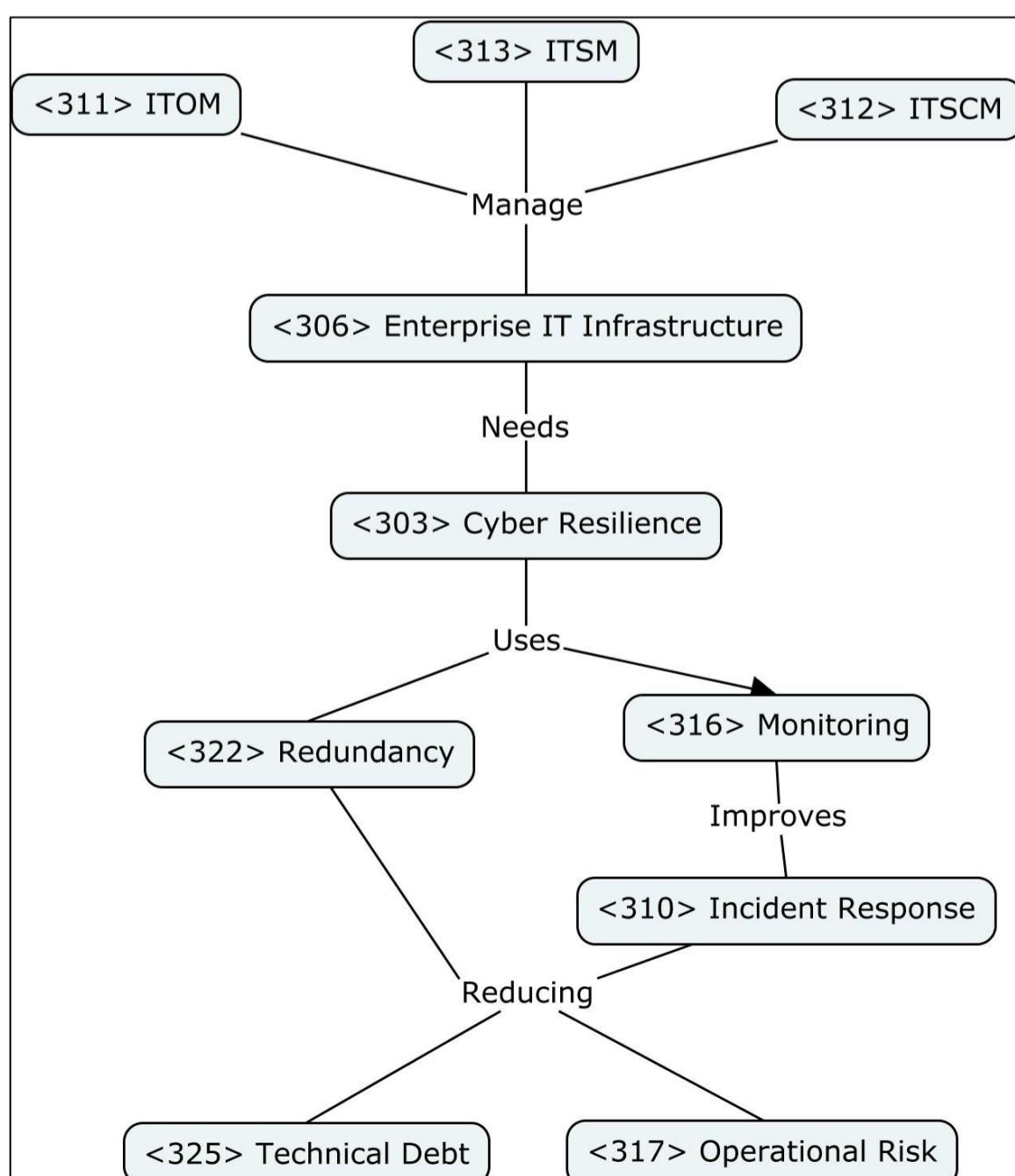


112320 – Diogo Carvalho

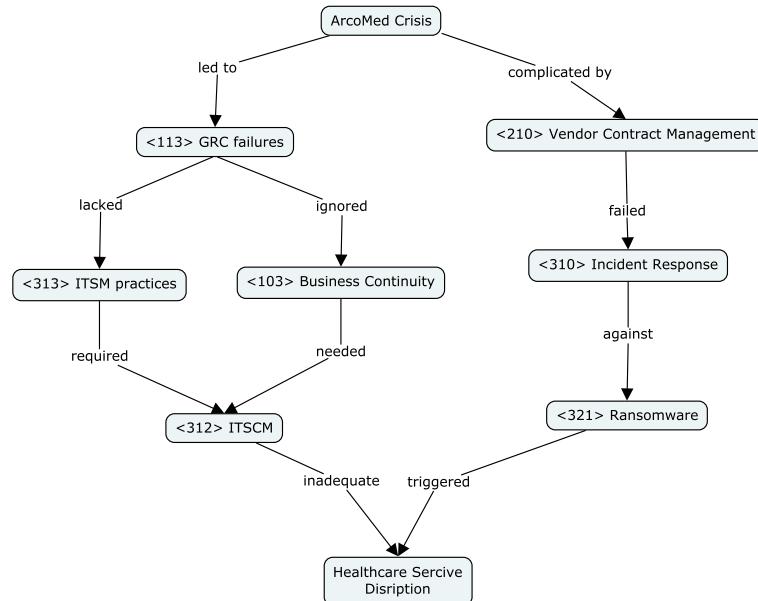
Q1.3



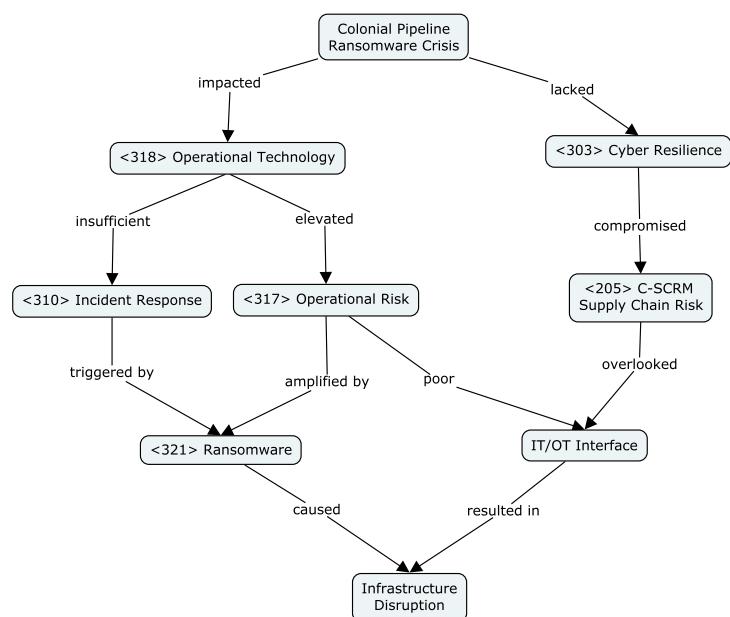
Q2.3



Concept Map for Q1.3 - ArcoMed Ransomware Story Analysis



Concept Map for Q2.3 - Colonial Pipeline Case Analysis



Ist number: 112438 Name: Joana Matias

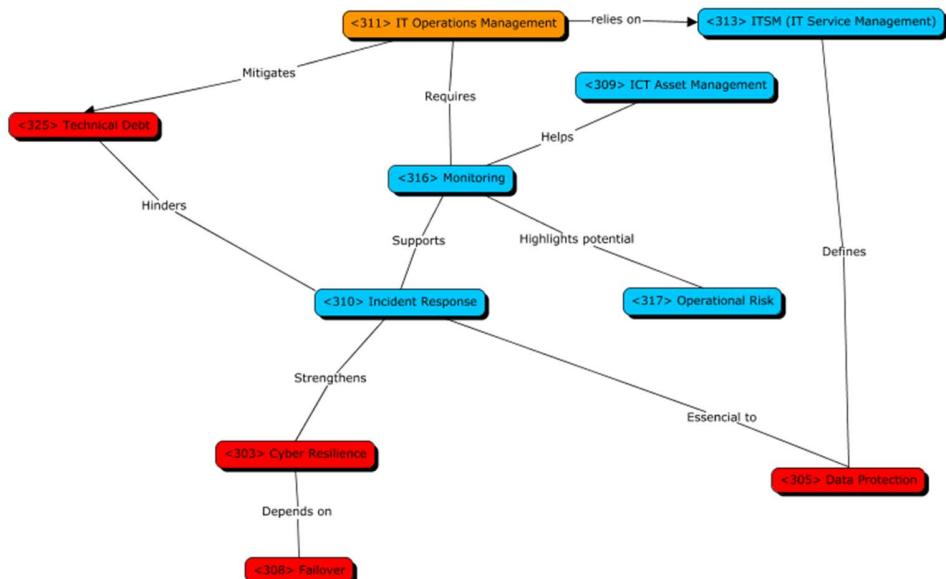
Q1.3

Story: 3. ArcoMed ransomware



Q2.3

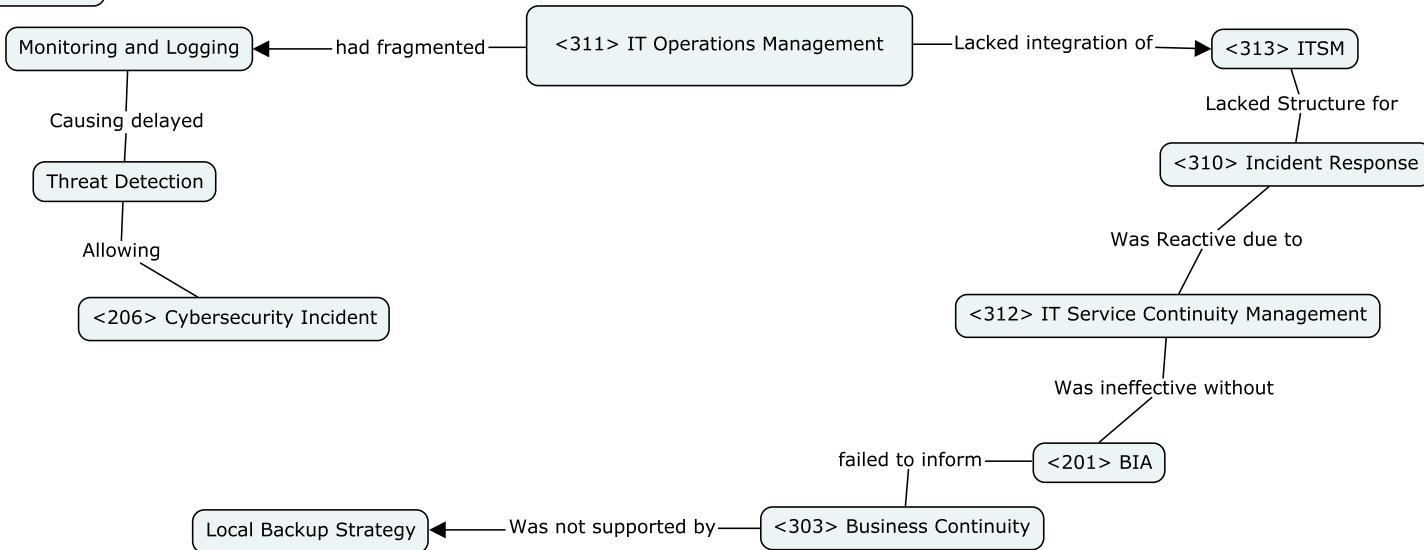
Case: 1. Maersk and the Quiet Catastrophe



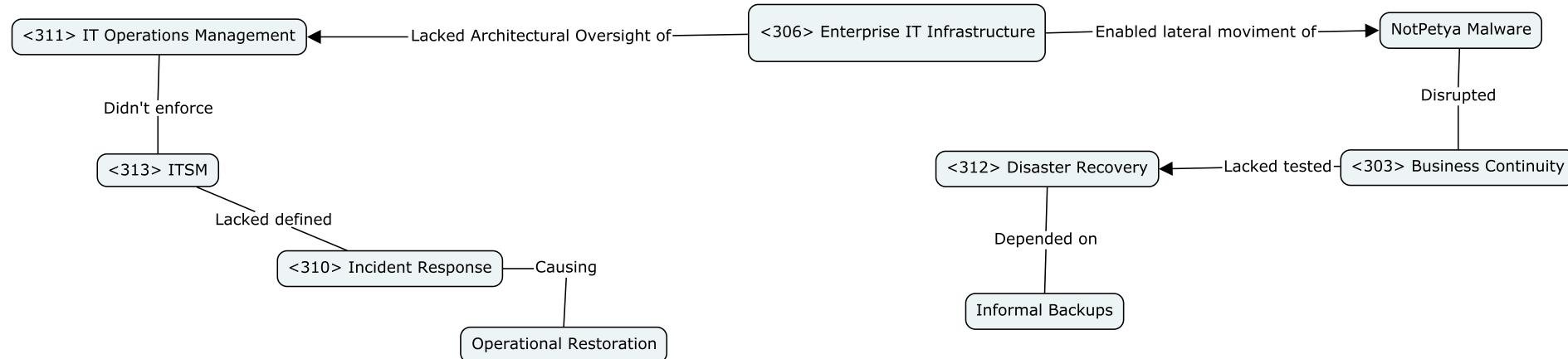
David Gomes

112463

Q1.3

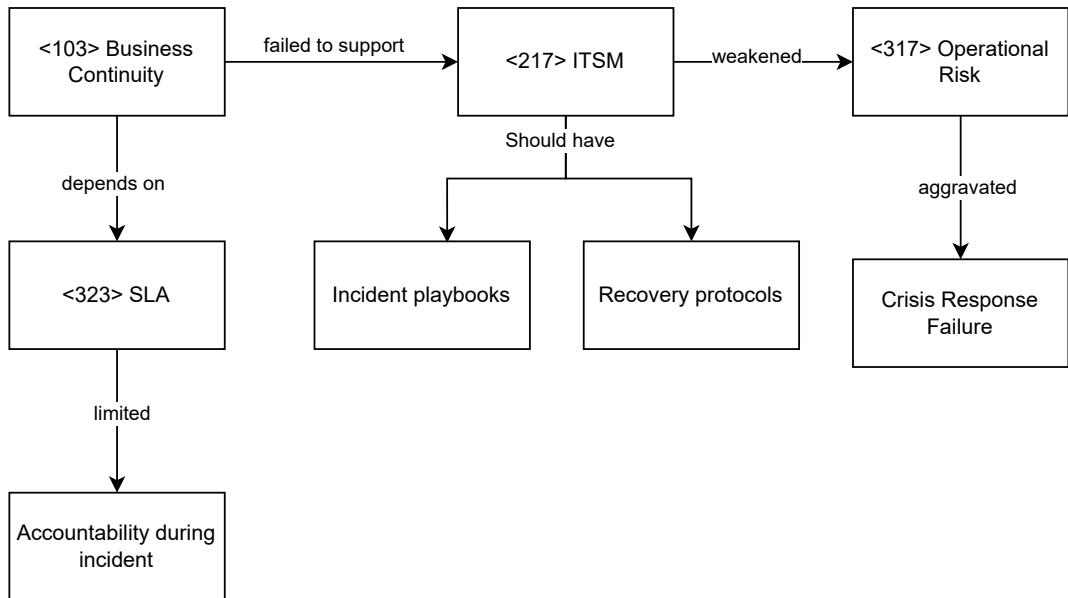


Q2.3

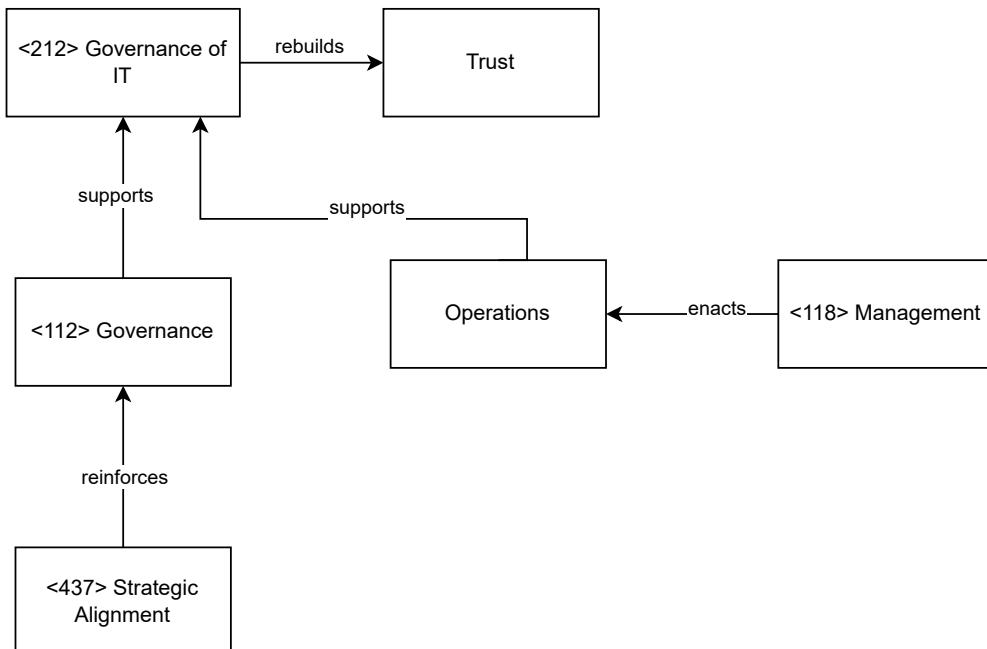


Vasco Marques - 112489

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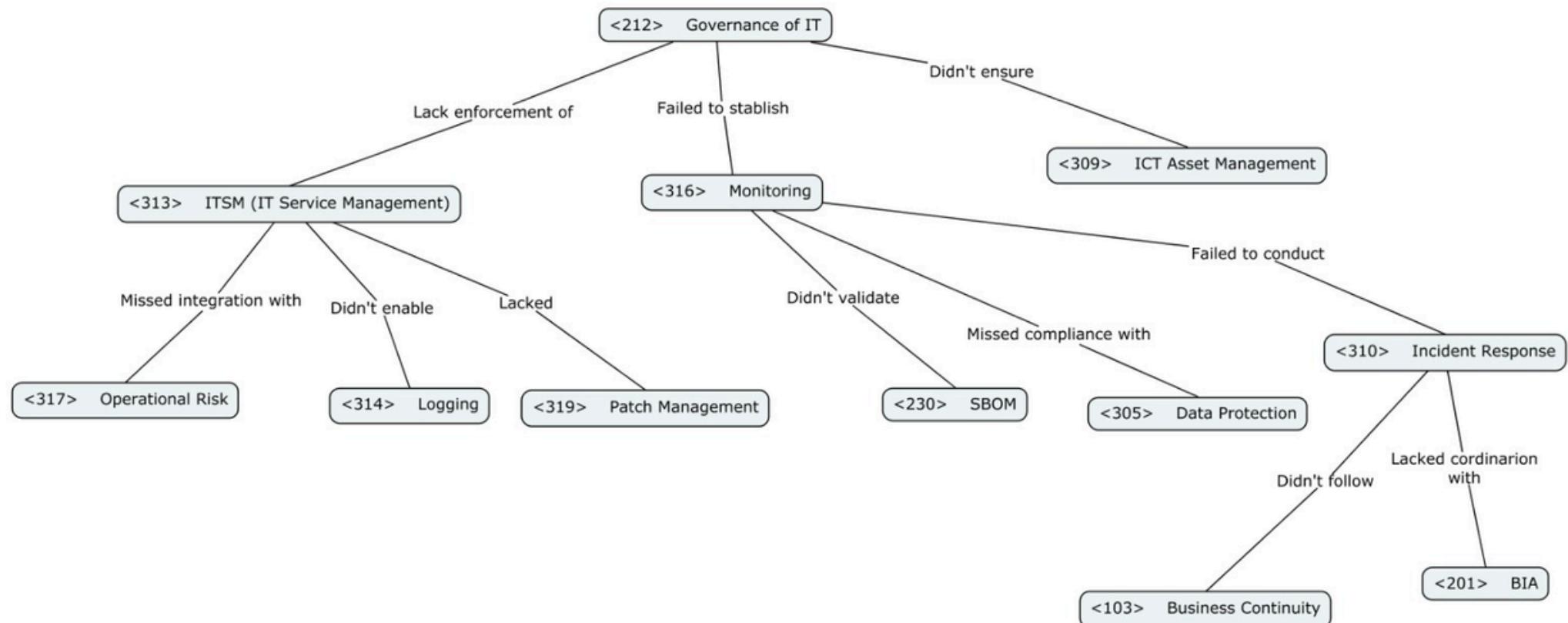


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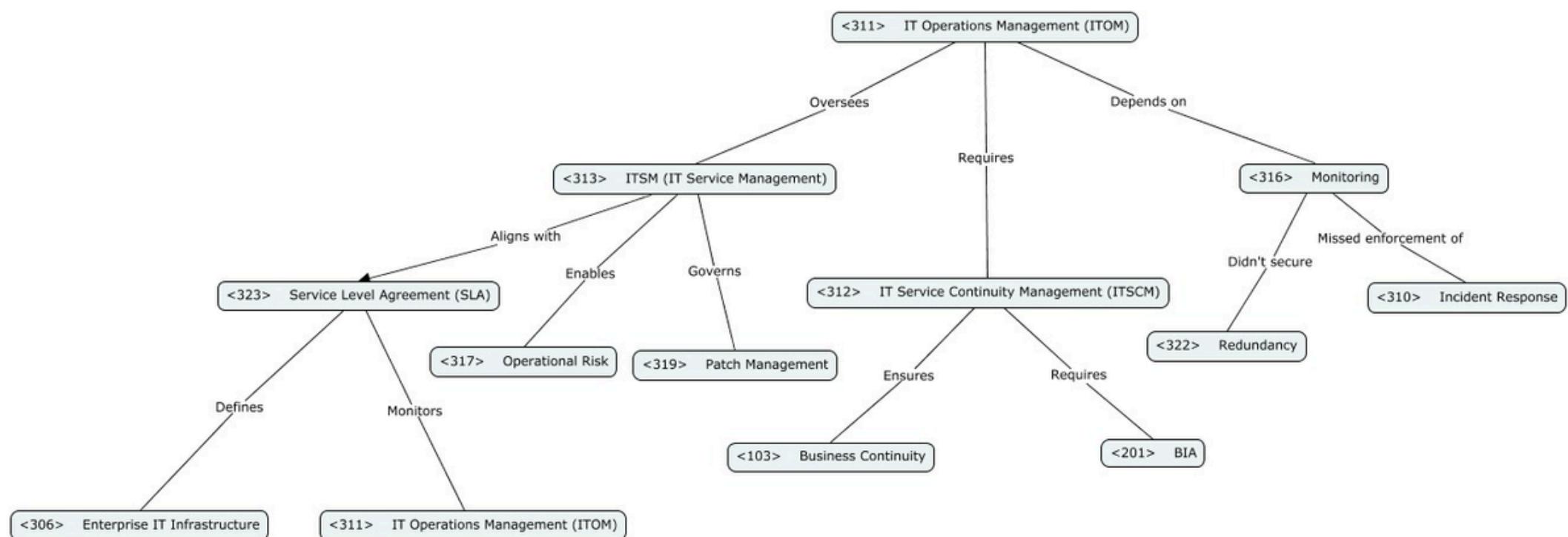


112505, Rita Martins

Story: BeaconLab Algorithmic Secret

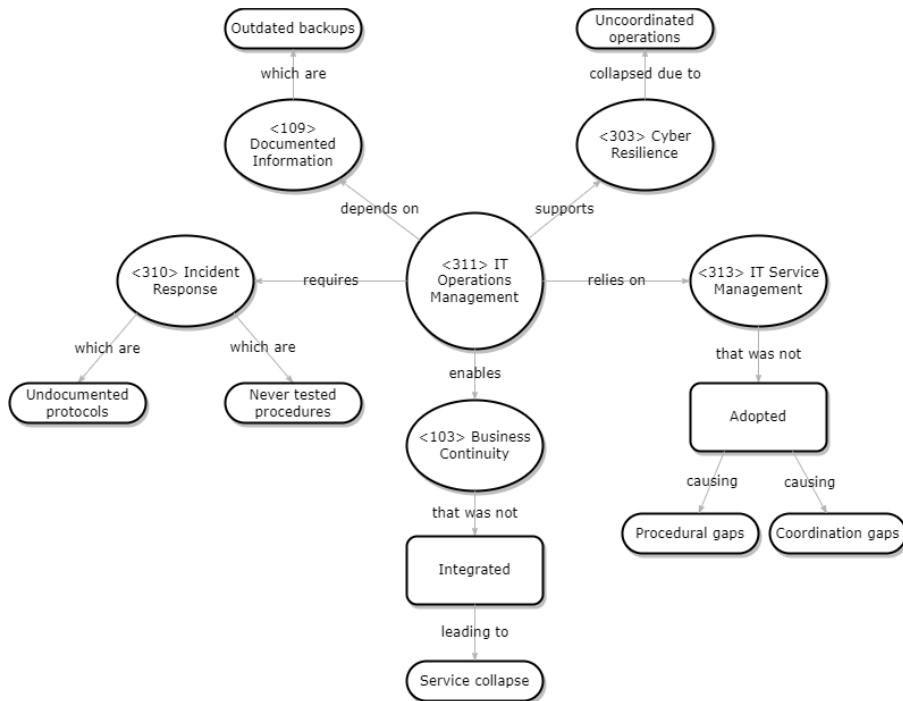


Case: Sonos App Overhaul Fallout

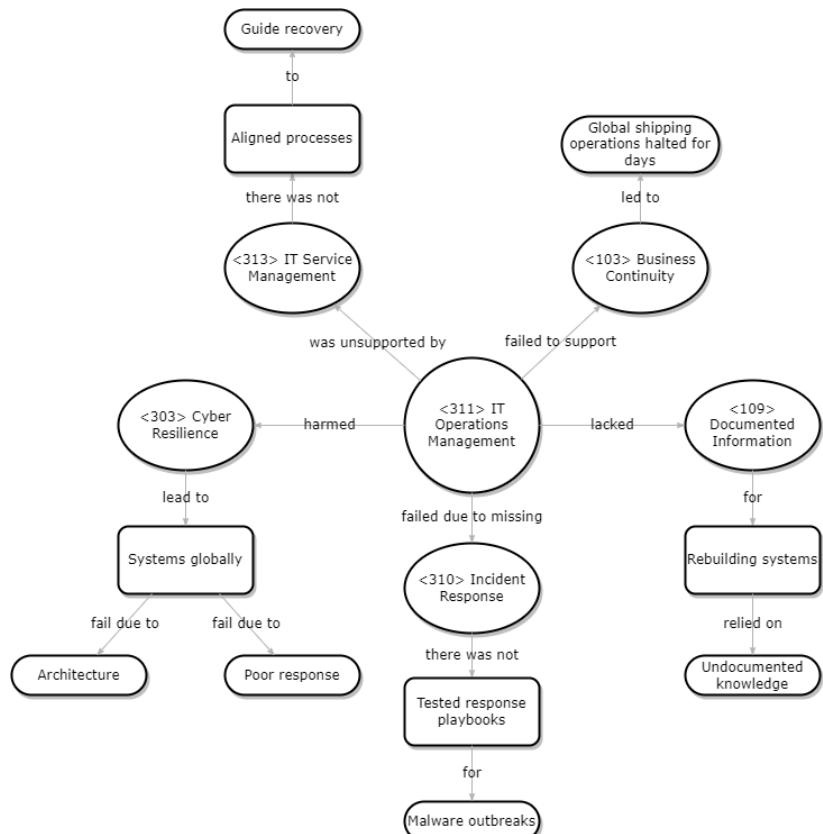


Mikil Sudhir Vassaramo, 112552

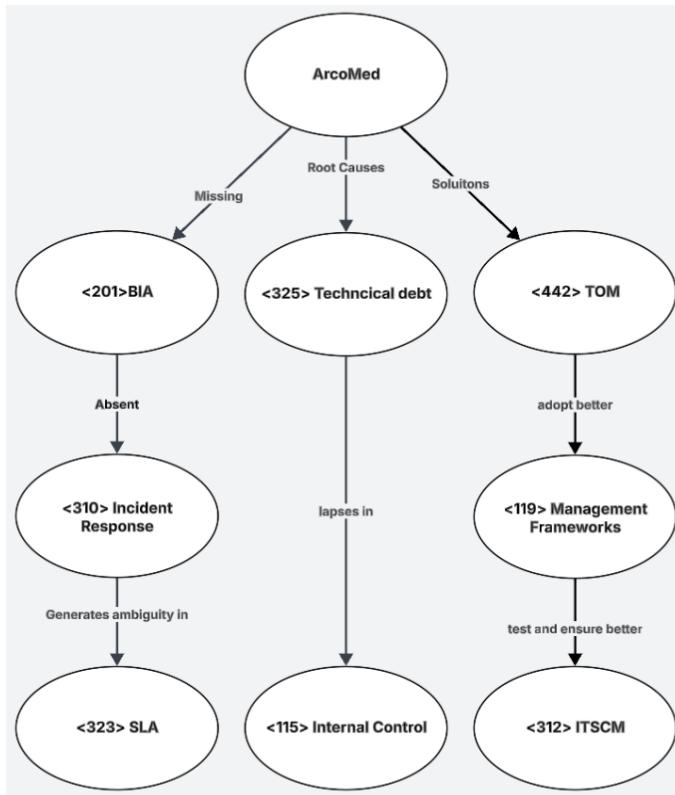
Q1.3 - Story: ArcoMed ransomware



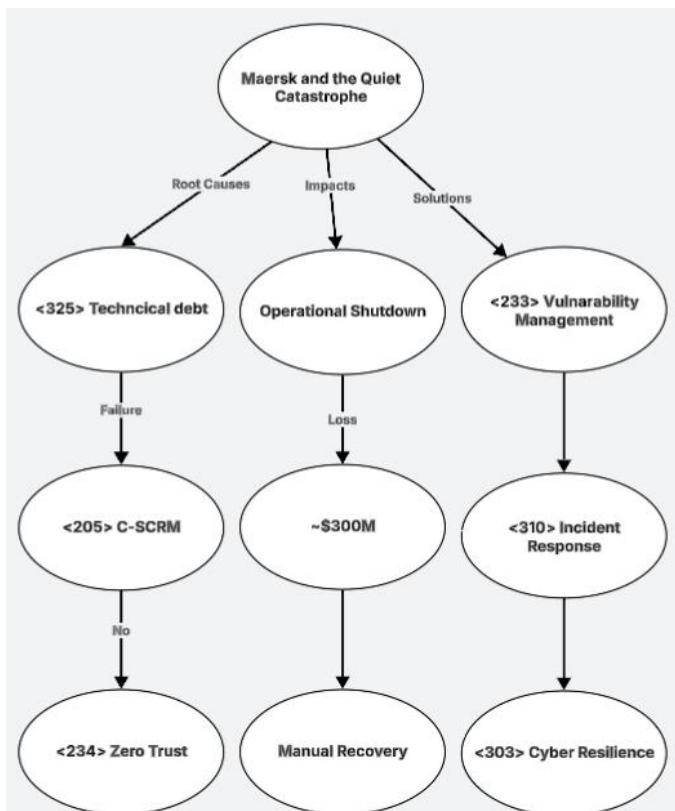
Q2.3 - Case: Maersk and the Quiet Catastrophe



Q1.3

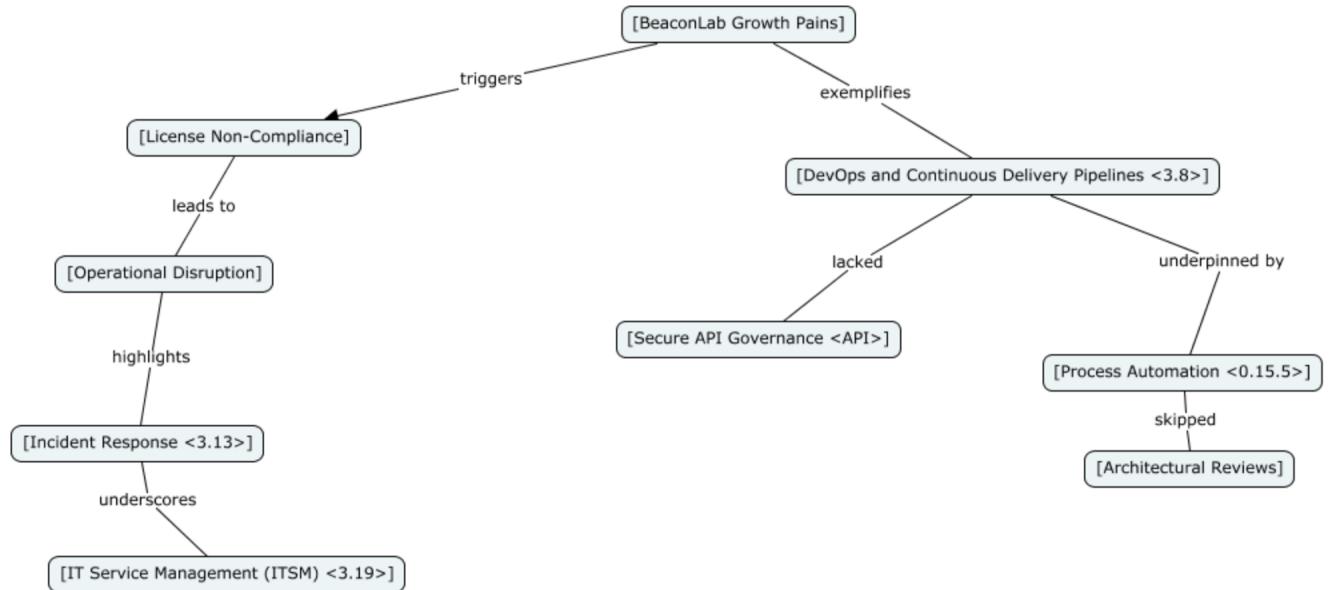


Q2.3

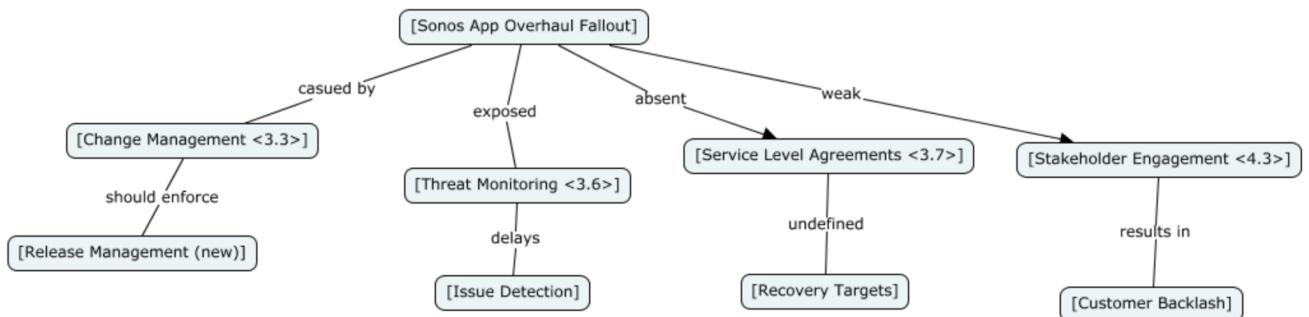


Jakub Grabski, 112980

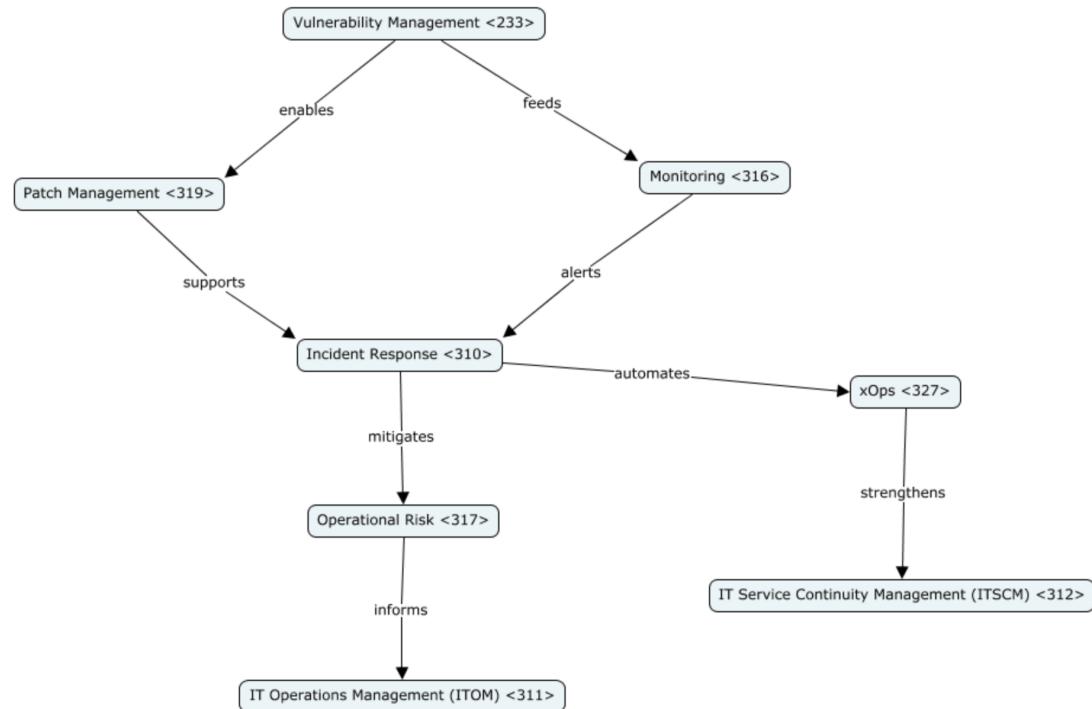
concept map for Q1.3



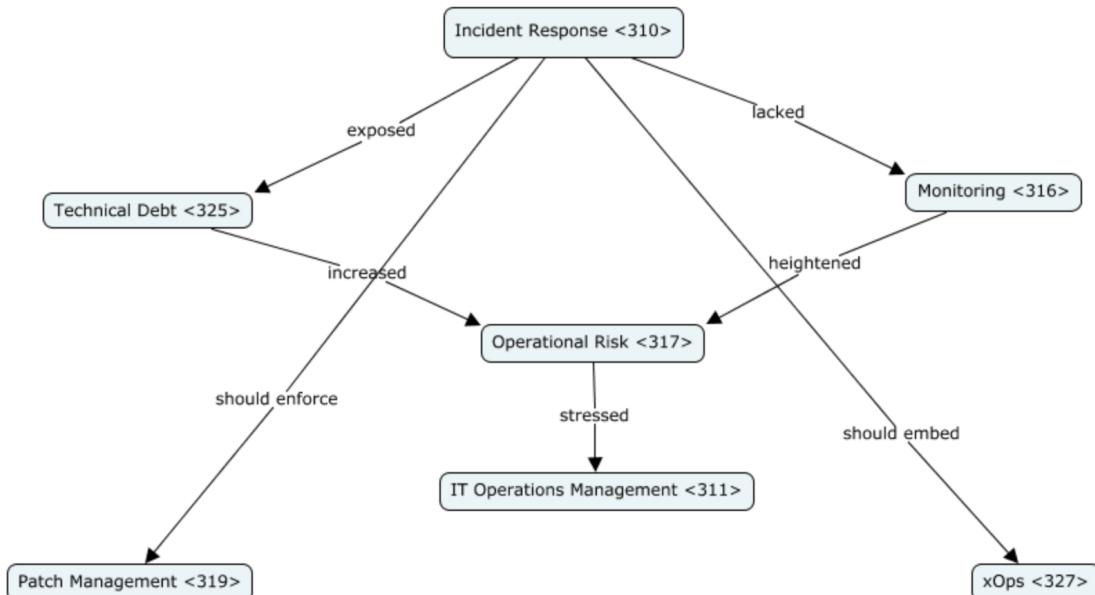
concept map for Q2.3



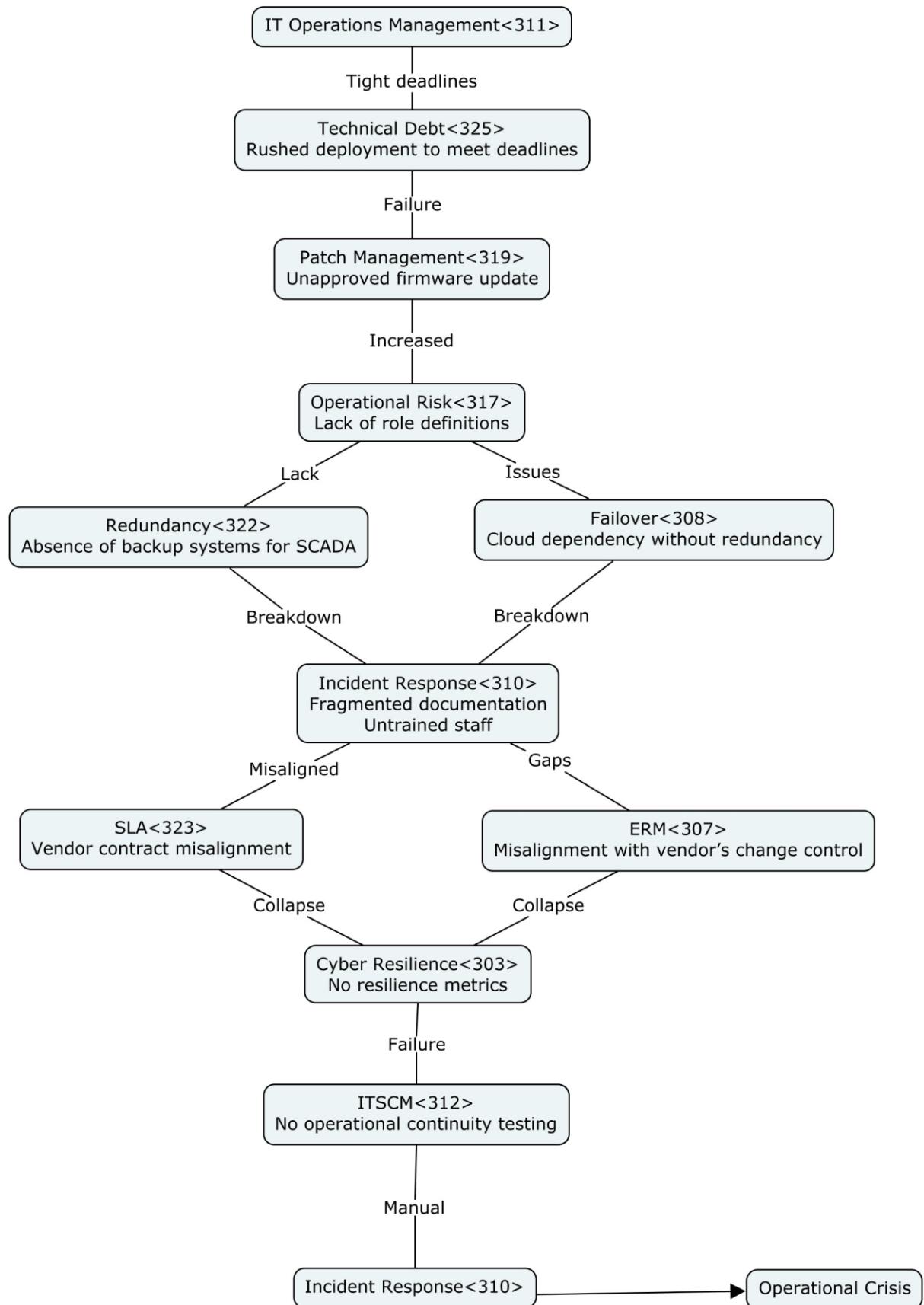
112985 ArcoMed Ransomware



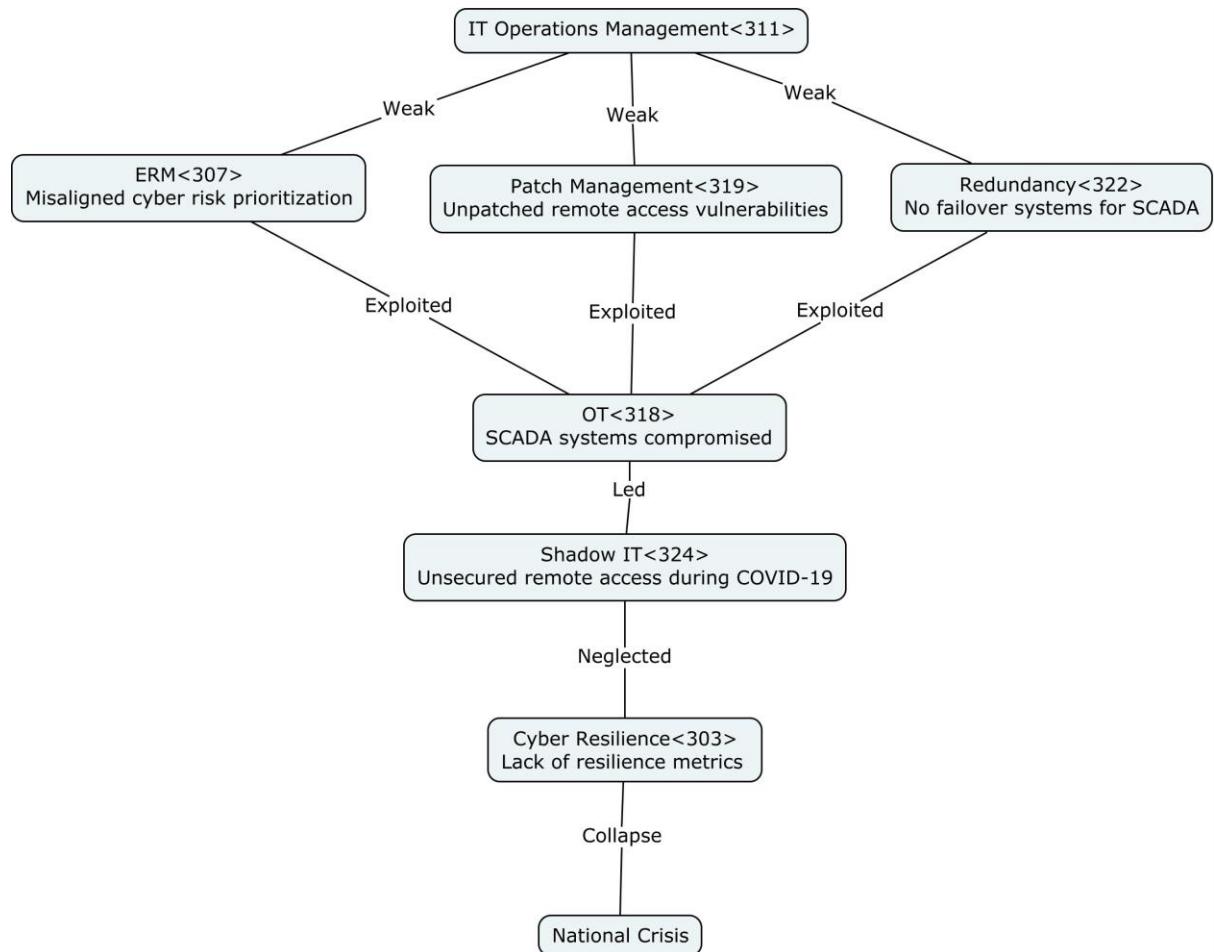
Sonos App Overhaul Fallout



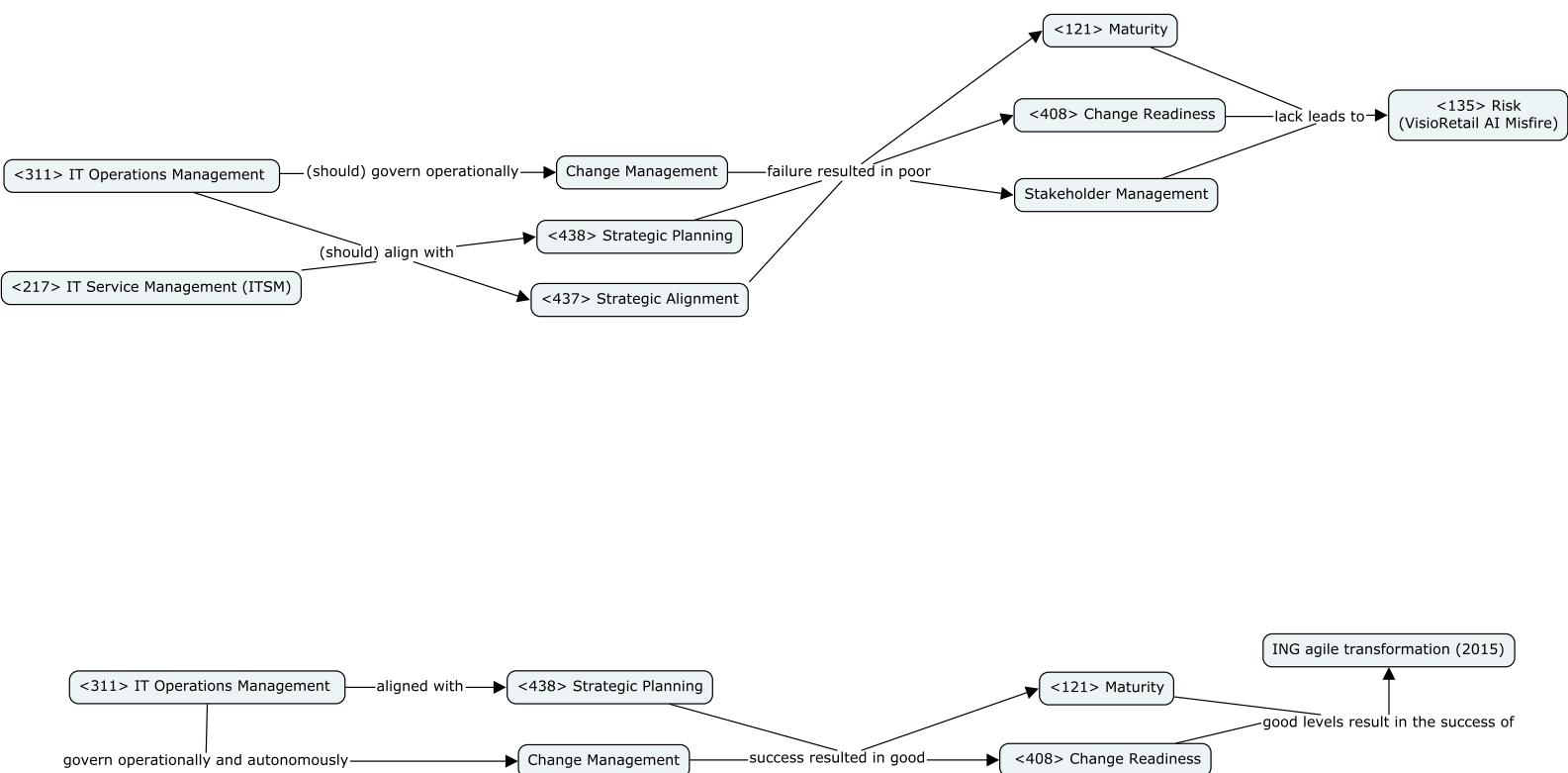
Q 1.3

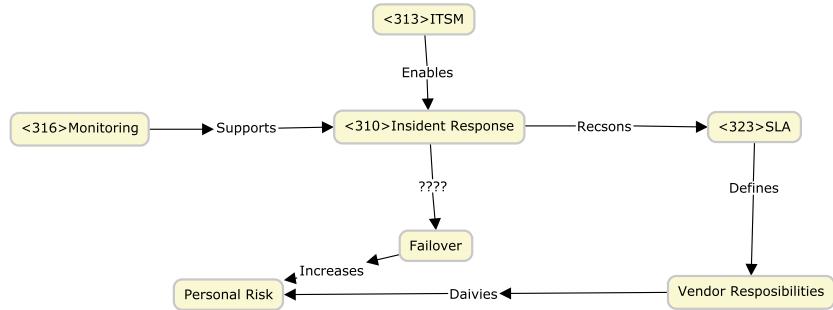


Q 2.3



113171
Luís Merca

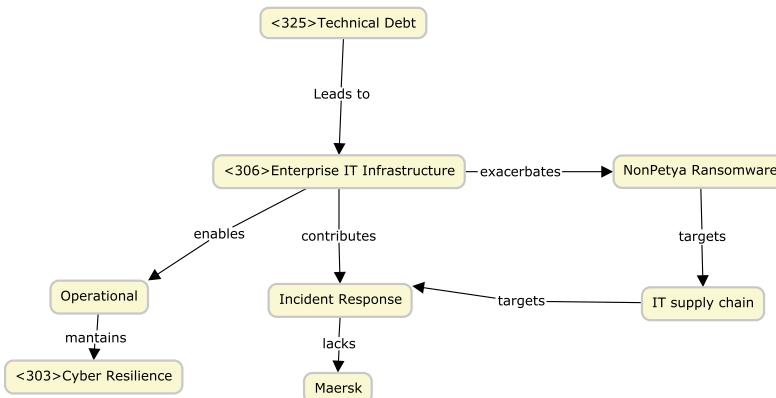




Vendor Responsibilities: The specific obligations and service commitments a third-party provider agrees to deliver, typically outlined in a Service Level Agreement (SLA)

Failover: A backup operational process that automatically or manually switches to a standby system, network, or data center when the primary system fails.

Operational Risk: The risk of loss or service disruption arising from failed internal processes, people, systems, or external events.



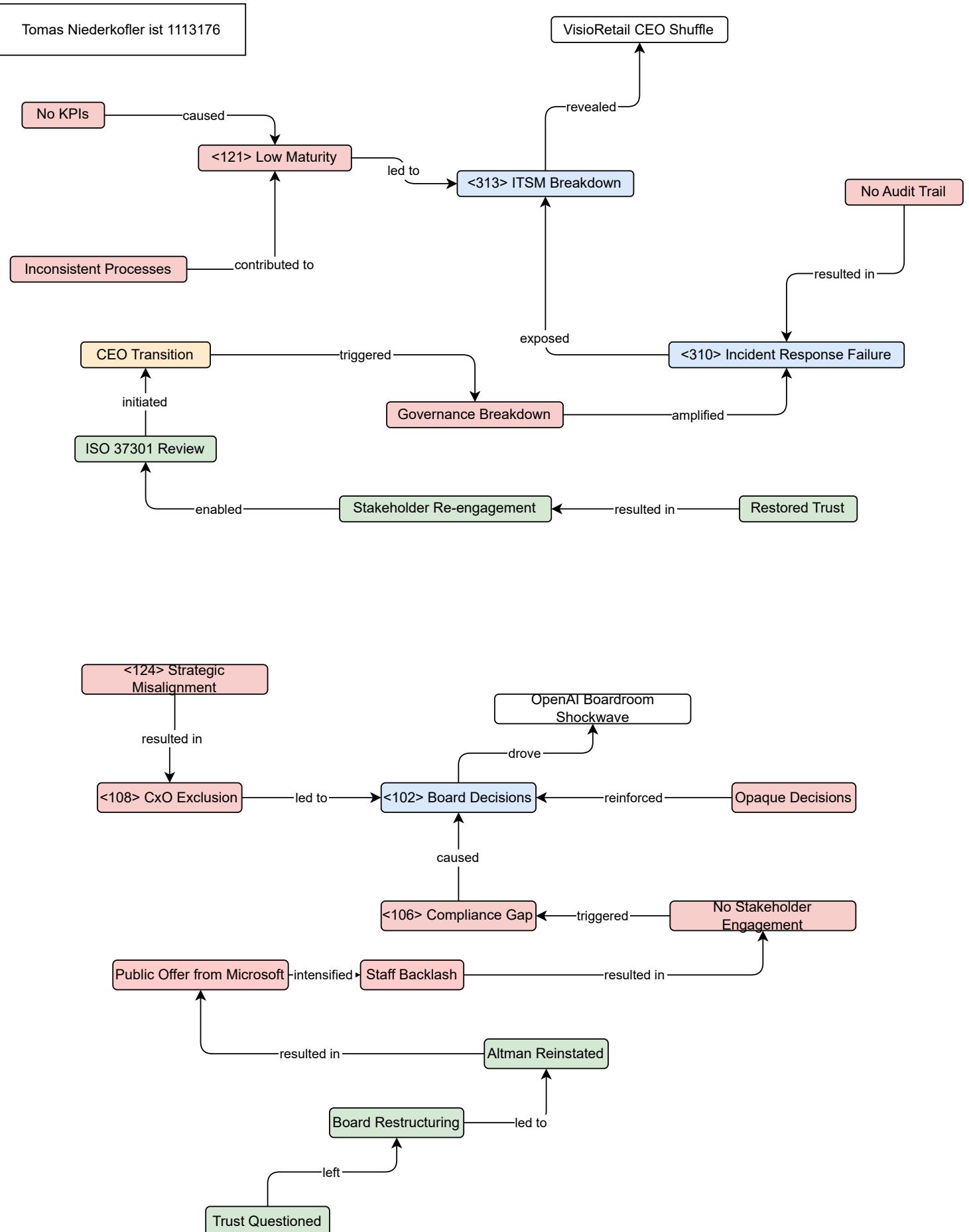
NotPetya Ransomware: A highly destructive piece of malware disguised as ransomware, originally spread via a Ukrainian tax software update, designed to cause maximum disruption rather than extract ransom.

IT Supply Chain: The network of software, hardware, and service providers an organisation relies on to operate its IT systems.

Incident Response: A coordinated set of actions taken to detect, respond to, and recover from a cyberattack or service disruption.

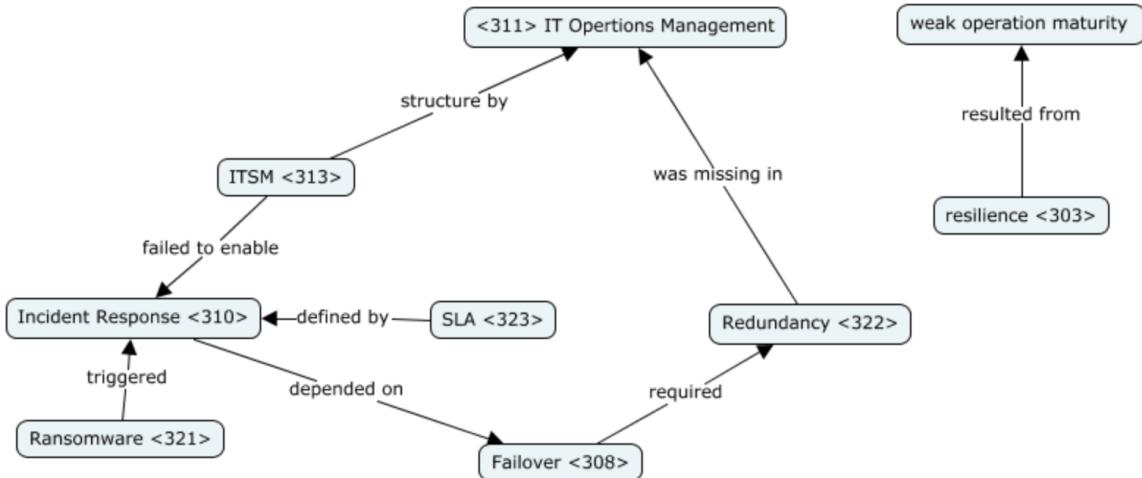
Maersk: Shipping and logistics company.

Operational: Pertaining to the ongoing processes and systems that support an organisation's ability to deliver services and maintain continuity.

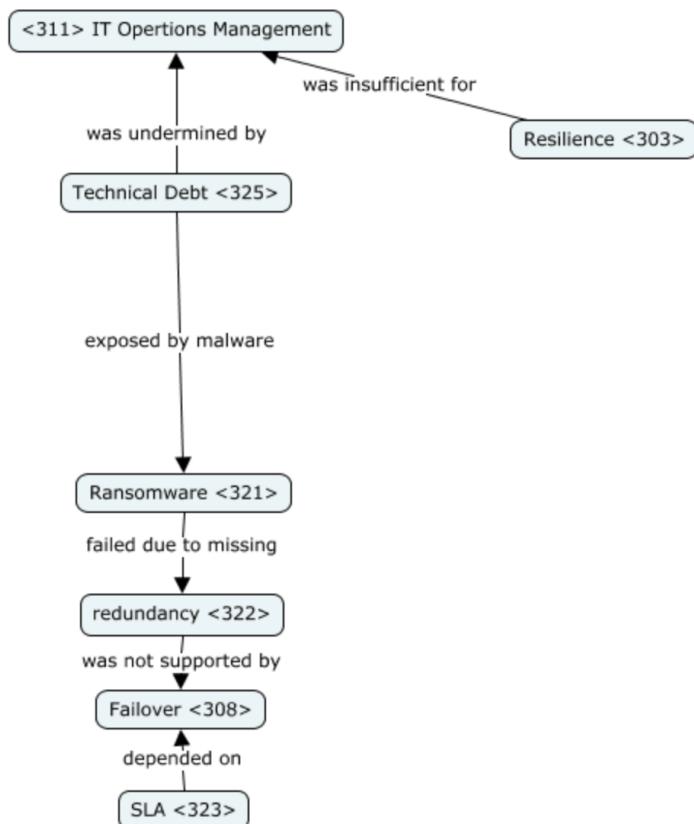


João Vairinhos
IST113183

Q1.3

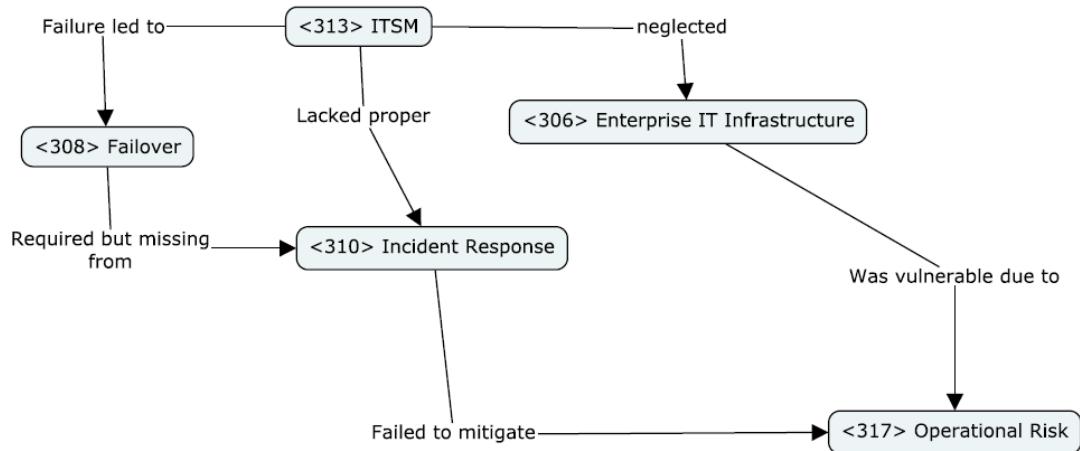


Q2.3

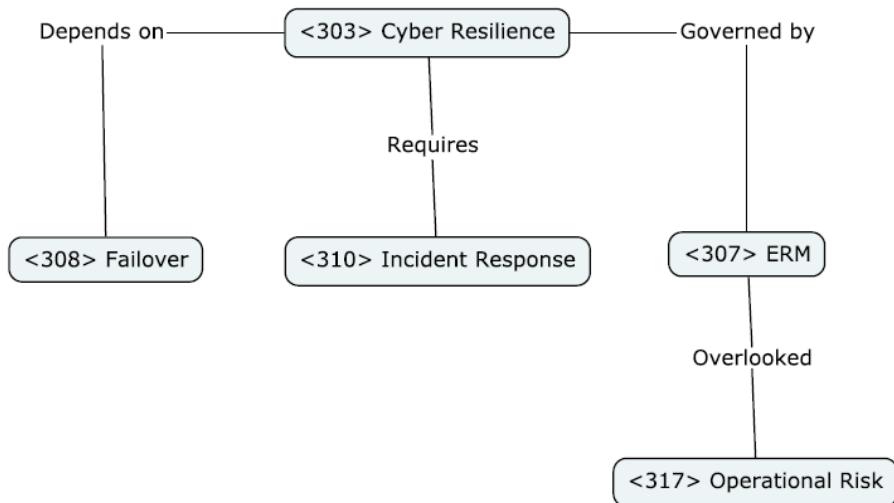


Miguel Miranda – 113191

Q1.3

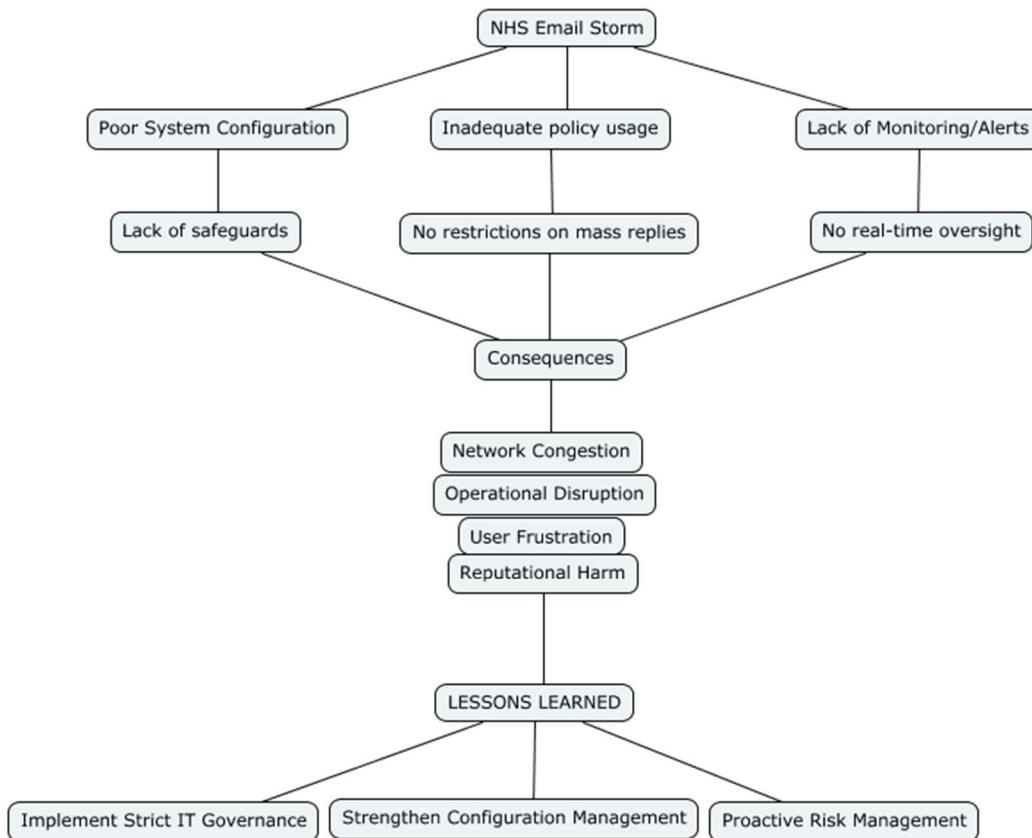
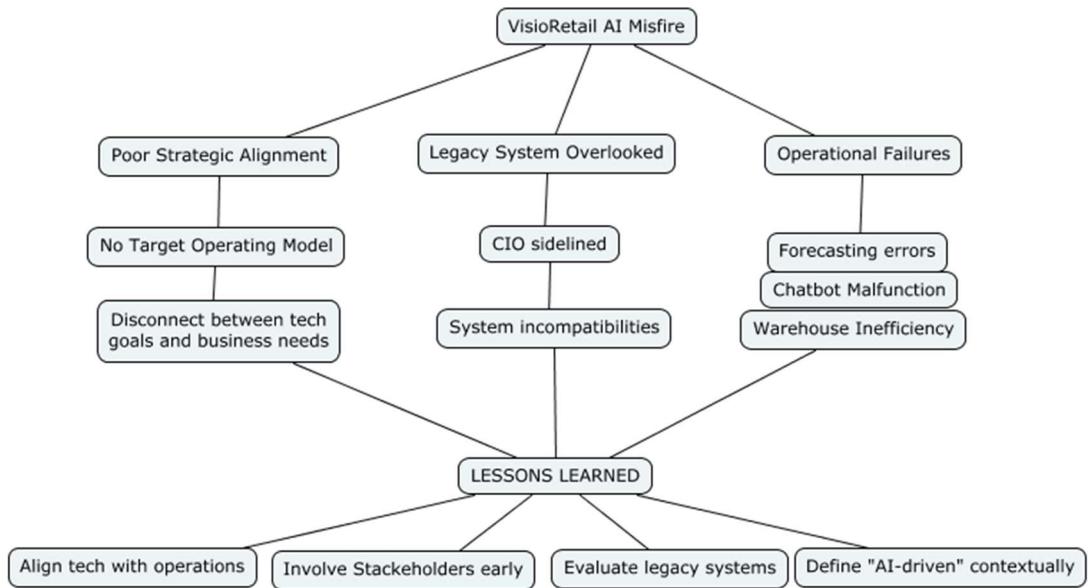


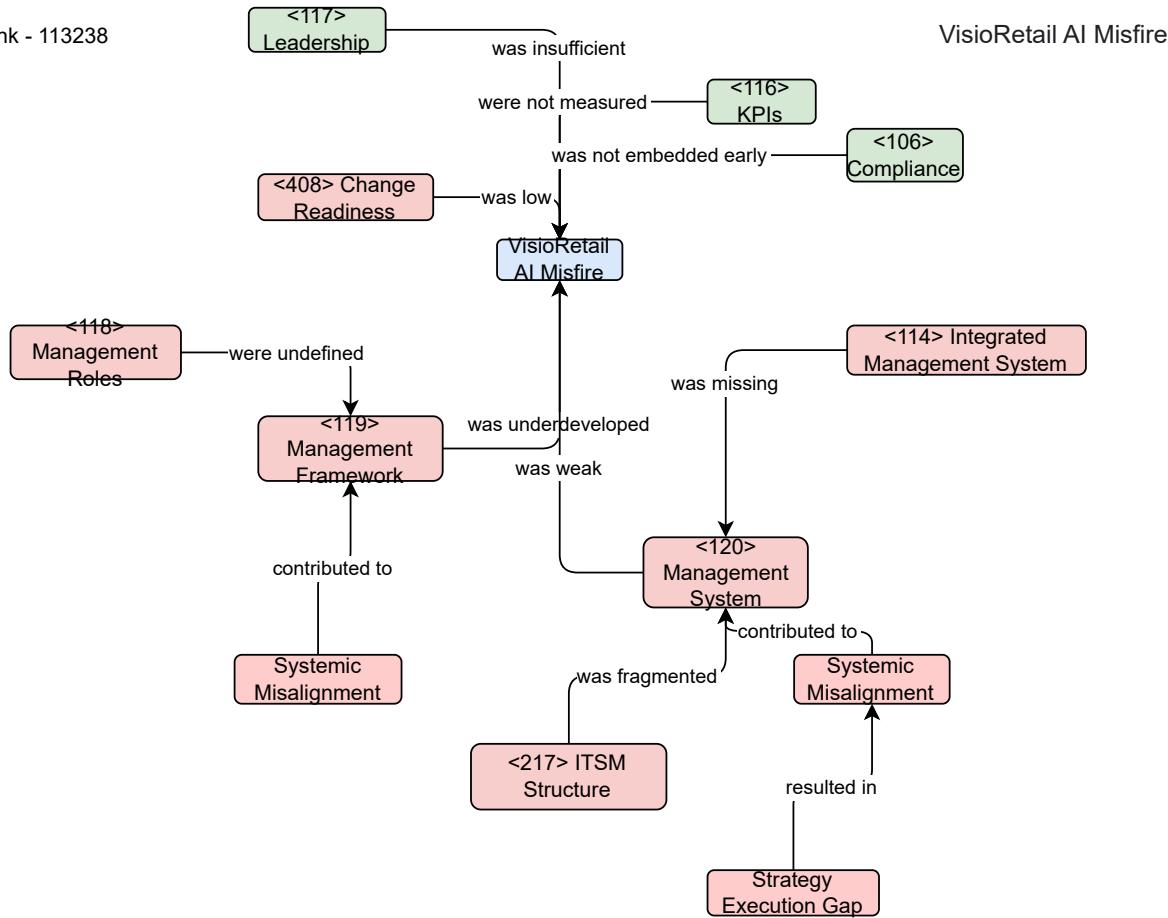
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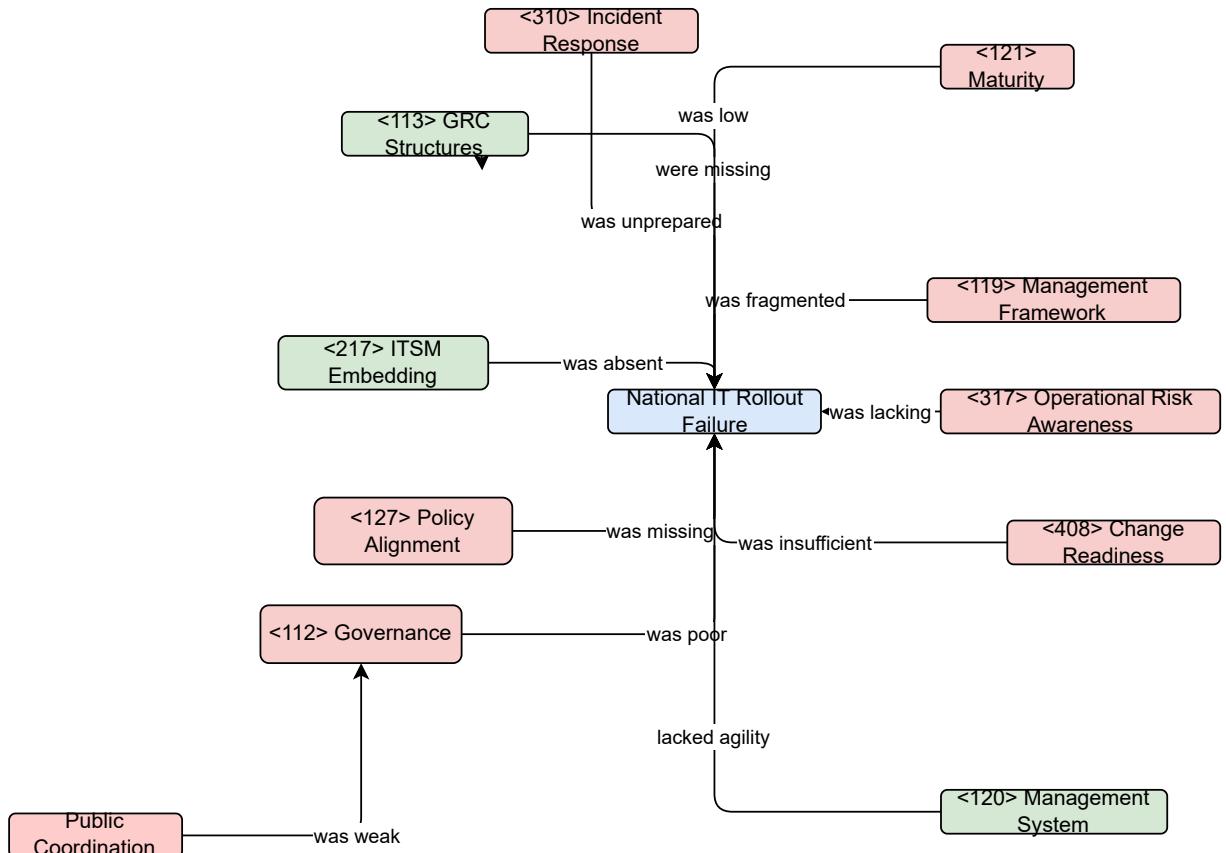
Tomás Alves

Nº113202



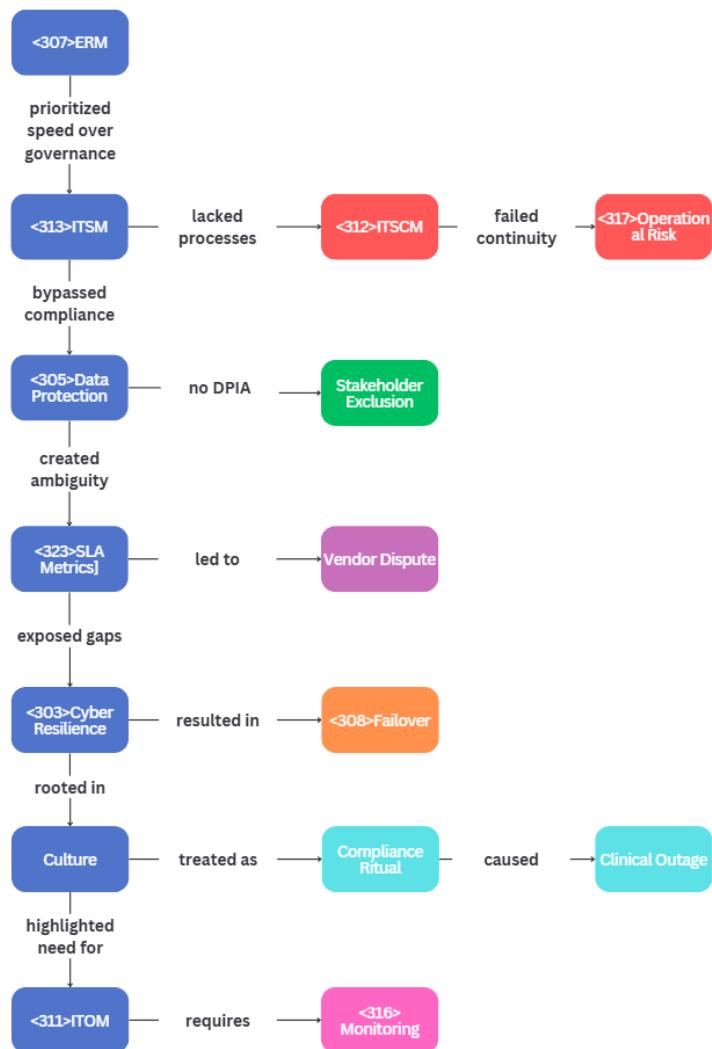


France's Health Data Hub Delay

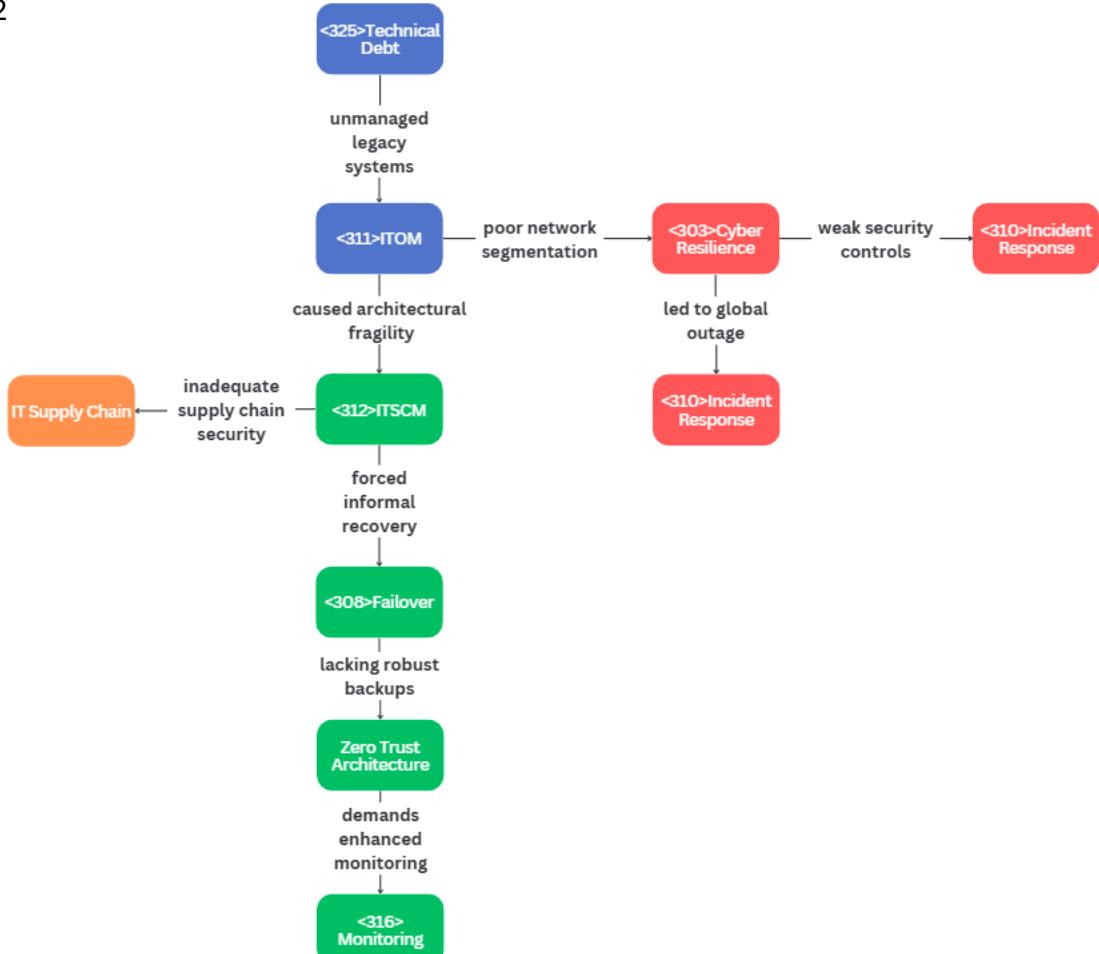


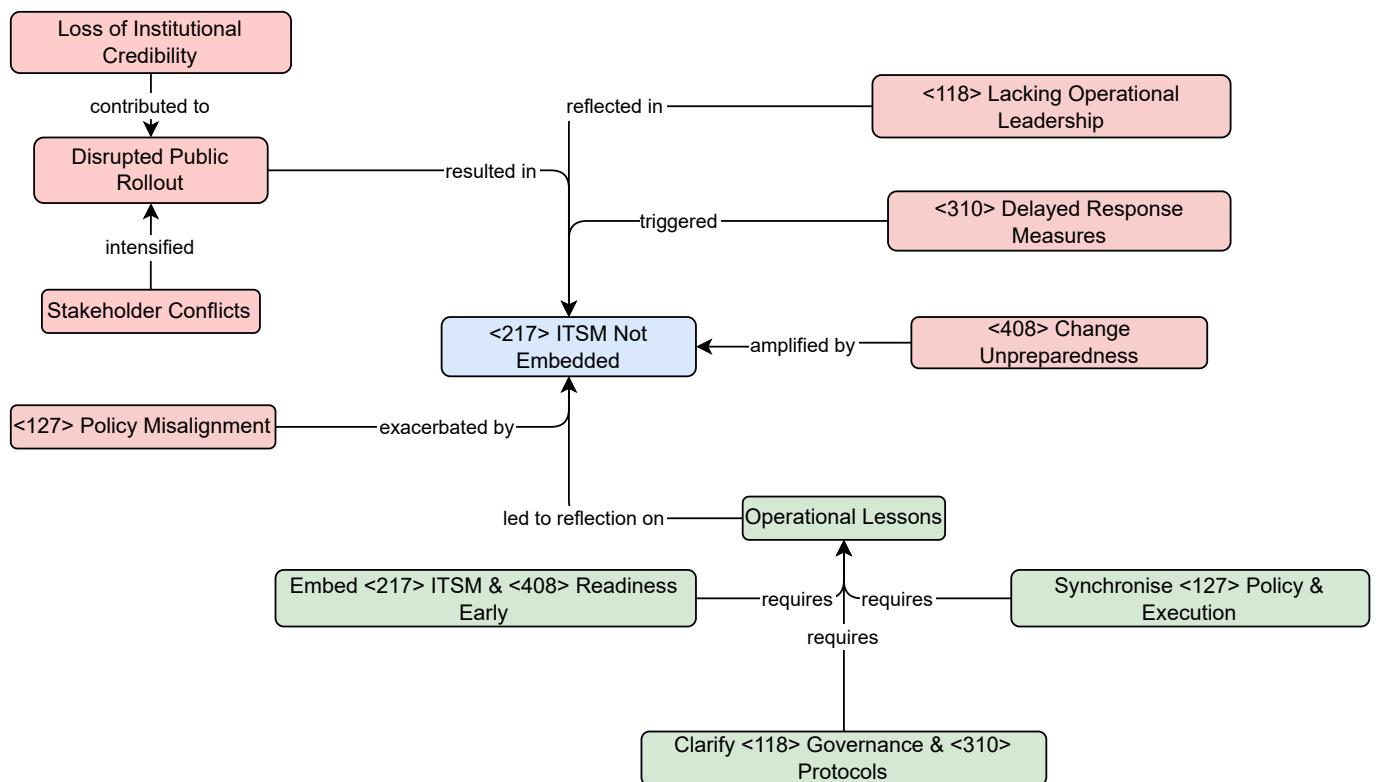
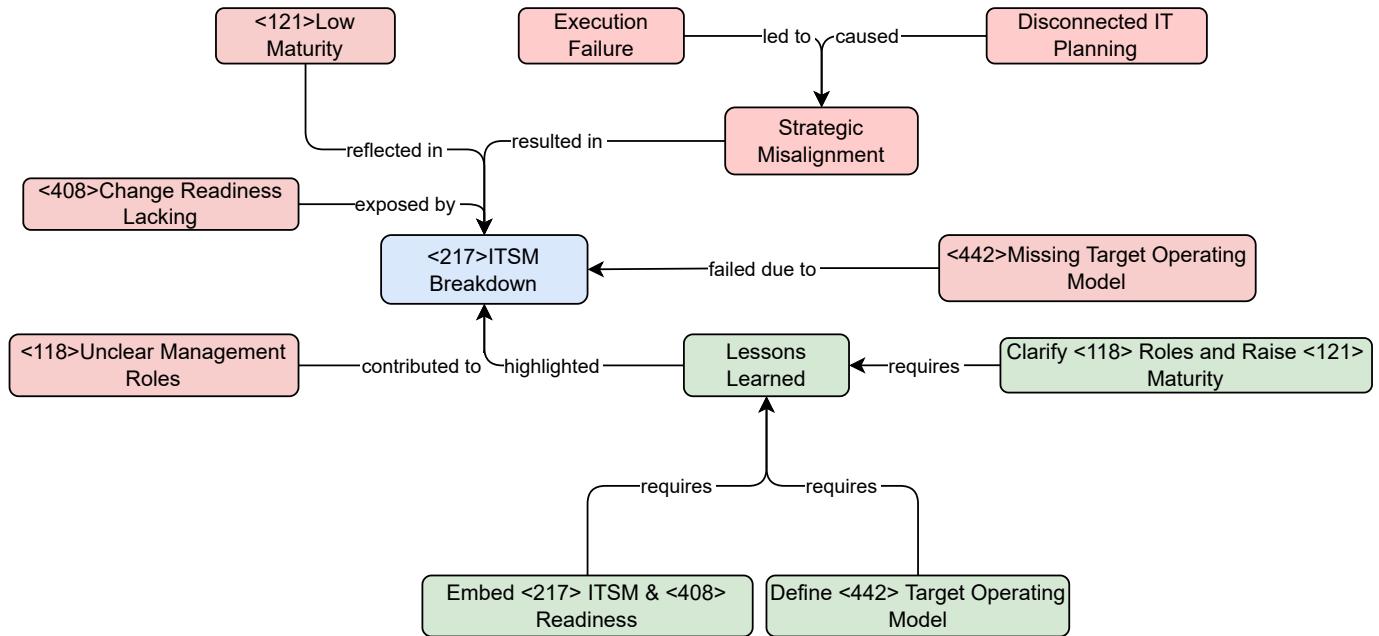
Name: André Sardinha
Number: 113281

Q1



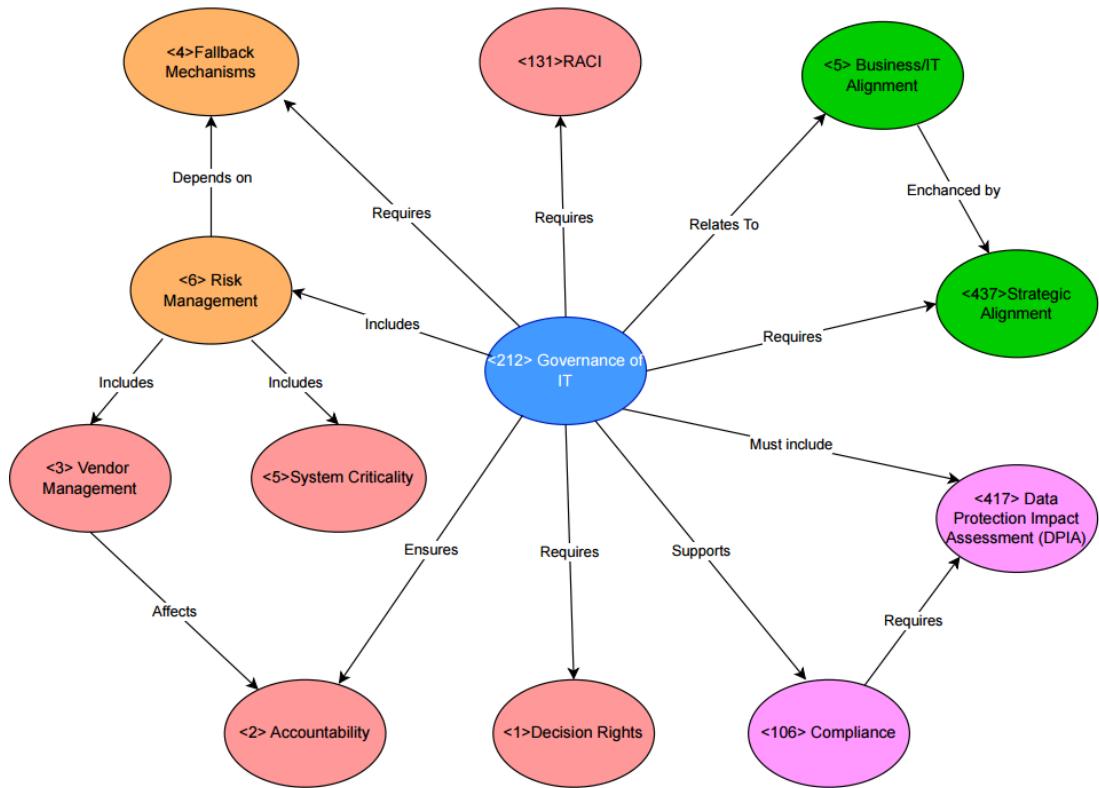
Q2



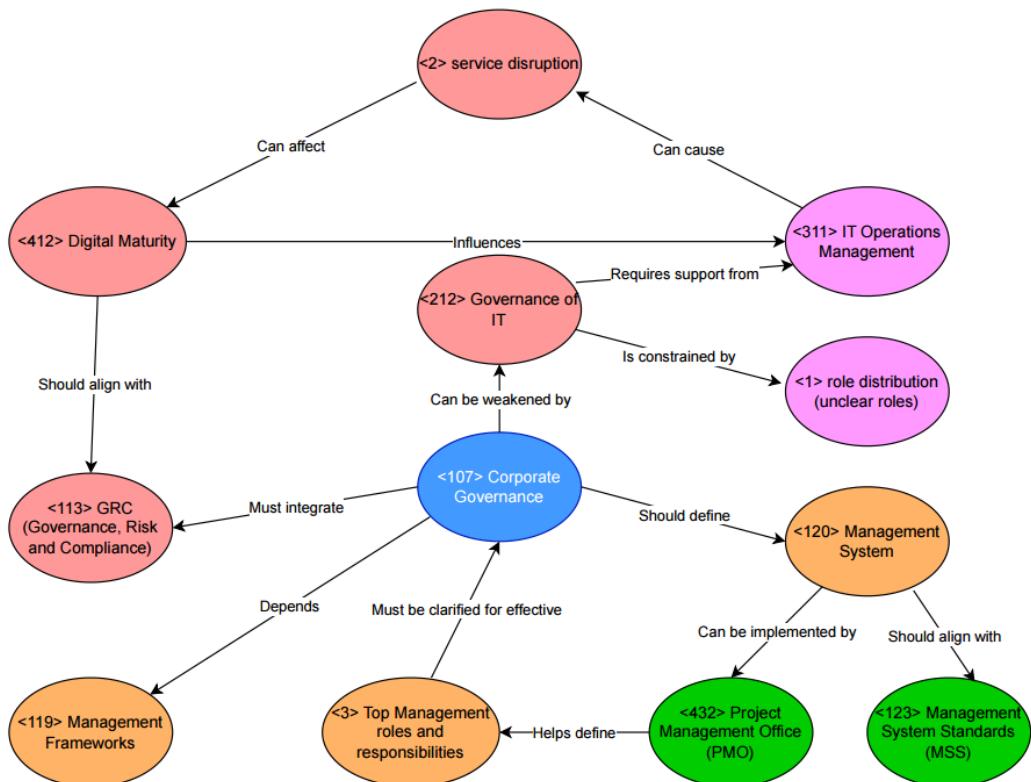


Pedro Costa (113318) - Concept maps

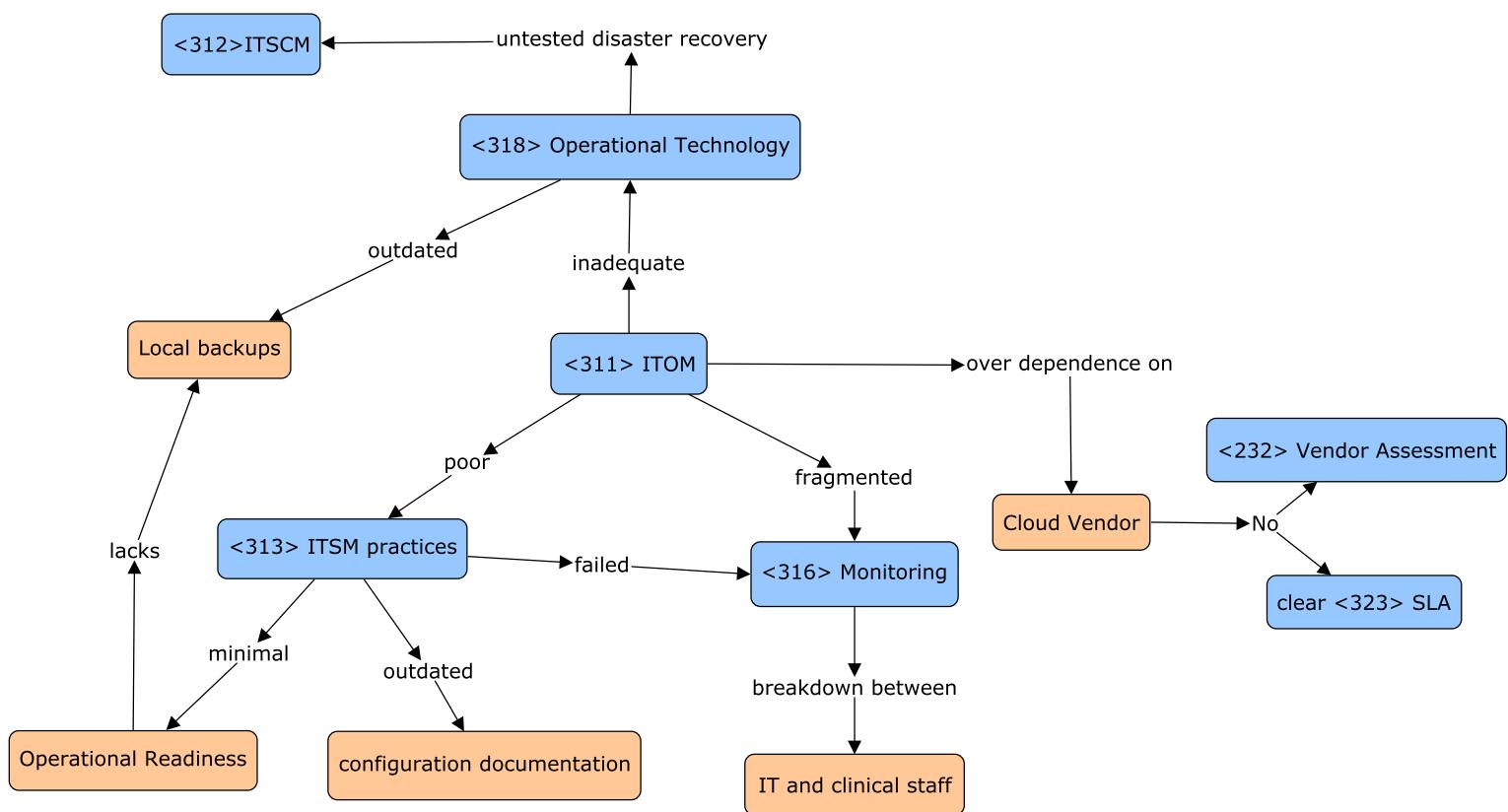
Q1.3 Concept map:



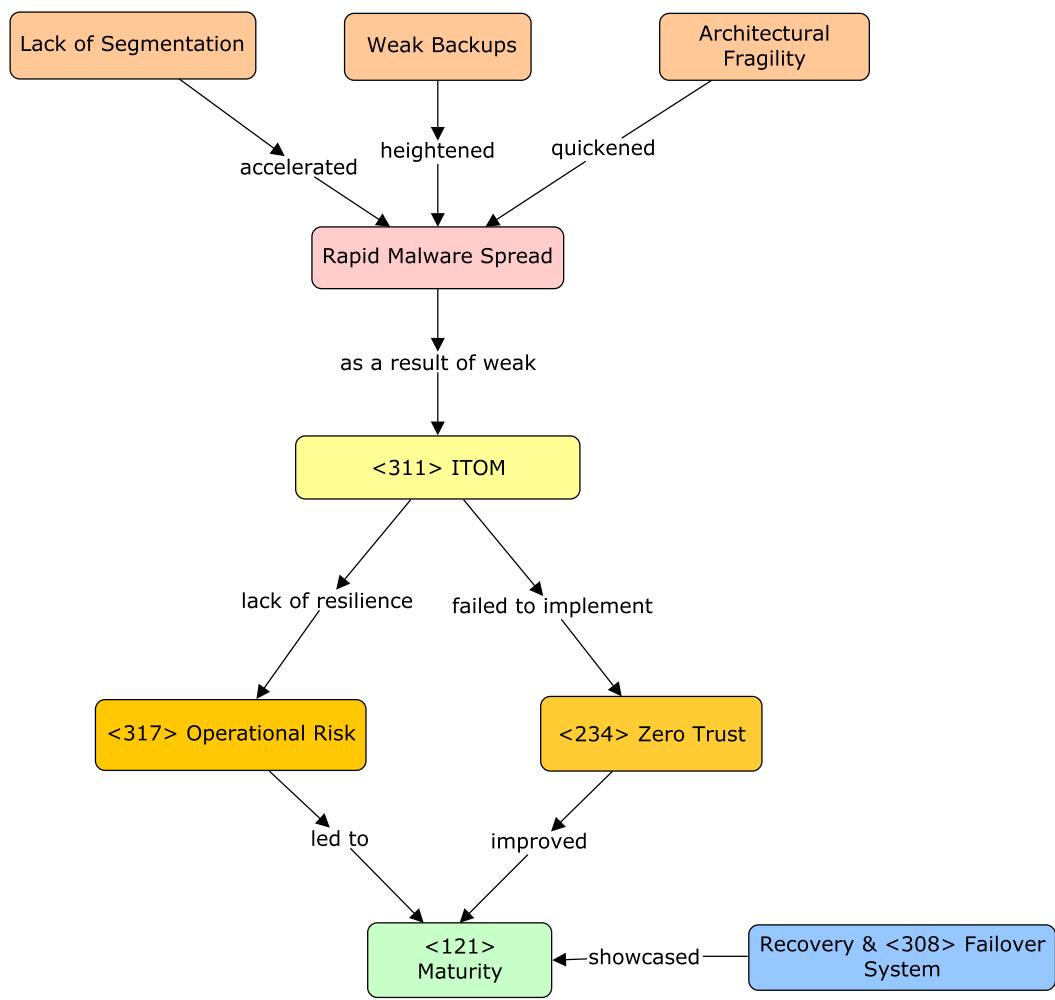
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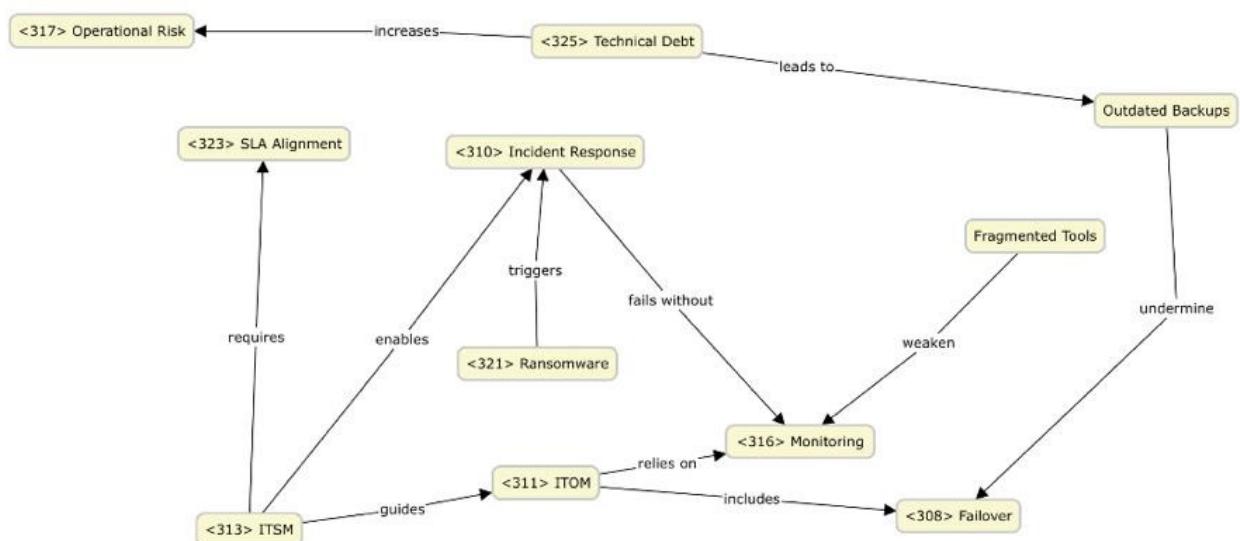
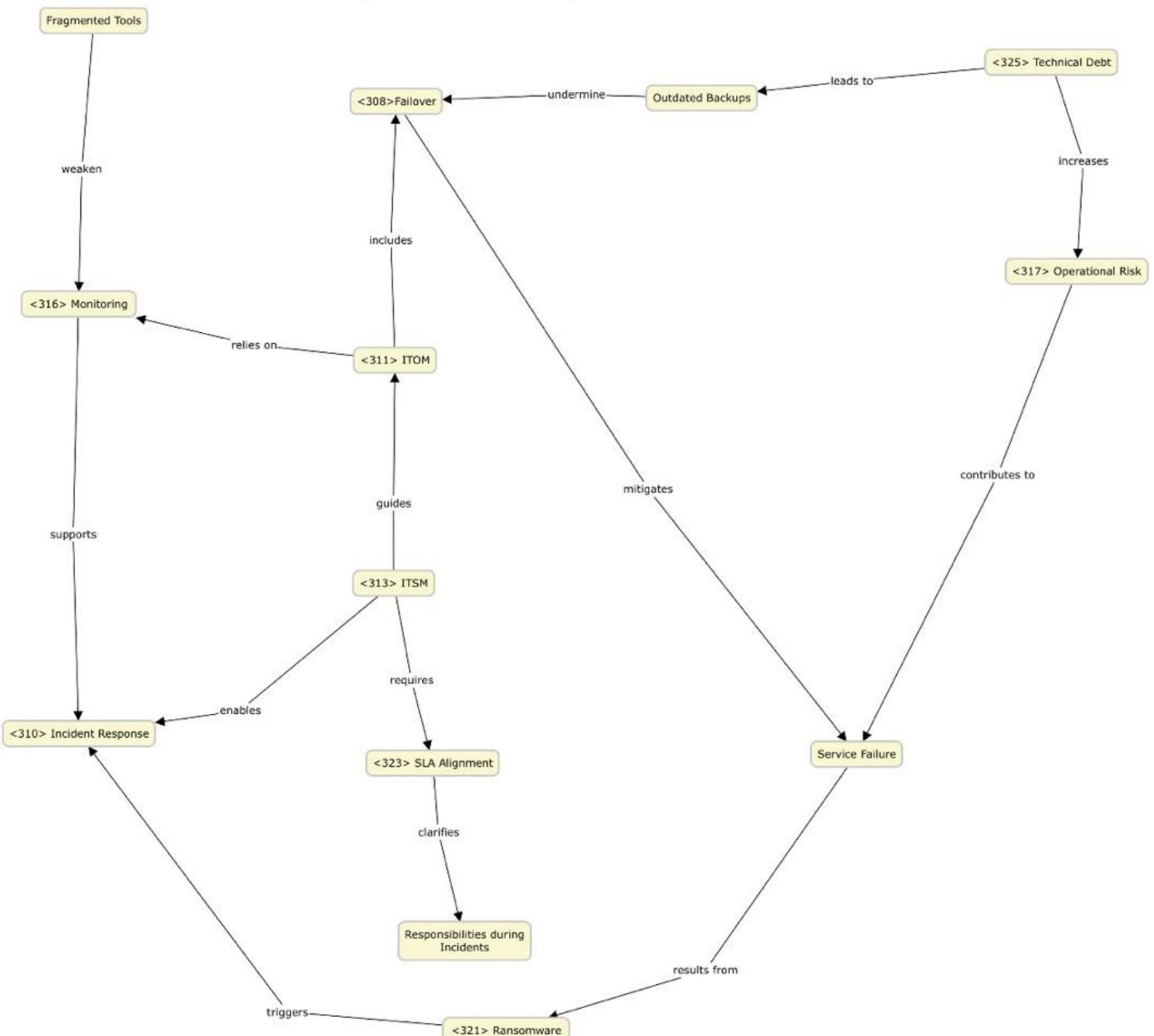


Q 1.3



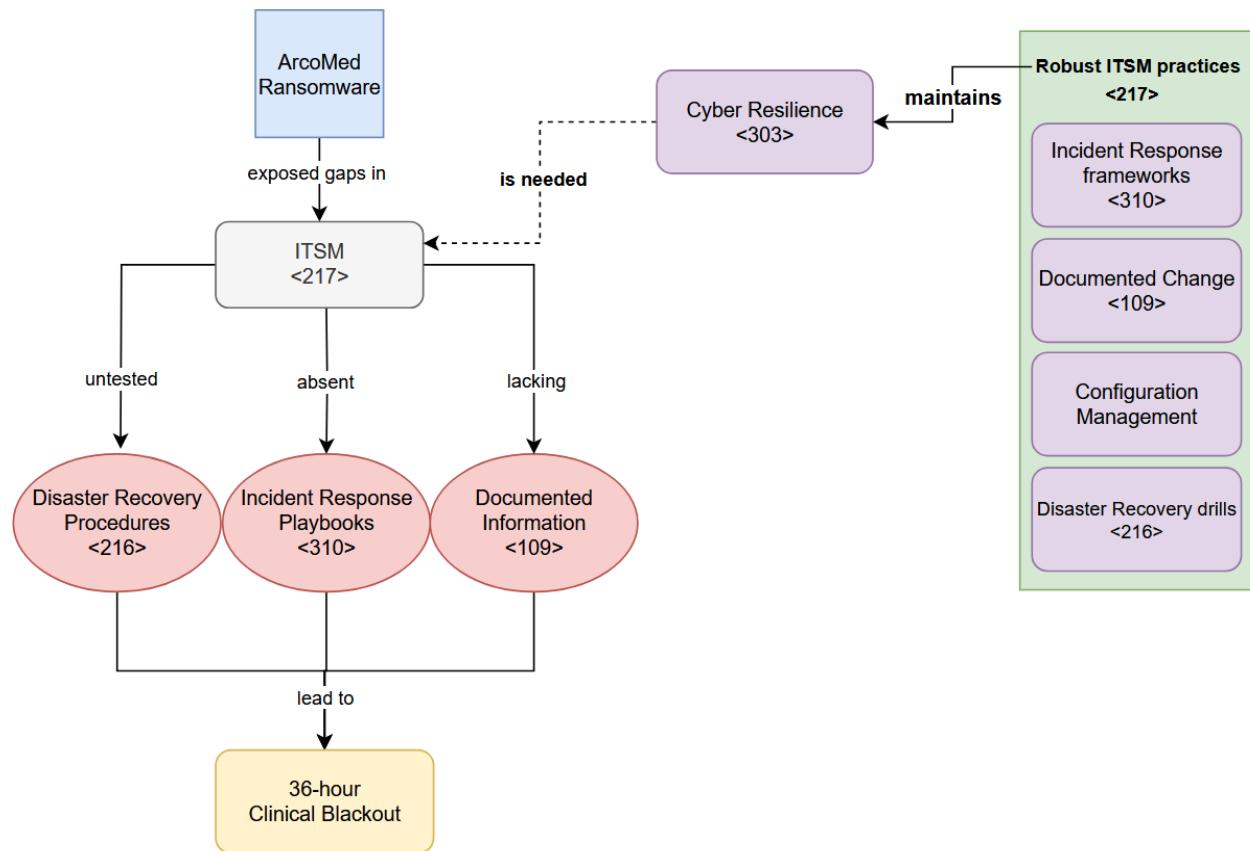
Q 2.3



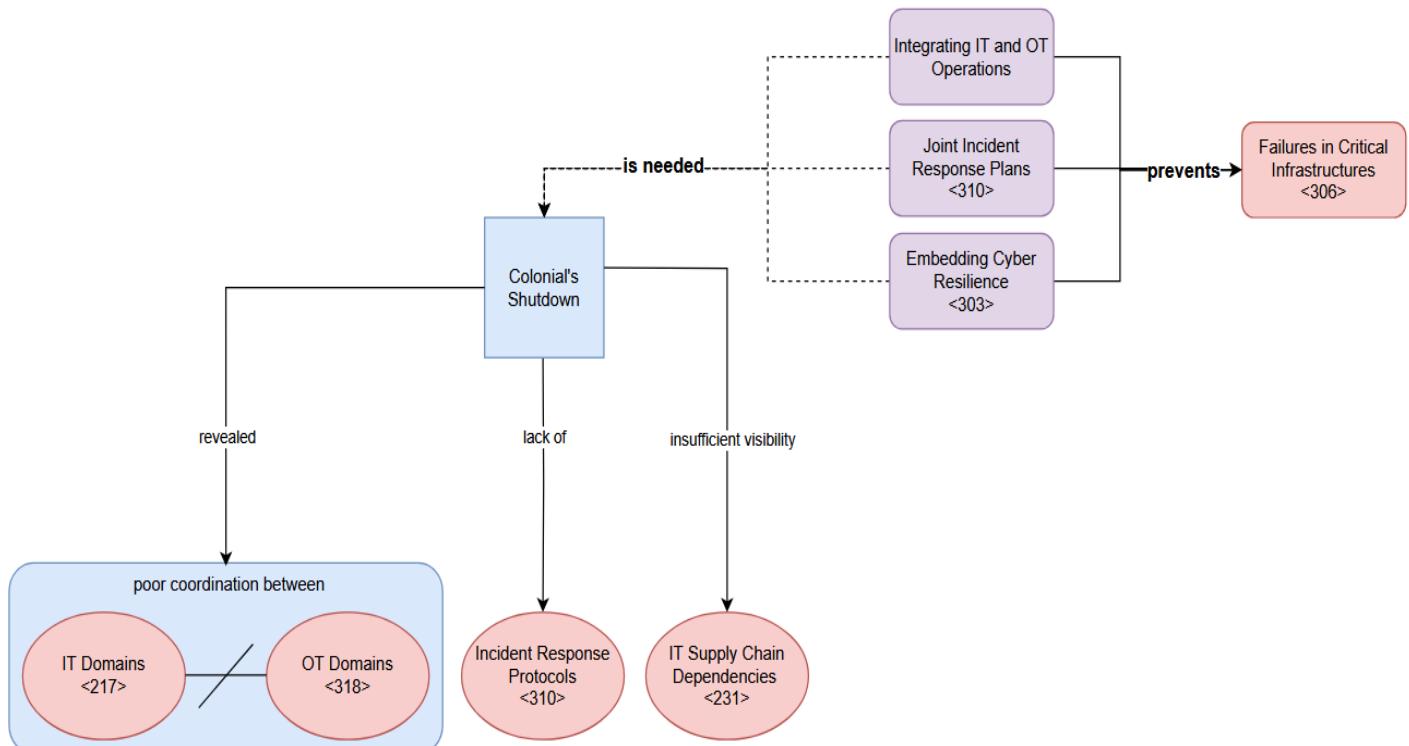


David Pires Coelho, nº 113369

Q1.3) Concept Map 1 (ArcoMed Ransomware)

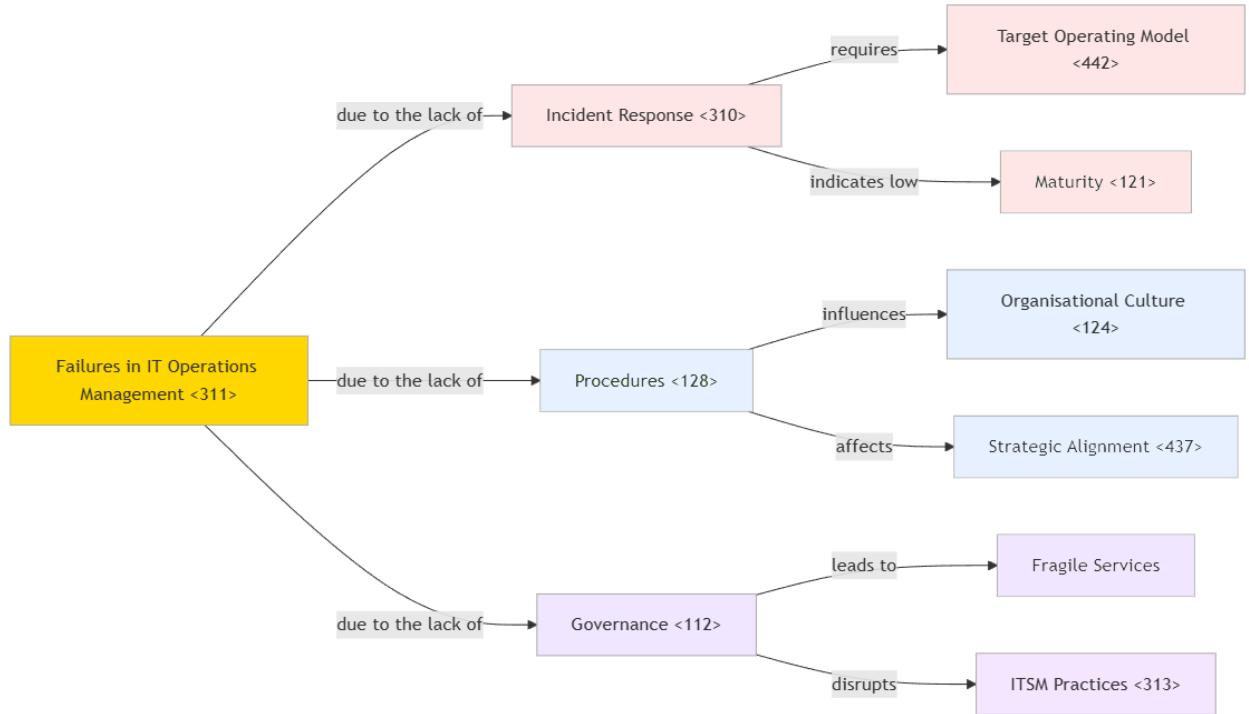


Q2.3) Concept Map 2 (Colonial Pipeline and the Long Weekend)

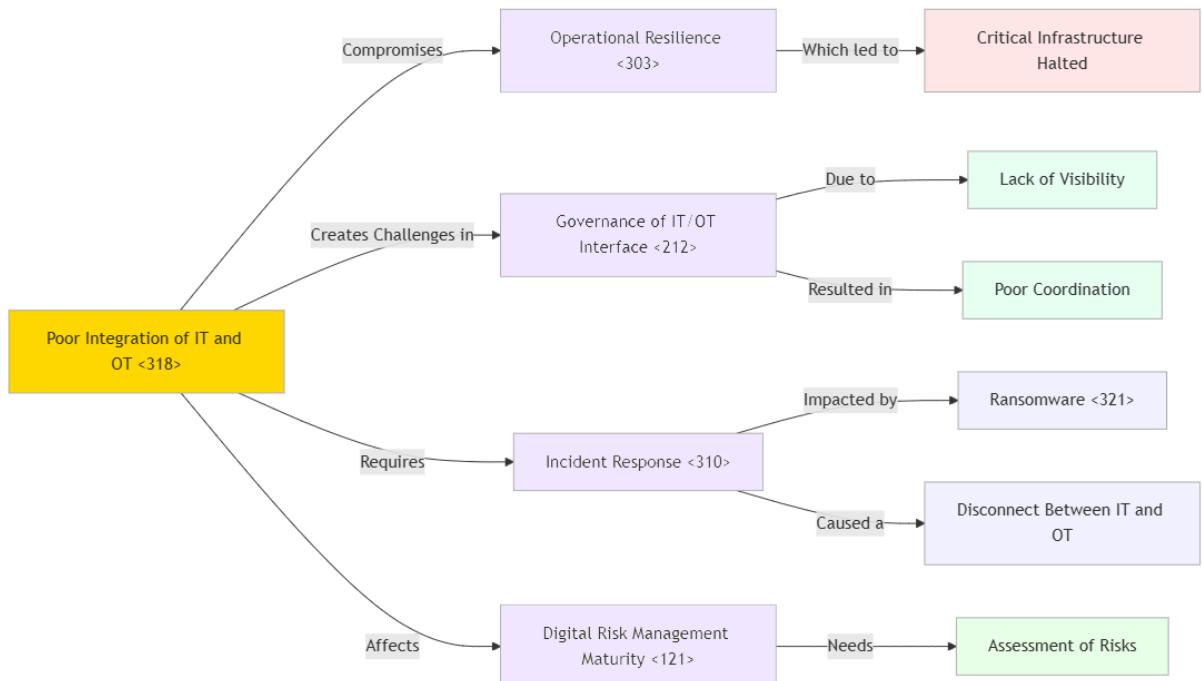


Ricardo Vieira - 113381

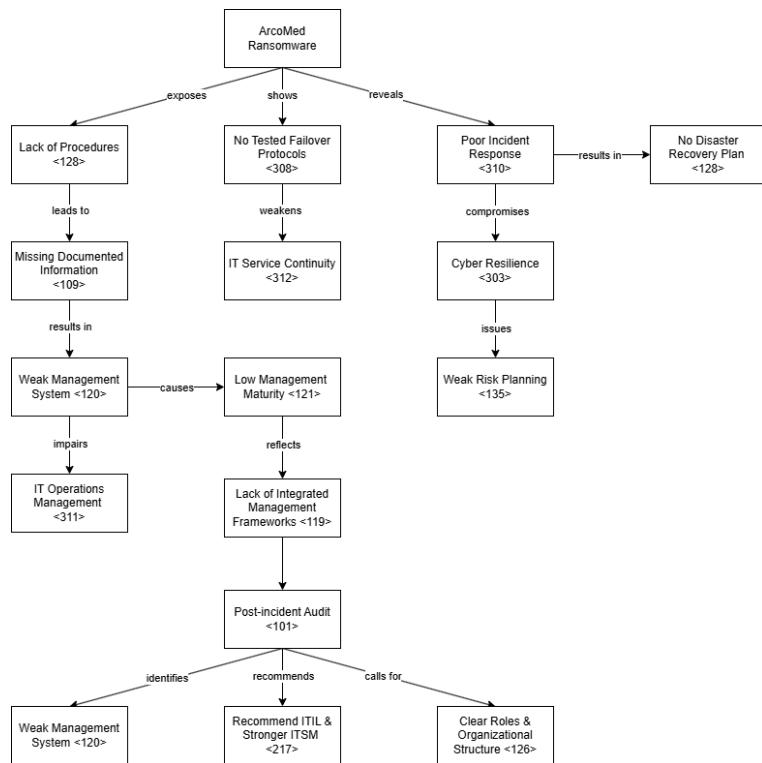
Q1.3 – Story Analysis: VisioRetail AI Misfire



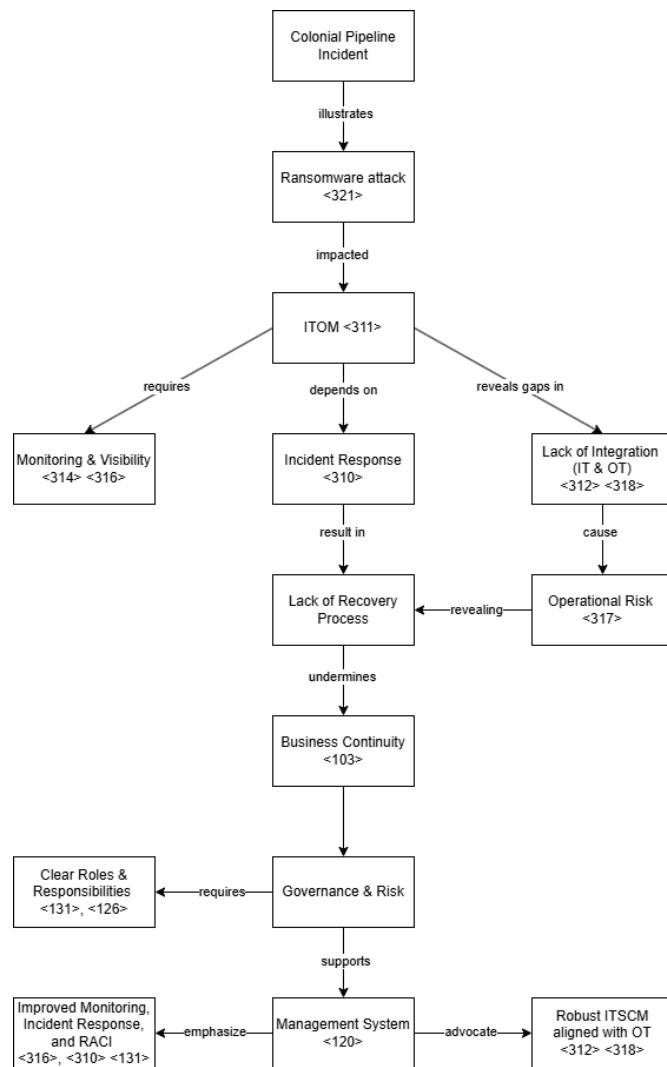
Q2.3 – Case Analysis: Colonial Pipeline and the Long Weekend



Q1.3

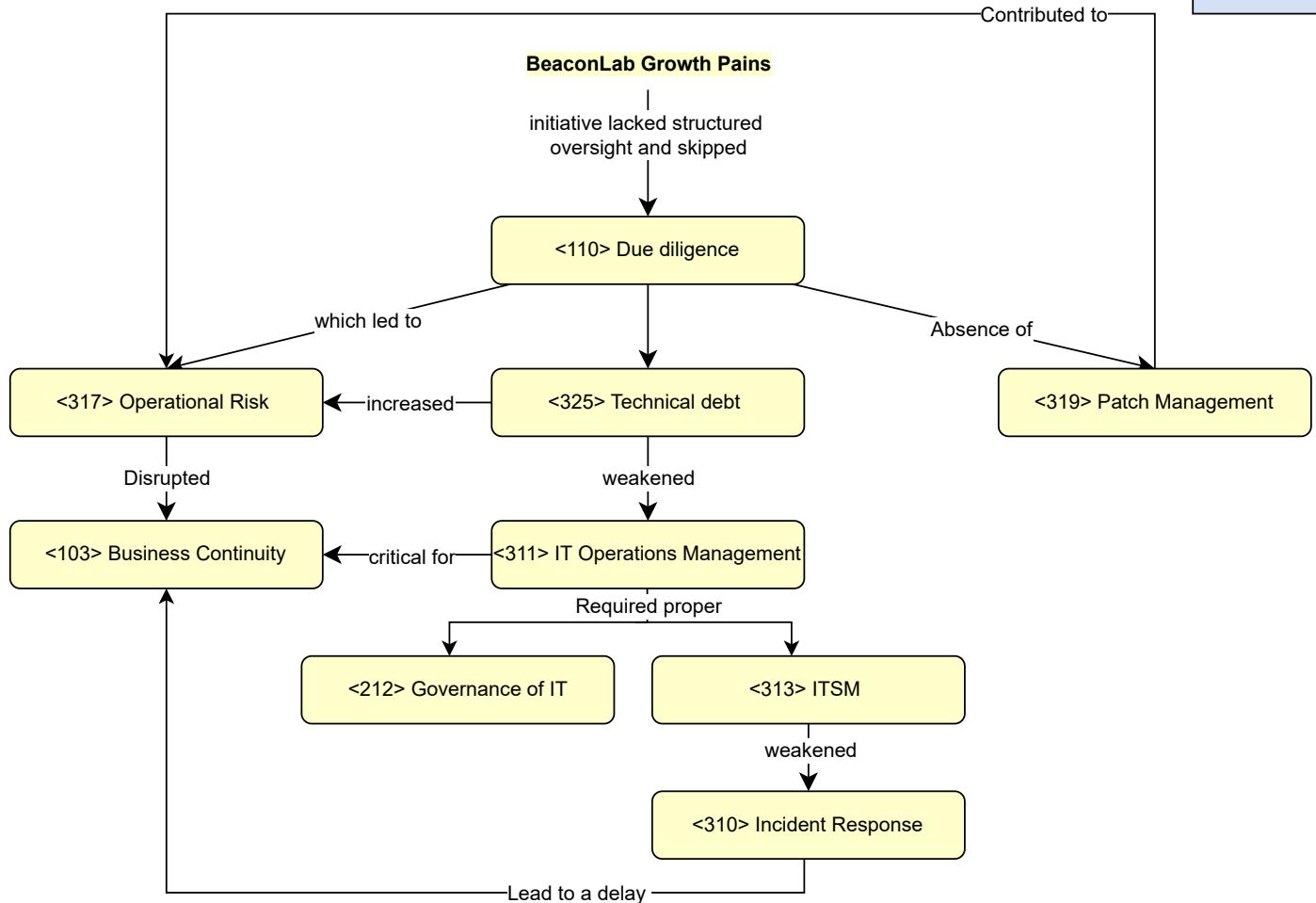


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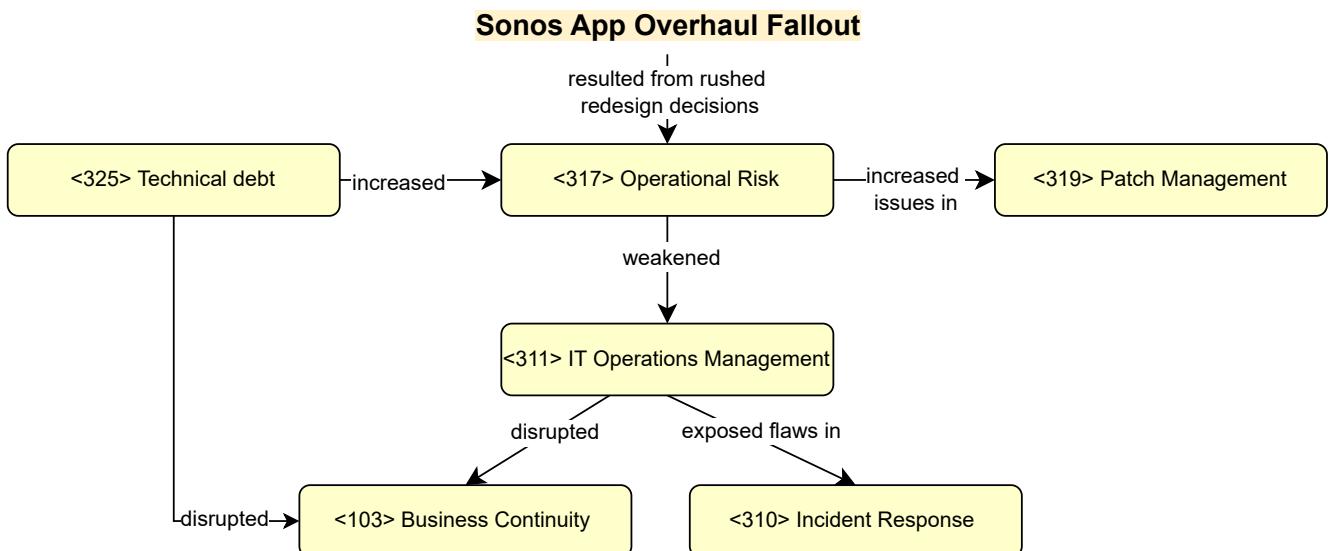


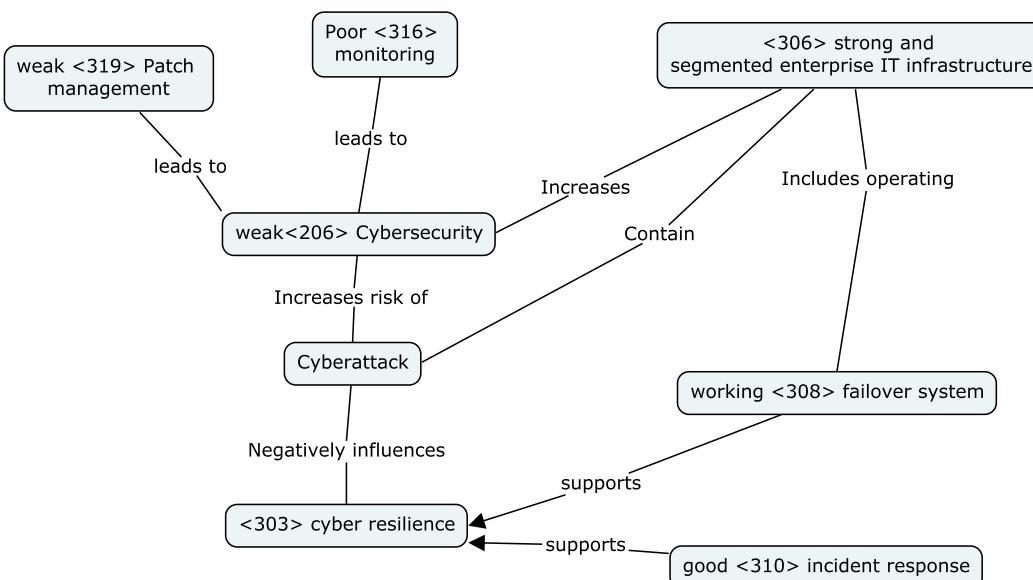
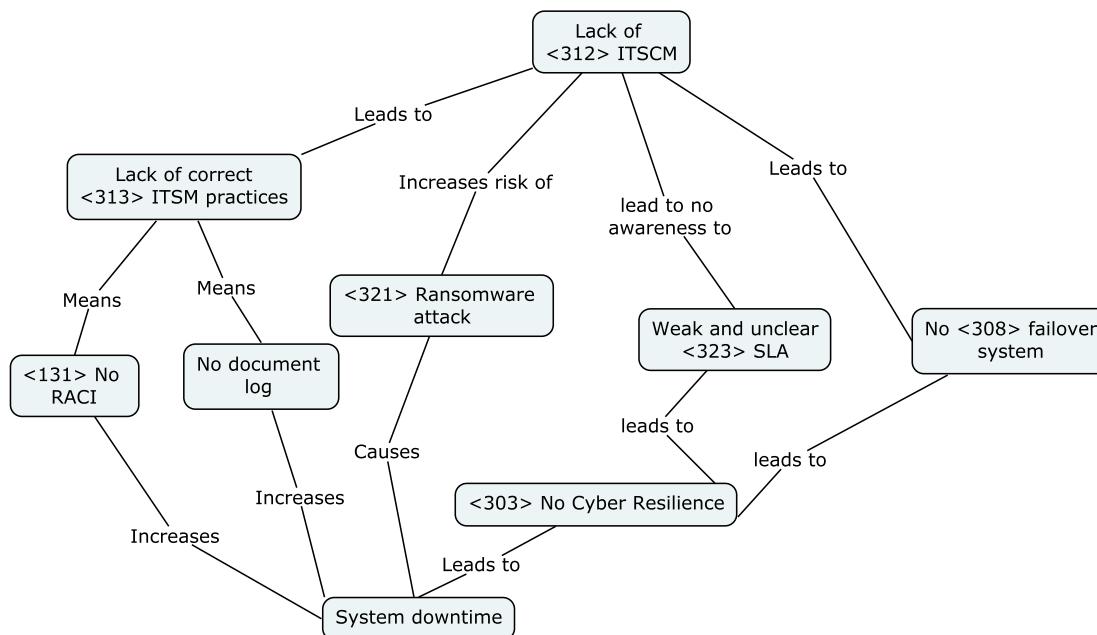
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Student
number:
115186

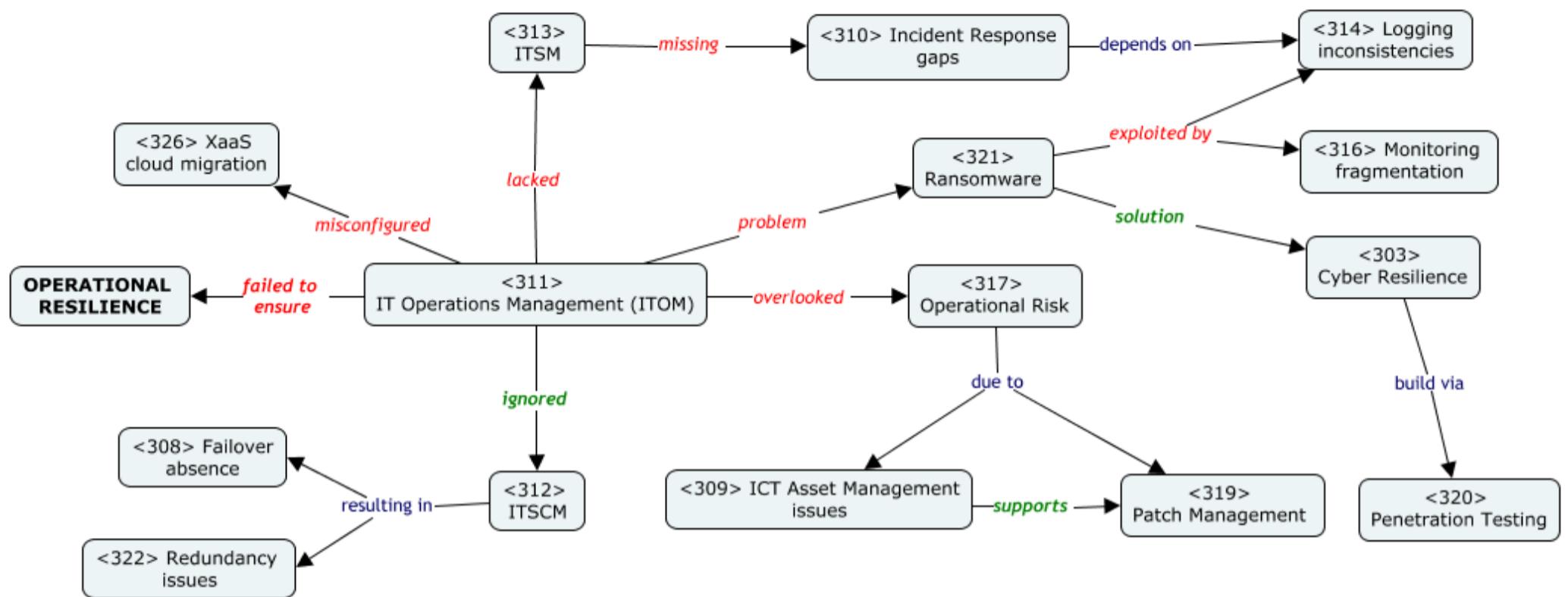


Case Glossary Coverage: <103>, <310>, <311>, <317>, <319>, <325>

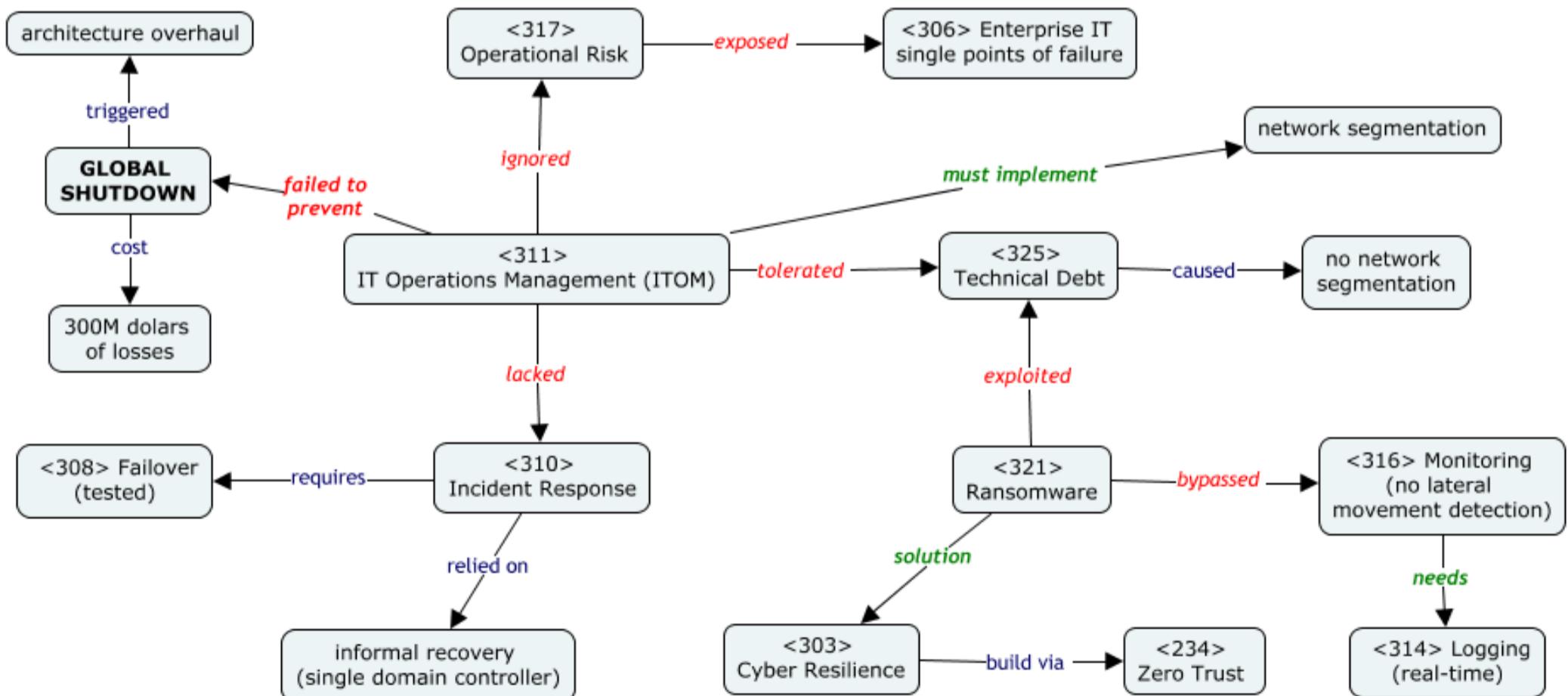




Q1.3 - ArcoMed Ransomware

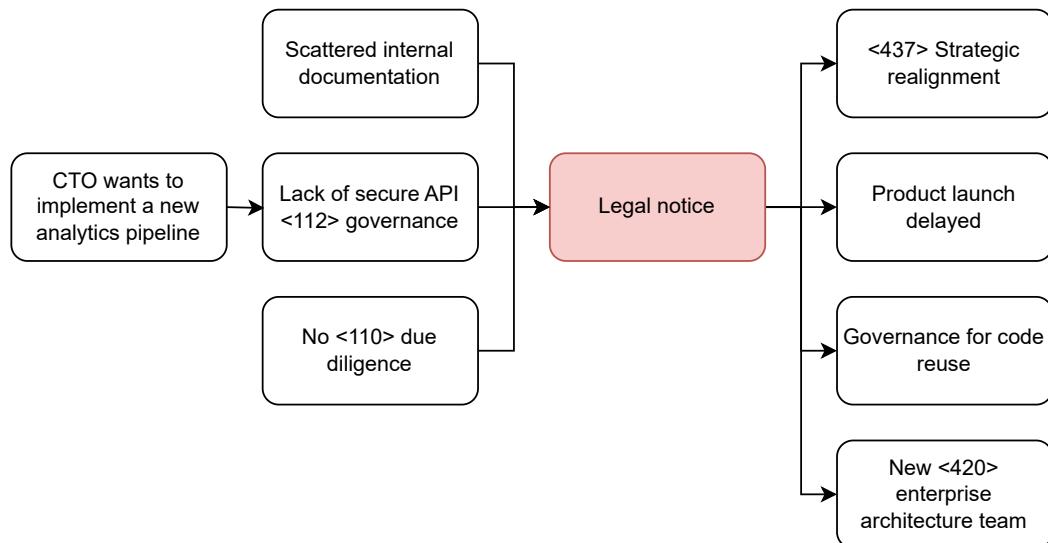


Q2.3 - Maersk and the Quiet Catastrophe

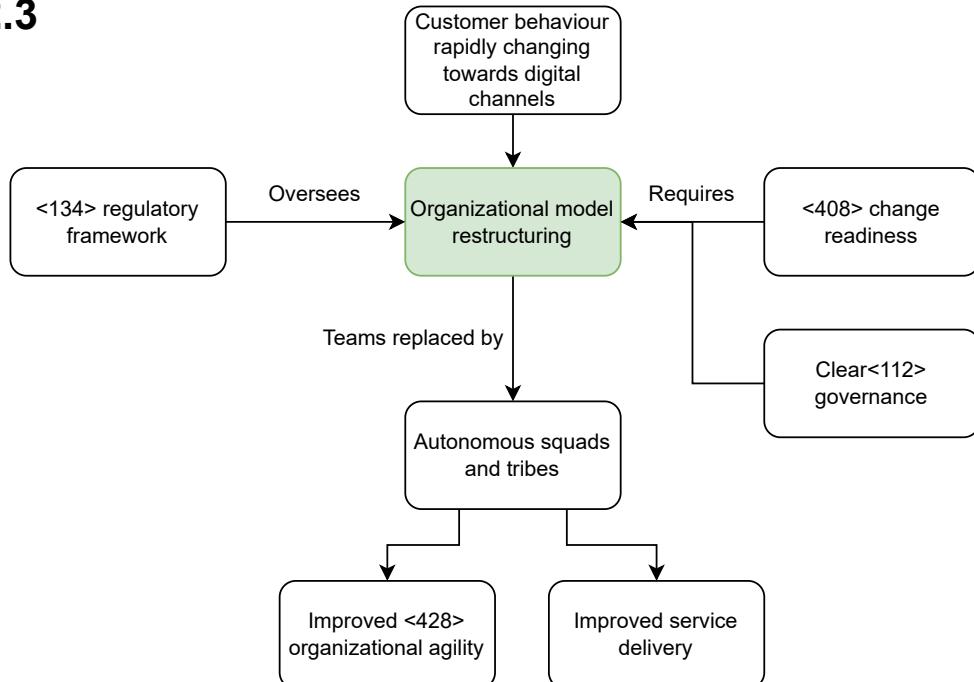


Onni Kivistö 115343

Q1.3



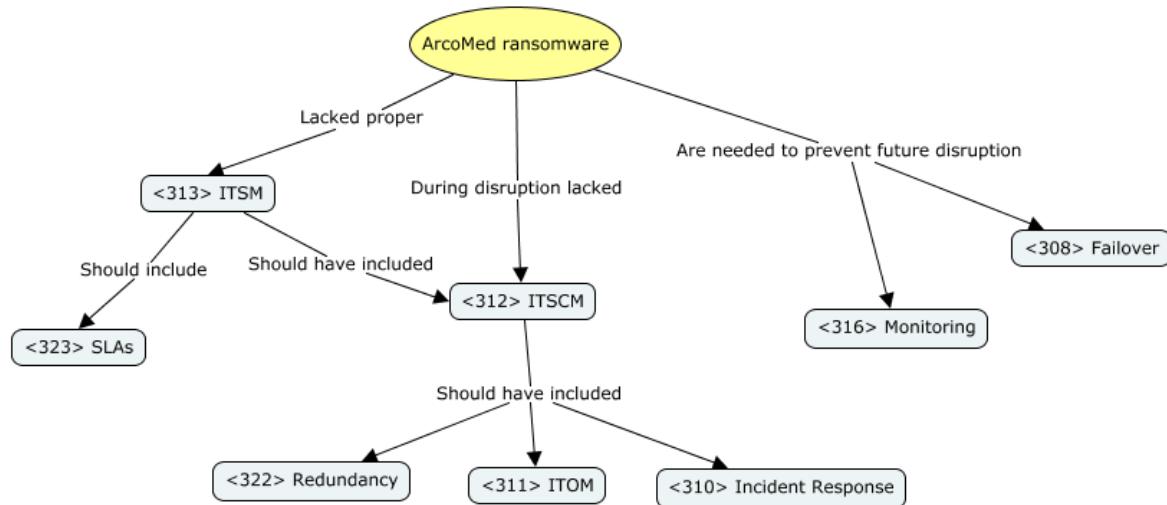
Q2.3



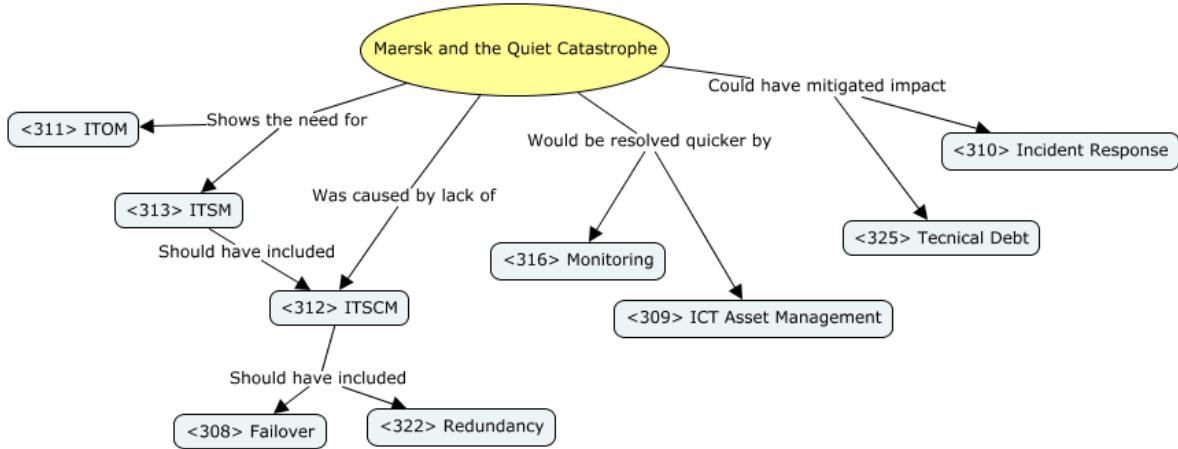
Name: Daan Ransdorp

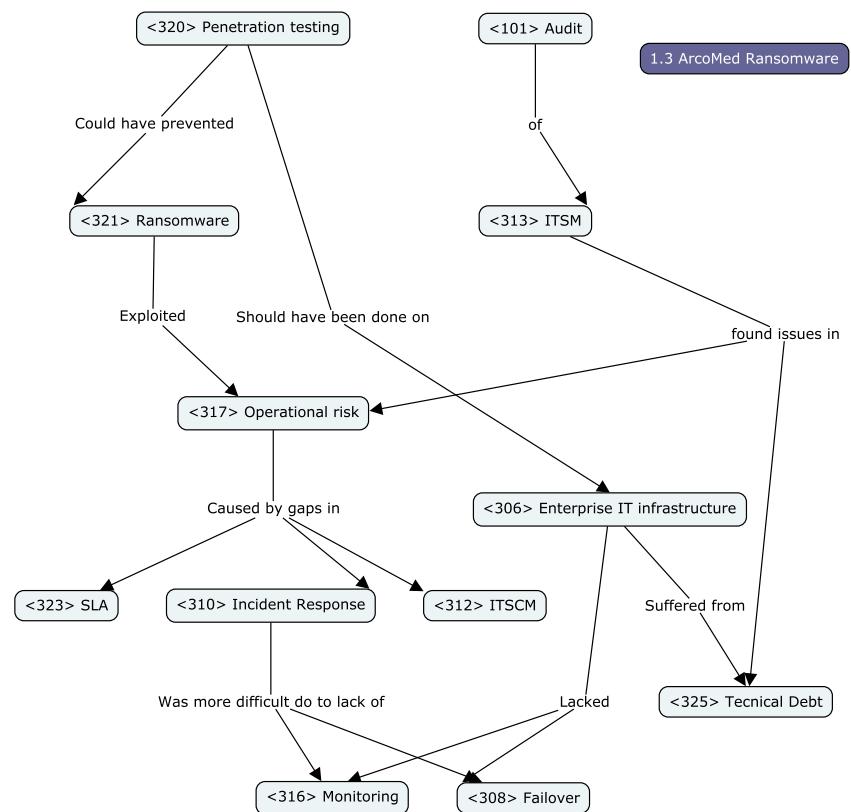
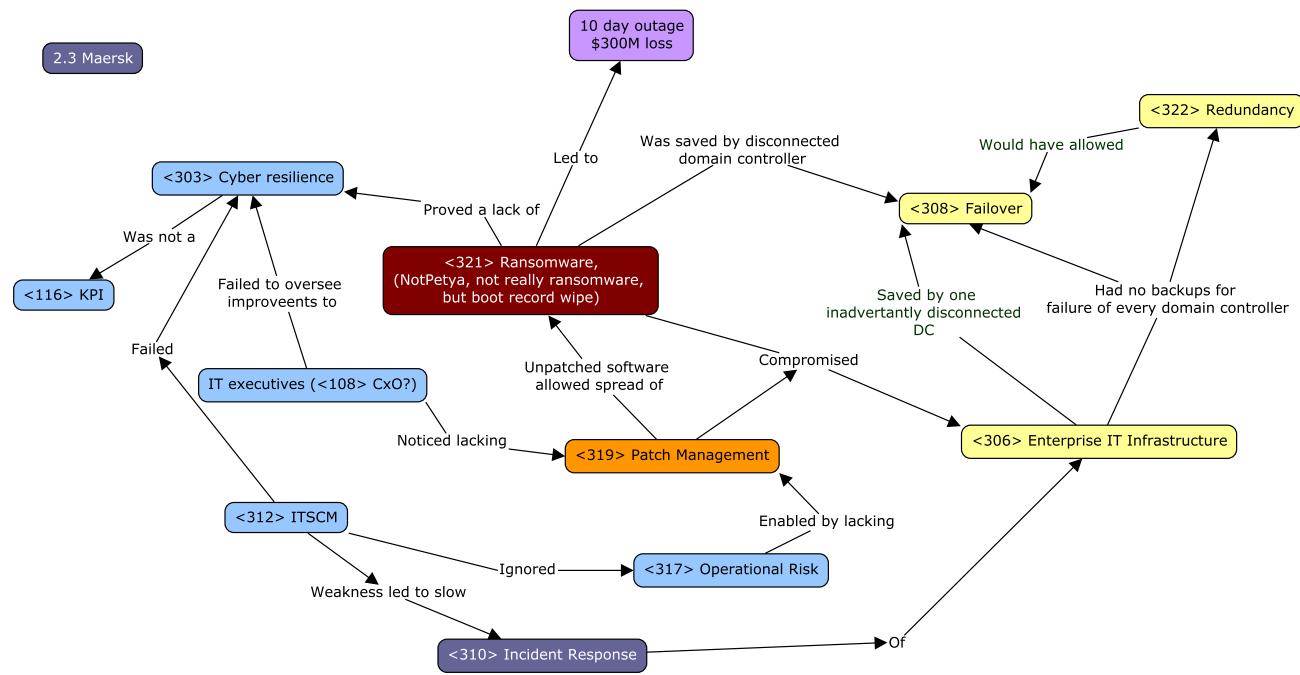
Number: 115376

Concept map Q1.3



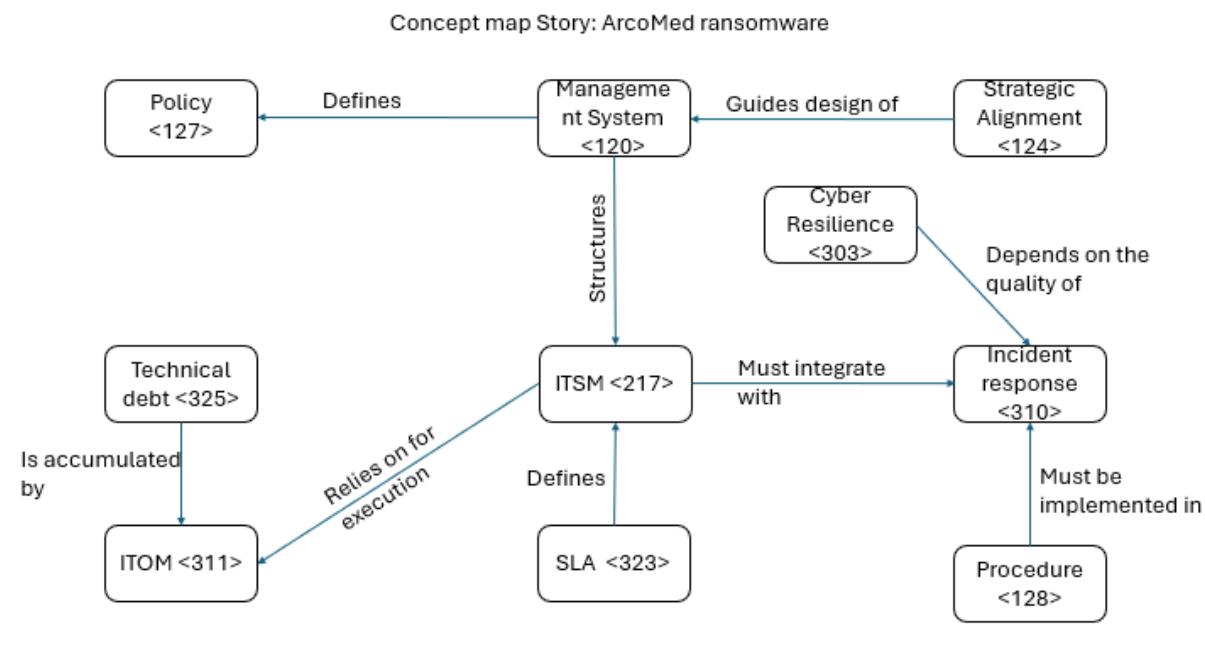
Concept map Q2.3



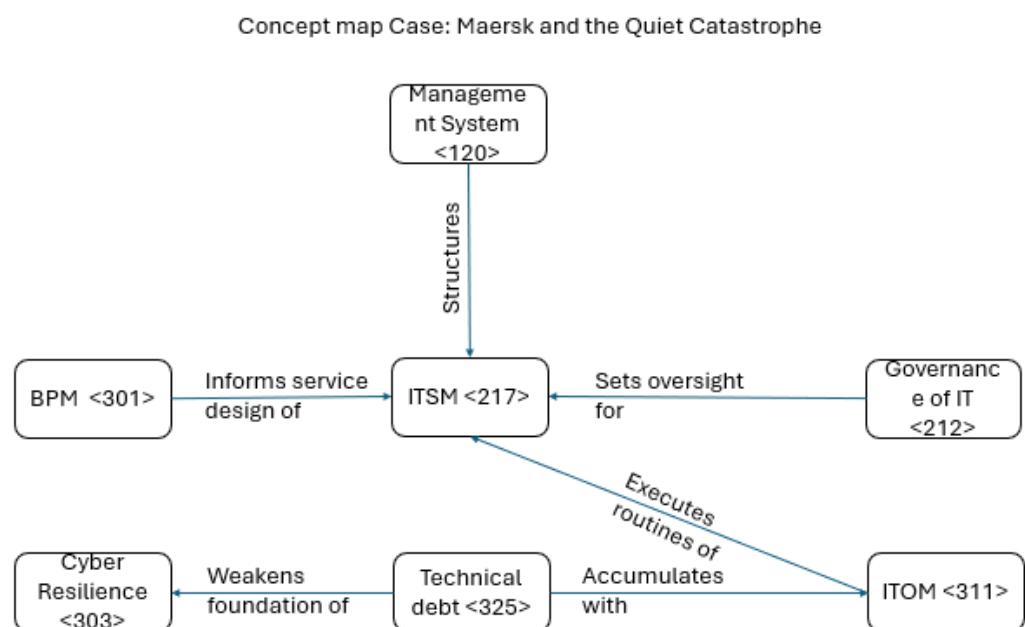
**2.3 Maersk**

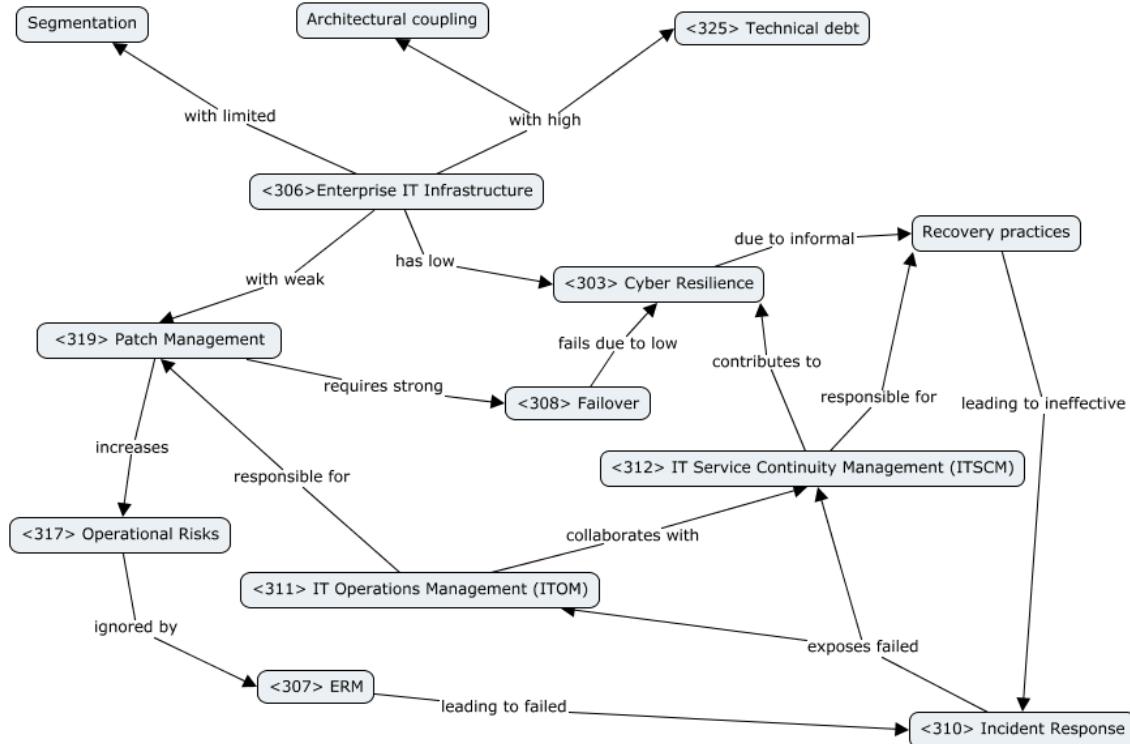
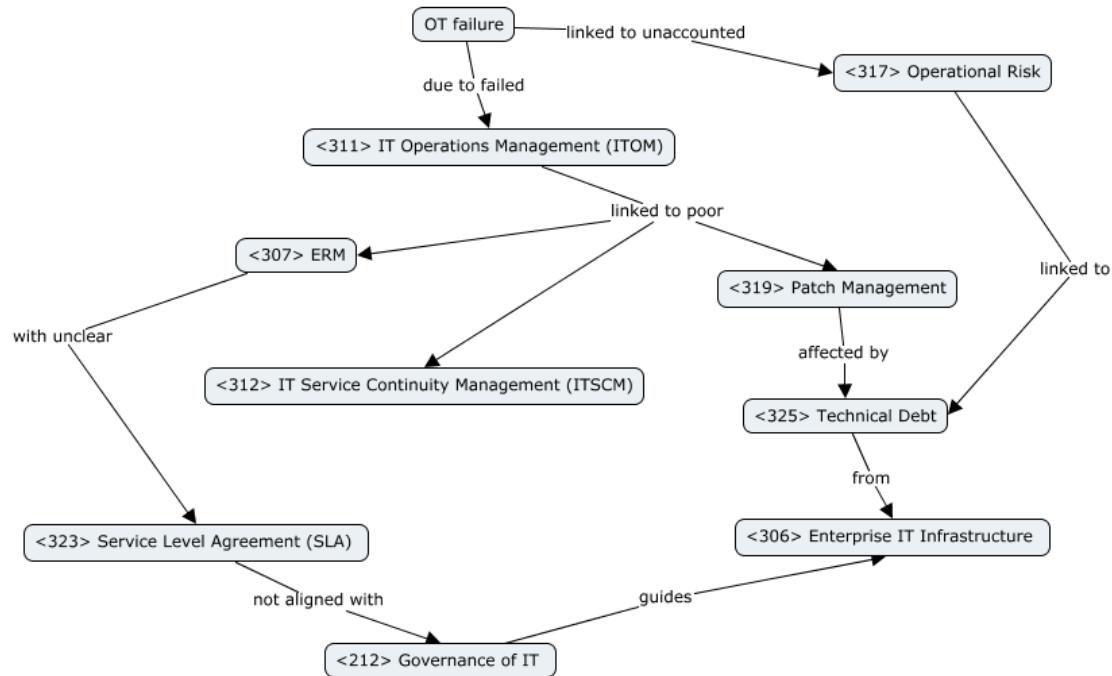
Tobias Machiavello - 1115393

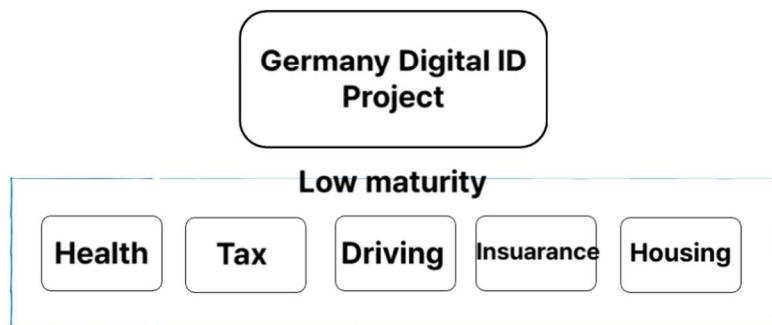
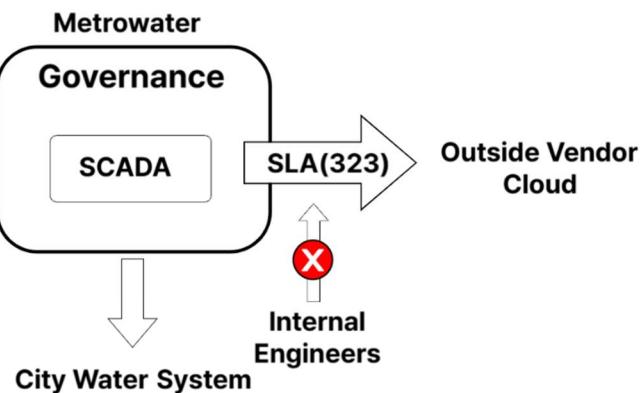
Q1.3



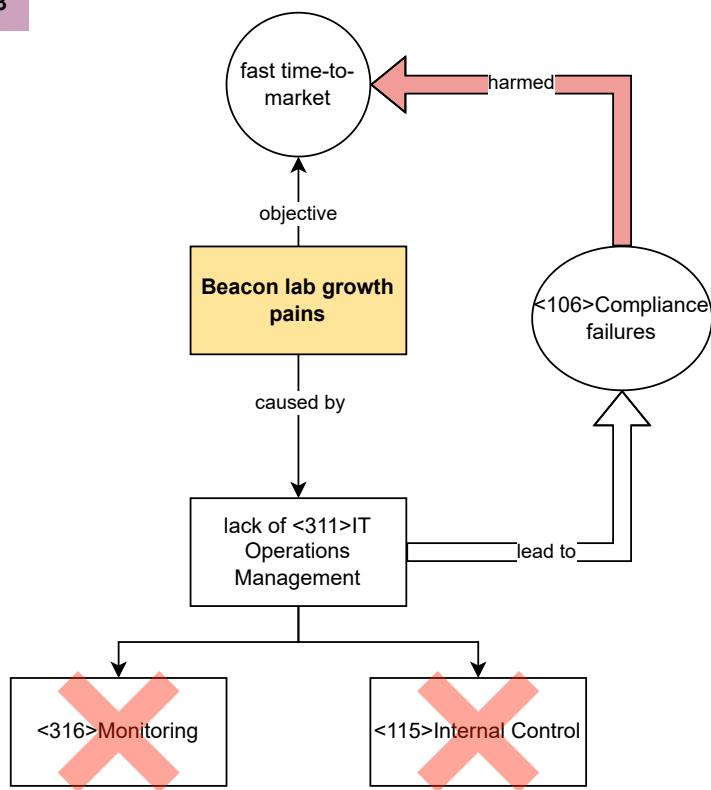
Q2.3



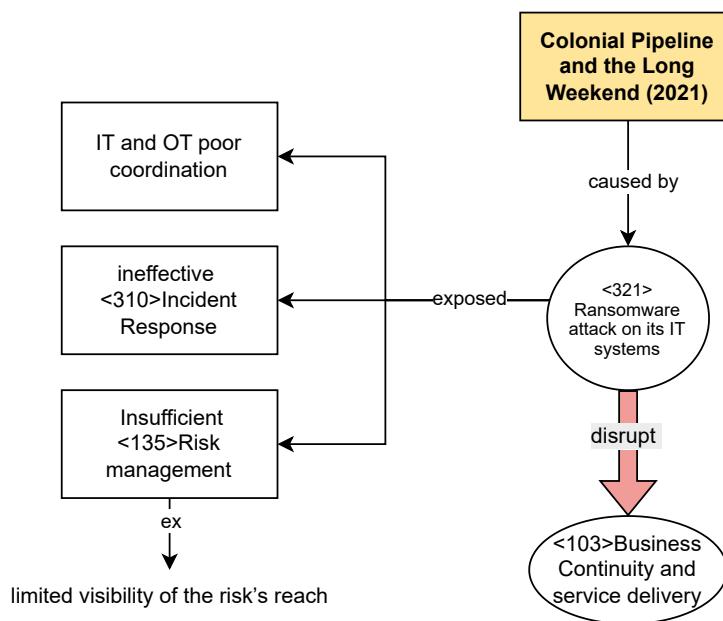


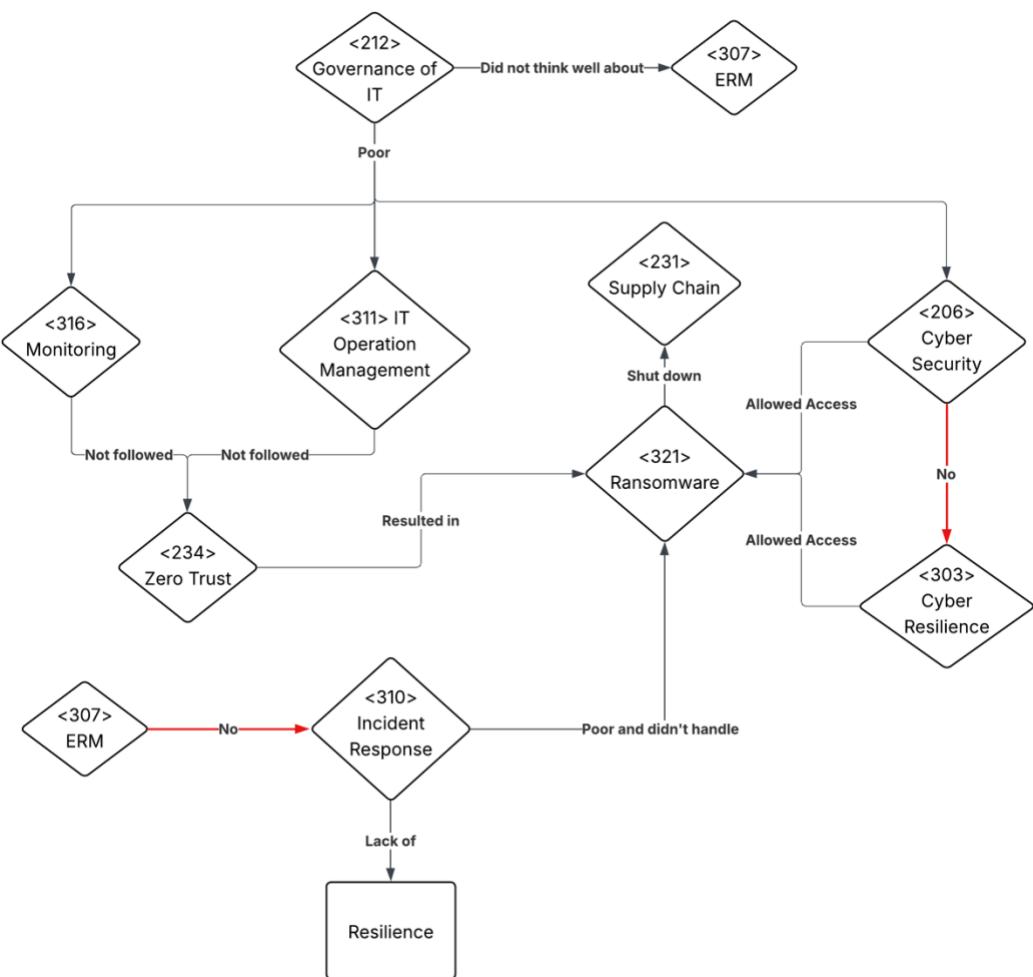
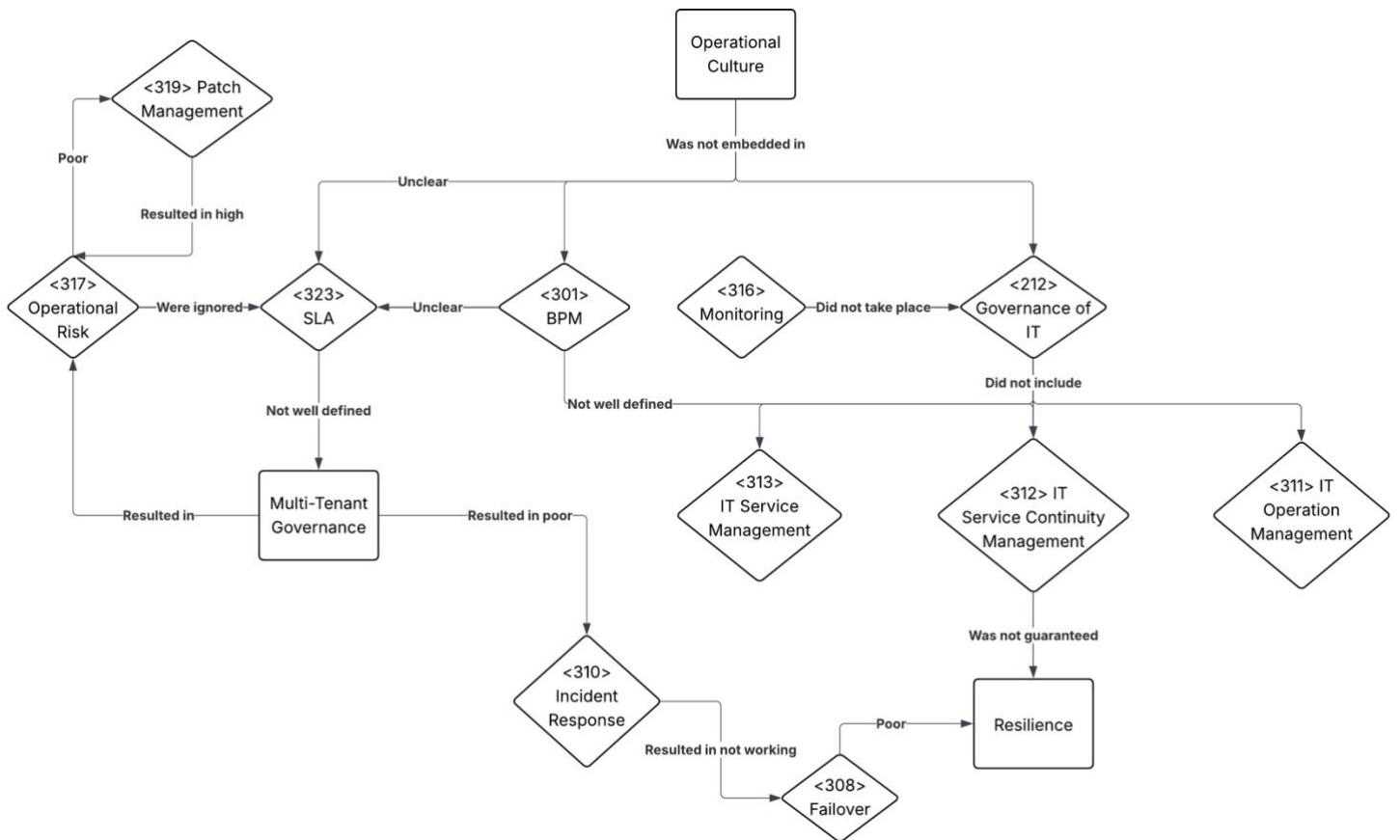


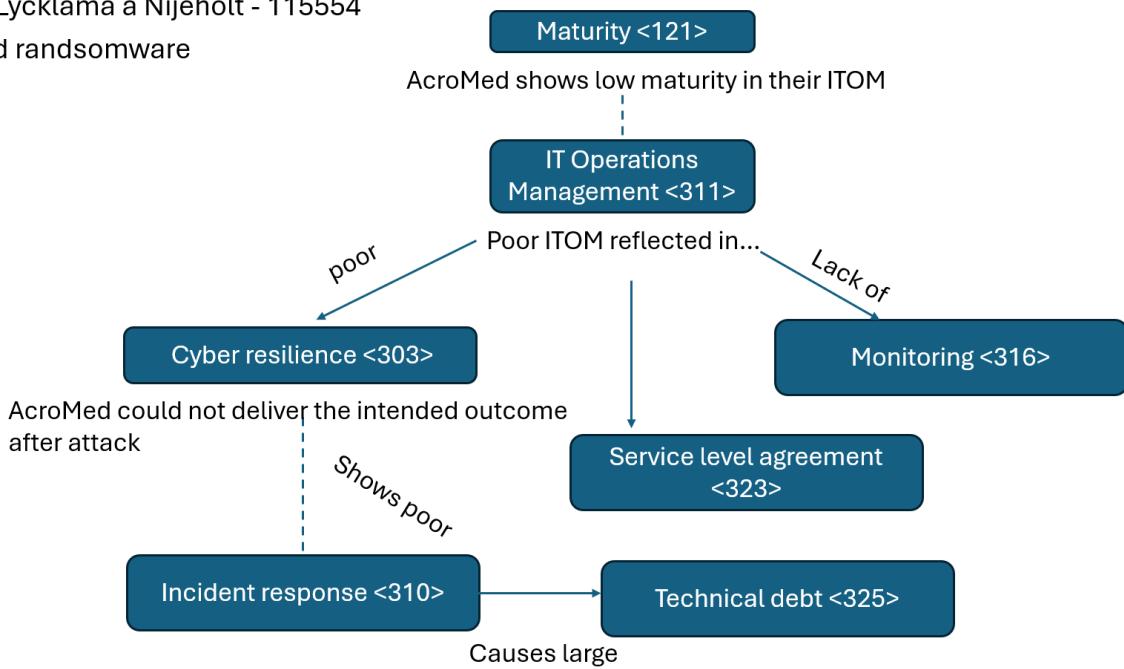
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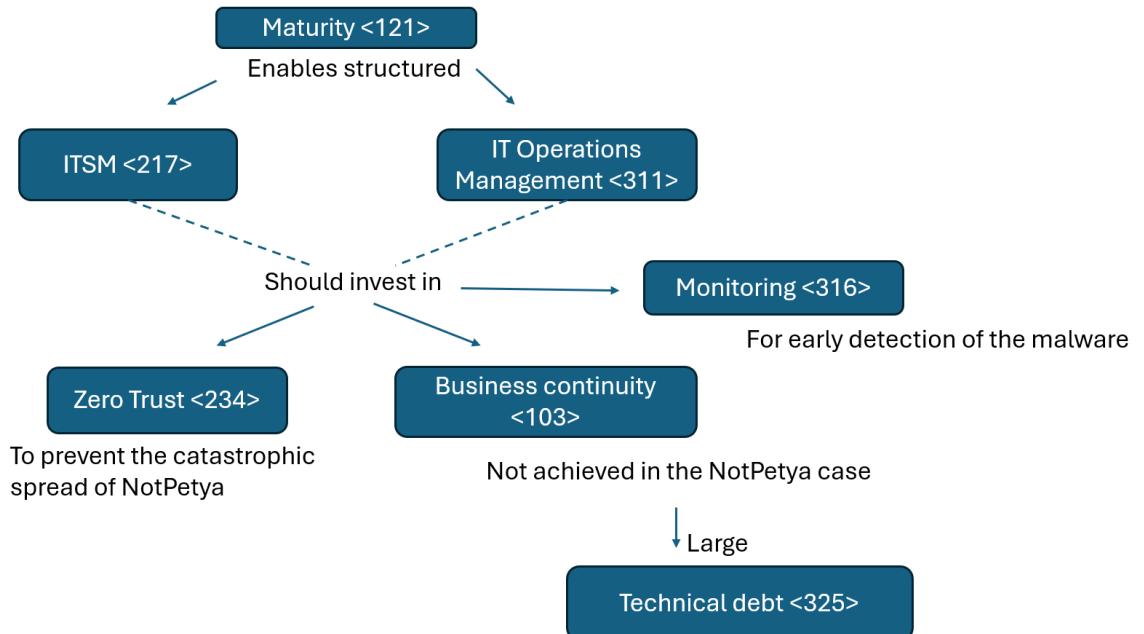
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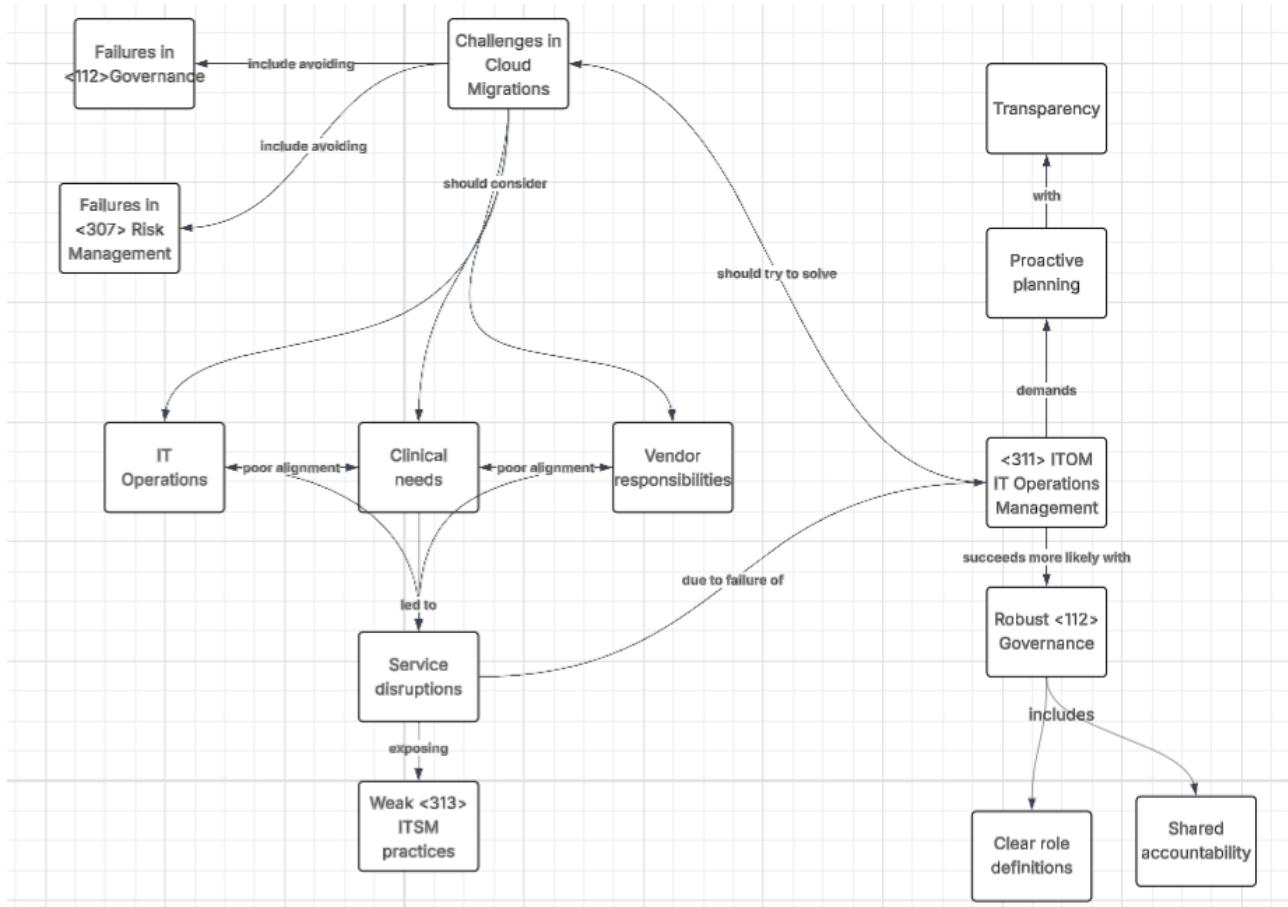




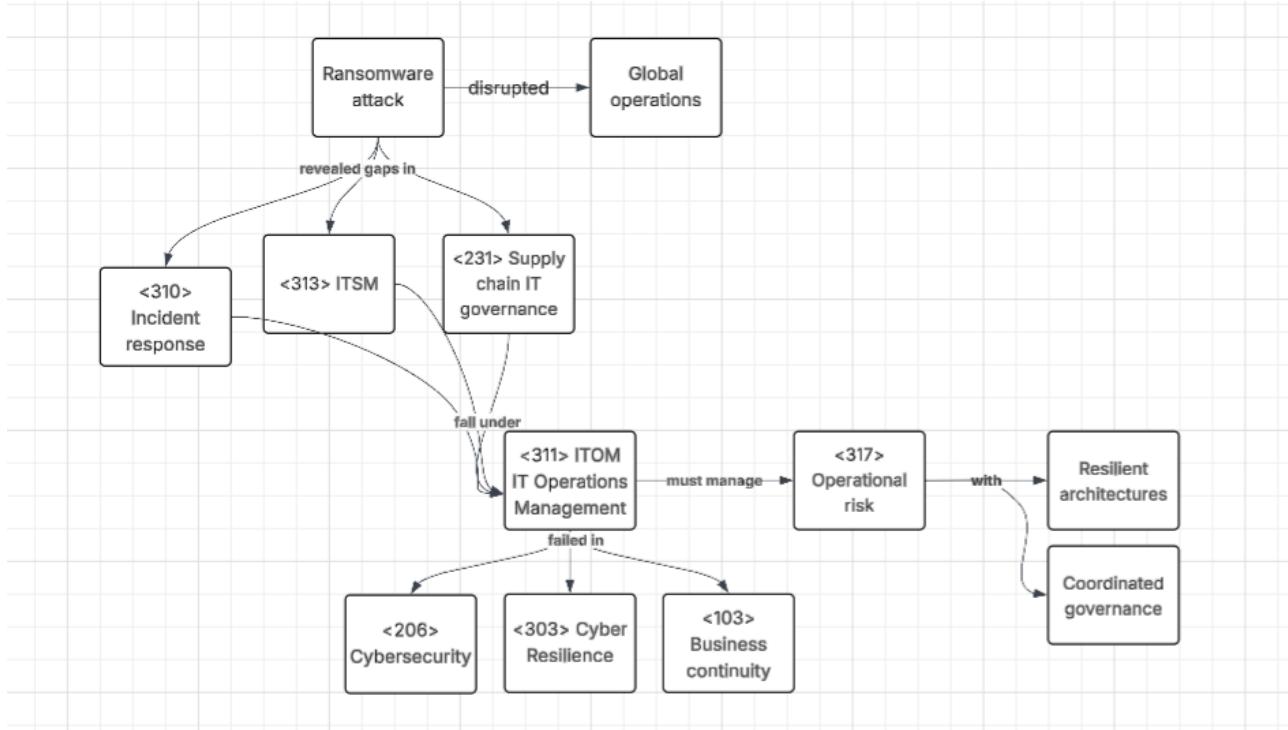
Maersk and the Quiet Catastrophe



Q1.3

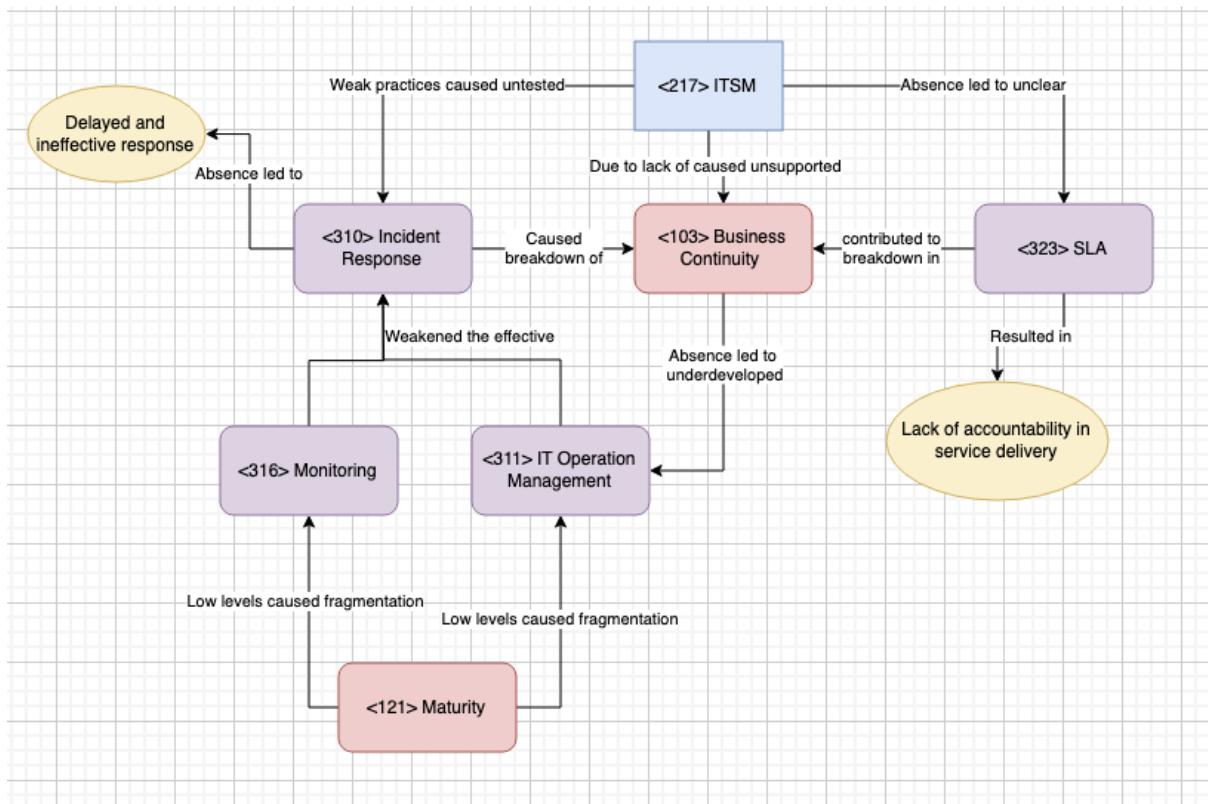


Q2.3

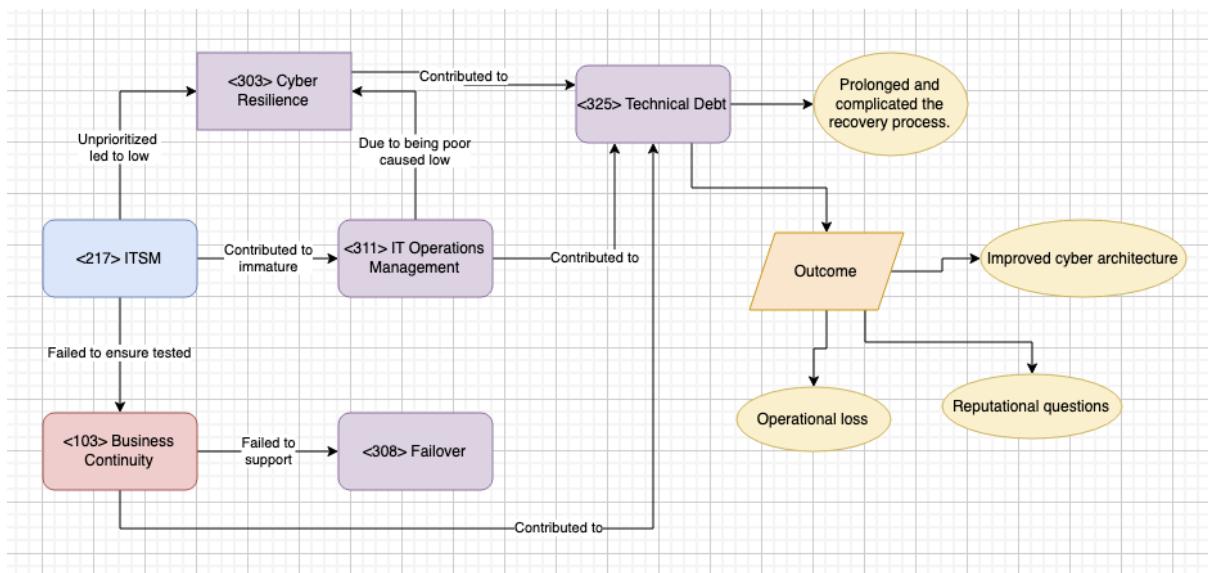


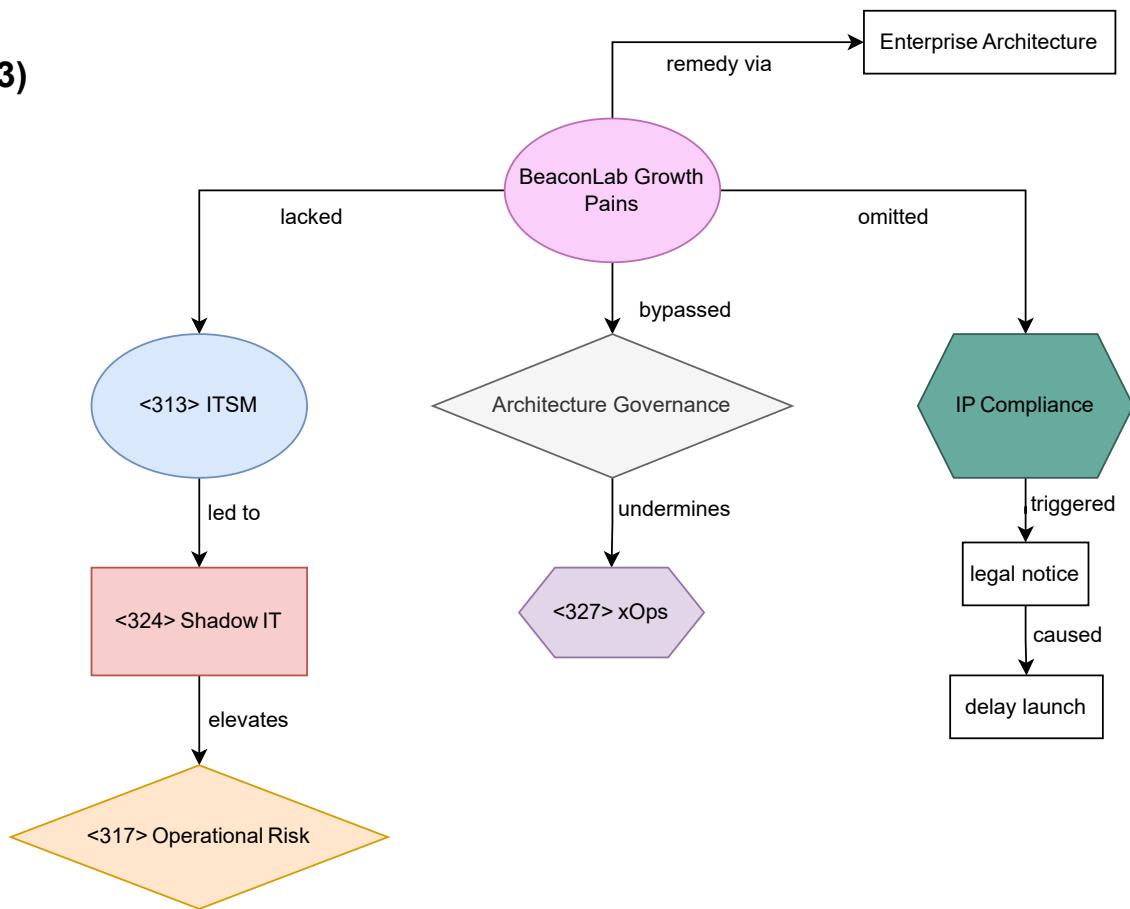
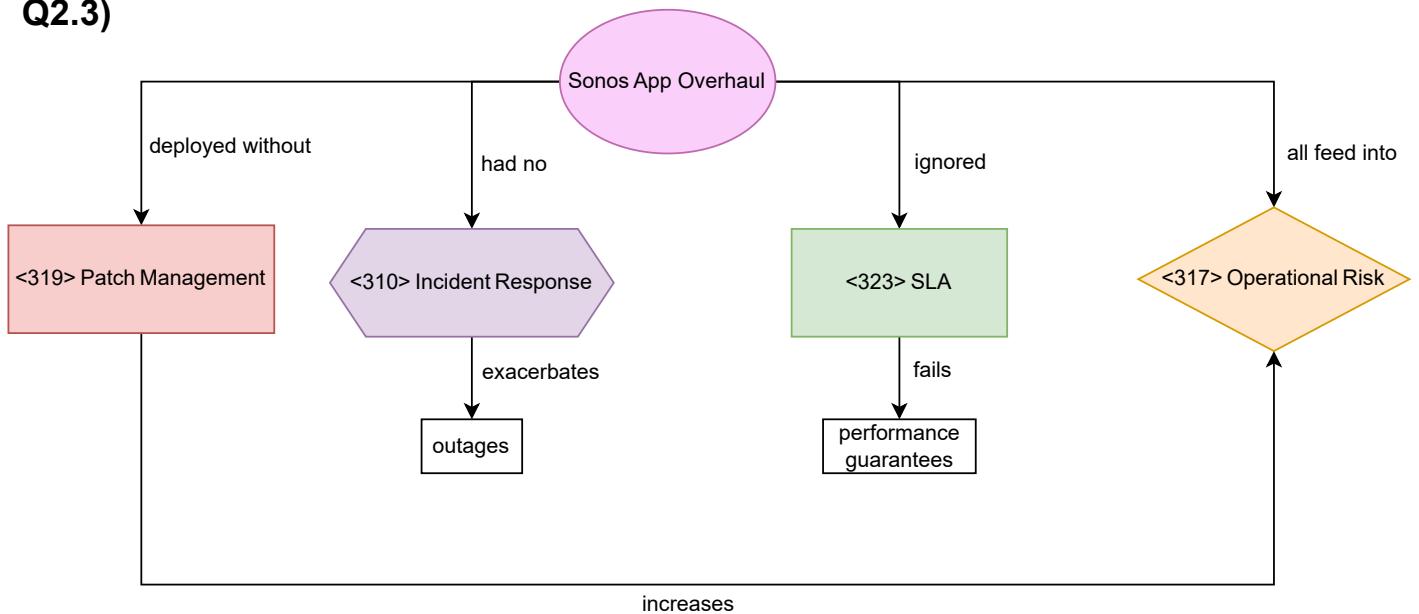
Essay 3:

Q1.3



Q2.3



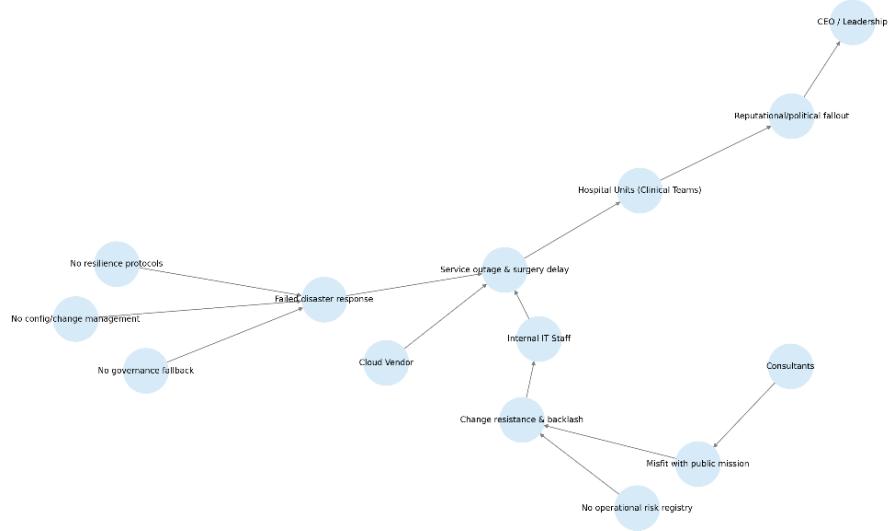
Q1.3)**Q2.3)**

<E3> (13/05/2025)

115651

Jiseung Choi

the concept map for Q1.3



the concept map for Q2.3.

