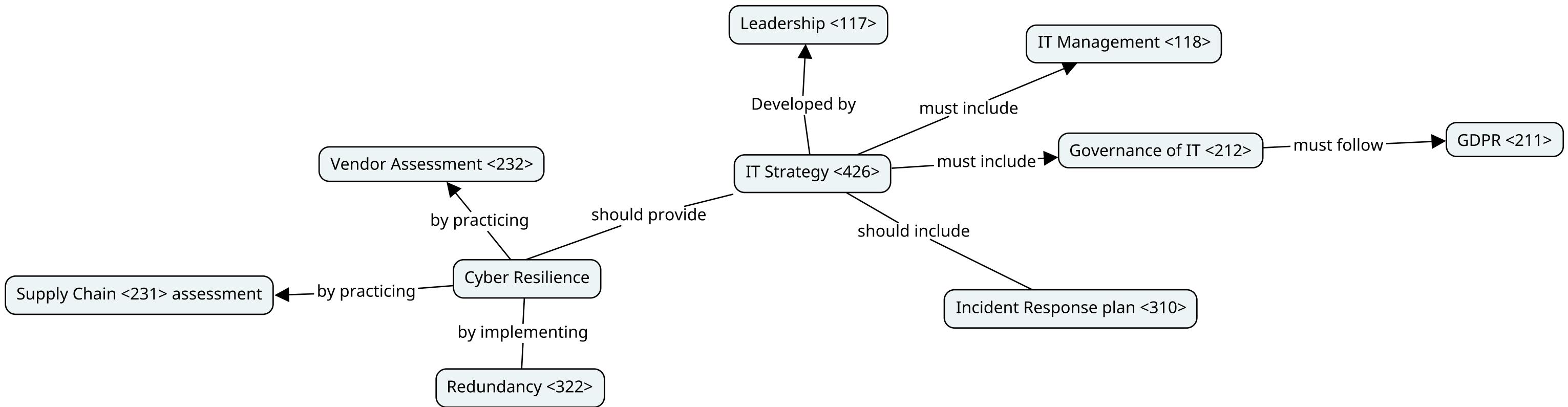
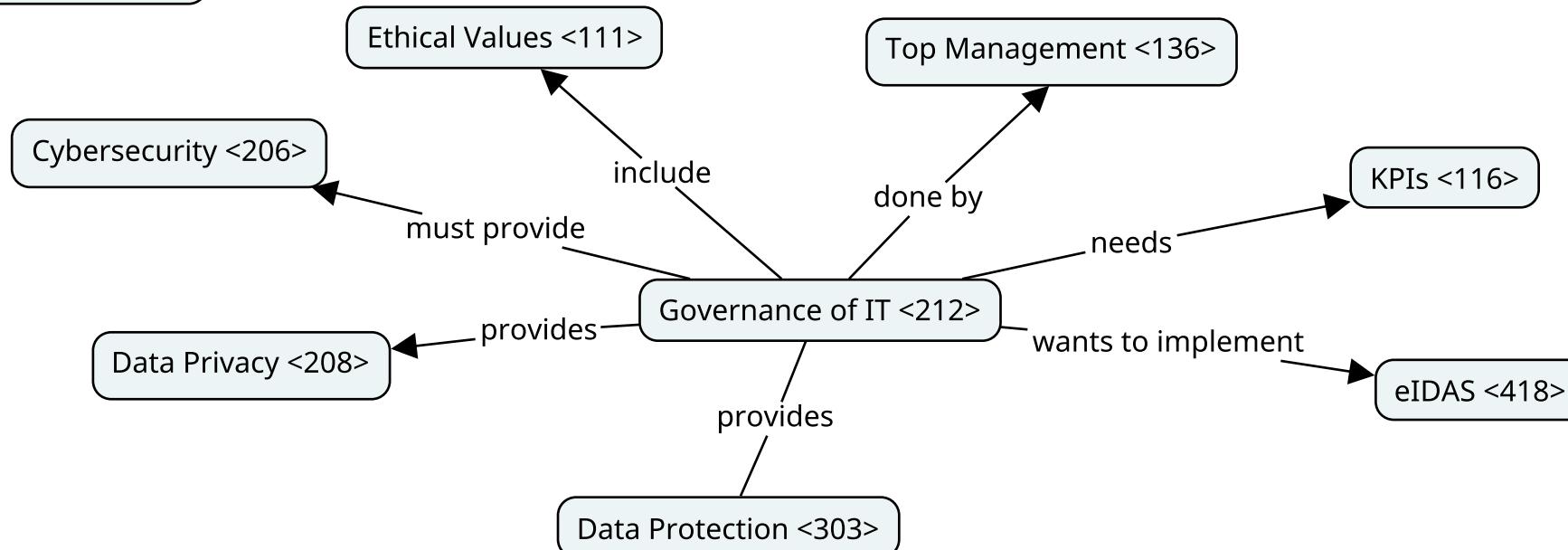


ArcoMed cloud-first



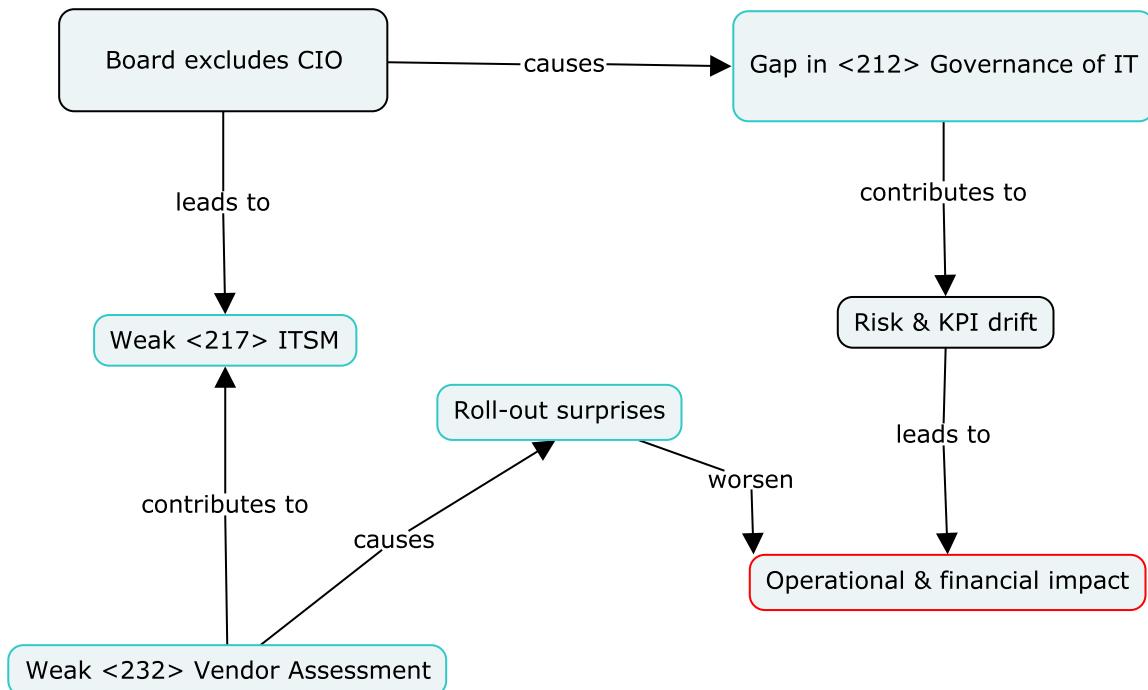
Germany's E-ID Infrastructure Confusion



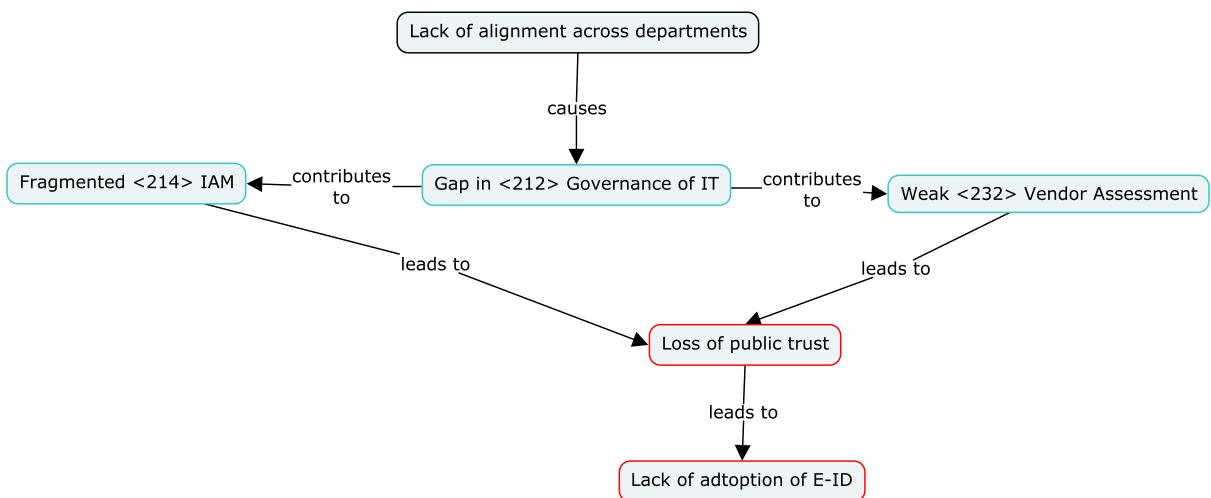
Concept Maps delivery - Theme 2 (Governance of IT and IT Management)

Name	Student number
Nuno Miguel Sarmento Palma	86903

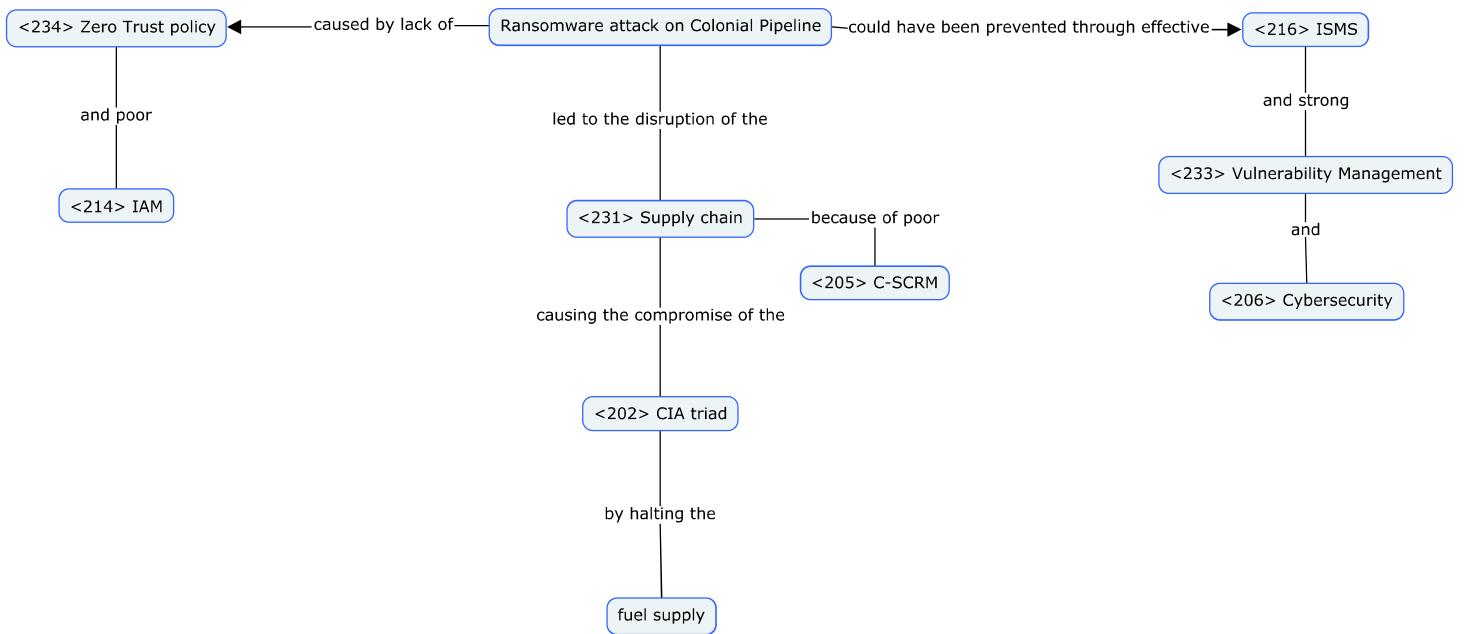
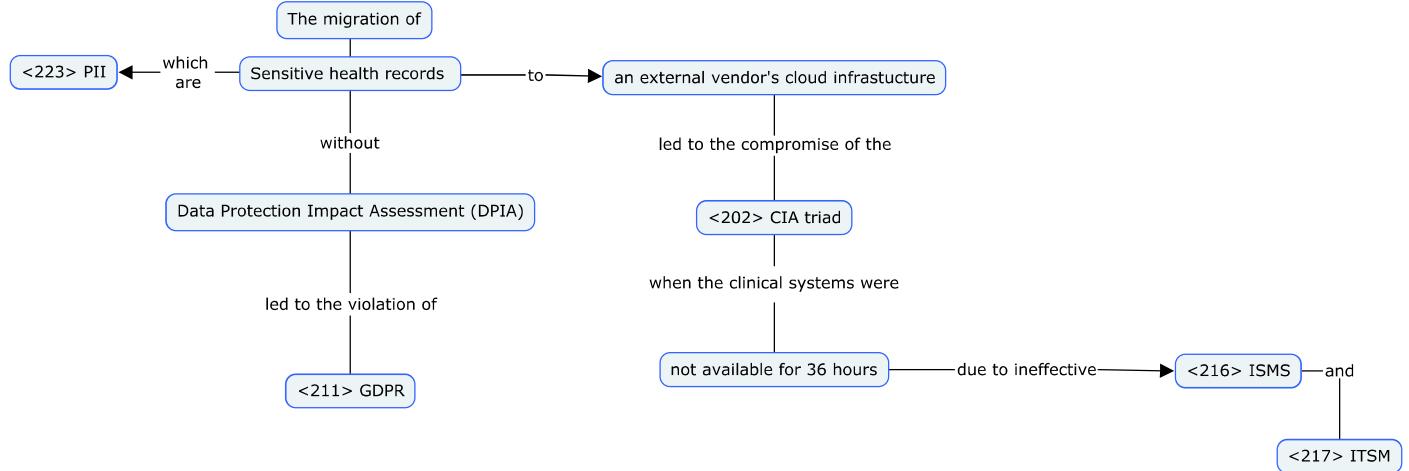
Concept map for VisioRetail CEO Shuffle



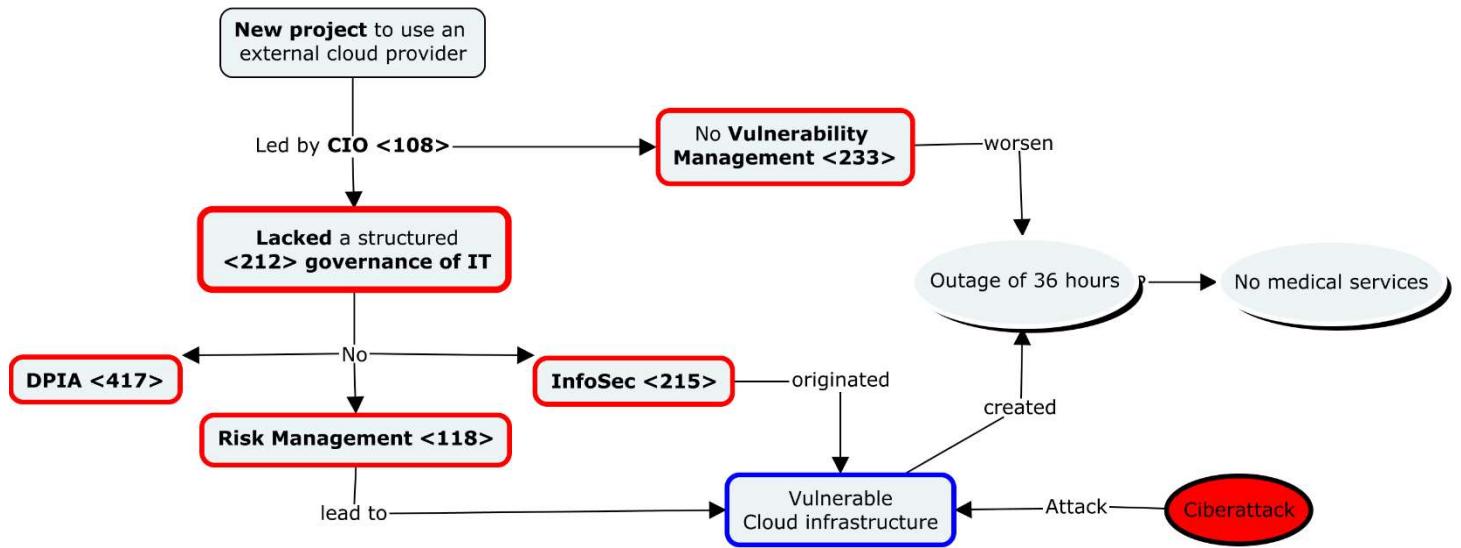
Concept map for Germany's E-ID Infrastructure Confusion



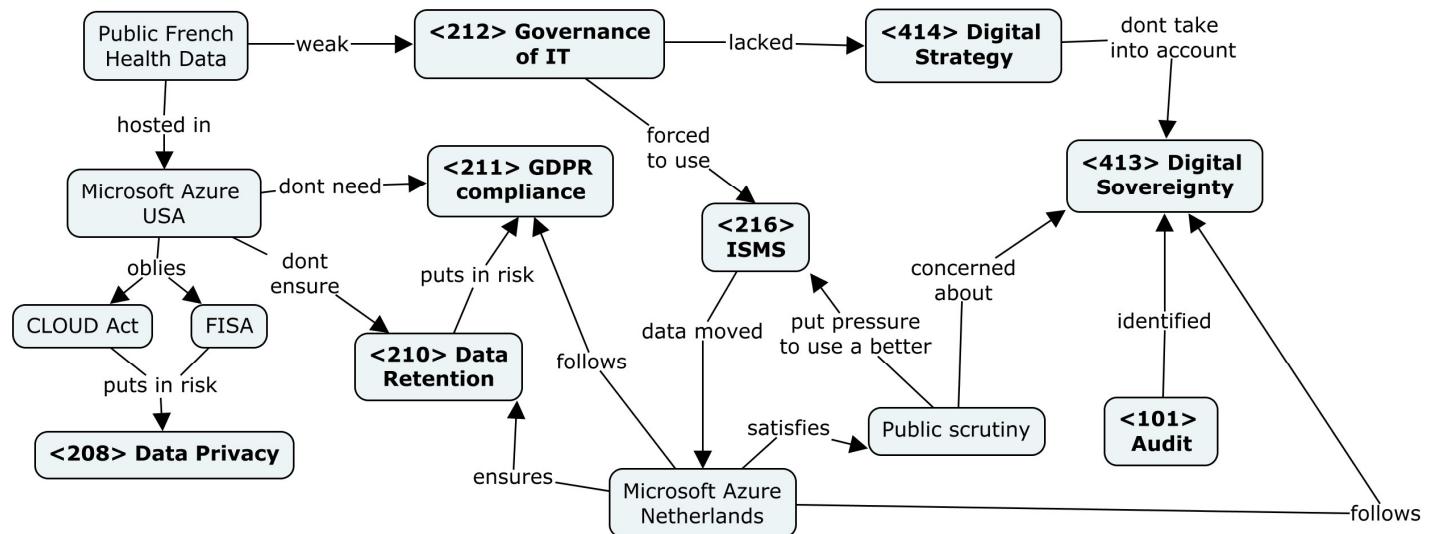
Afonso Pereira, 93572



Q1.3 – Story Analysis: ArcoMed cloud migration

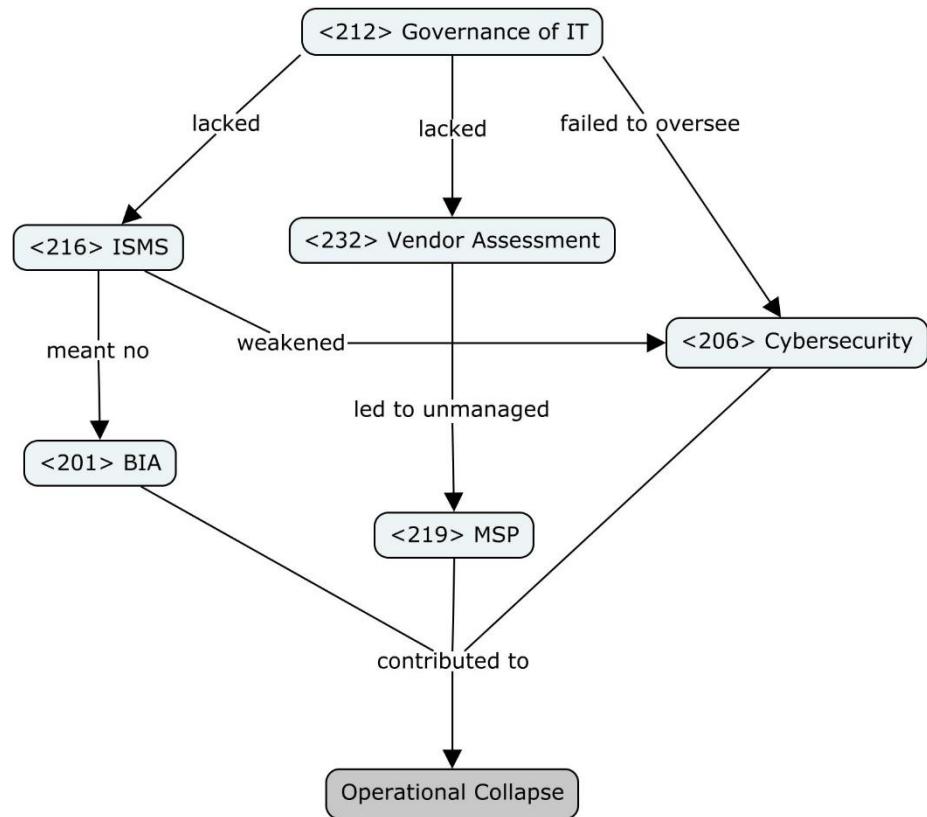


Q2.3 – Case Analysis: France's Health Data Hub Delay

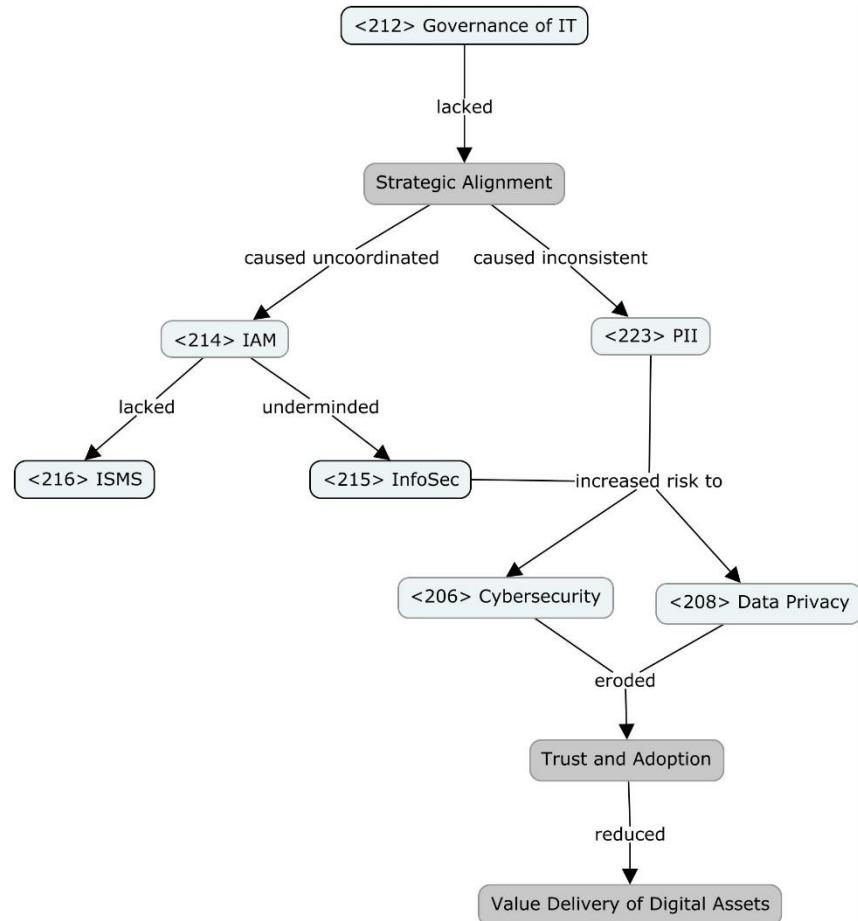


Soraia Batista - 93616

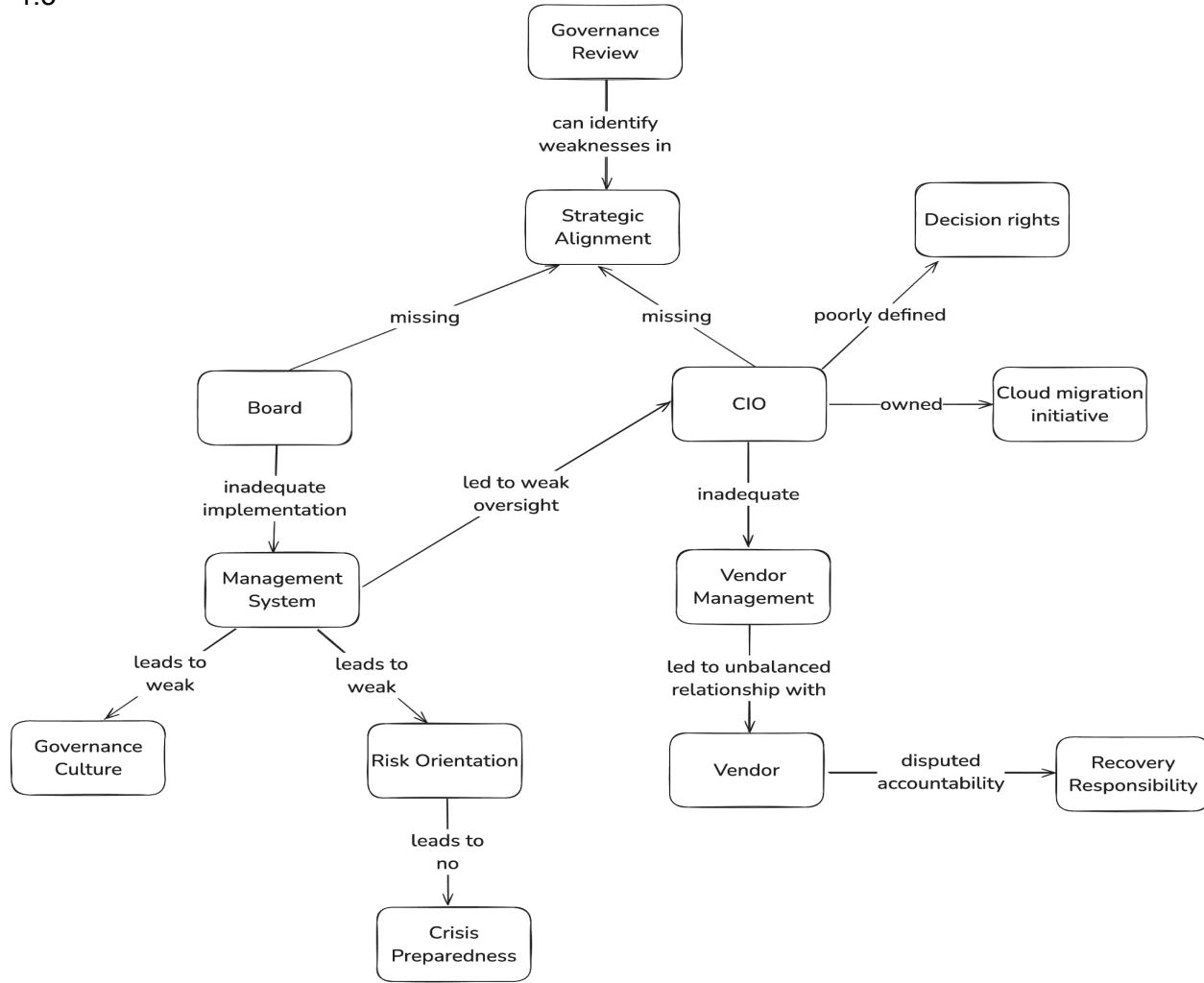
Q1.3 – Story Analysis: 2. ArcoMed Cloud Migration



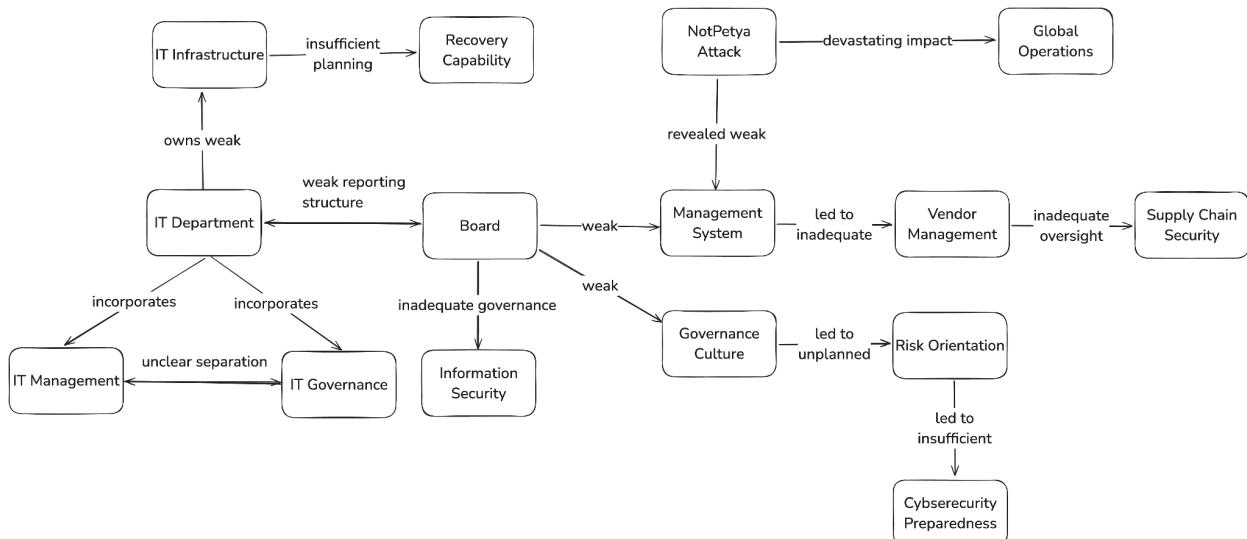
Q2.3 – Case Analysis: 7. Germany's E-ID project

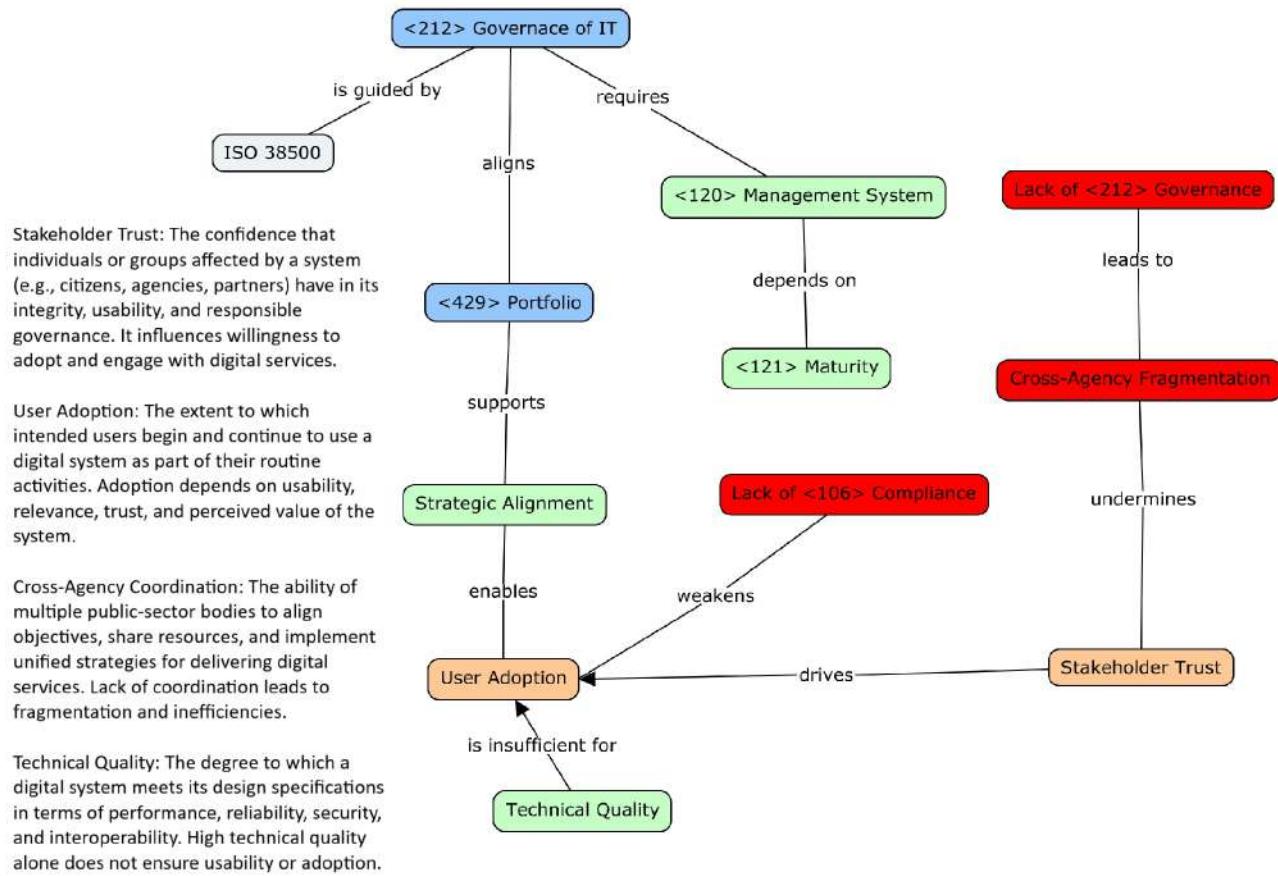
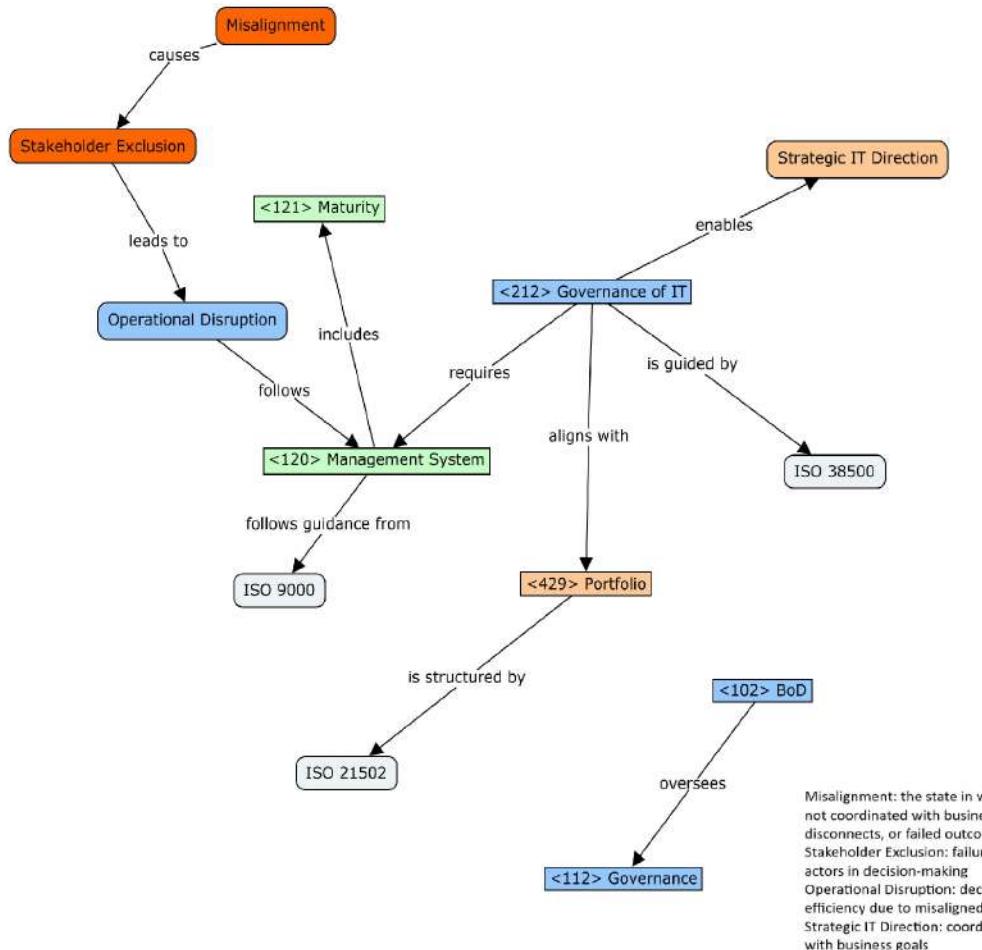


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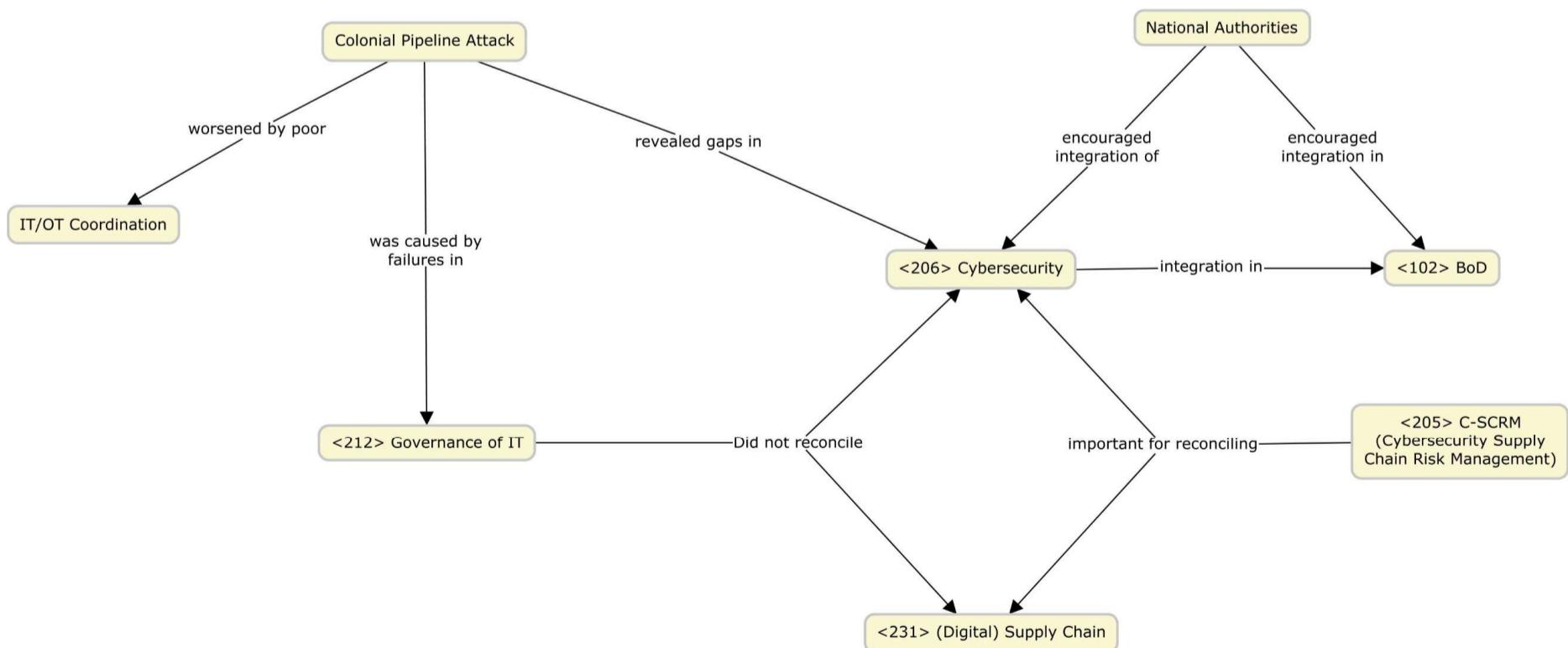
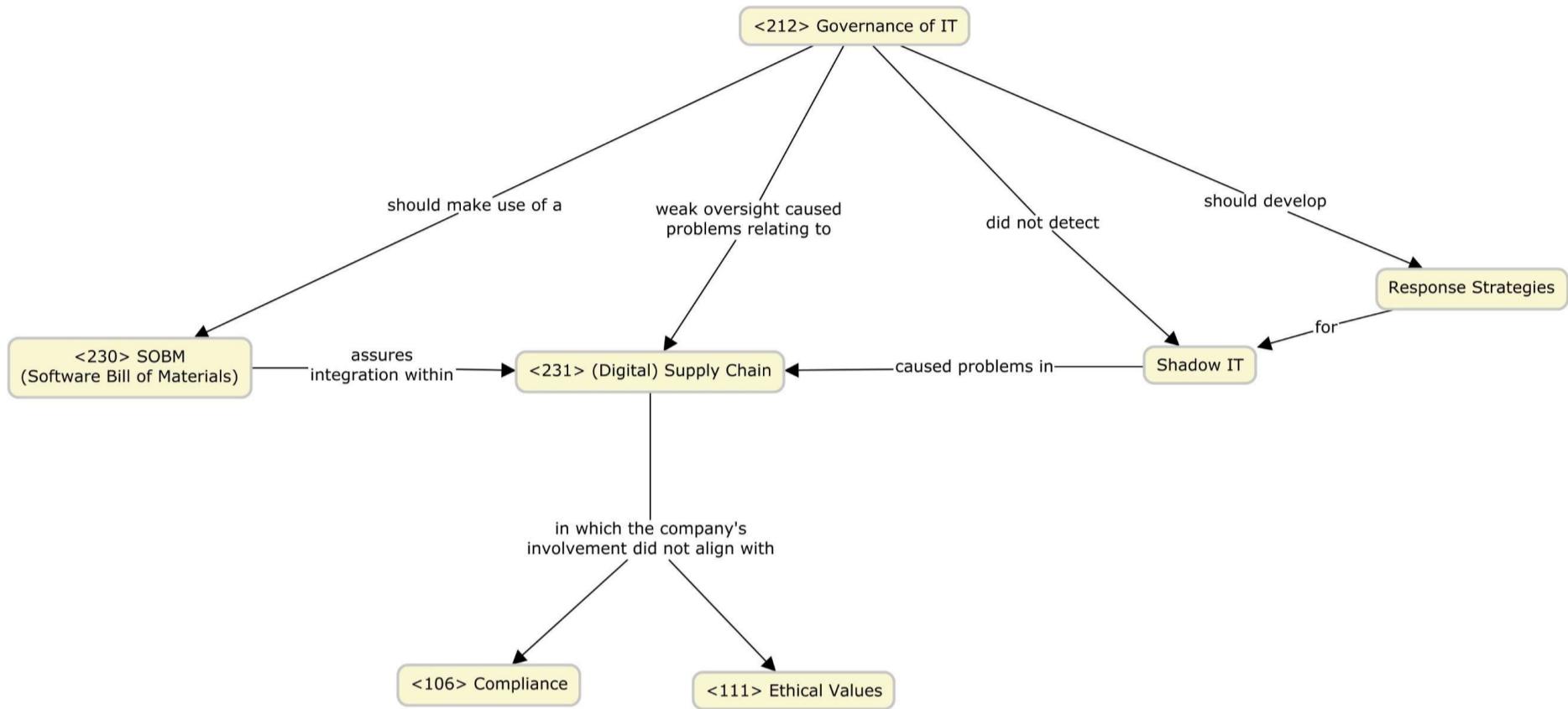


2.3





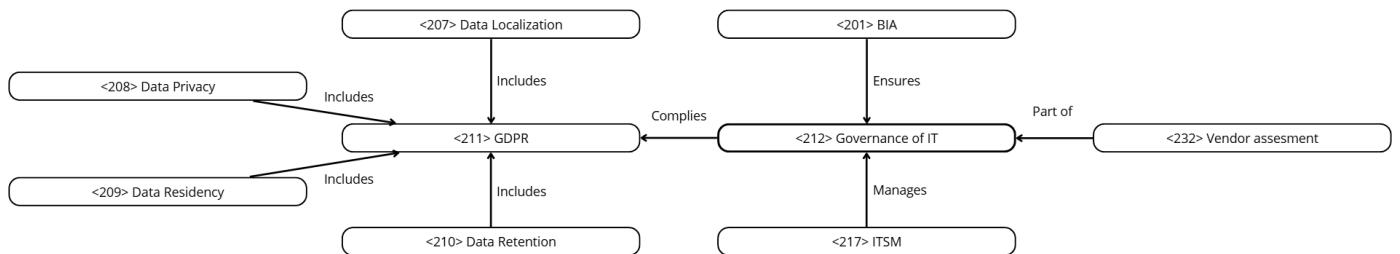
Francisco Capelo, 95743



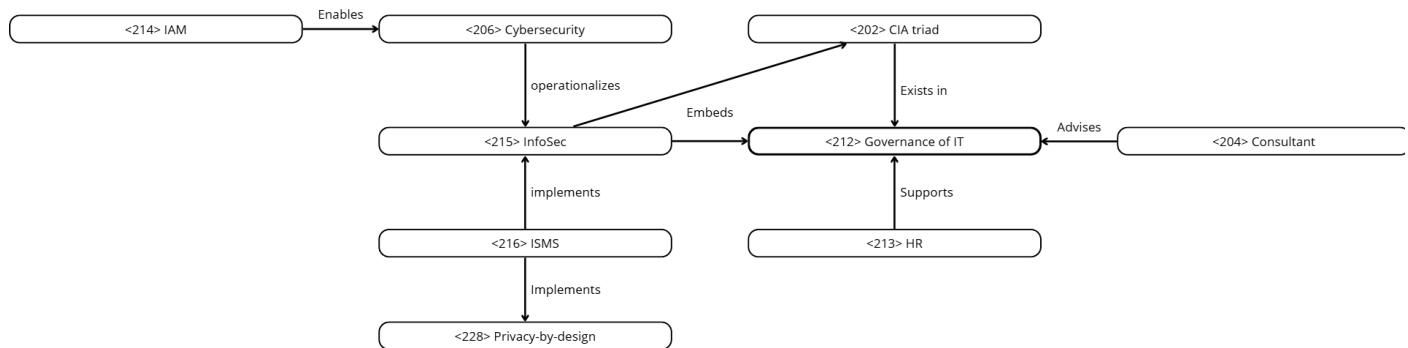
Tomás Santos

96100

Q1.3

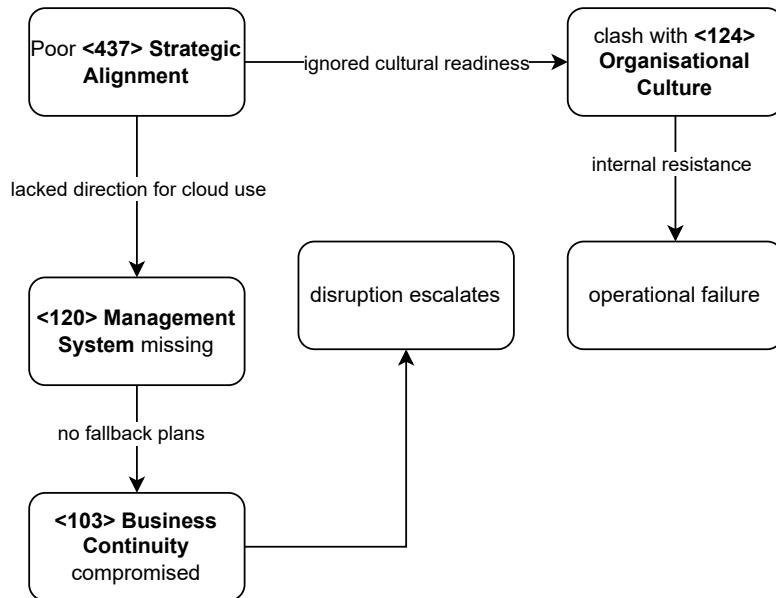


Q2.3



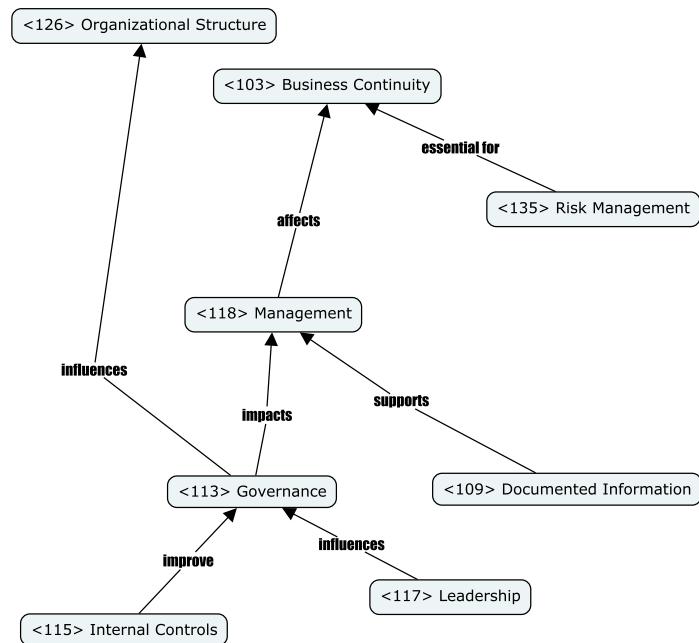
Guilherme Maia
96223

Q1.3

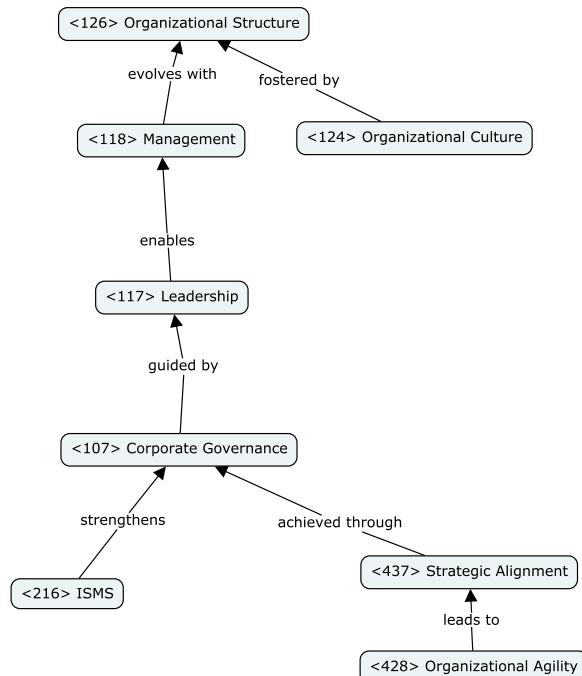


96656 Joaquim Luz Bação

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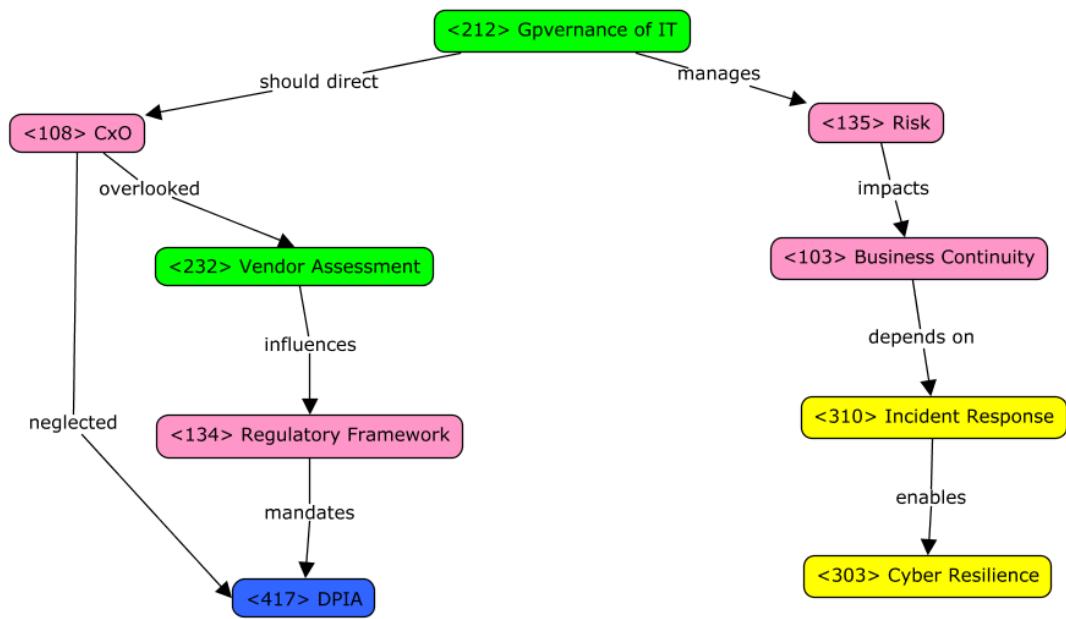


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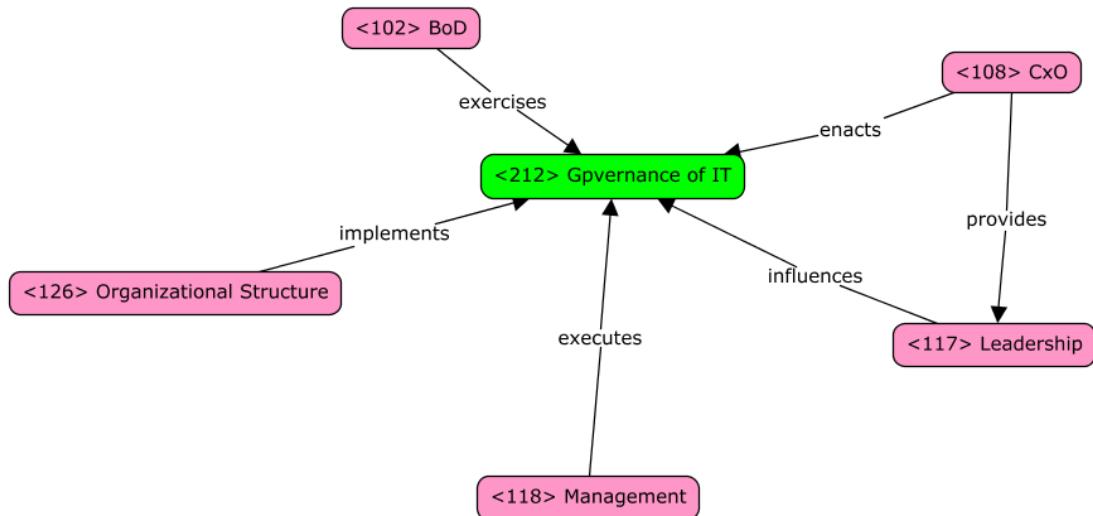


96904 Pedro Severino

Q1.3

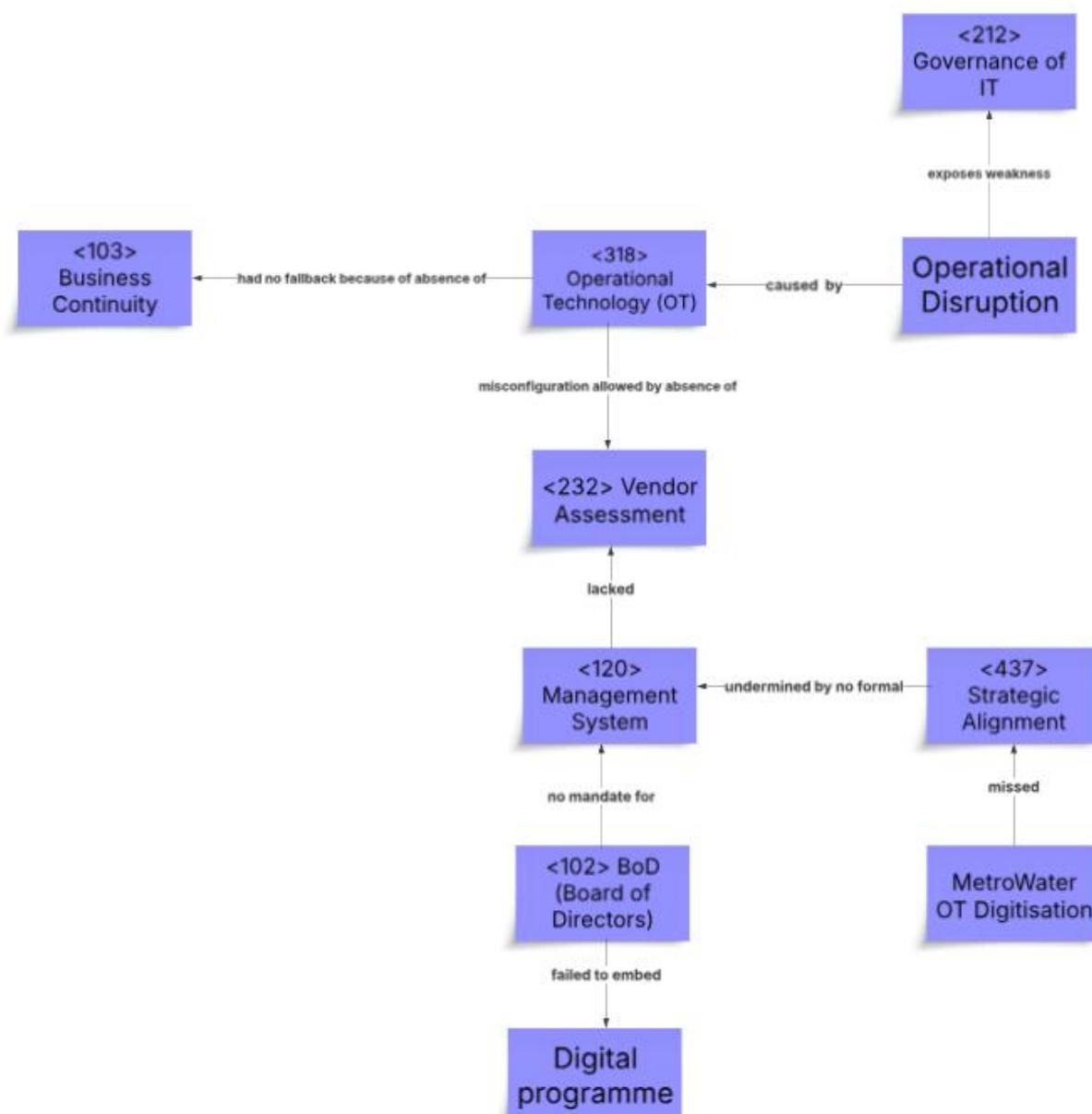


Q2.3

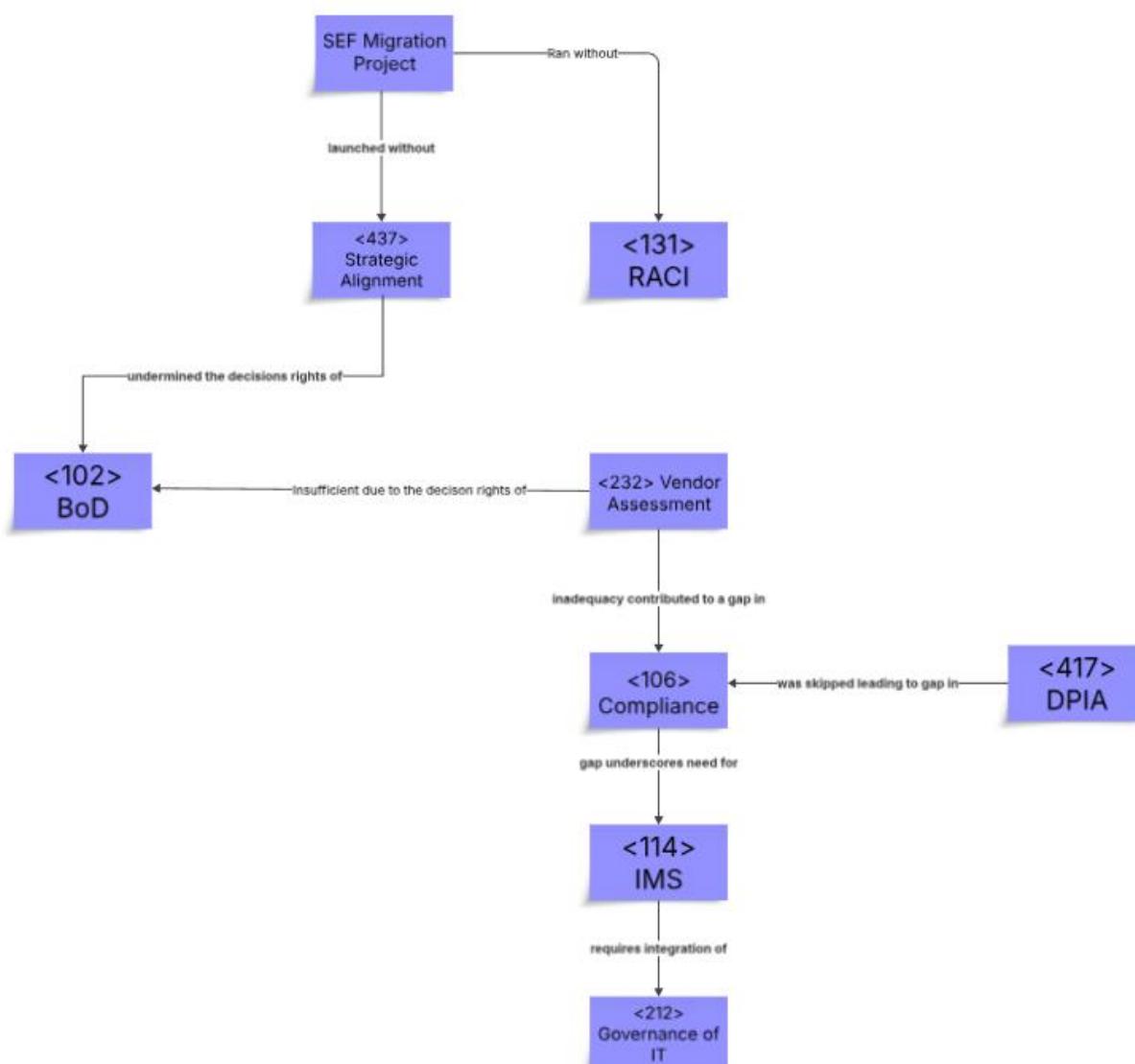


Martim Moita de Abreu 98956

Q1.3

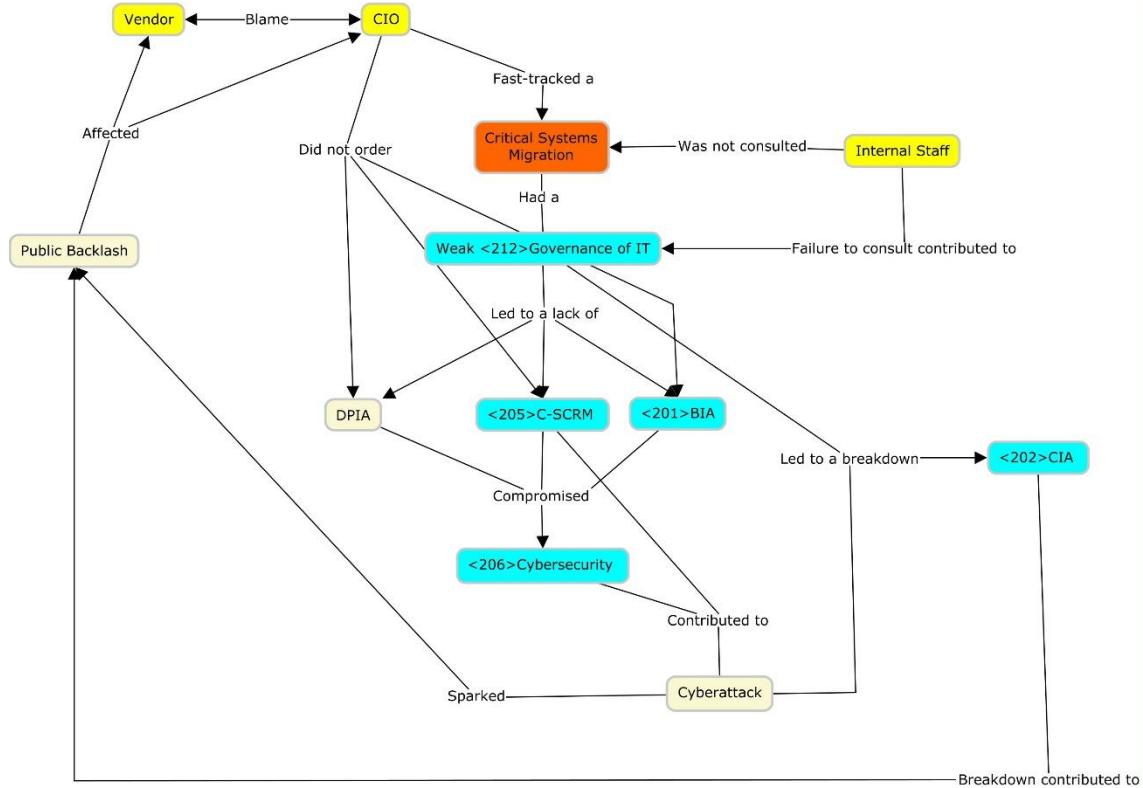


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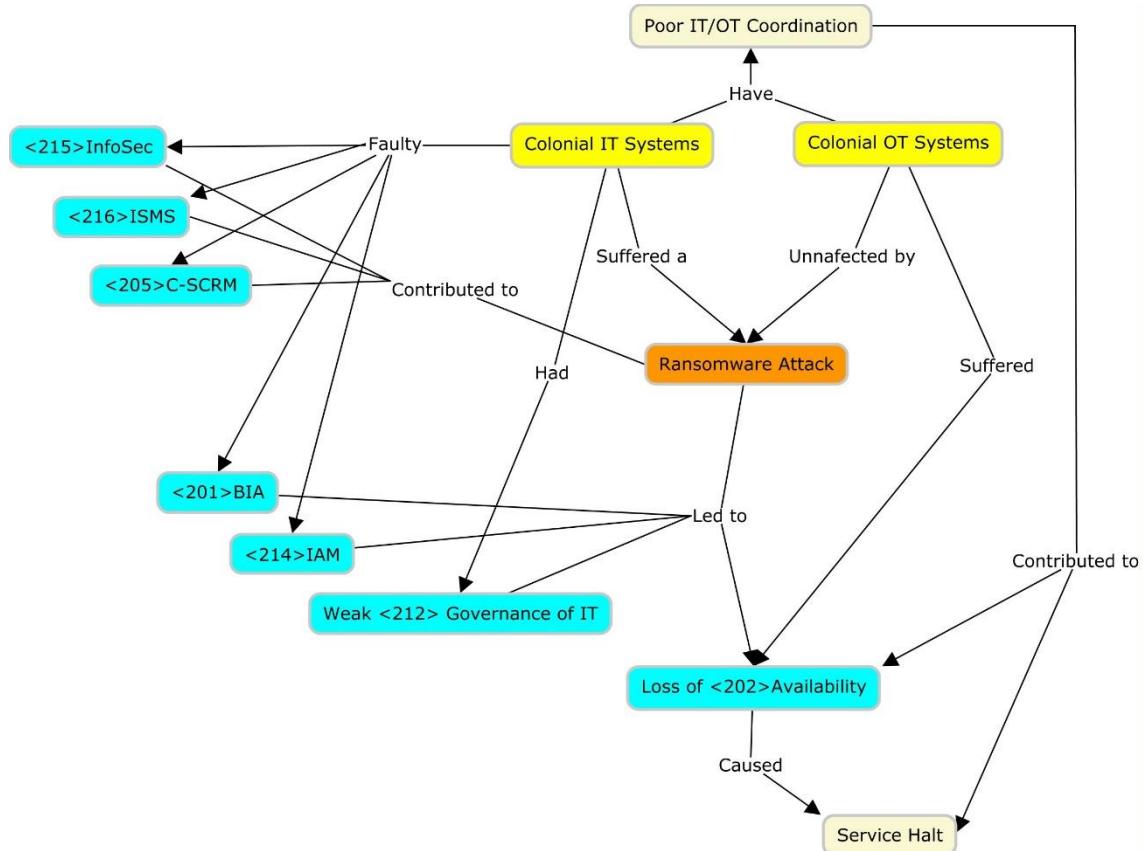


Miguel Capitão 98957

Concept Map Q1.3: Story 1



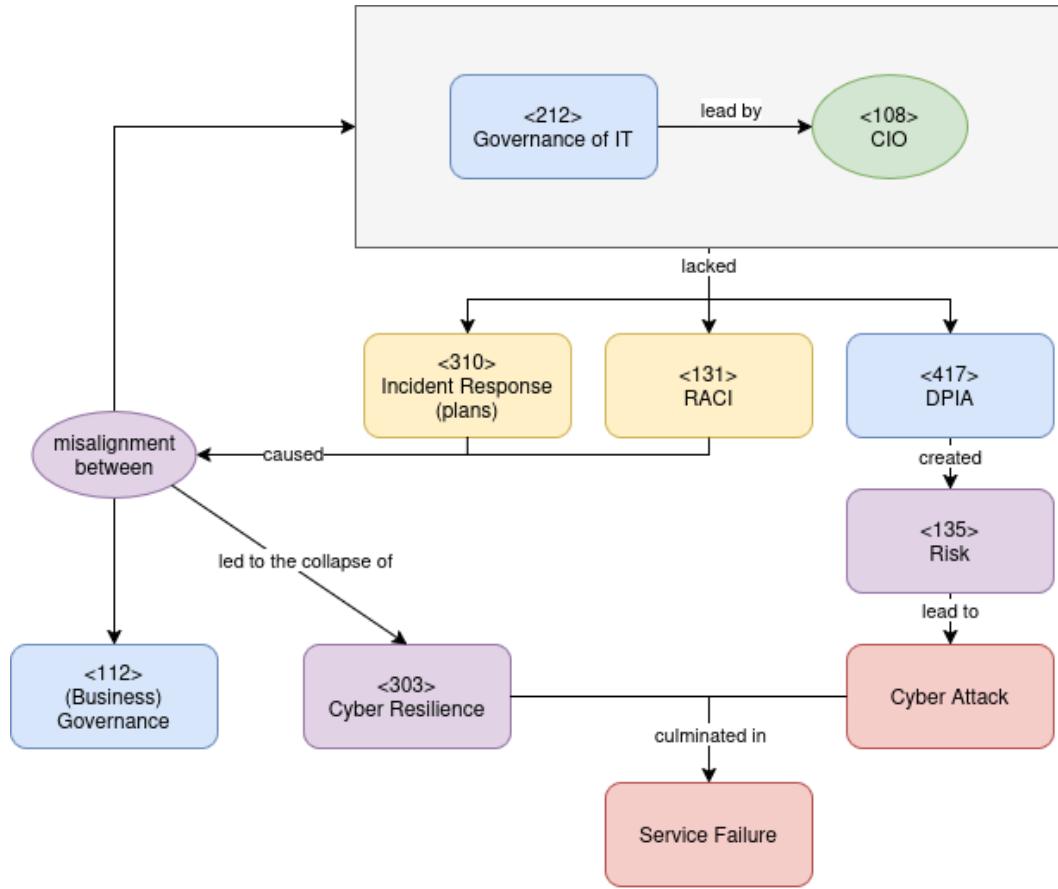
Concept Map Q2.3: Colonial Pipeline



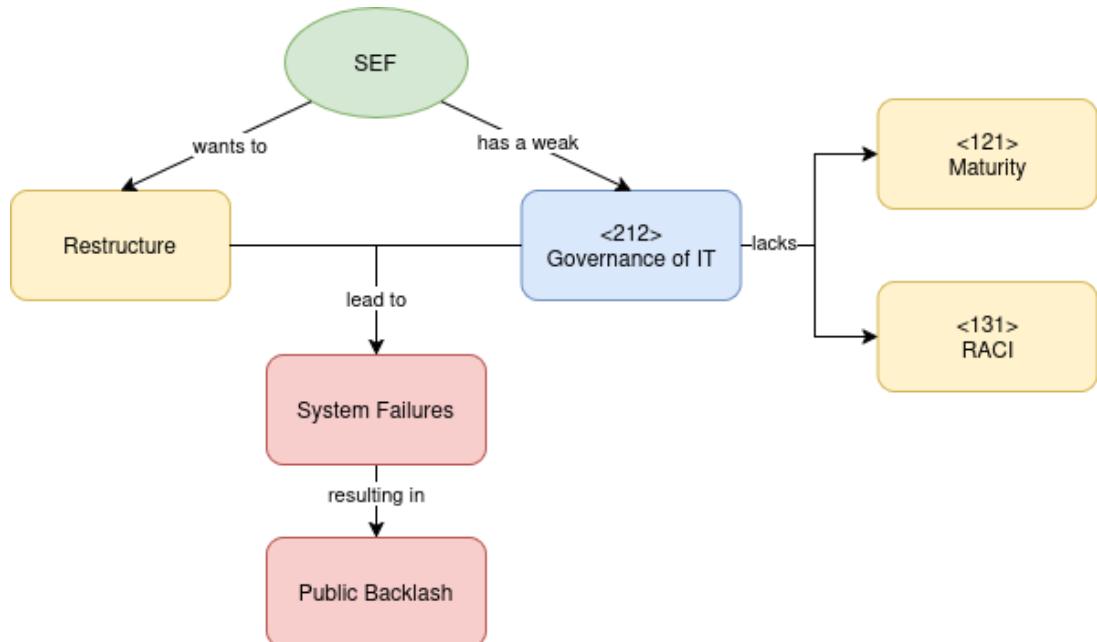
João Pires - 99090

SGSI 2025 - Essay 2

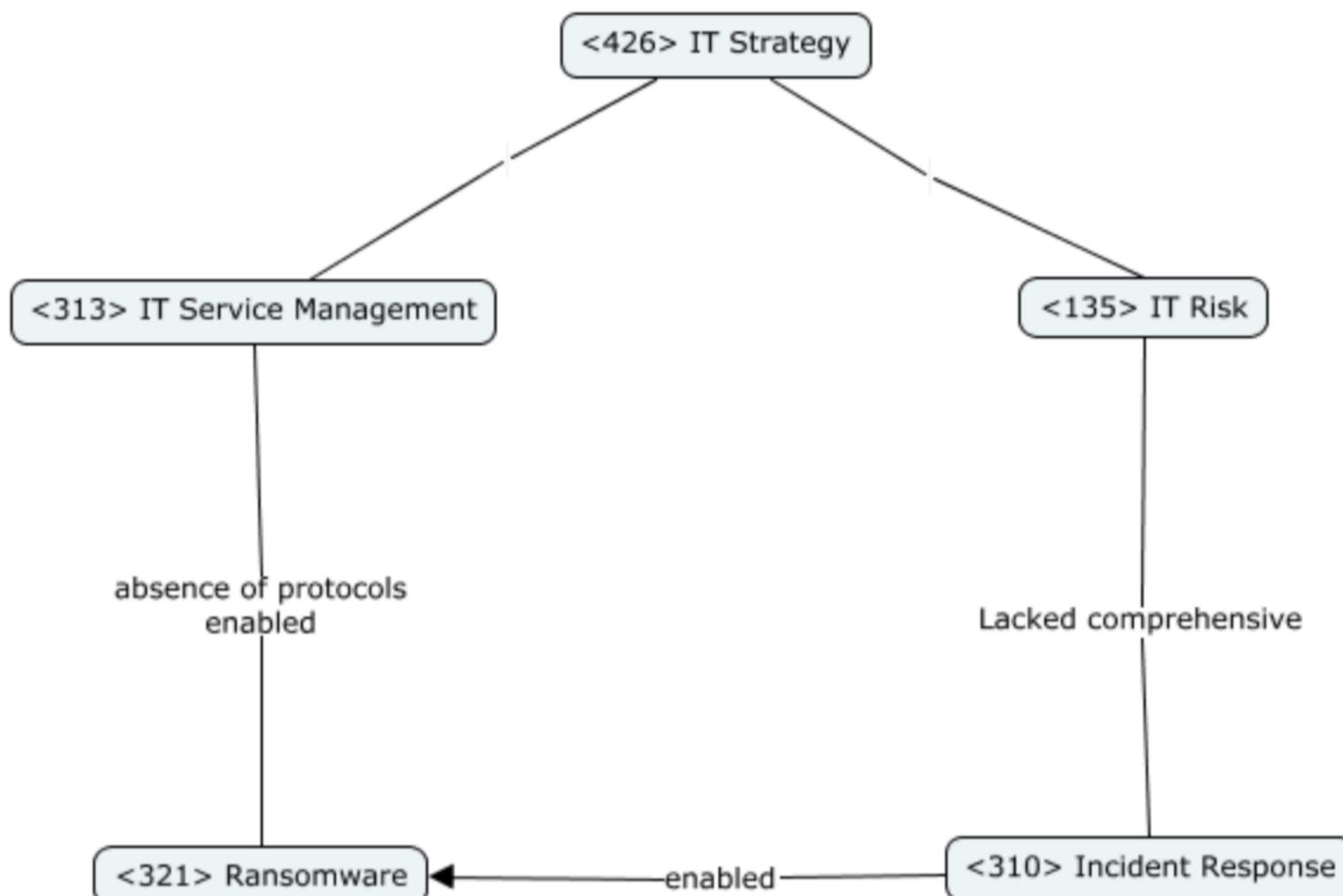
Q1.3:



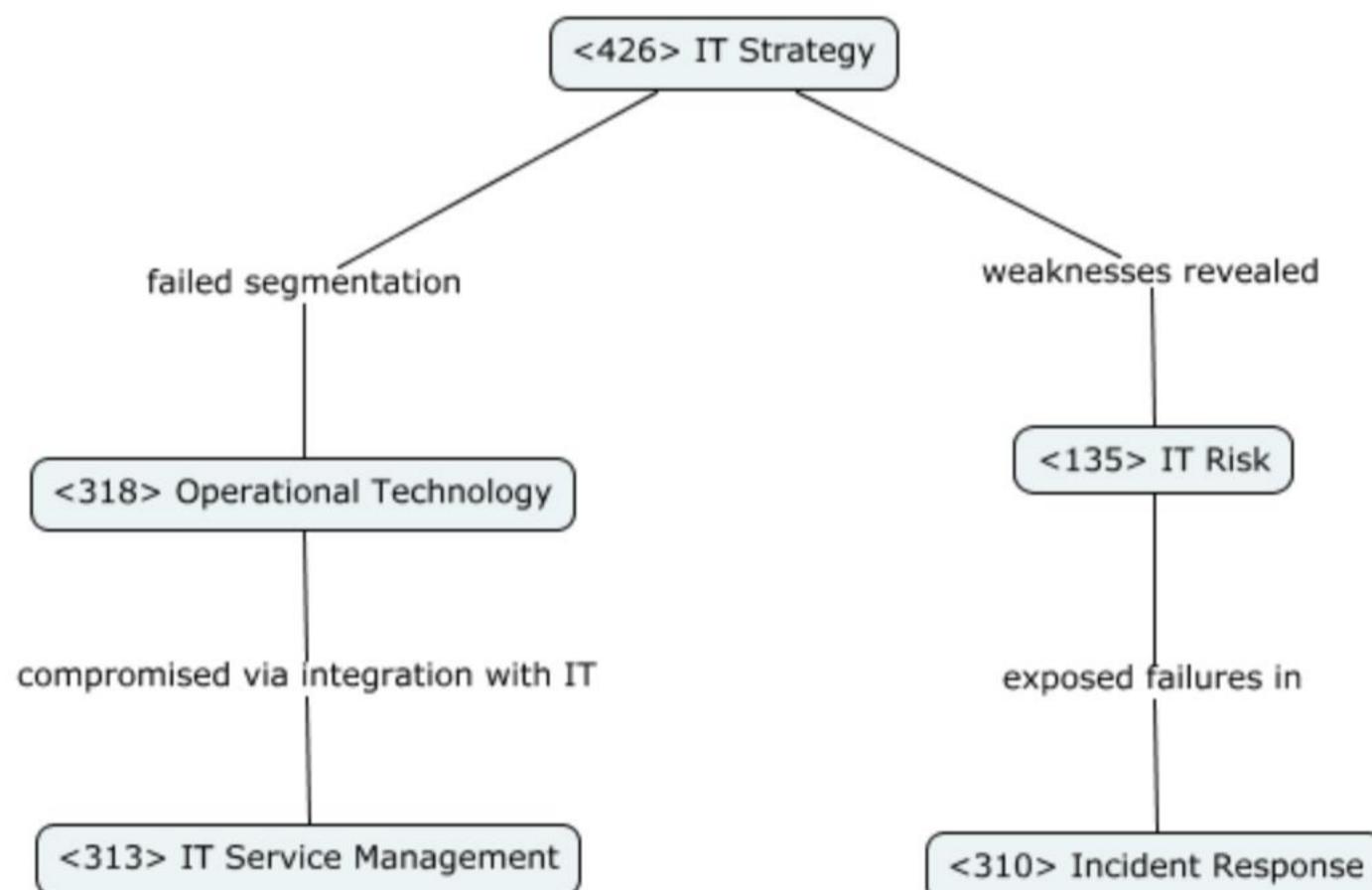
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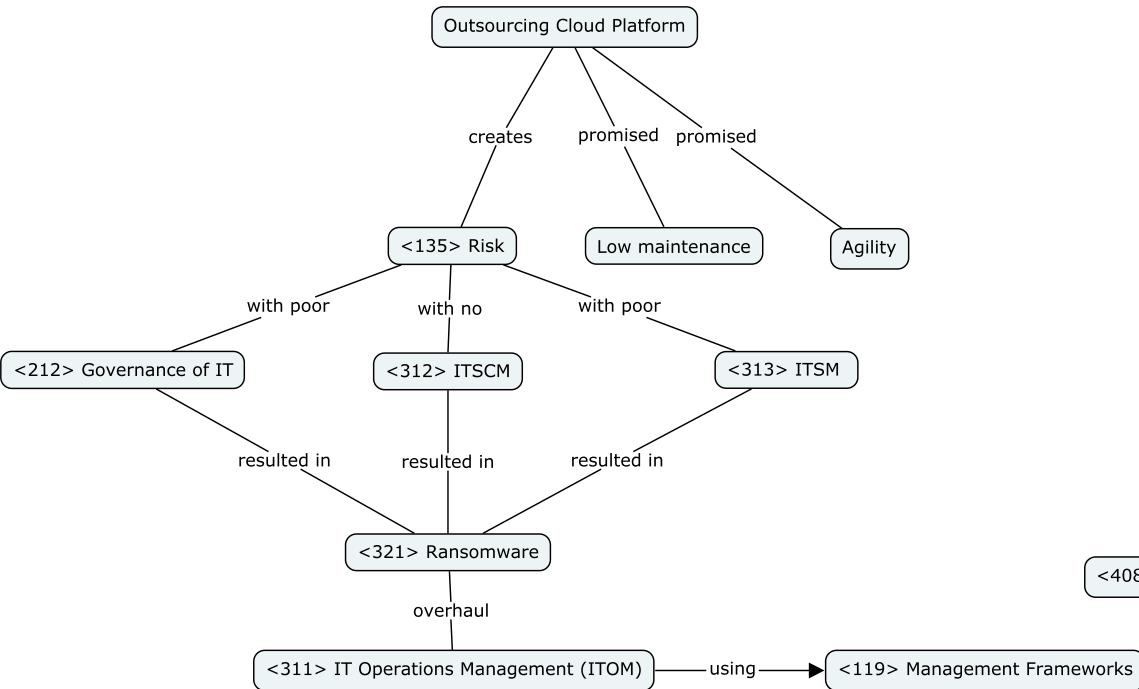
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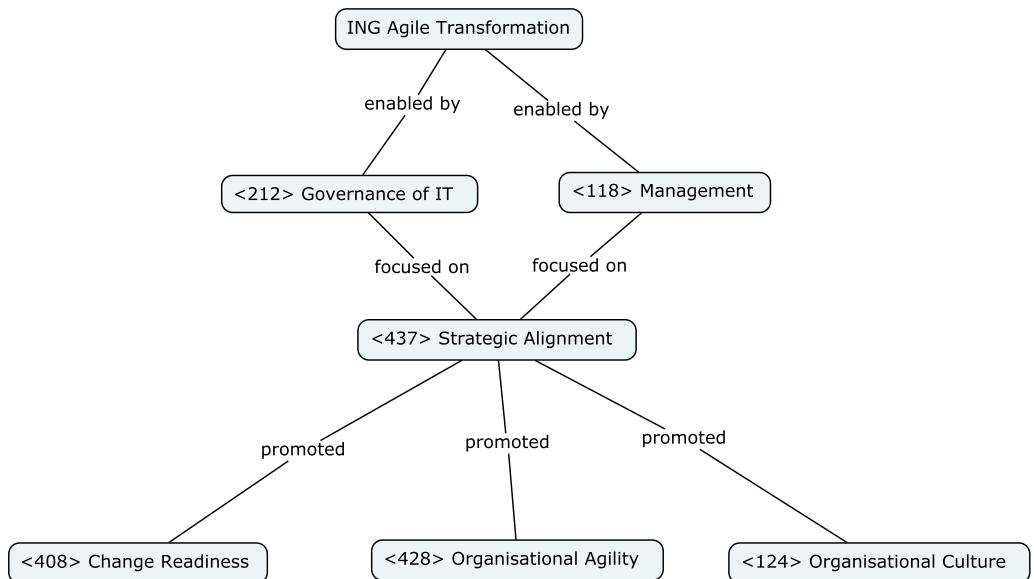
Q2.3



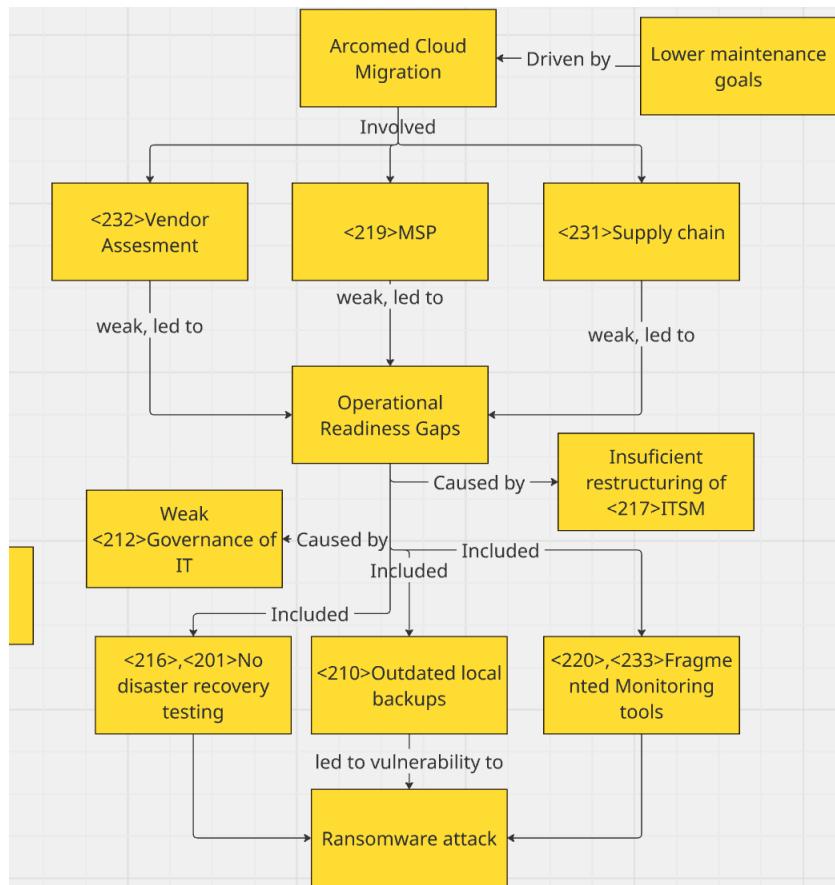
ArcoMed ransomware



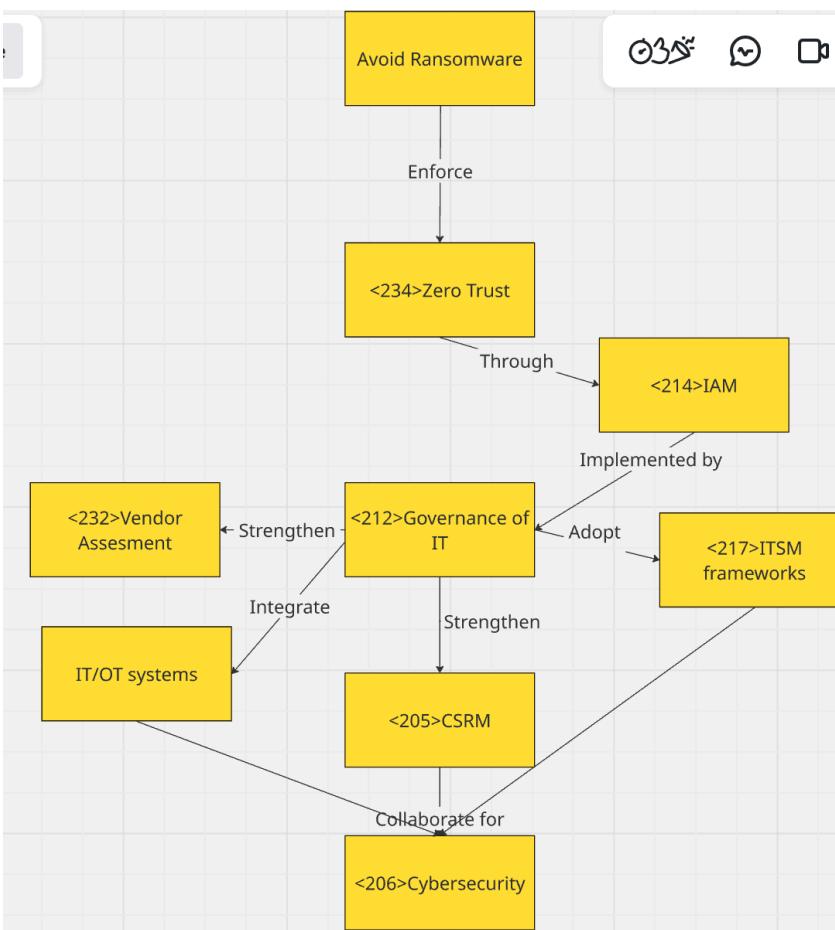
ING and the Agile Transformation



ist199135 - Vicente Gomes
 Q1.3: Arcomed Ransomware

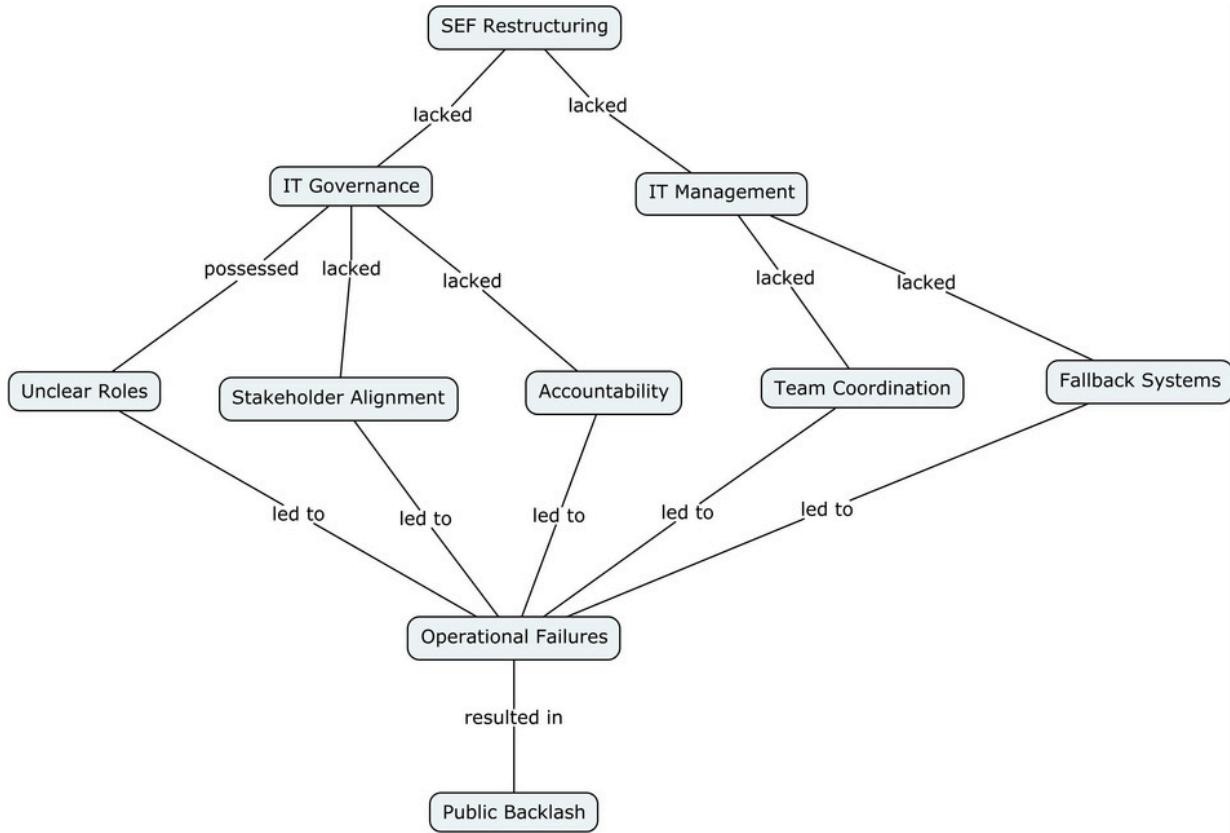


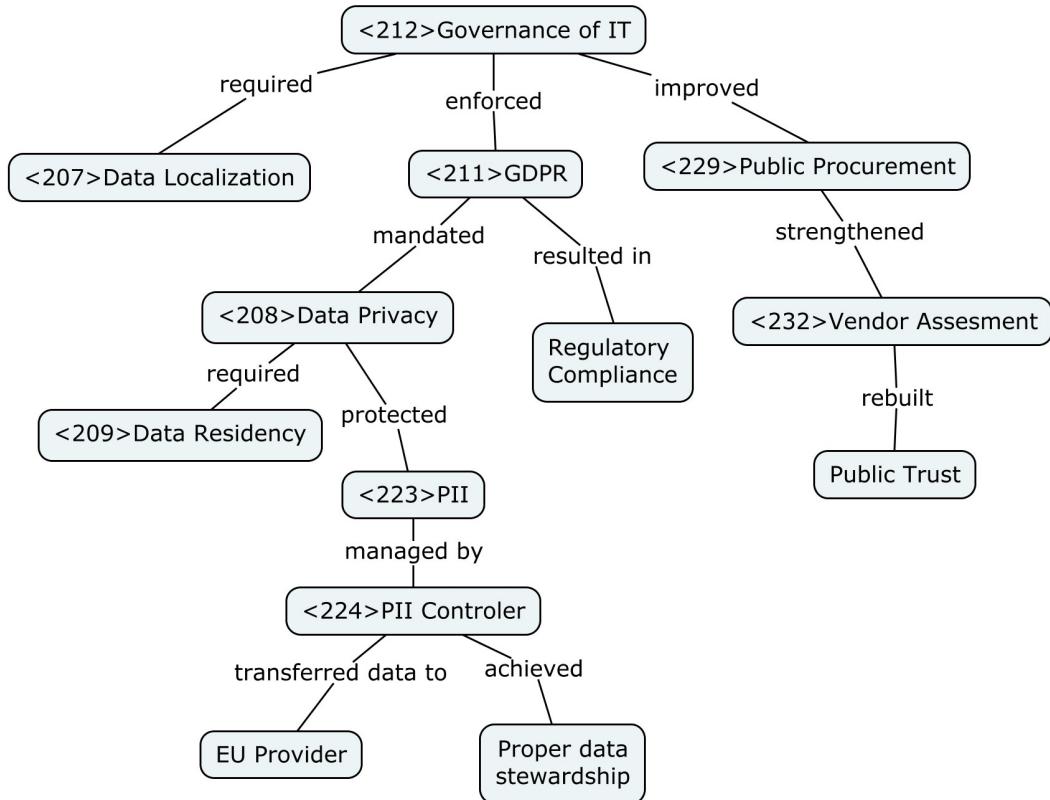
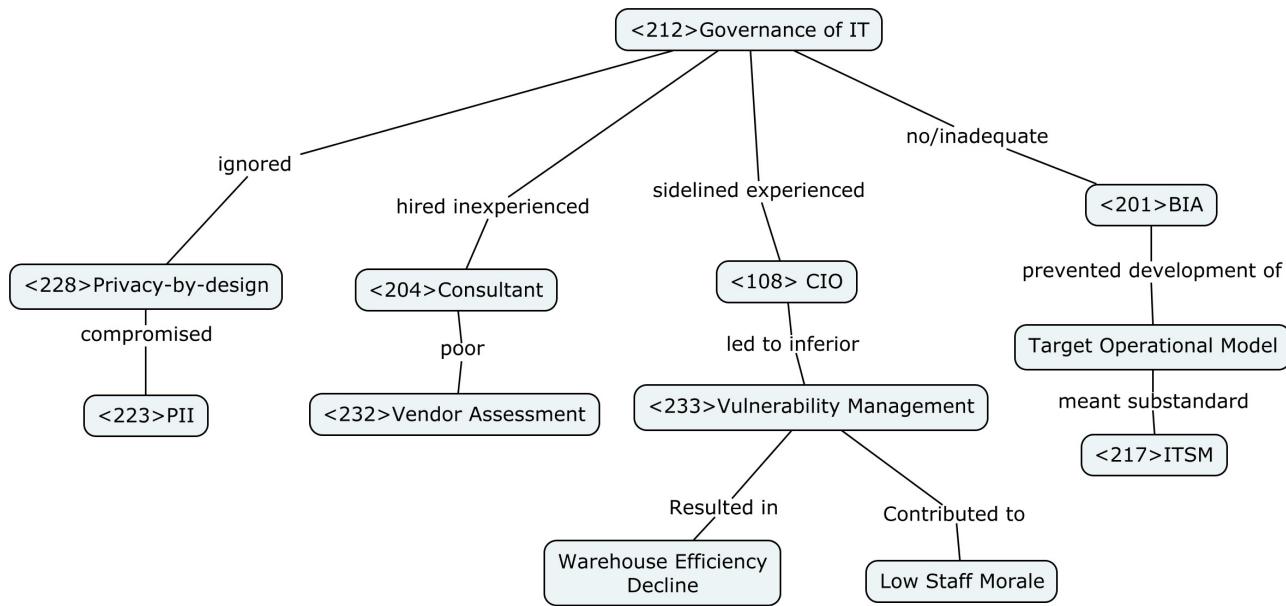
Q2.3: Colonial Pipeline and the Long weekend

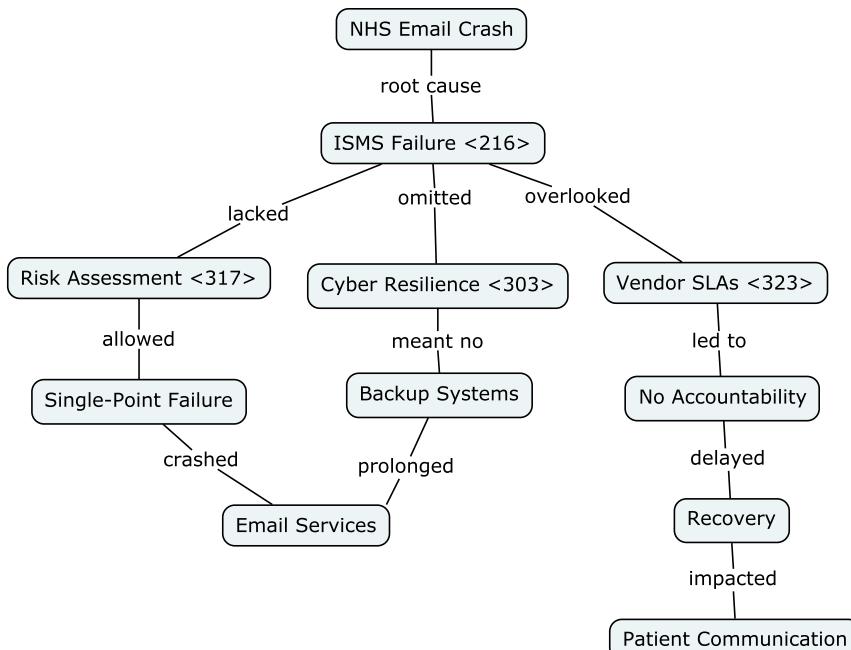
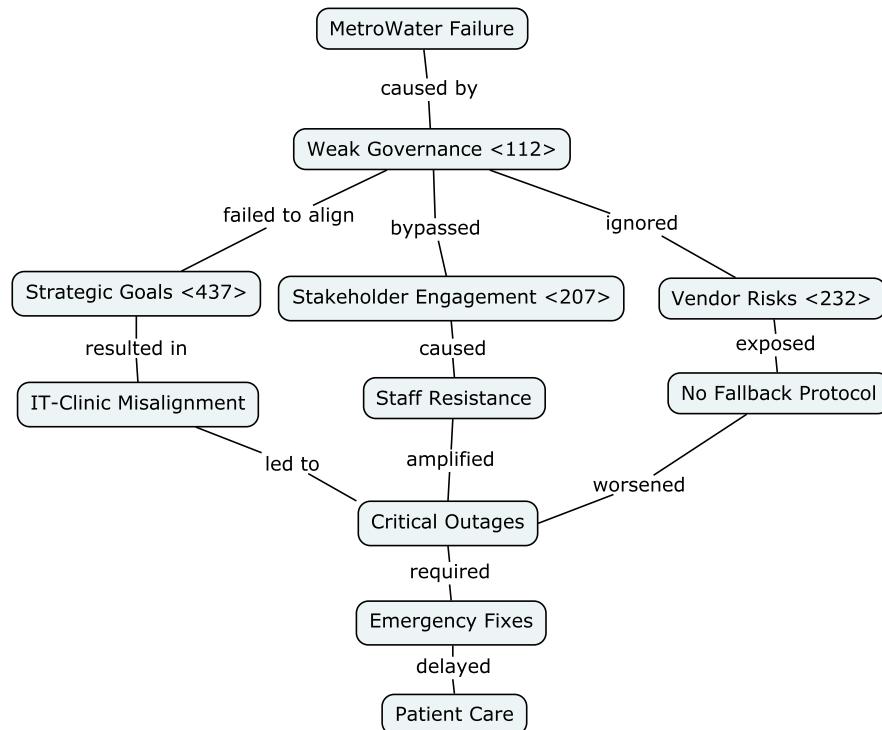


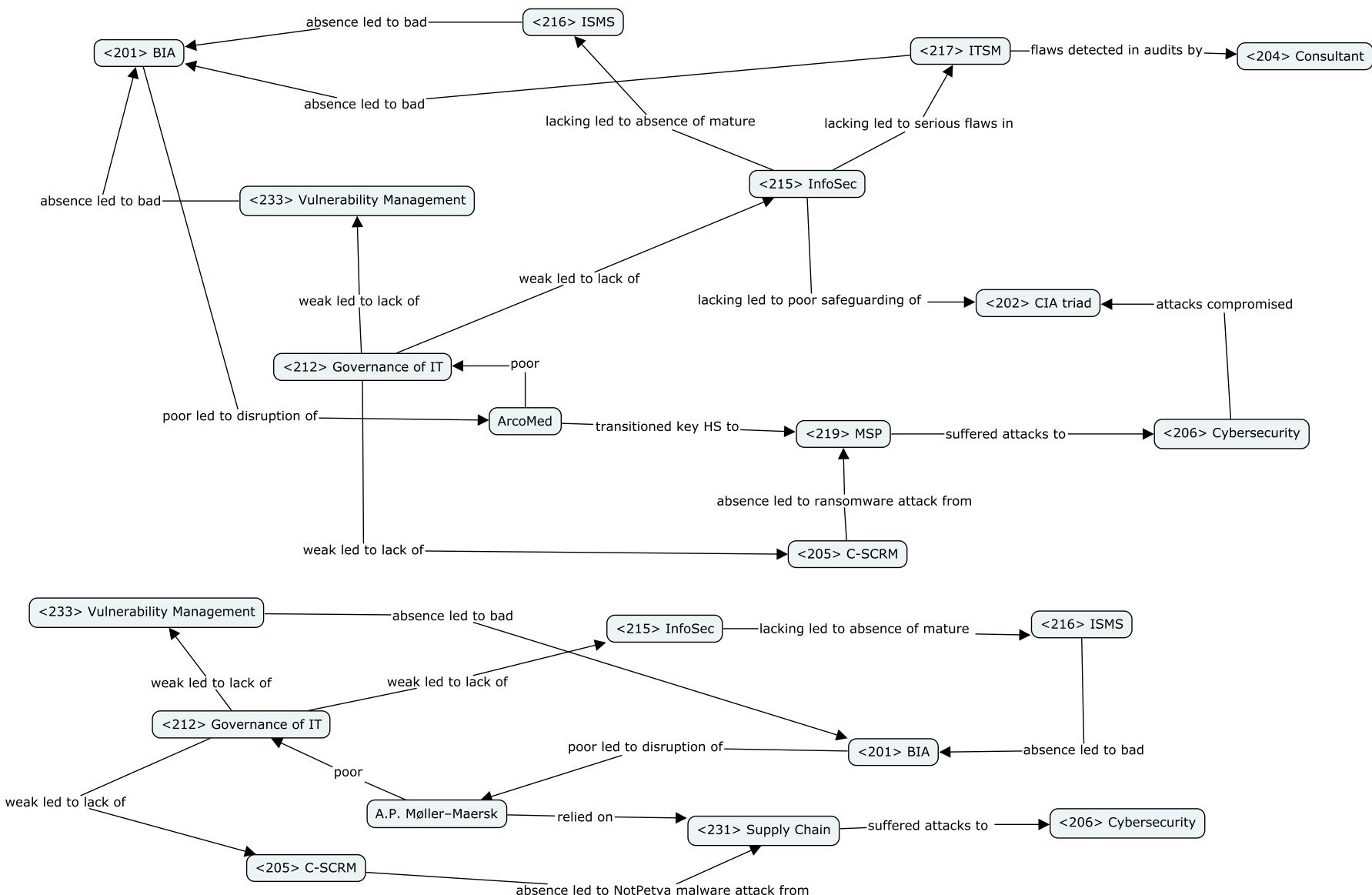
César Correia 99191

Q2.3

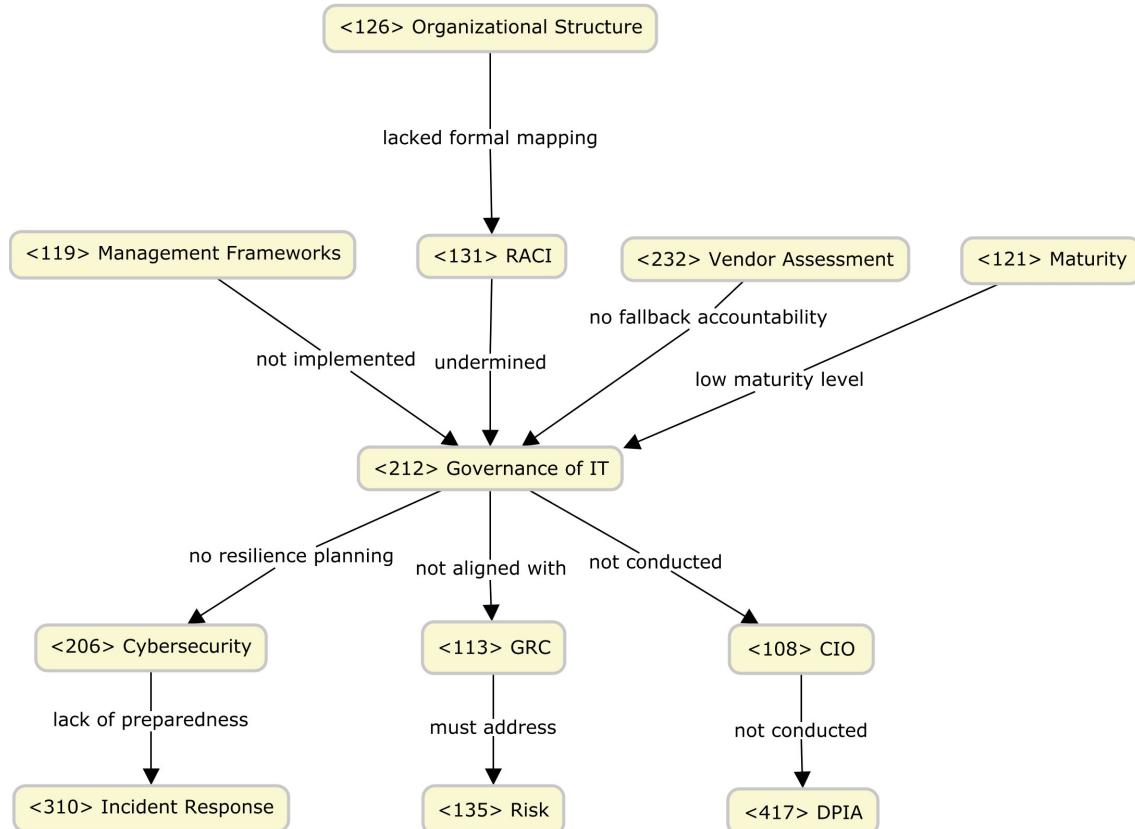




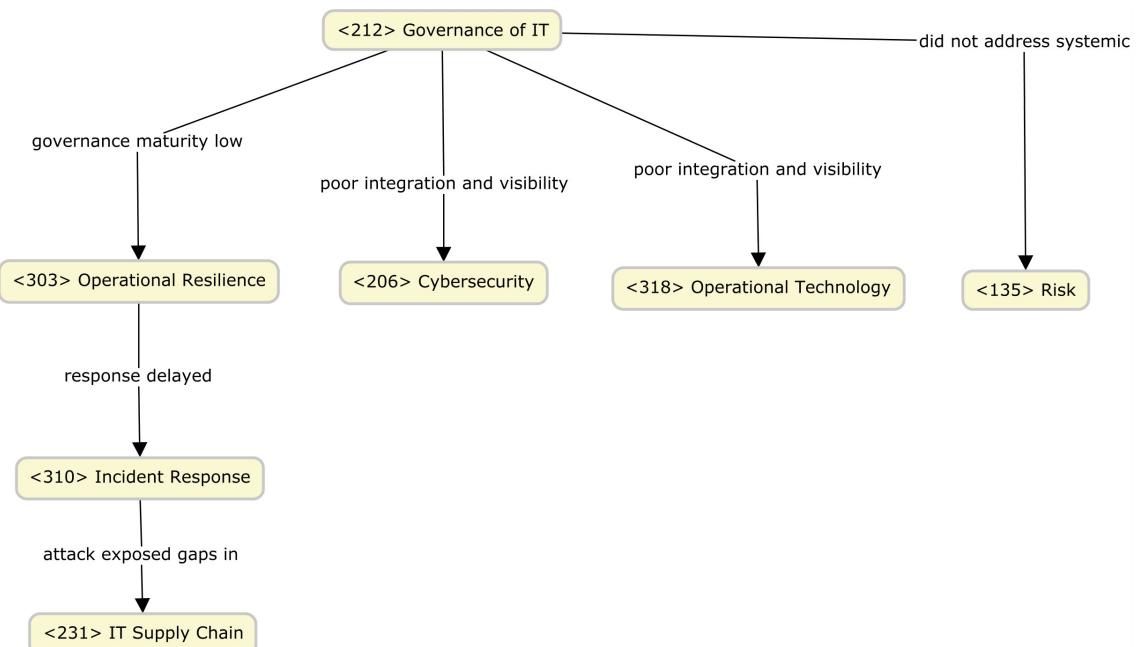




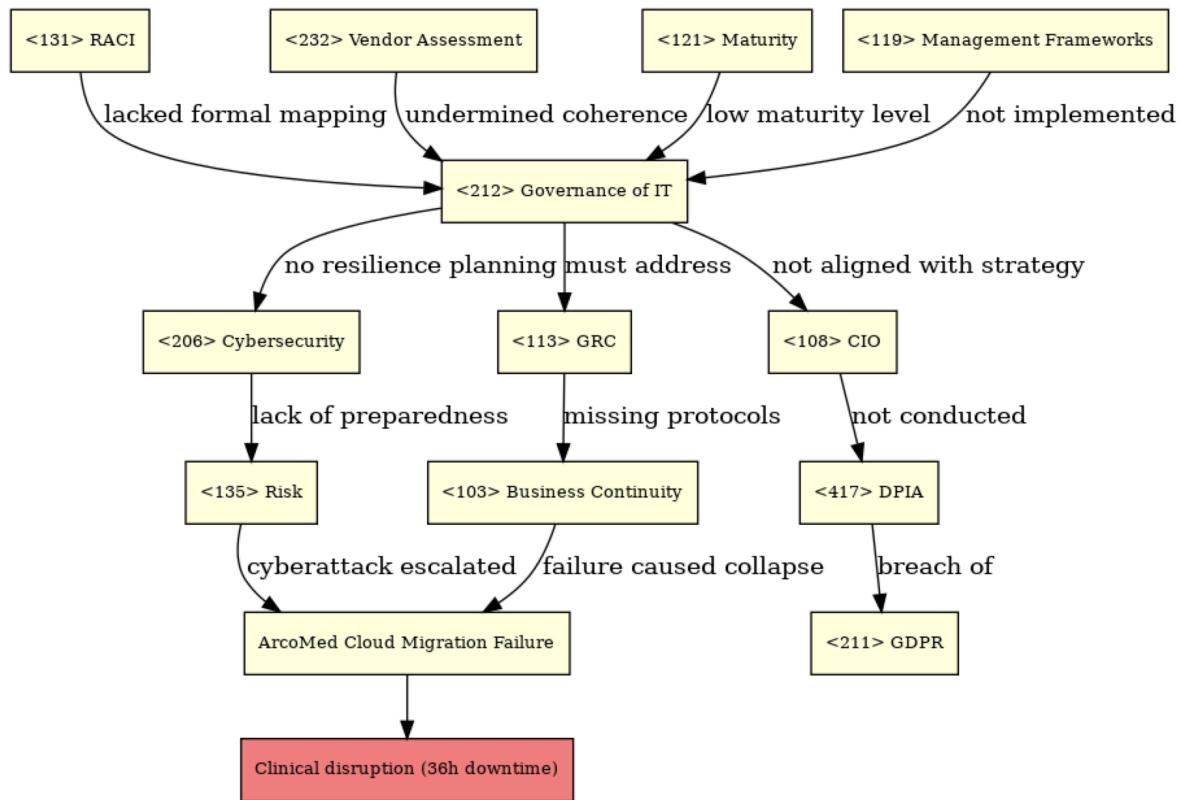
Q1.3



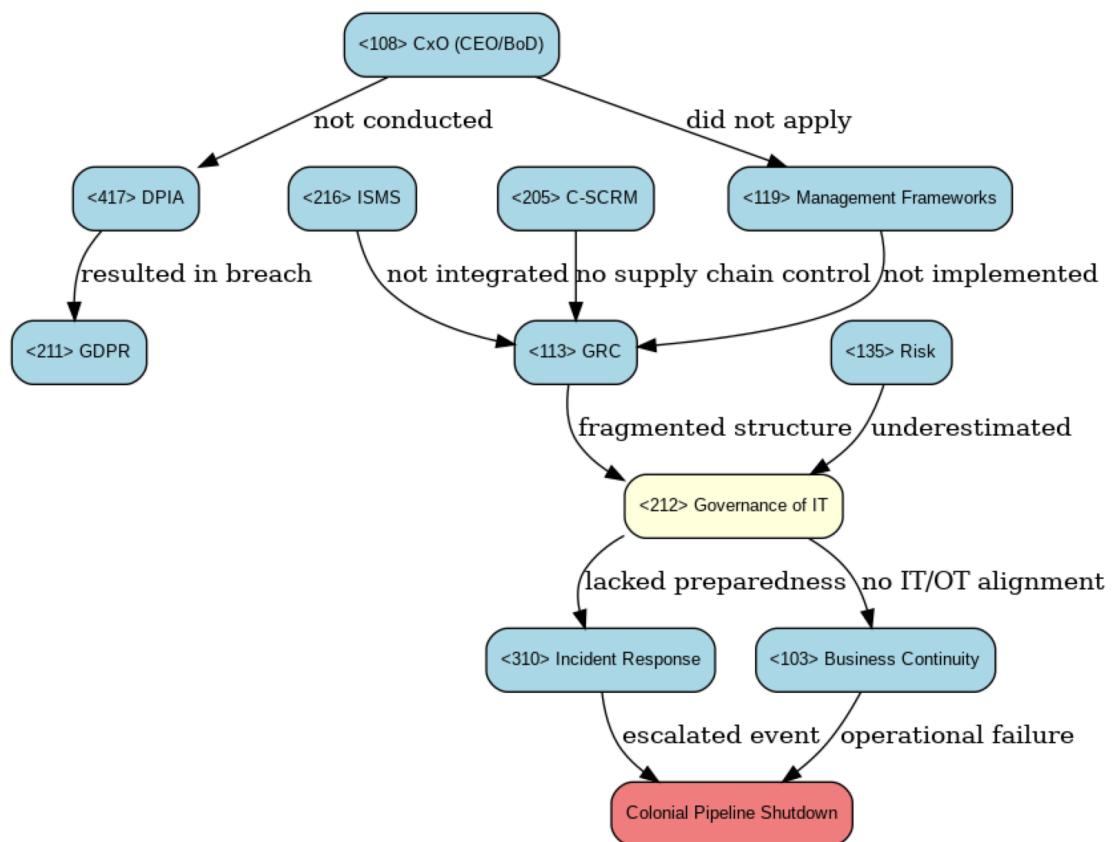
Q2.3



Q1.3

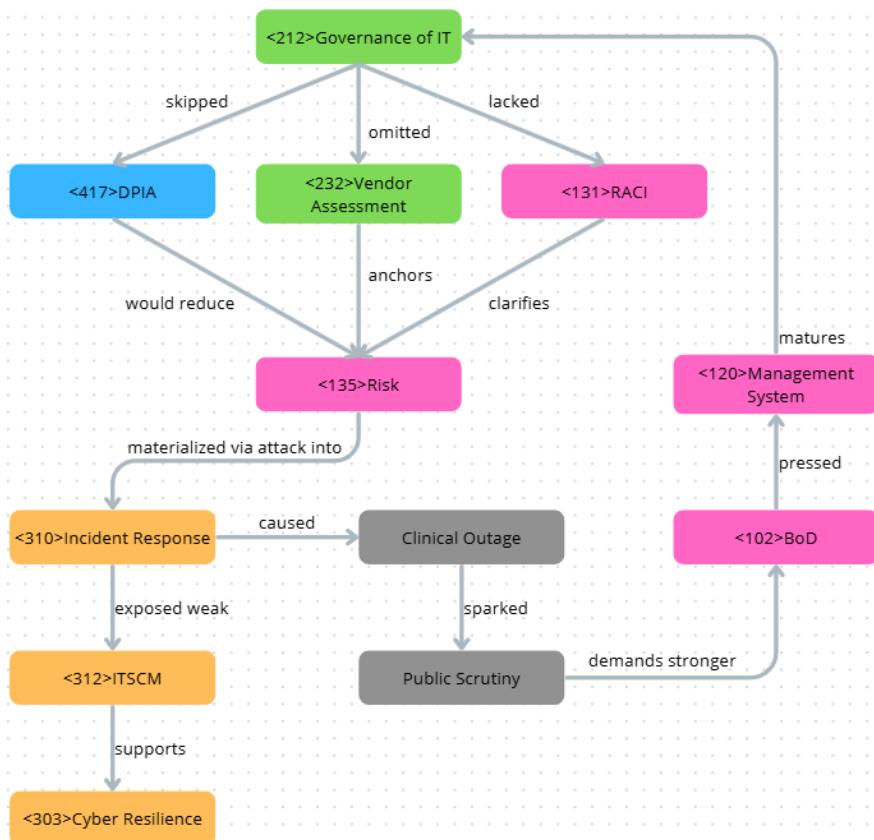


Q2.3



99213 Eduardo Lobo

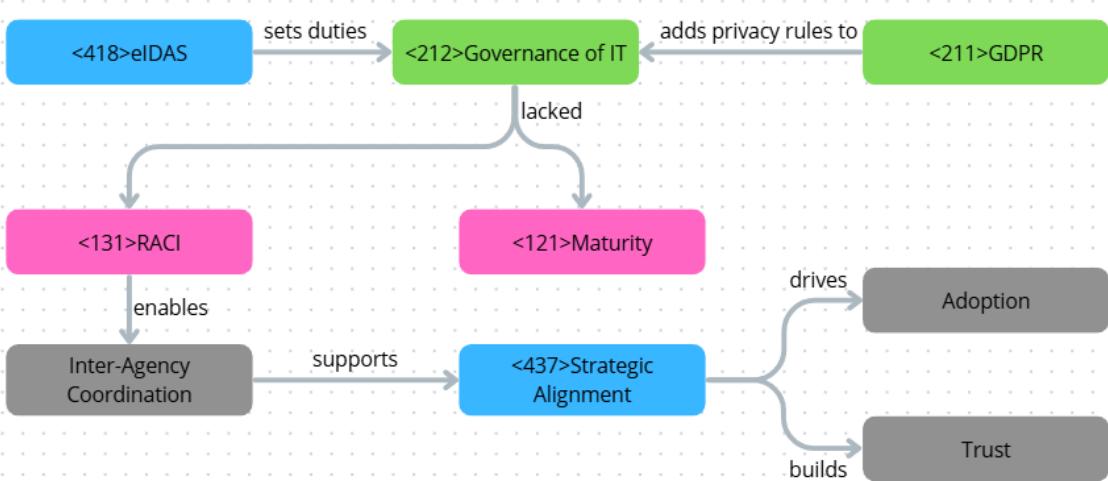
Concept map for question 1:



Clinical Outage - A prolonged disruption of core clinical workflows (e.g., EHR access, imaging, ordering) caused by IT failure, directly impacting patient care and service continuity.

Public Scrutiny - Intensified external oversight - from media, regulators, and citizens - triggered by an incident, focusing on accountability, transparency, and the organisation's legitimacy.

Concept map for question 2:

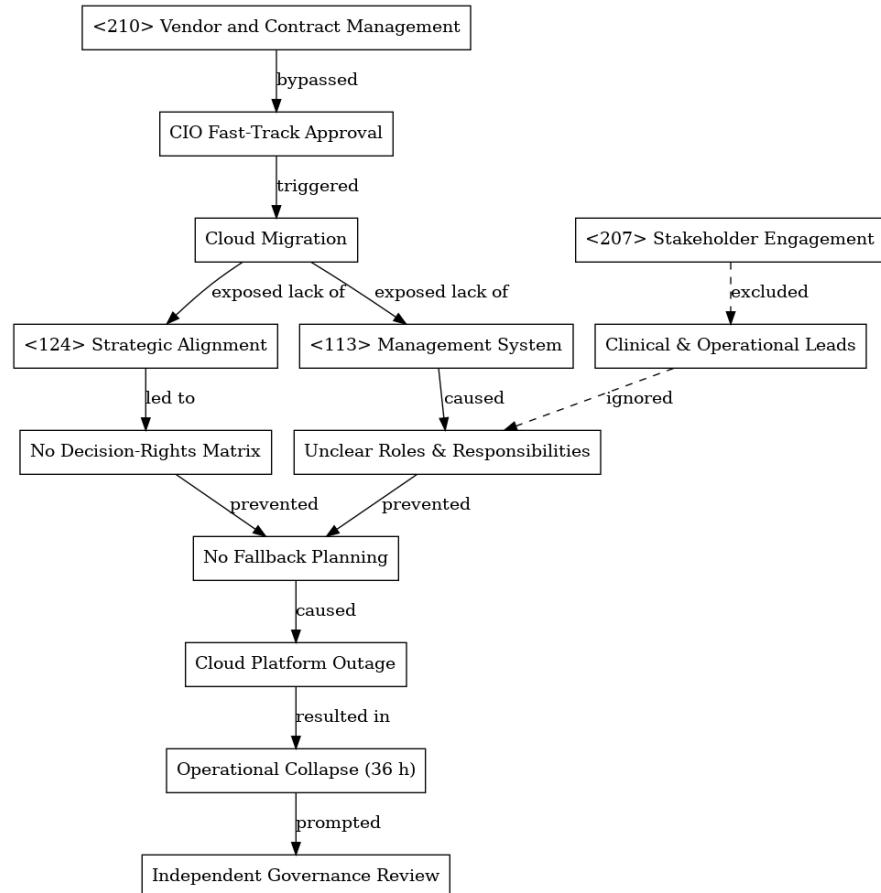


Inter-Agency Coordination - mechanisms for coherent action across government bodies.

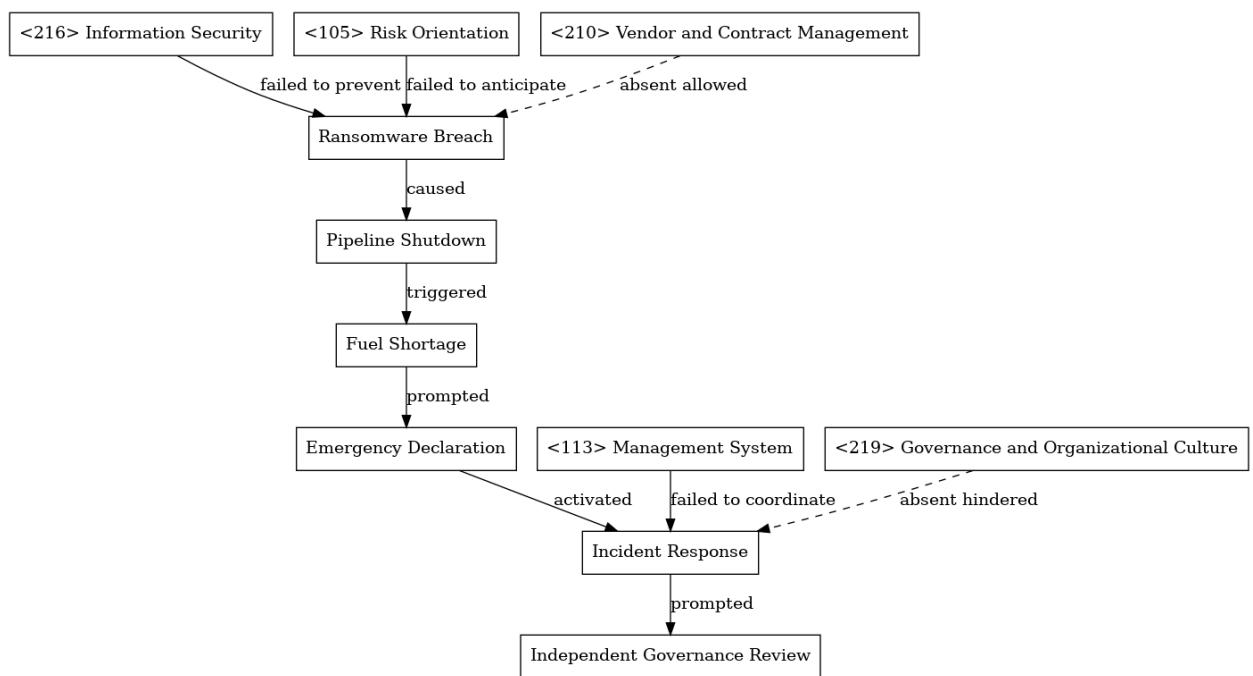
Trust - citizen confidence in security and usefulness.

Adoption - rate of active e-ID usage.

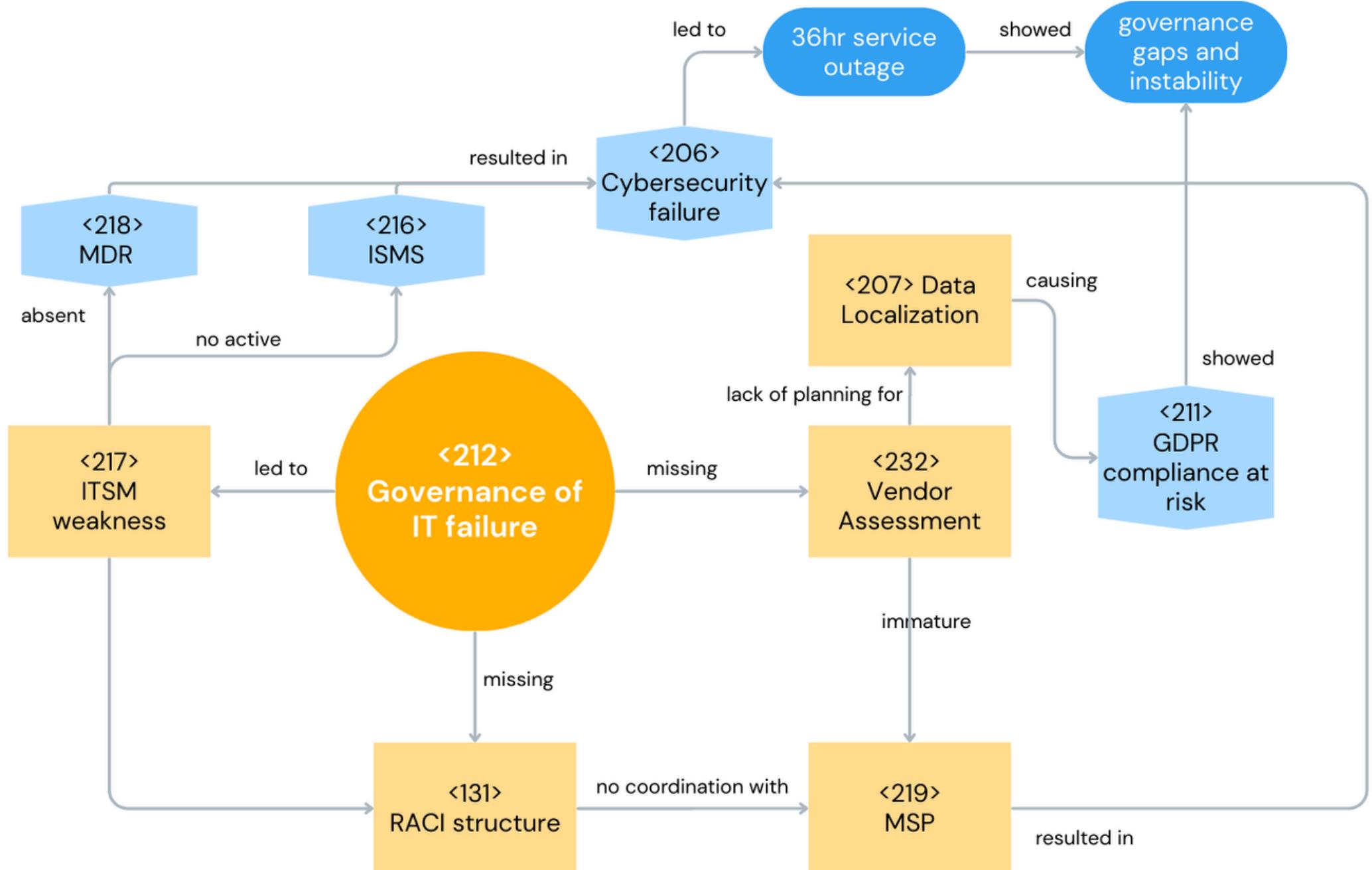
Q.1.3 (ArcoMed cloud migration story)



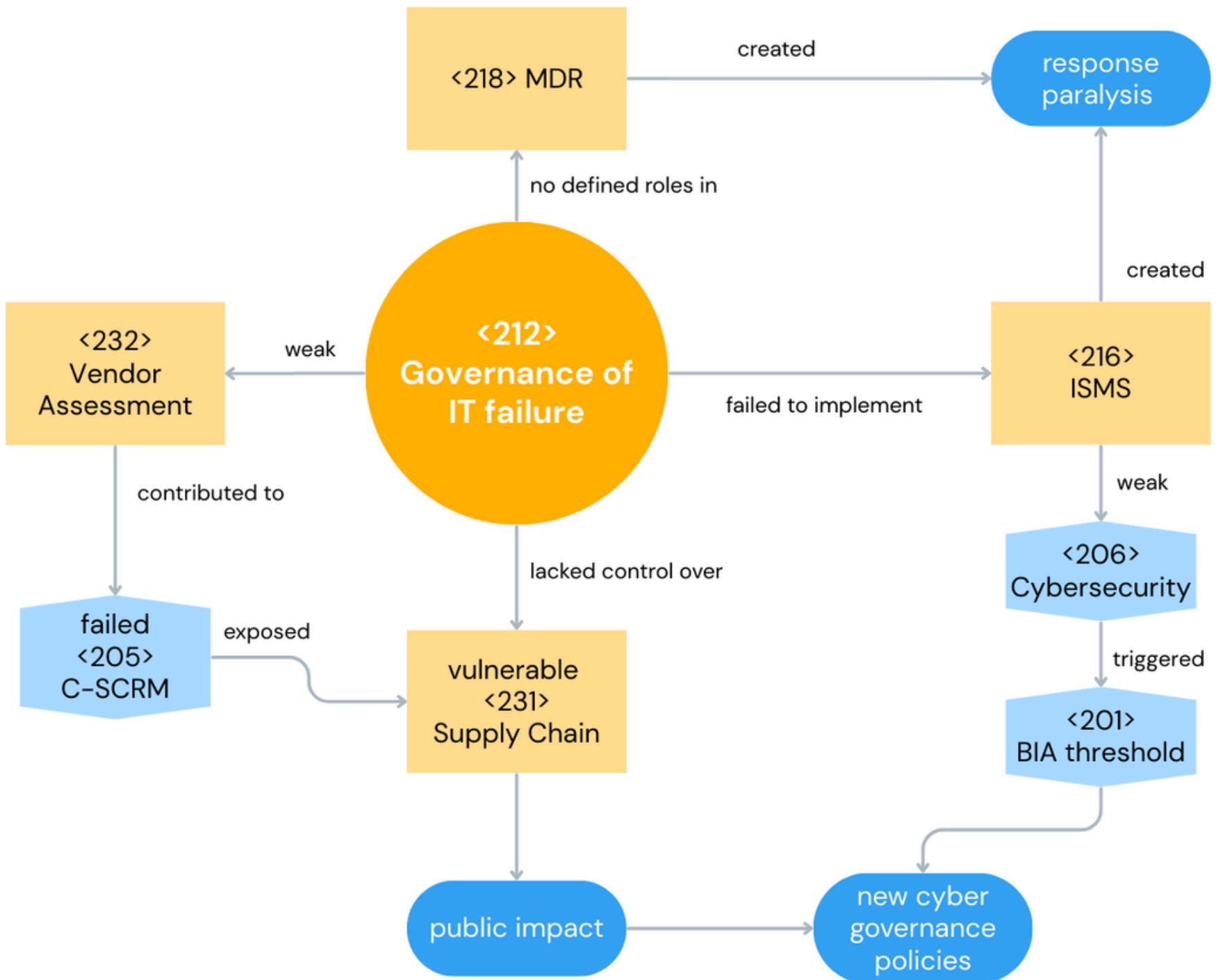
Q.2.3 (Colonial Pipeline case)



Rafael Mourão 99310



Q2.3



99340

Tomás Duarte Fonseca Marques

Q1.3

MetroWater Access Denied

showcases

illustrates

requires

poor
Vendor and
Contract
Management

lacking
Management
Systems

shared risk
responsibility
with vendors

requires

demonstrates need for

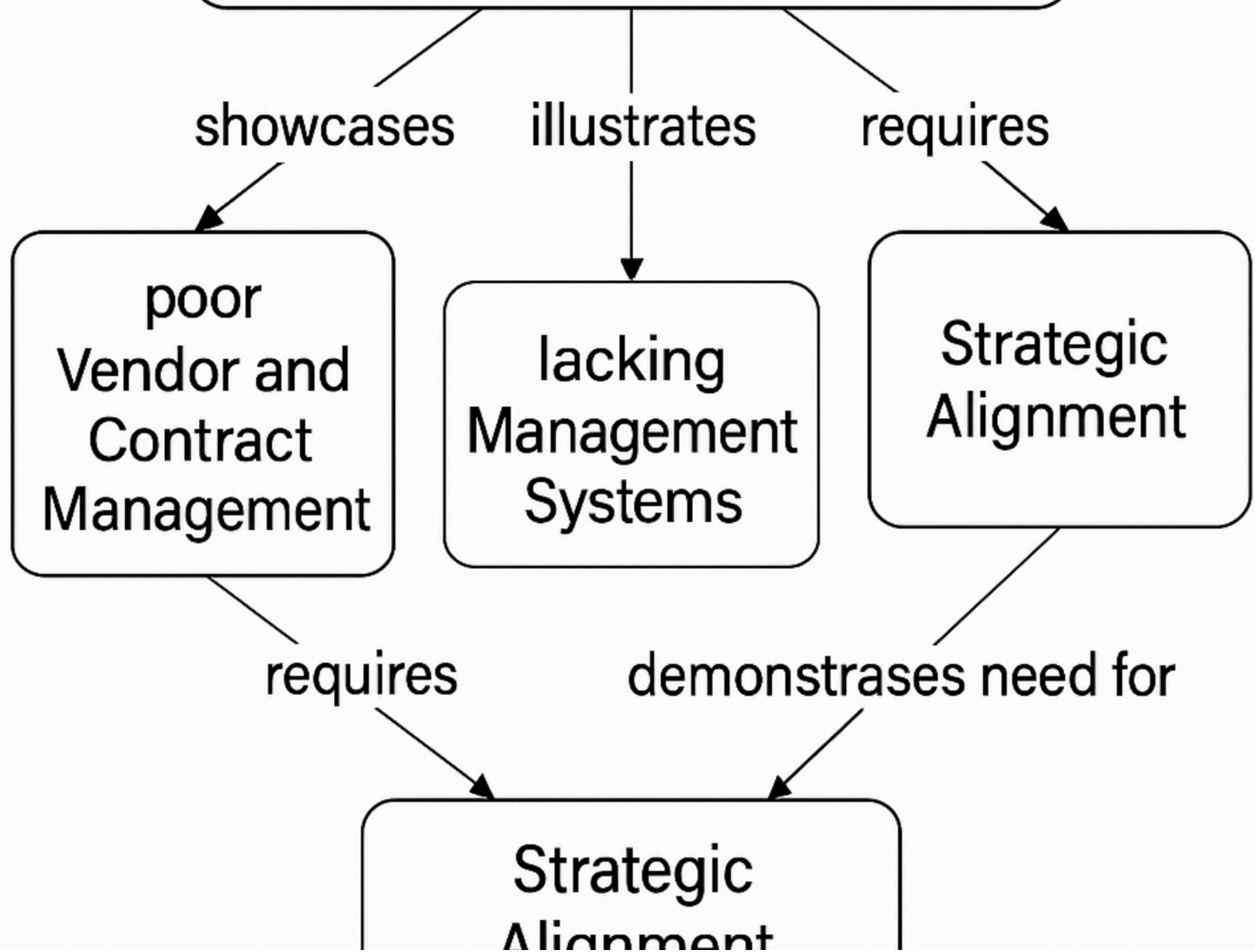
Strategic
Alignment

requires

shared risk
responsibility
with vendors

Q2.3

Colonial Pipeline and the Long week

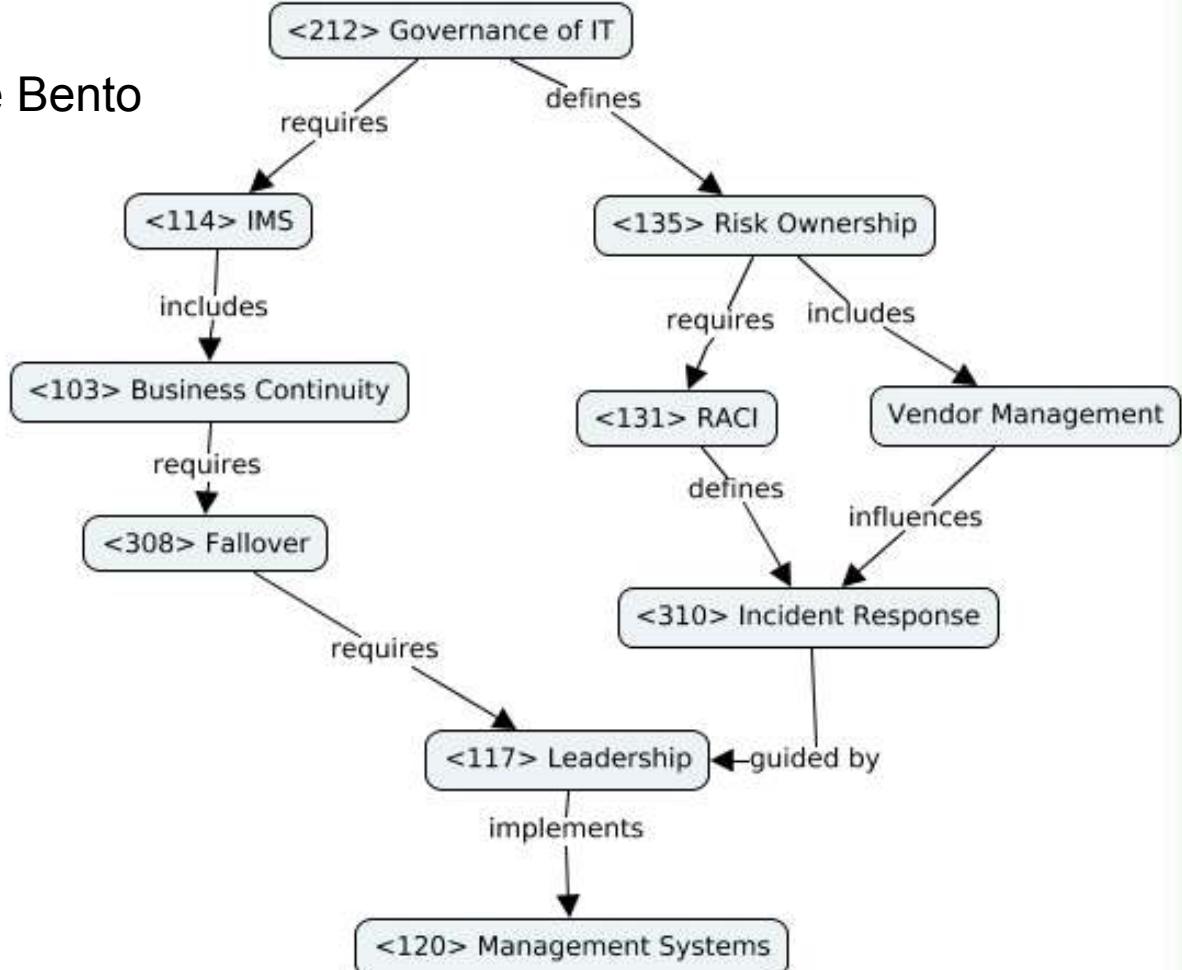


Alignment

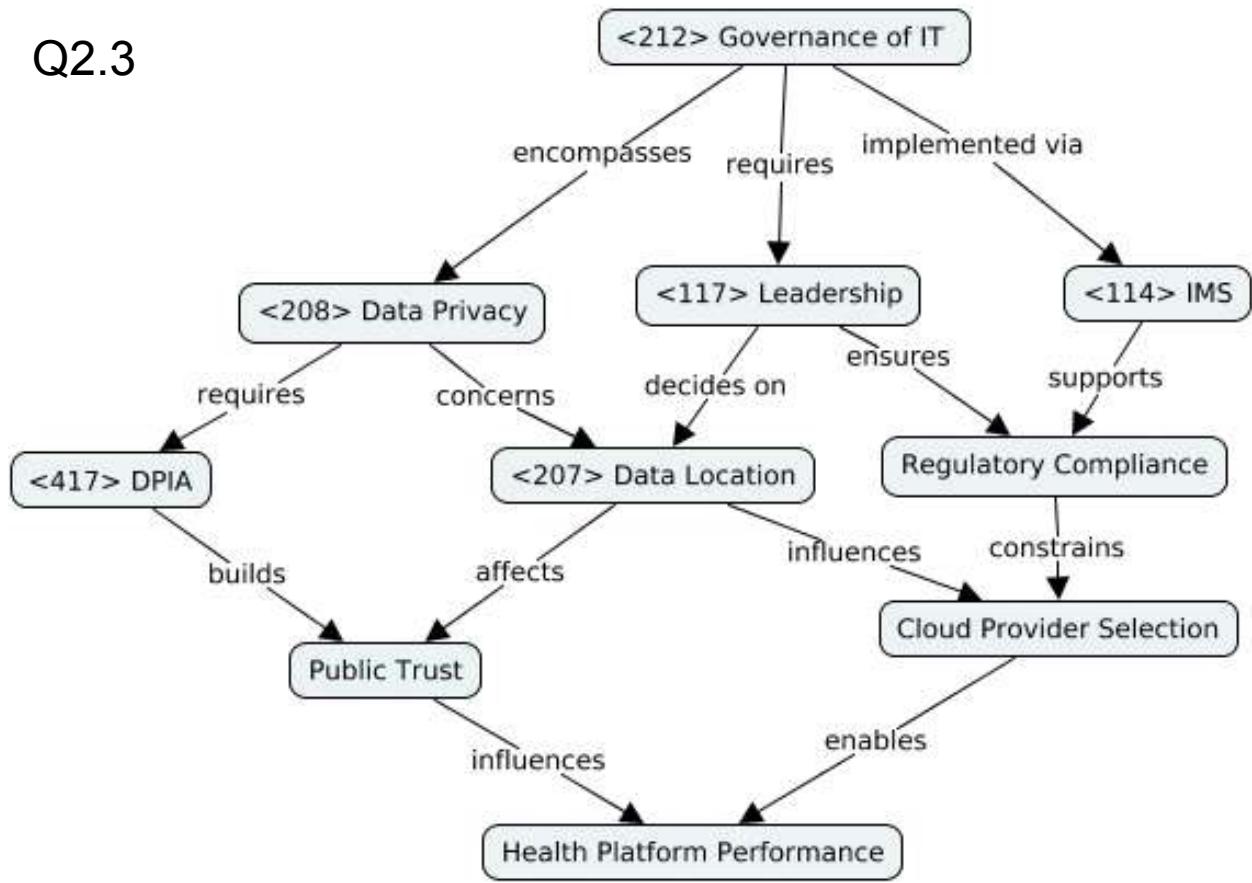
IT governance

IT governance with
resilience and
accountability focus

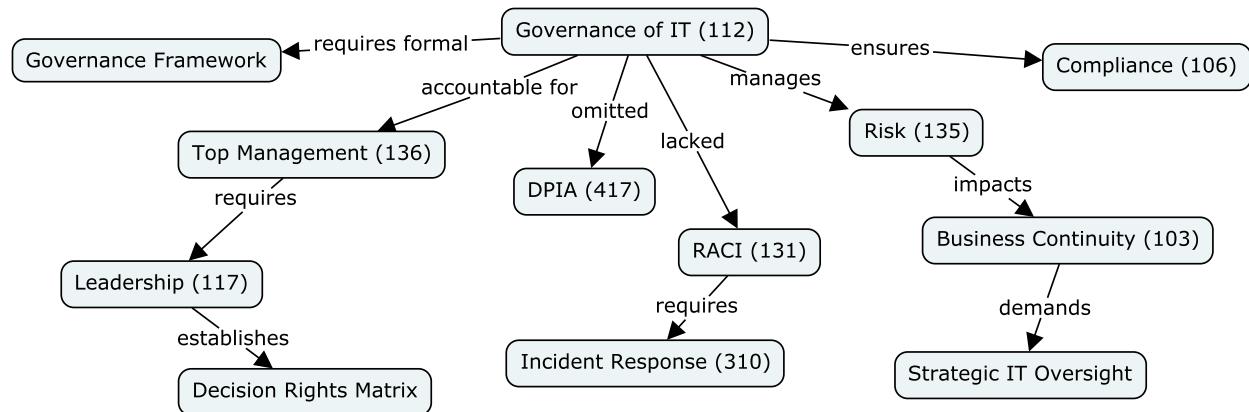
Q1.3



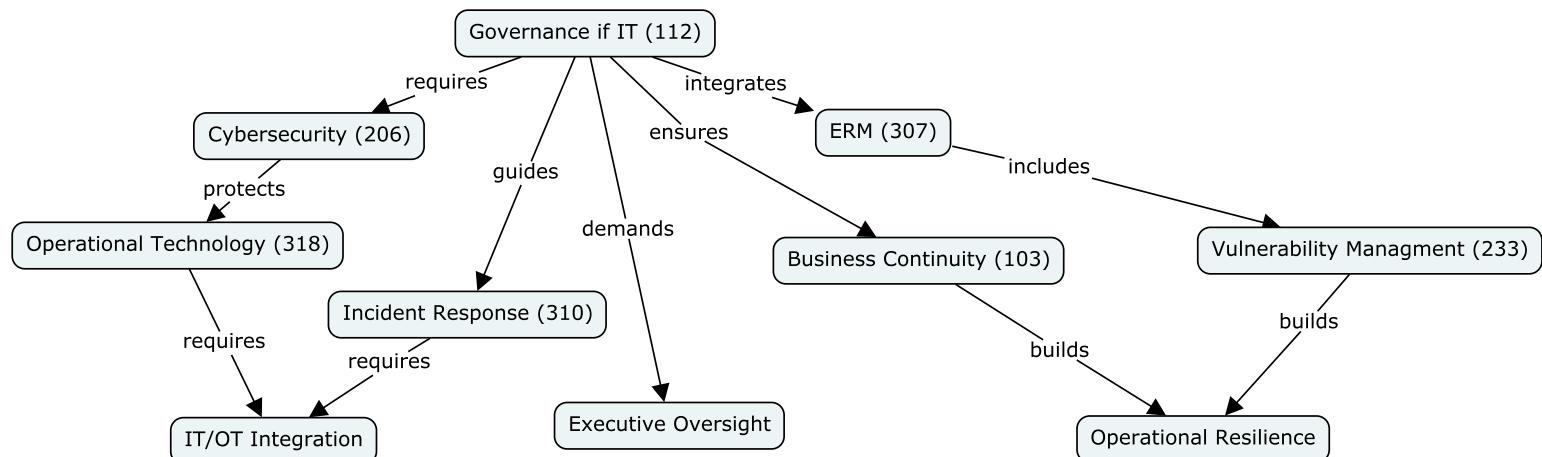
Q2.3



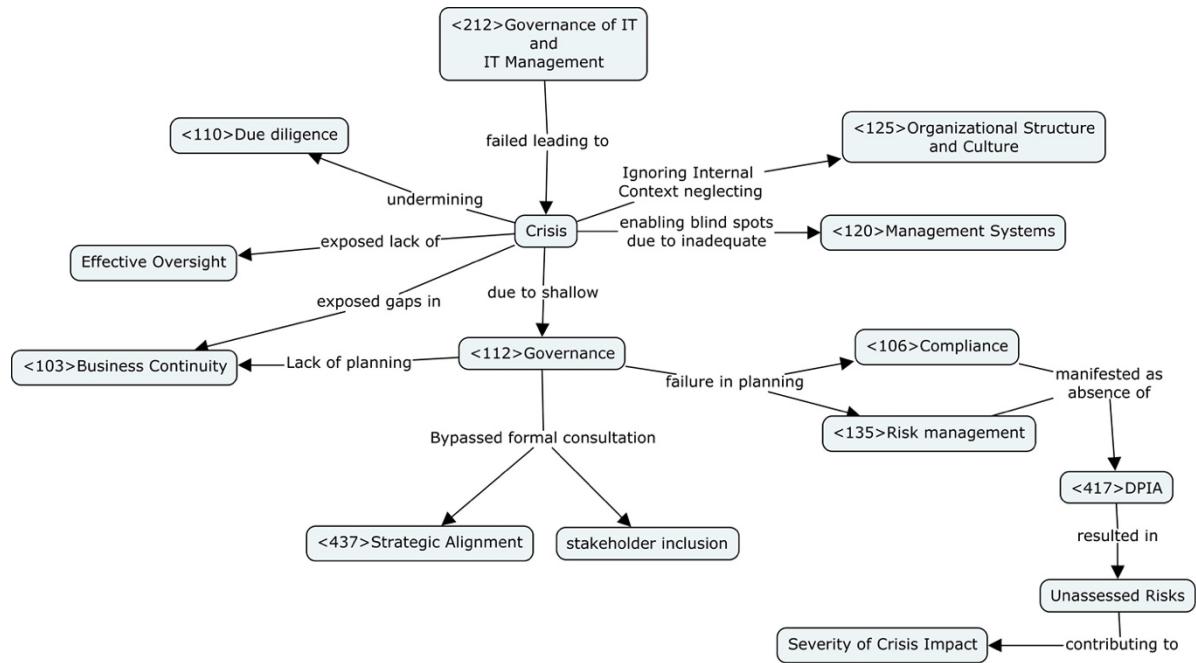
Q1.3: ArcoMed Cloud Migration Analysis



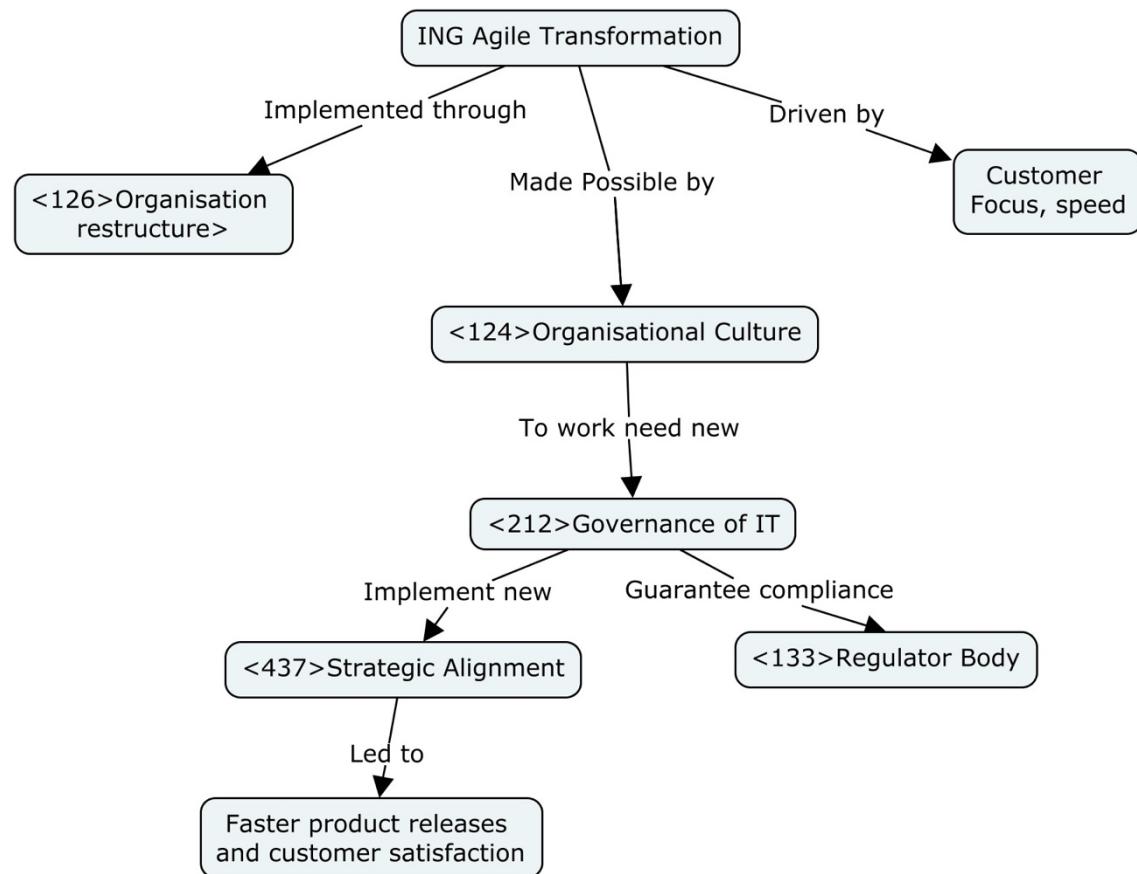
Q2.3: Colonial Pipeline Ransomware Analysis



Q1.3

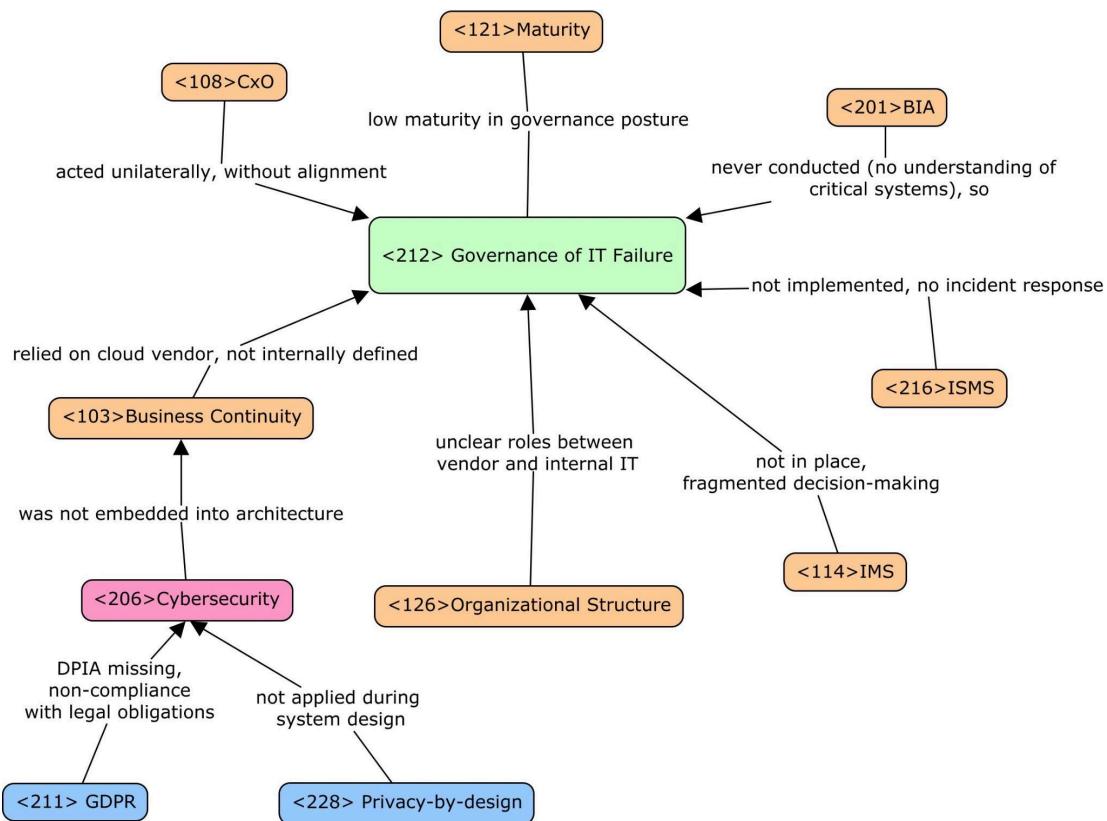


Q2.3

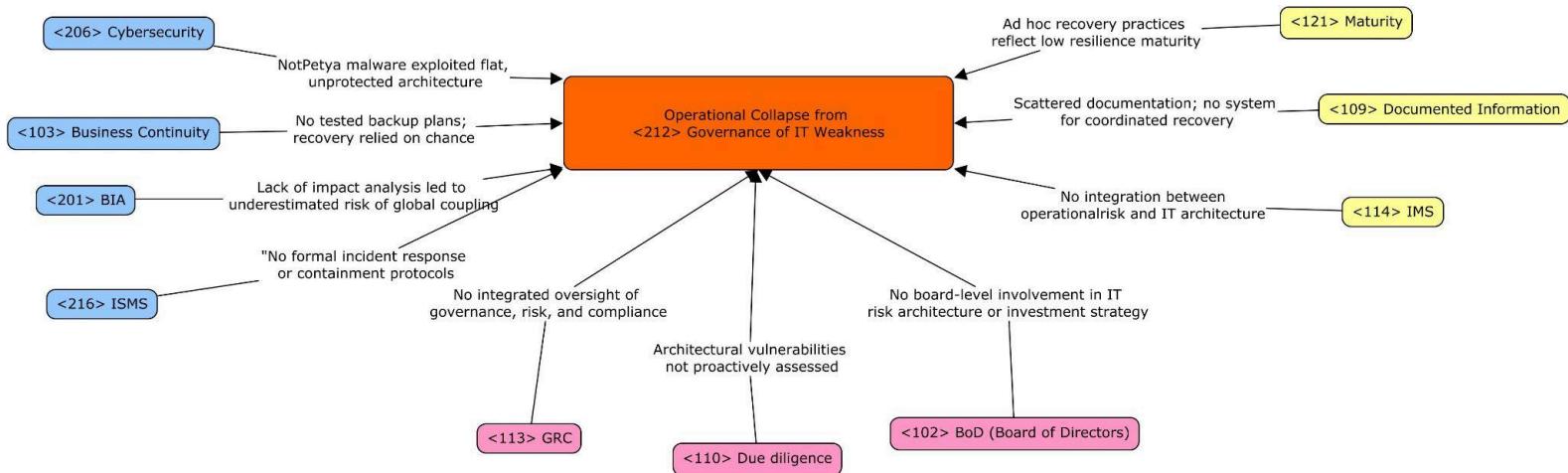


99889

Q1

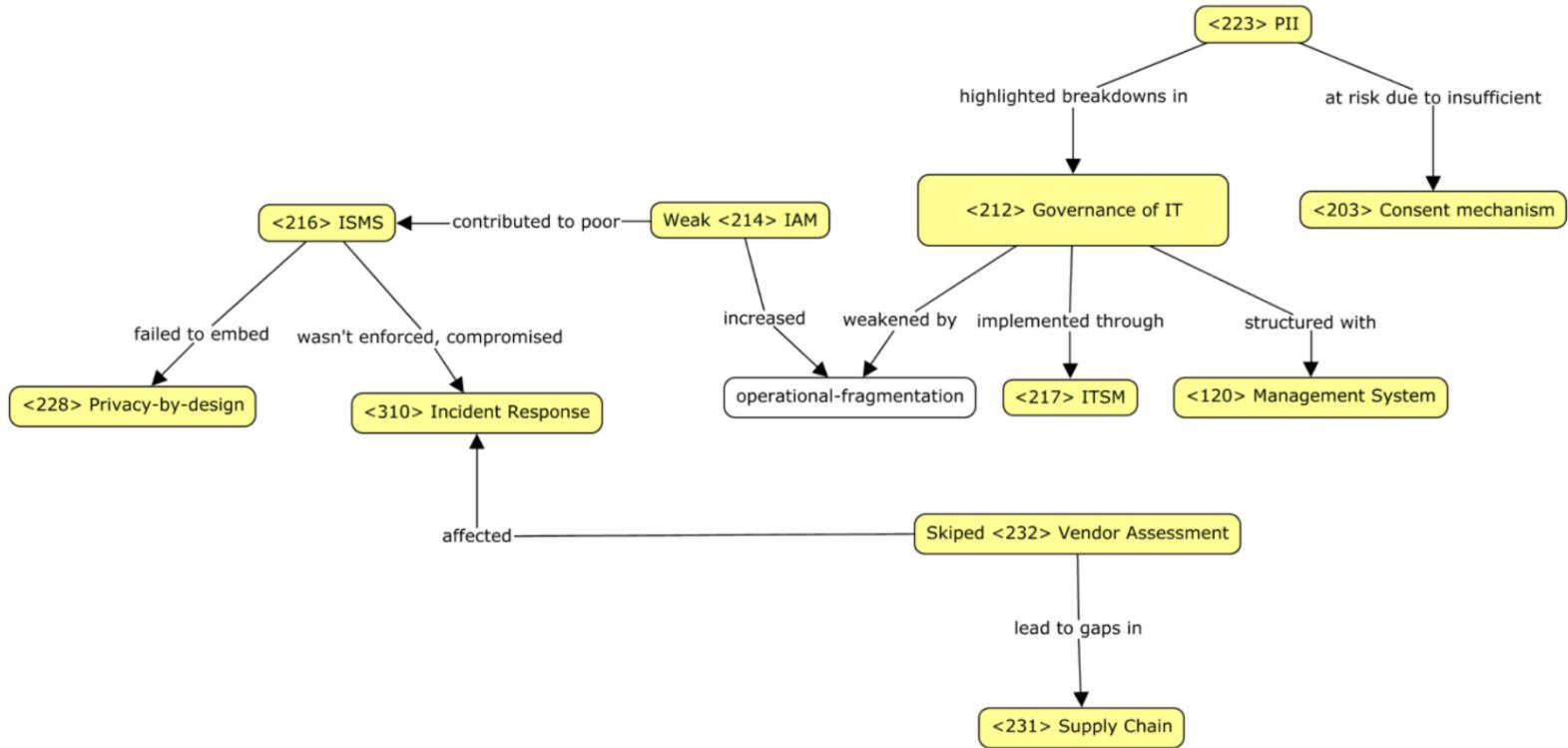


Q2

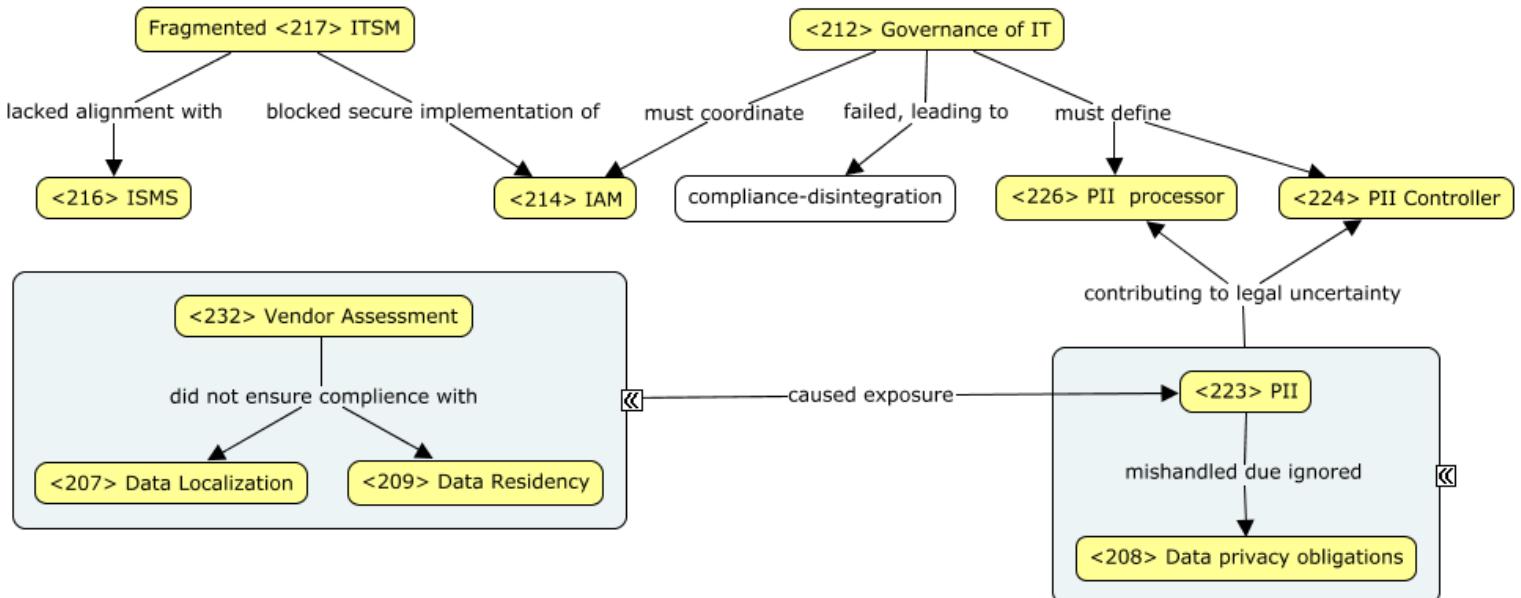


Eduardo Barata - 99930

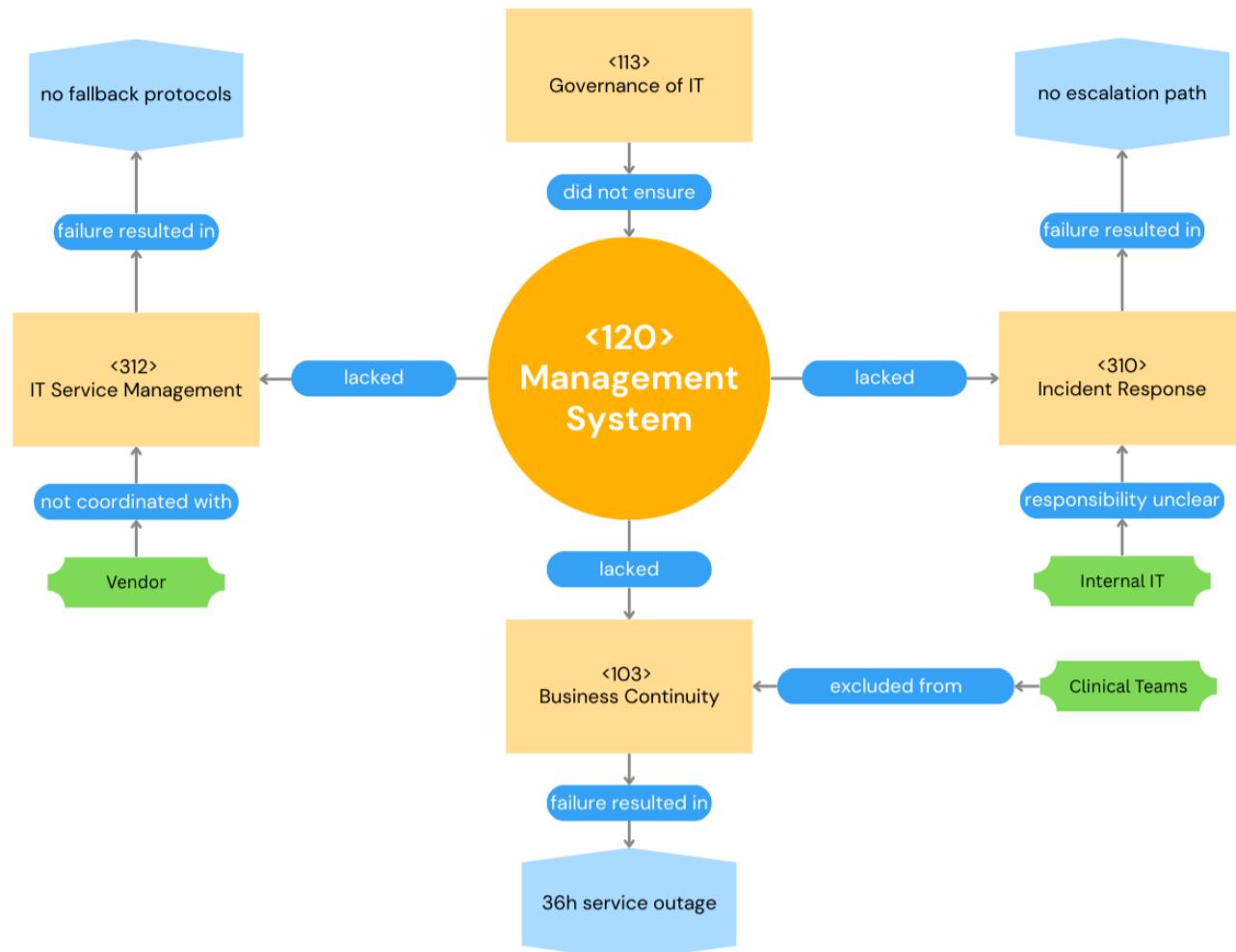
Q1.3



Q2.3



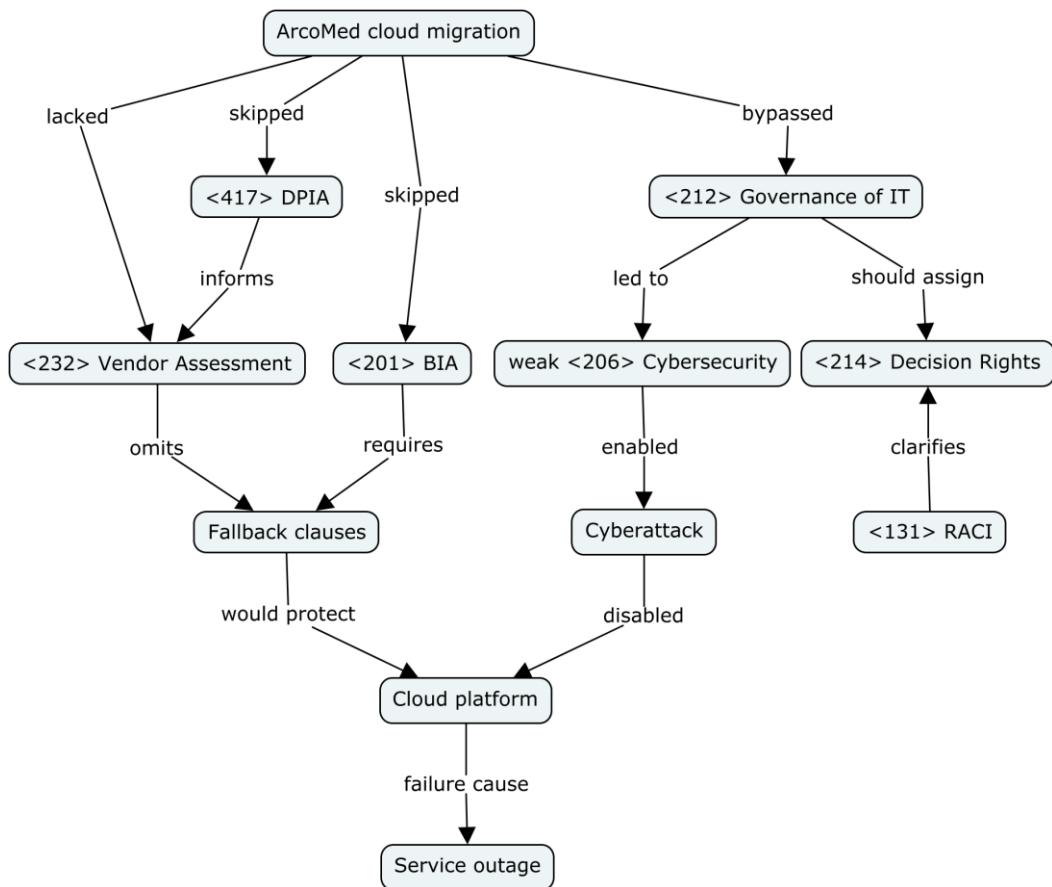
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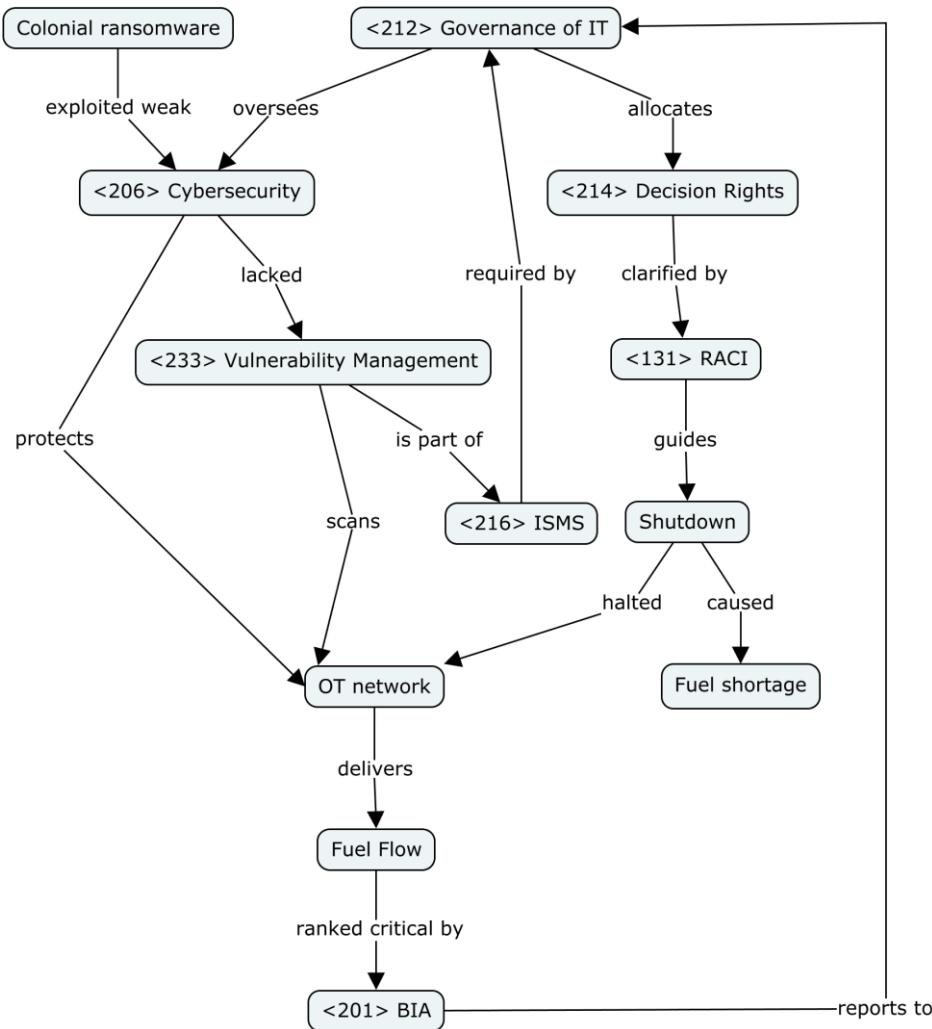
Q2



Q1.3

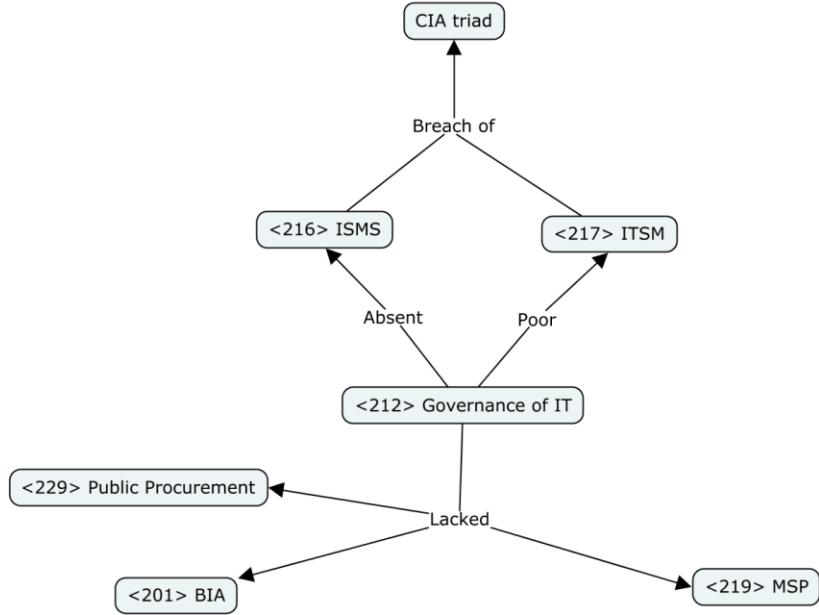


Q2.3

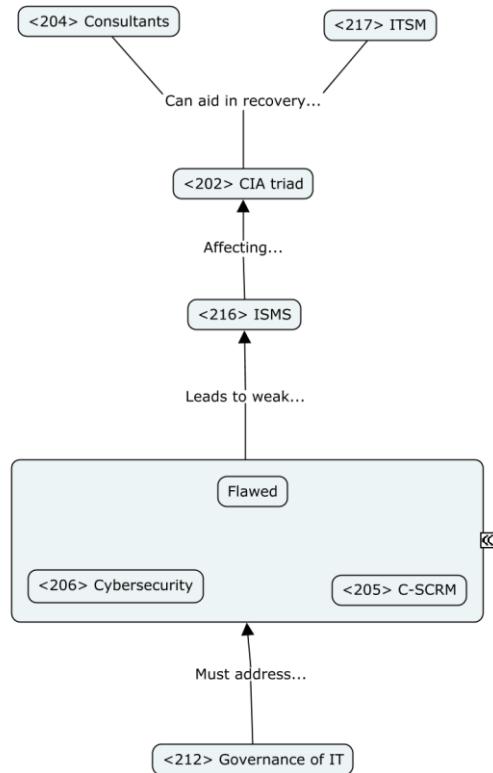


Ricardo Espadinha 100070

Q1.3) ArcoMed cloud-first

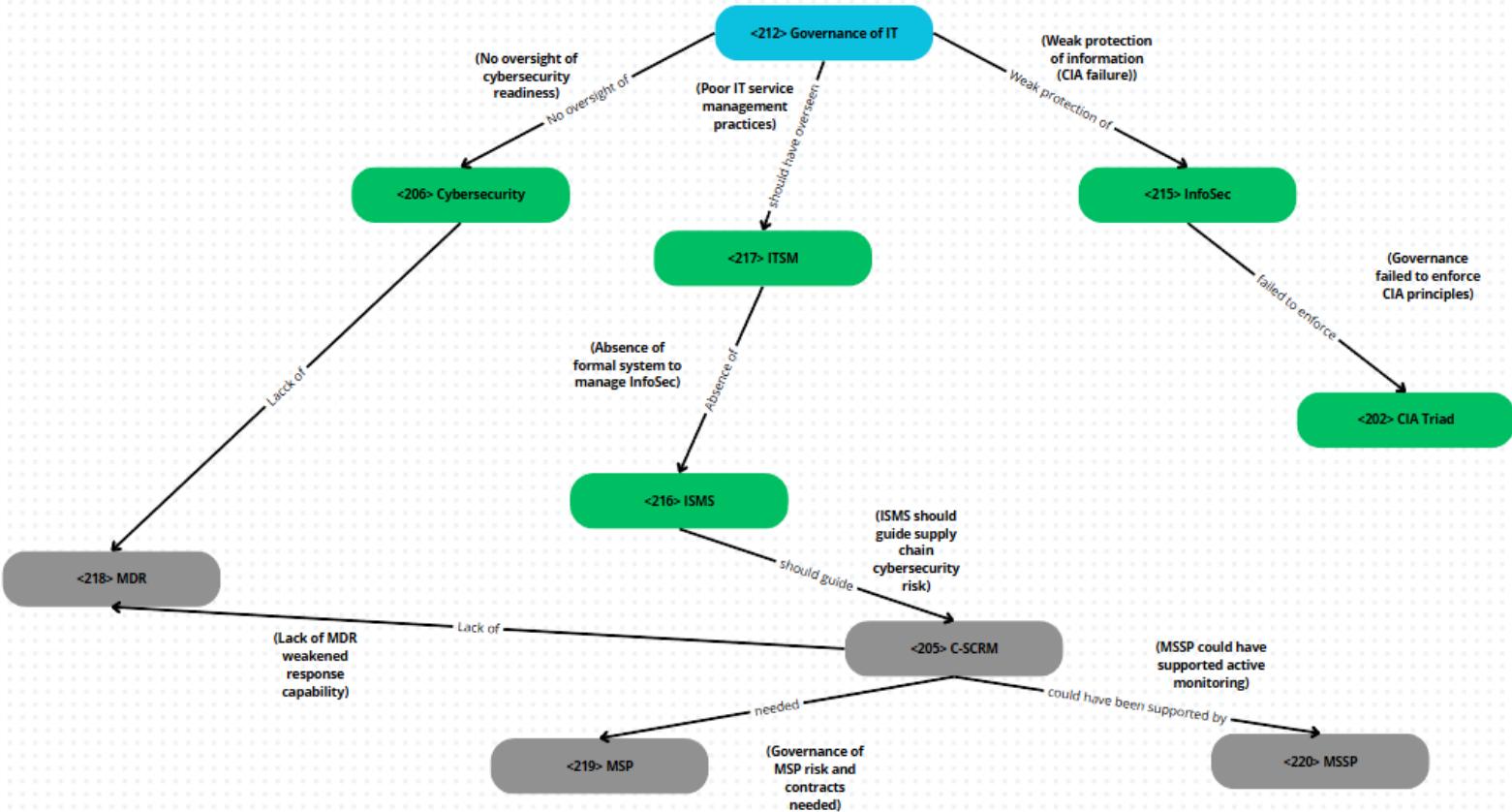


Q2.3) Colonial Pipeline and the Long Weekend

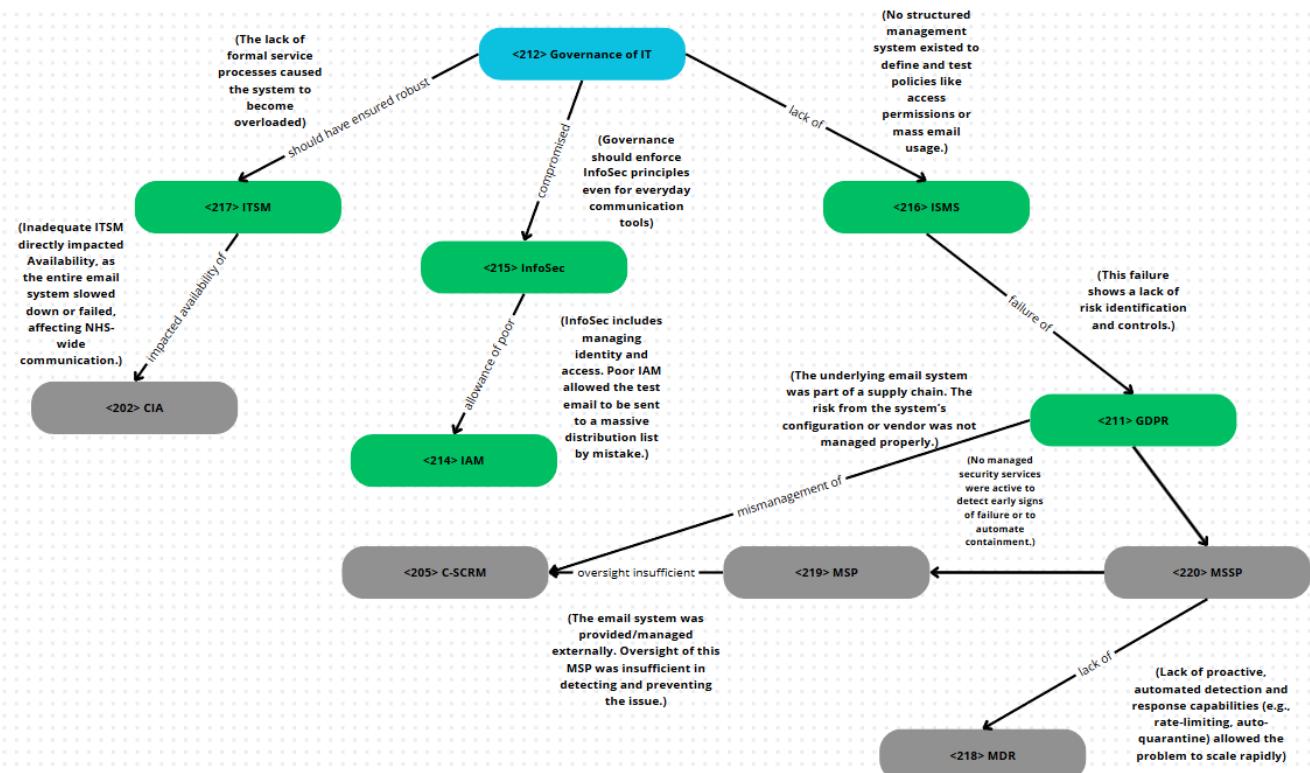


100264 Santiago Pinto

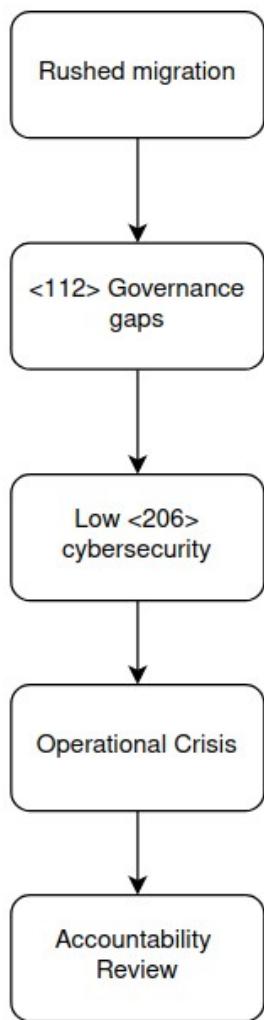
Q1.3



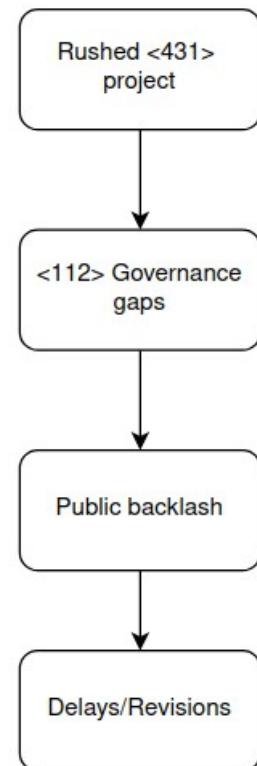
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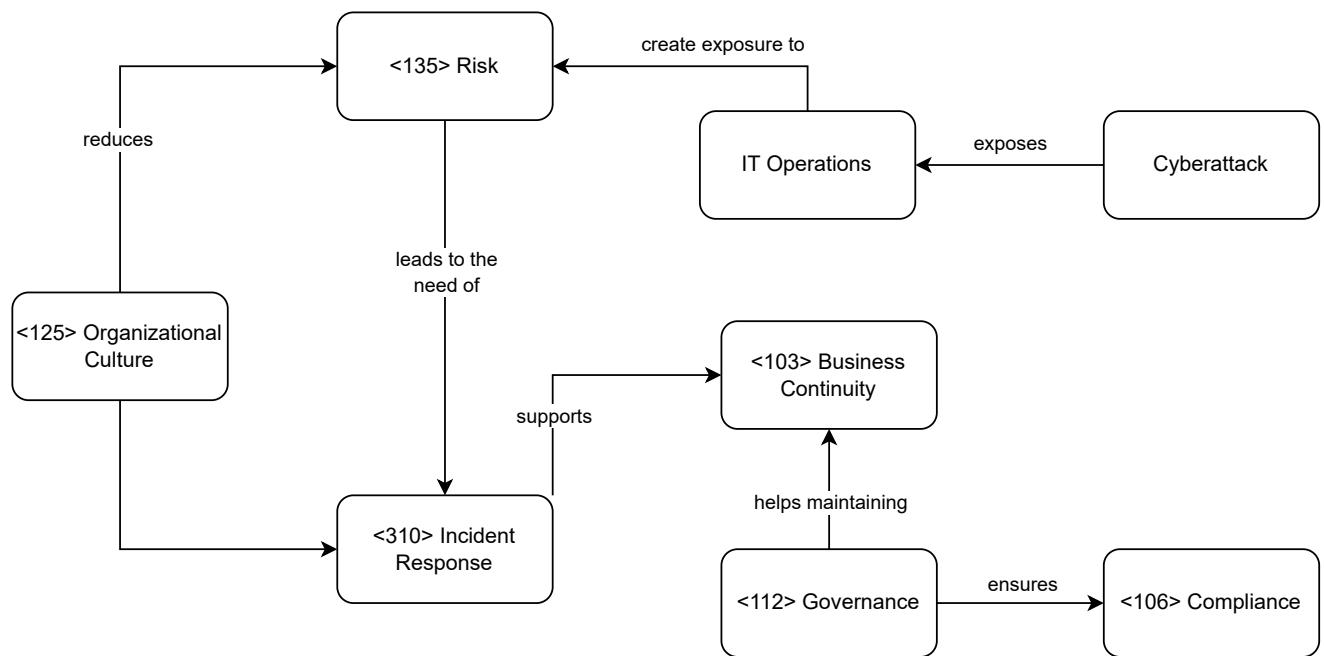
Q1.3



Q2.3



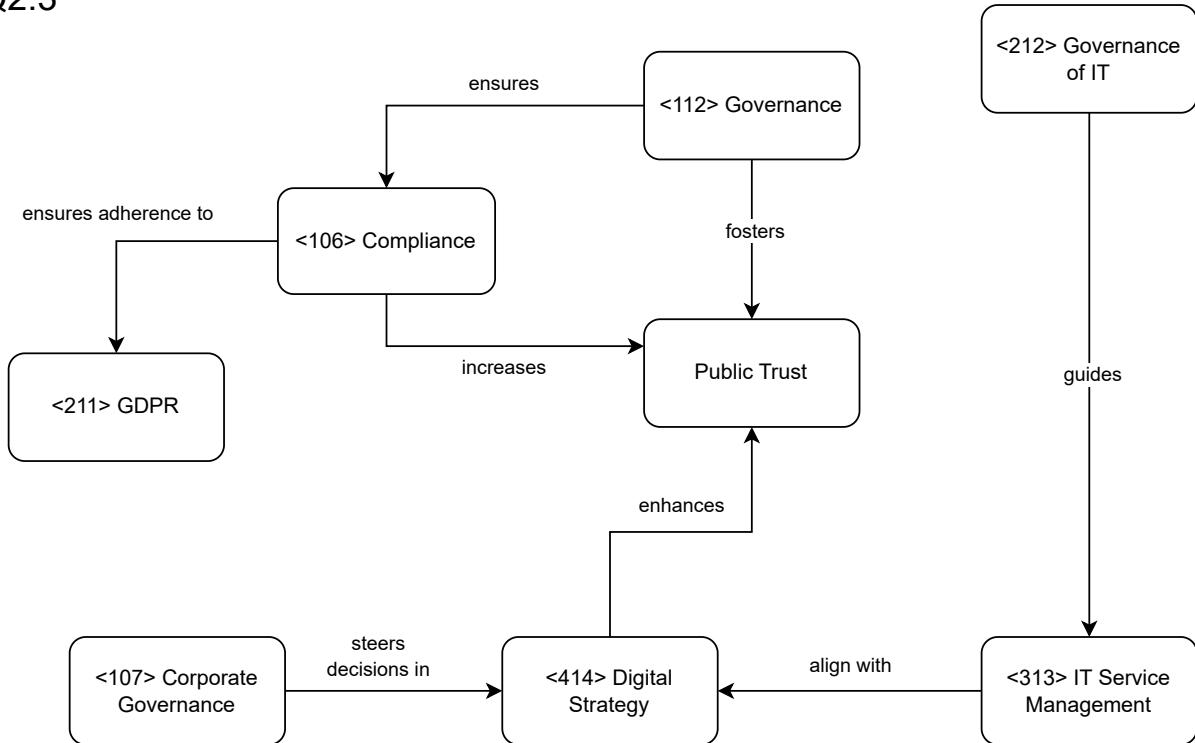
Q1.3



Cyberattack: A deliberate attempt to disrupt or damage digital systems.

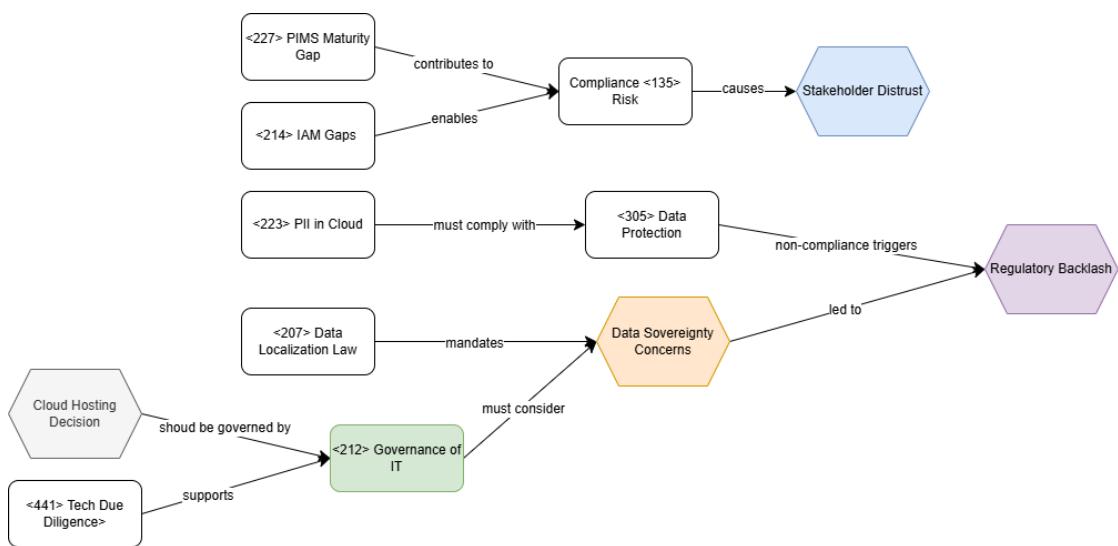
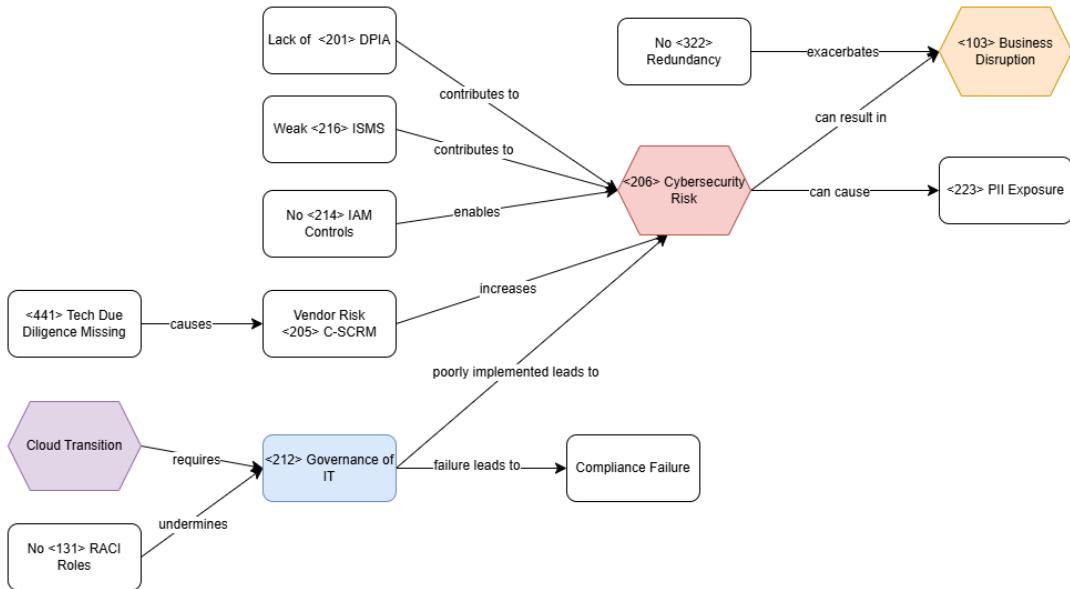
IT Operations: Management and maintenance of an organization's IT systems.

Q2.3

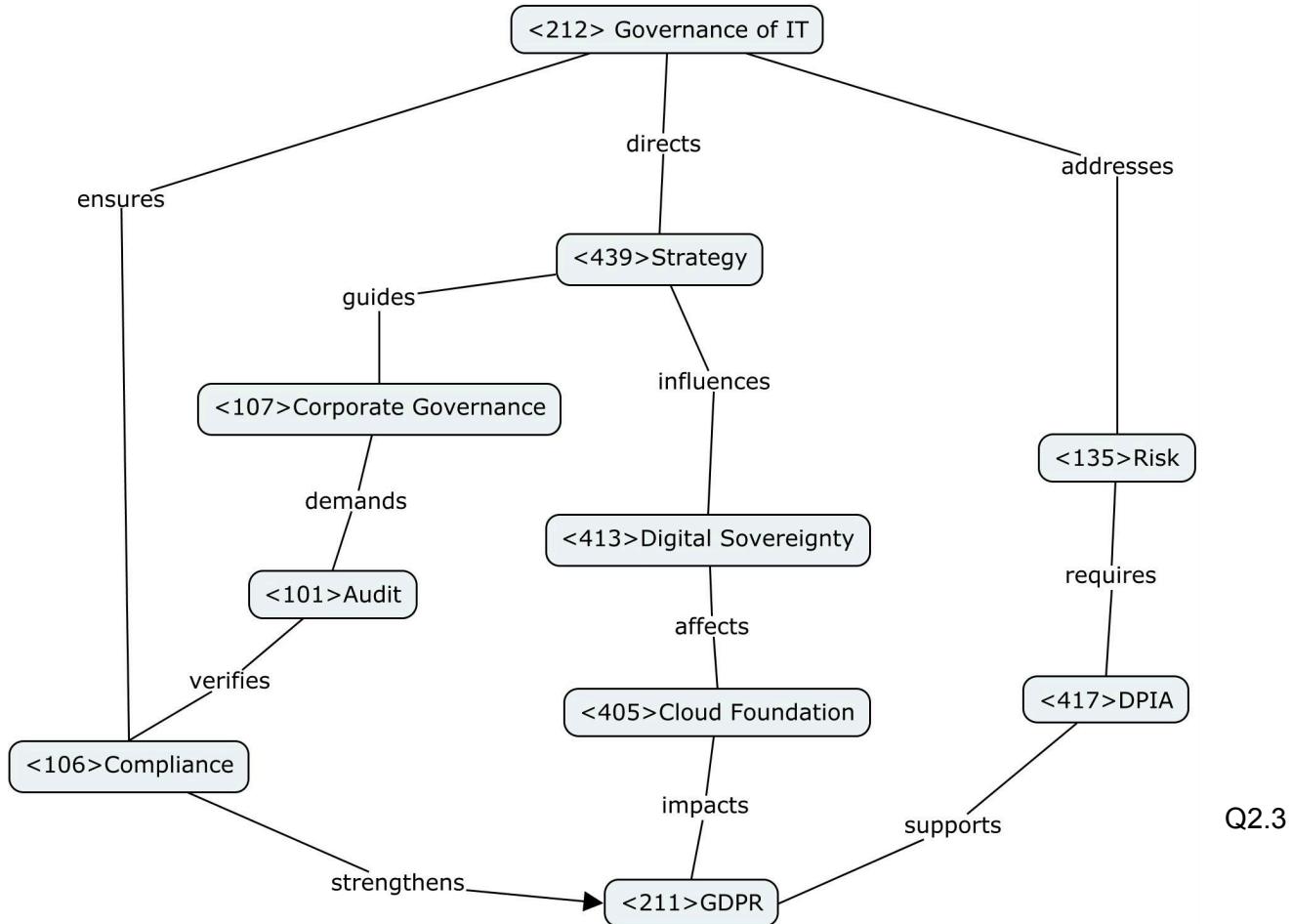
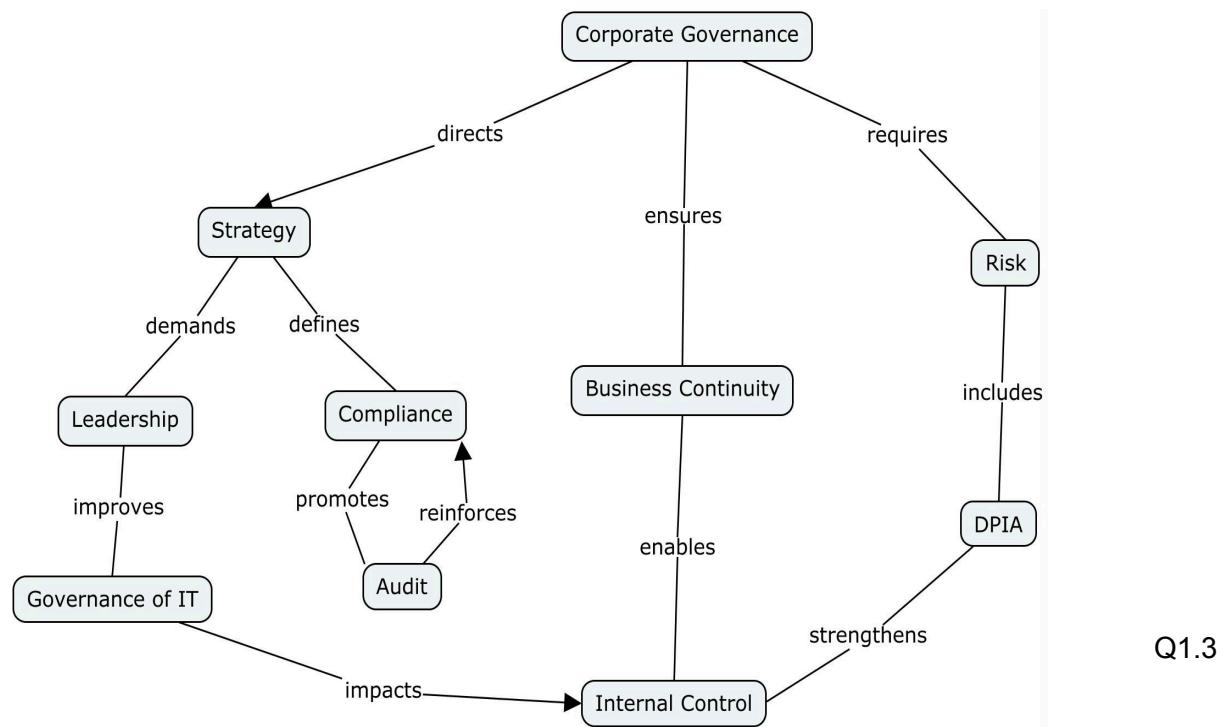


Public Trust: the confidence the public has in an organization's transparency, responsibility, and legal compliance.

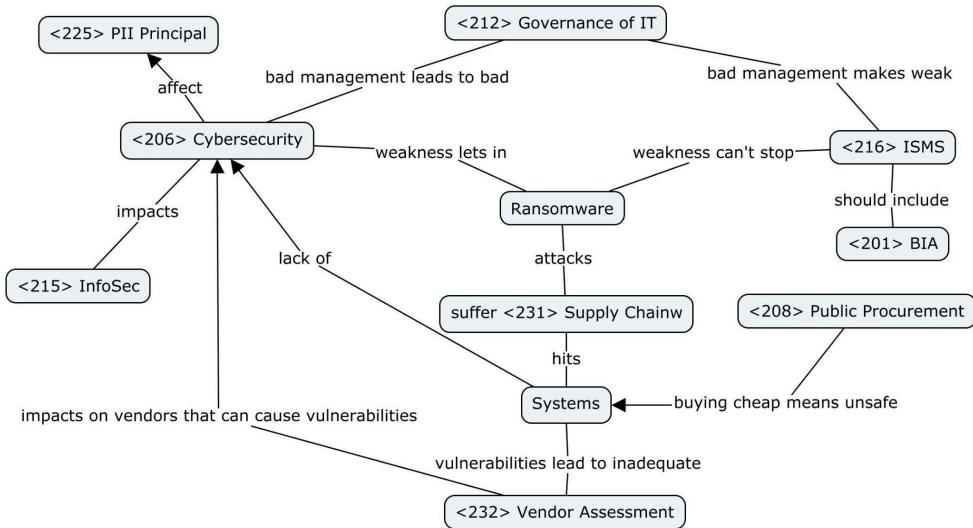
100465 Catarina Afonso Marque



Rafael Maciel Nº 100671

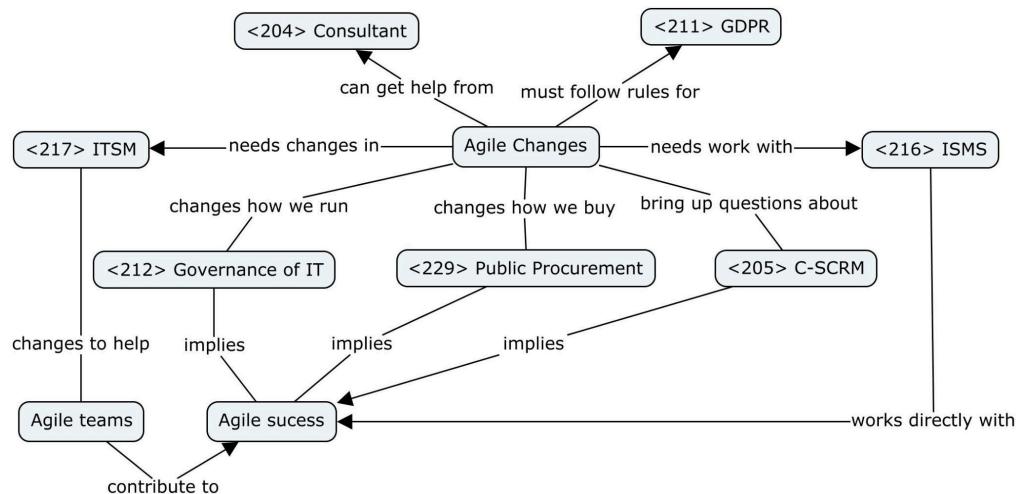


Q1.3



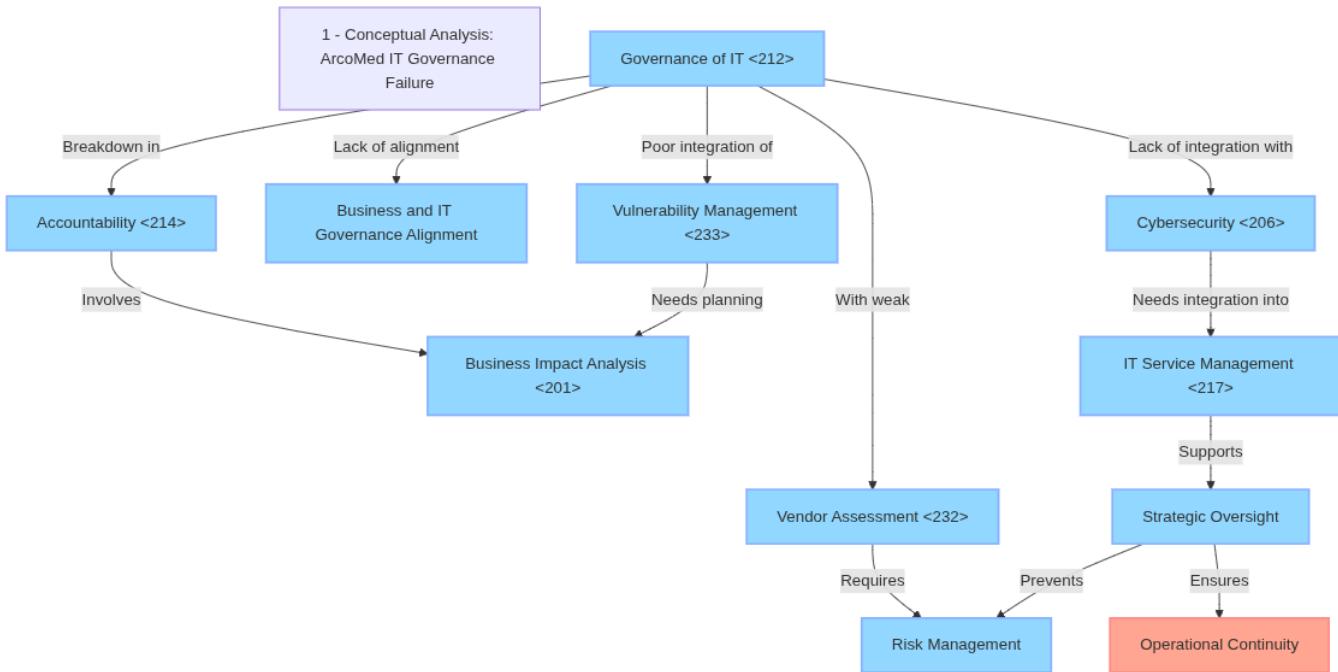
Not prepared **<212> Governance of IT** and a weak **<216> ISMS** were the foundation of the problem. Ransomware directly attacked **Systems**. **<215> InfoSec** is the broad security area, and a lacking **<201> BIA** showed how important this processes are.

Q2.3

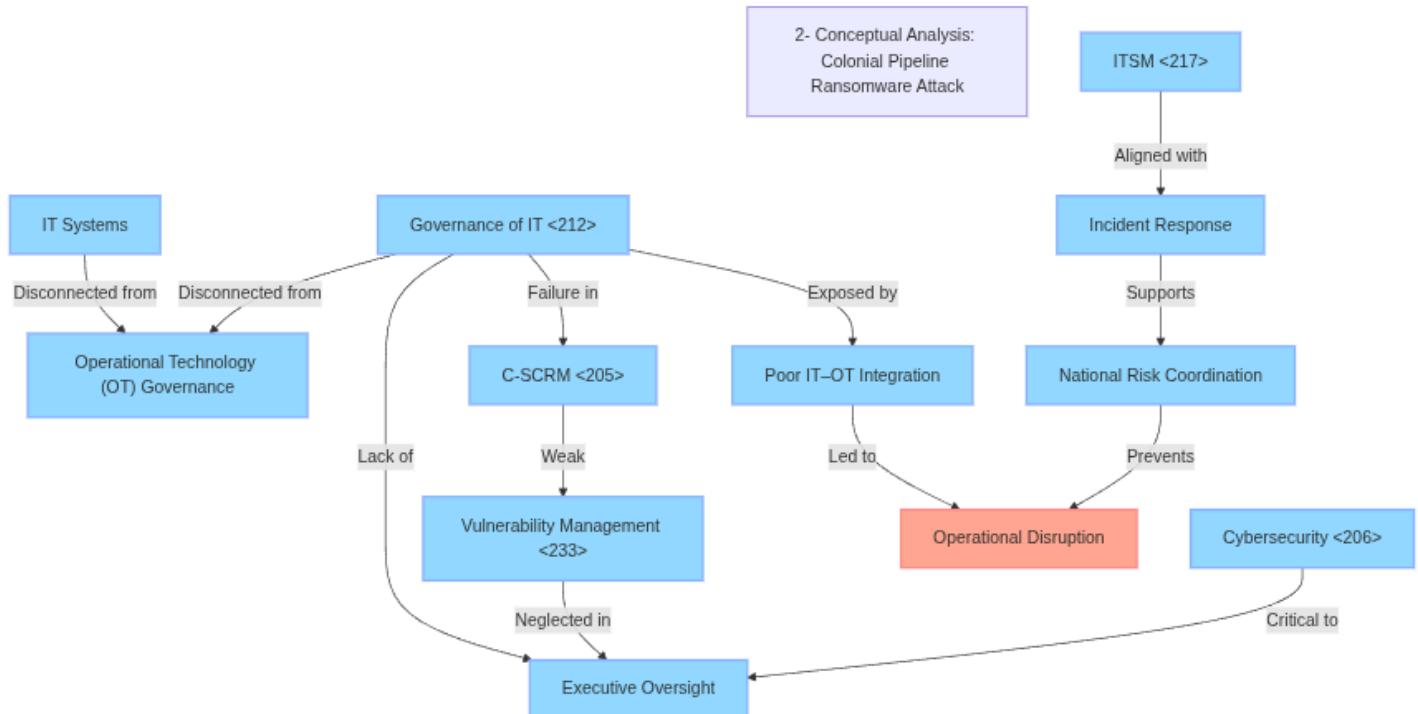


Essay 2 - Concept Maps

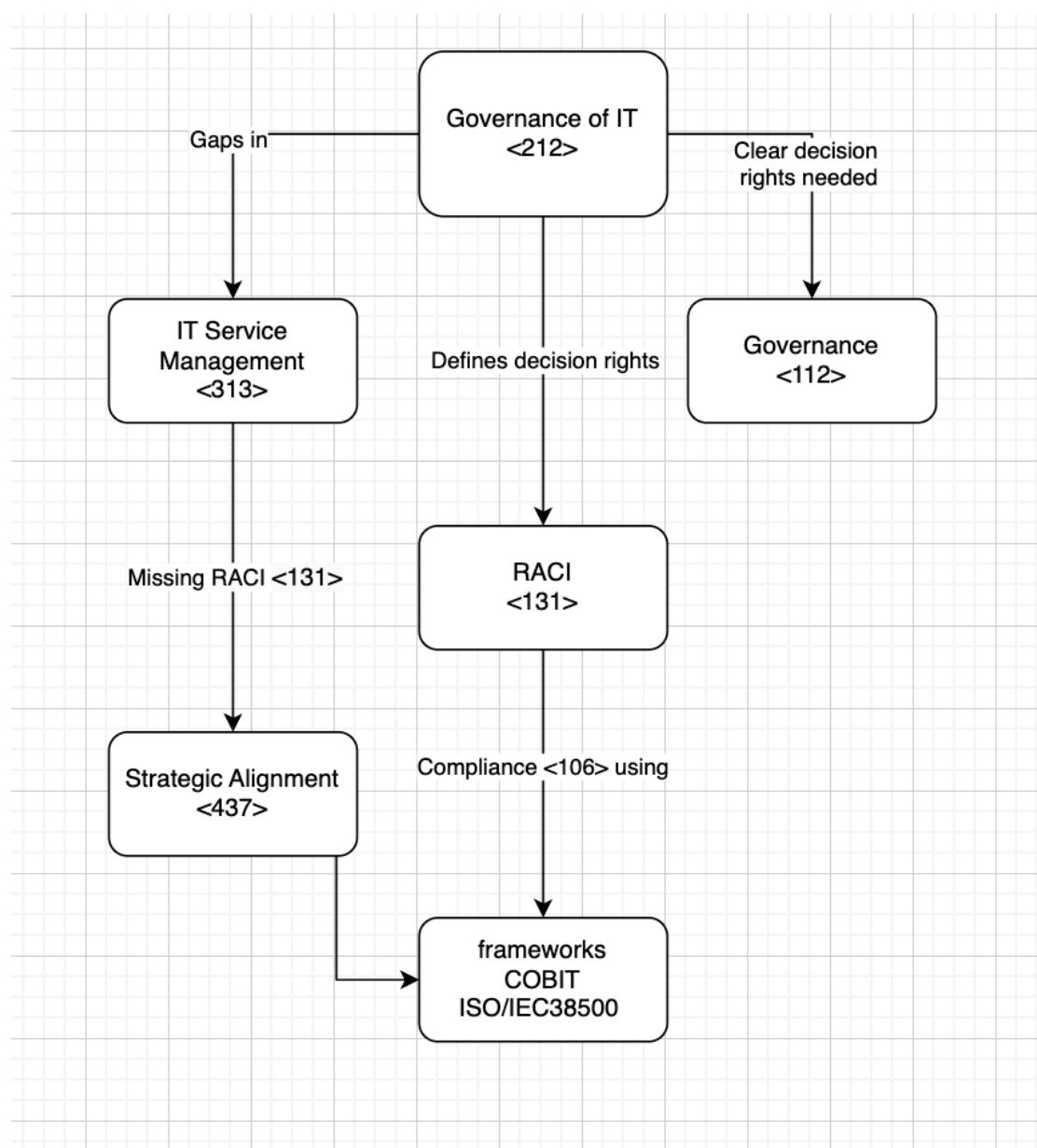
Q1.3



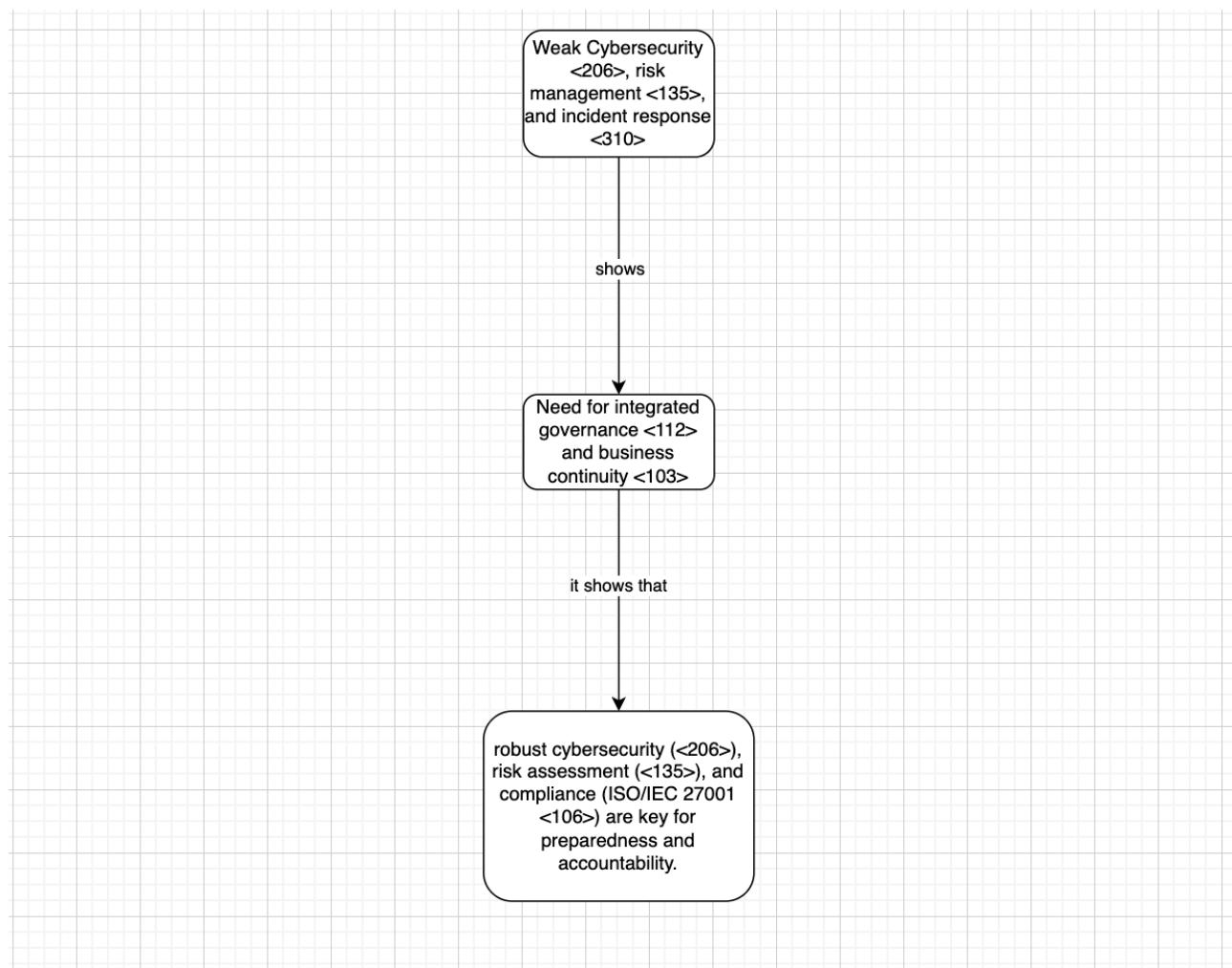
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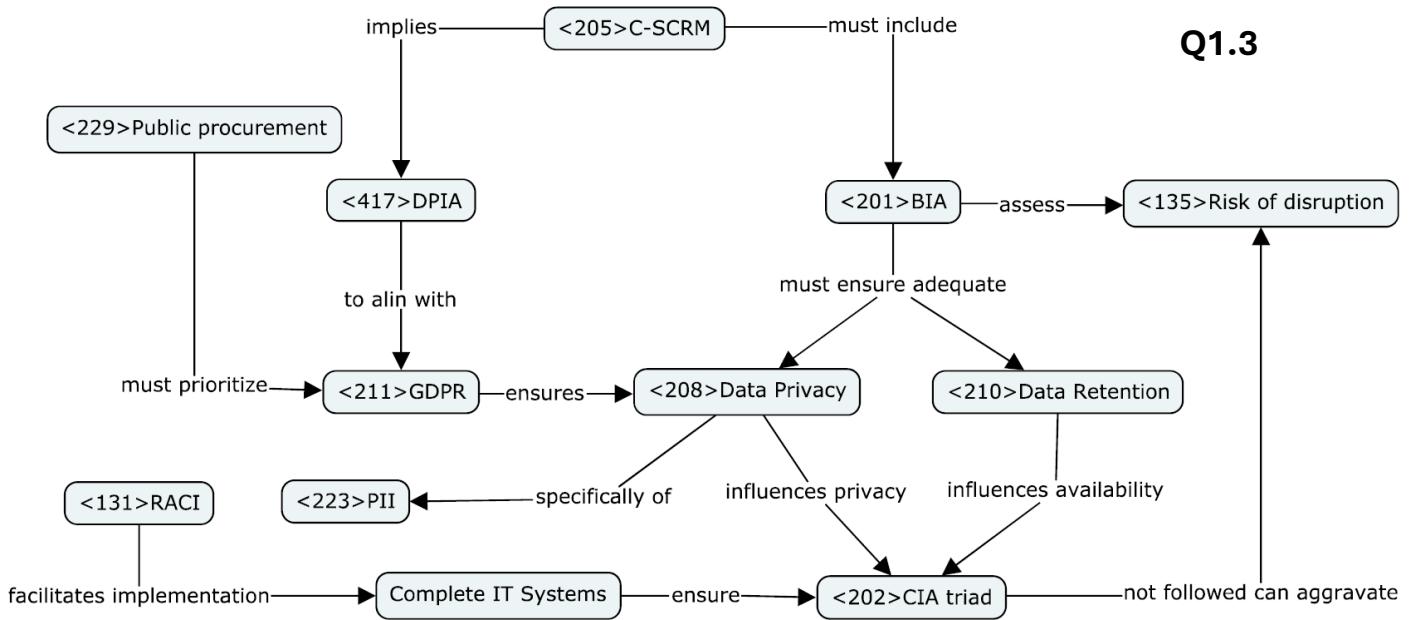


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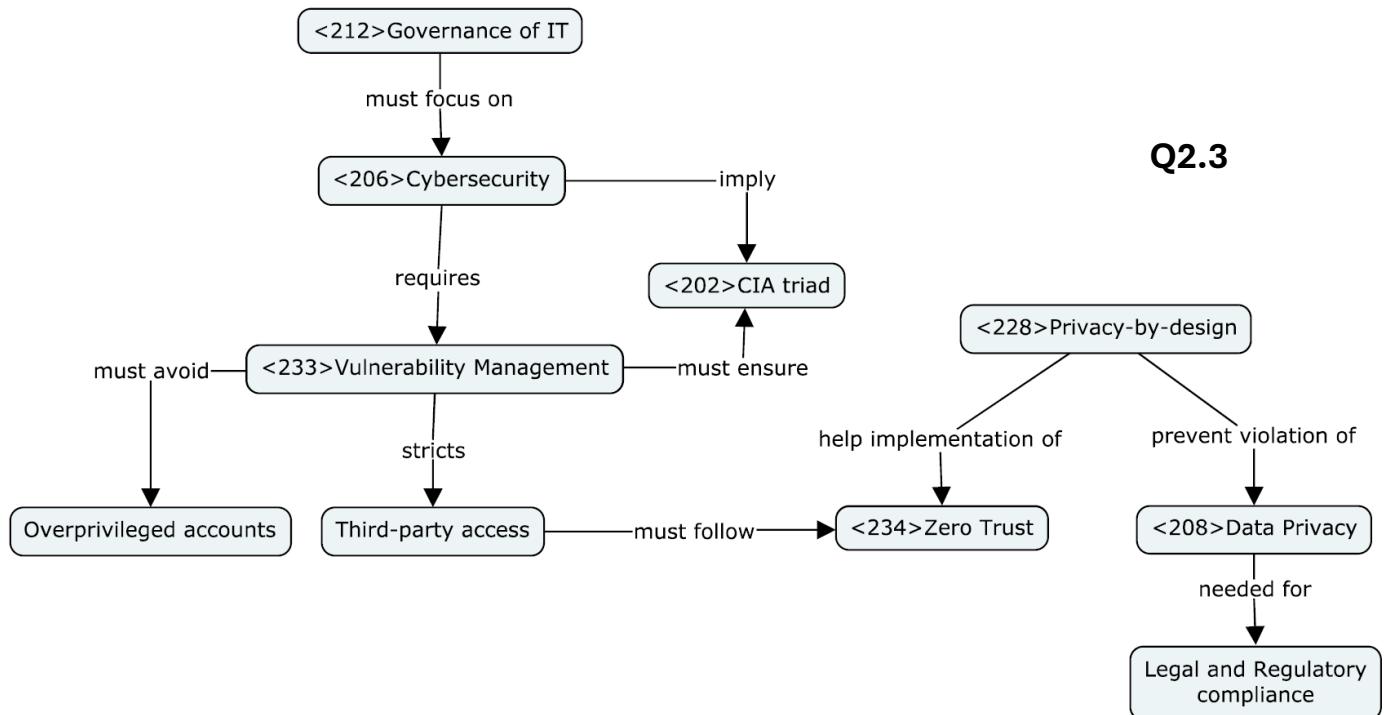
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Extra concepts needed for the story analysis

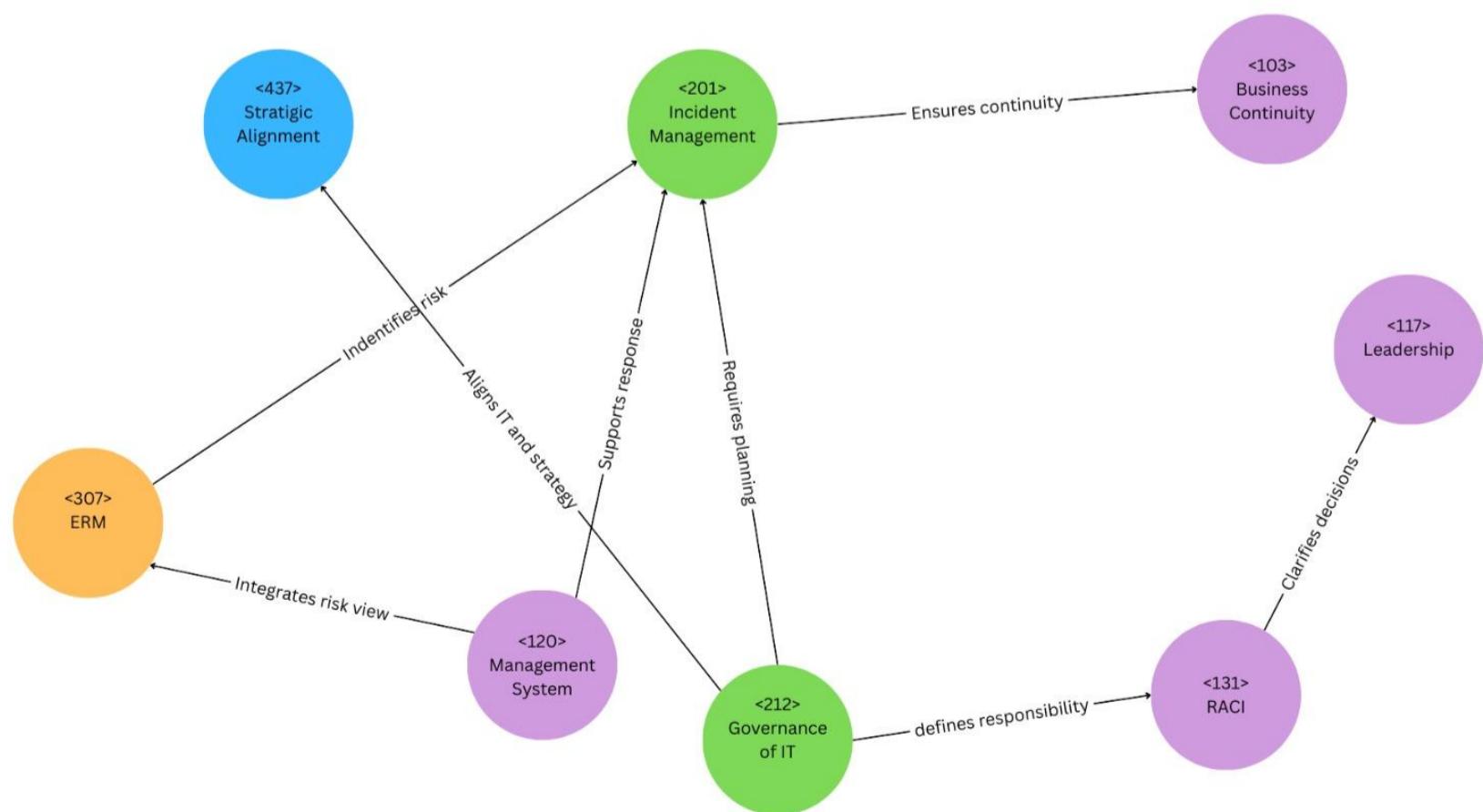
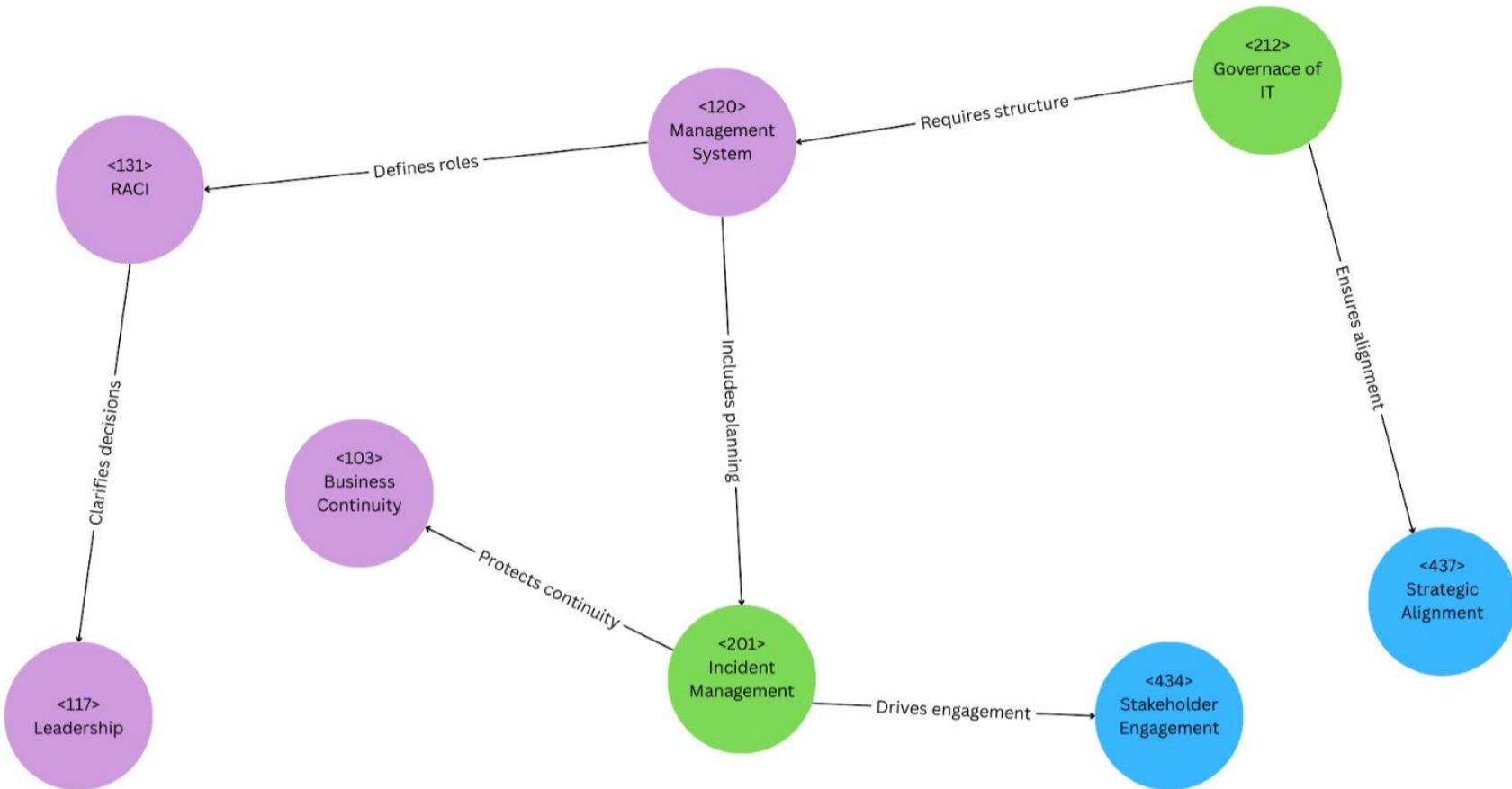
Complete IT System – A system that fully implements the CIA Triad, while complying with relevant governance frameworks, risk management protocols and operational best practices.

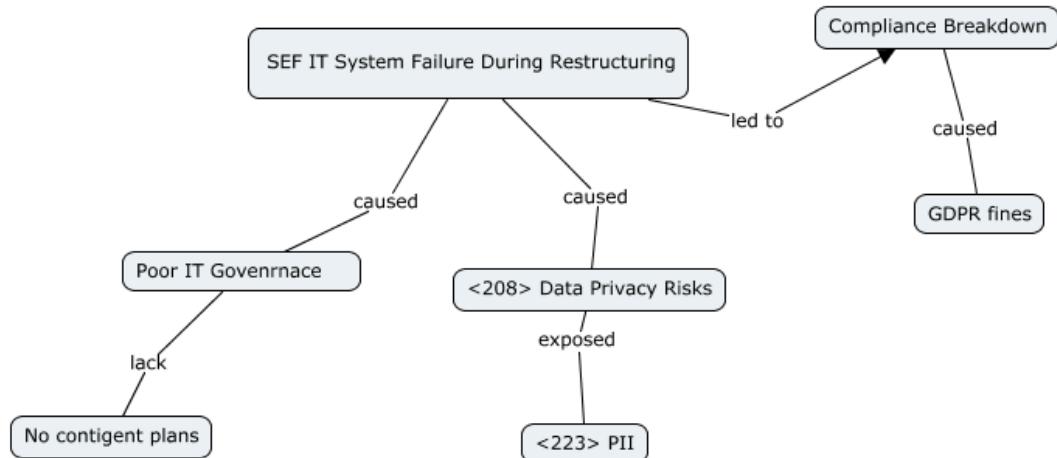
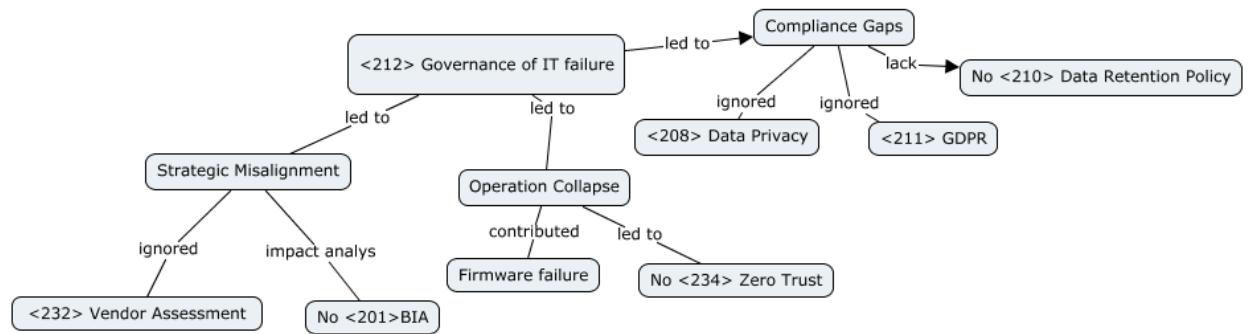


Extra concepts needed for the case analysis

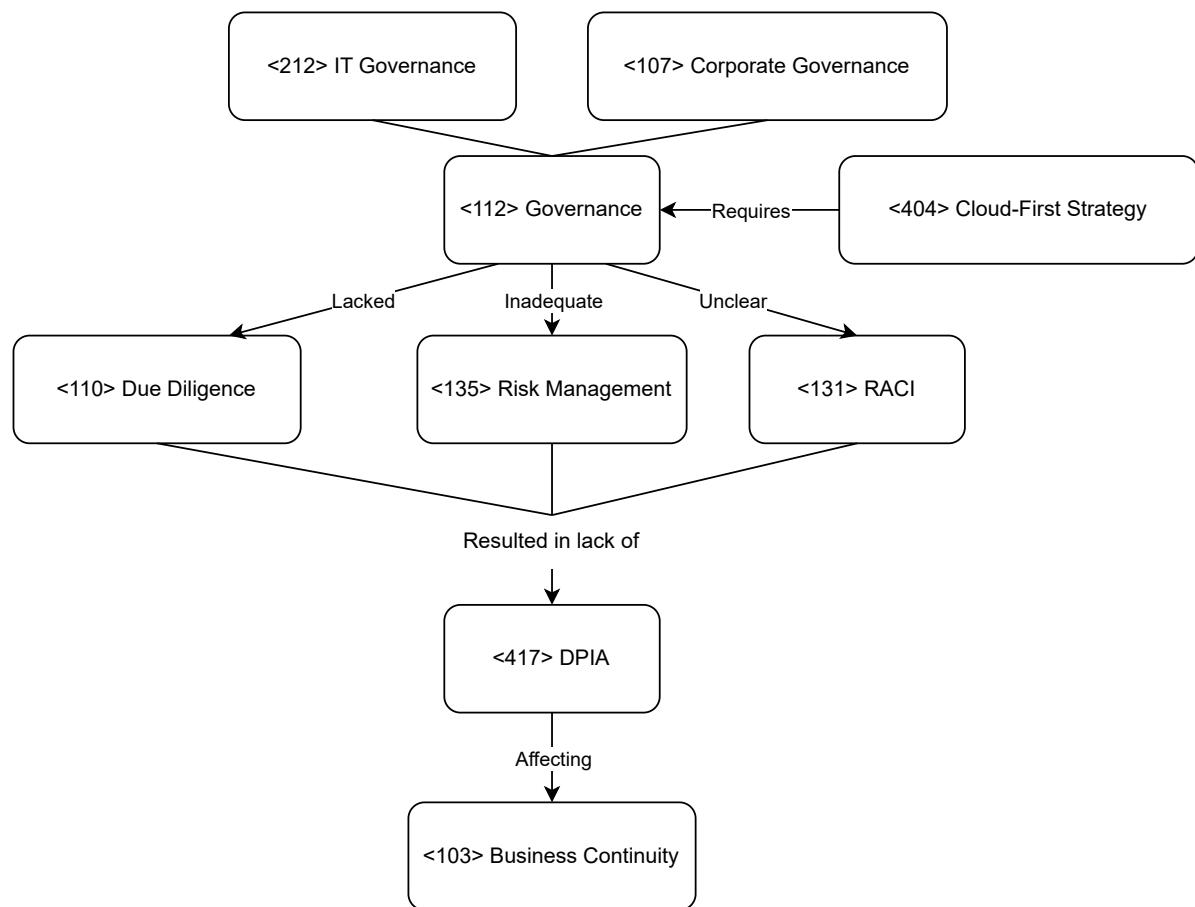
Overprivileged accounts – User or system access privileges that exceed operational requirements, violating the principle of least privilege and creating critical security risks.

Legal and Regulatory compliance – The adherence to laws, regulations and industry standards governing data protection, cybersecurity and operational practices.

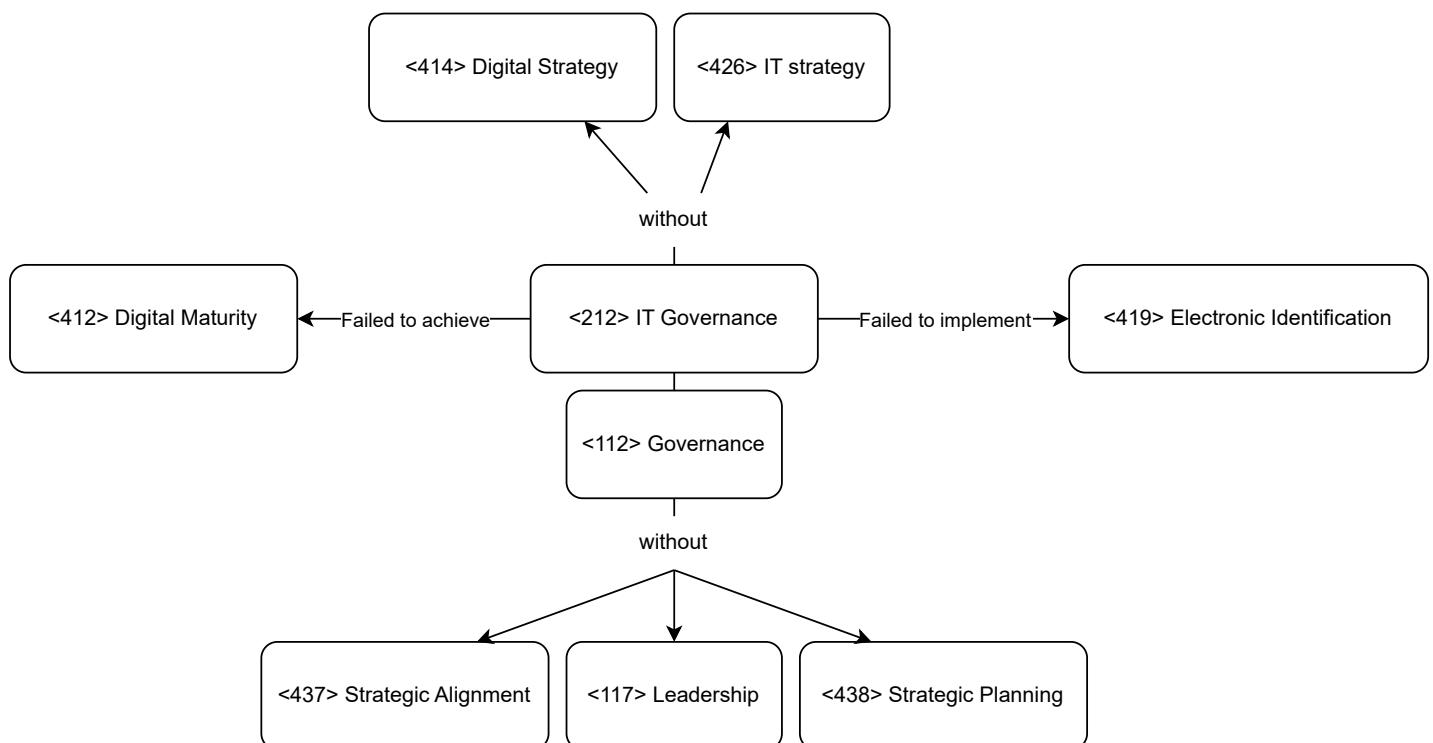




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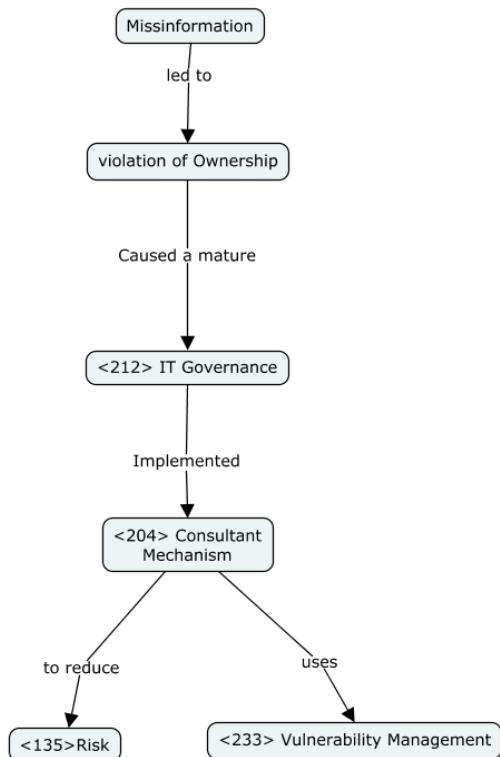


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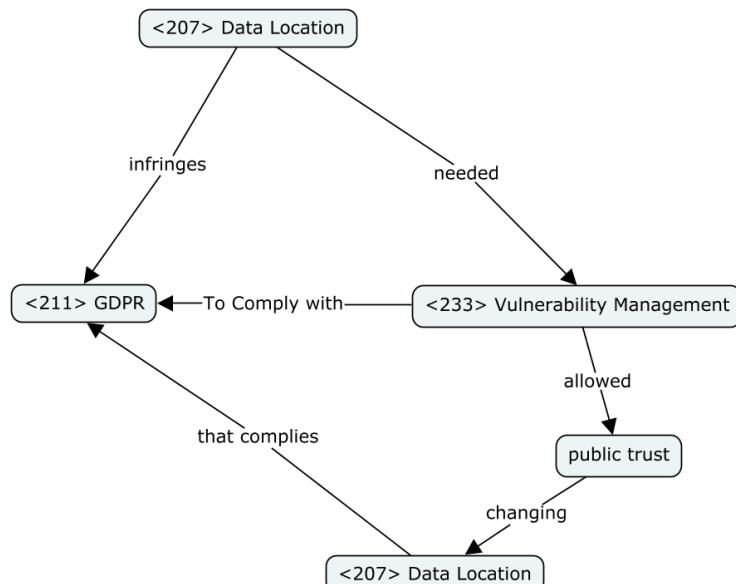


Gonçalo Andrade Santos – 102645

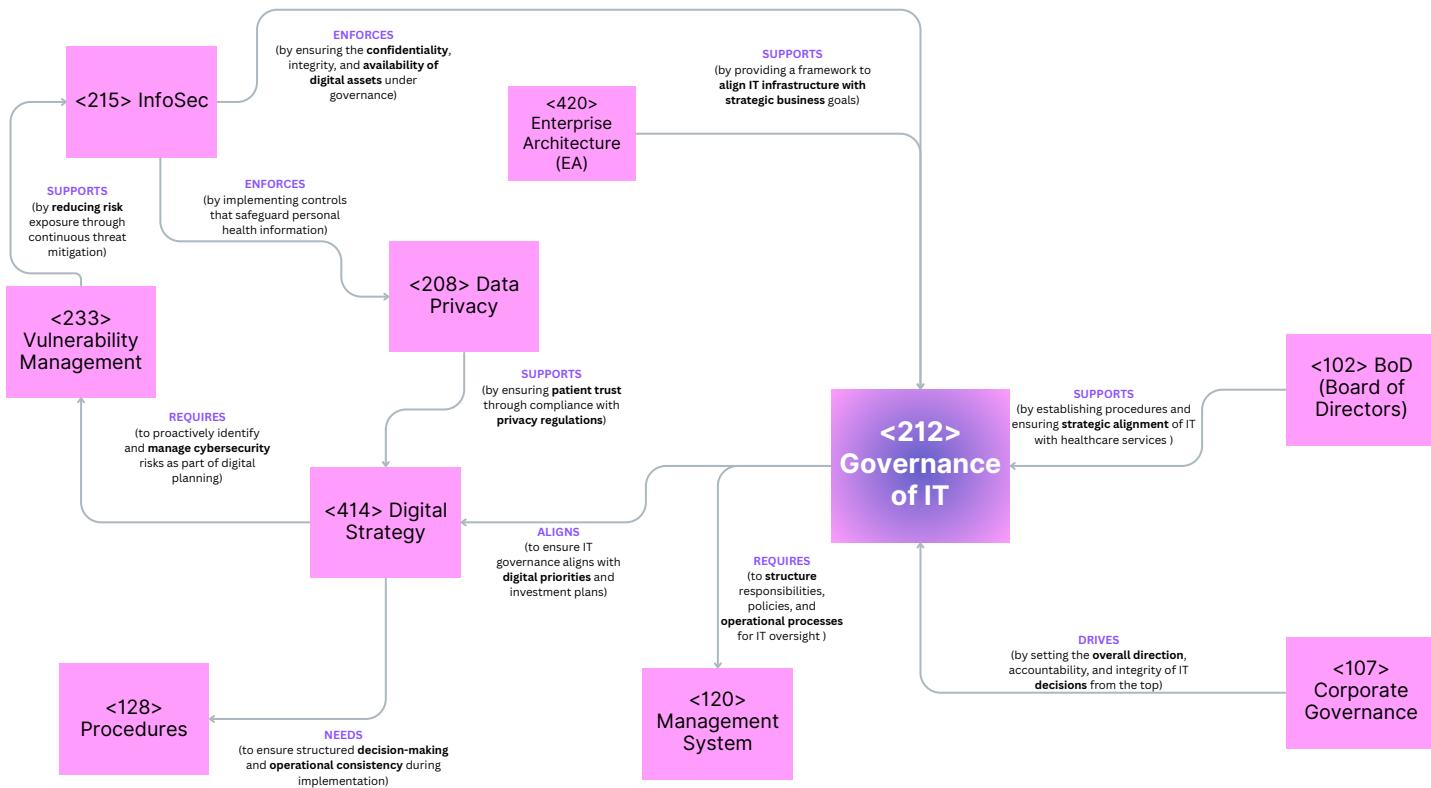
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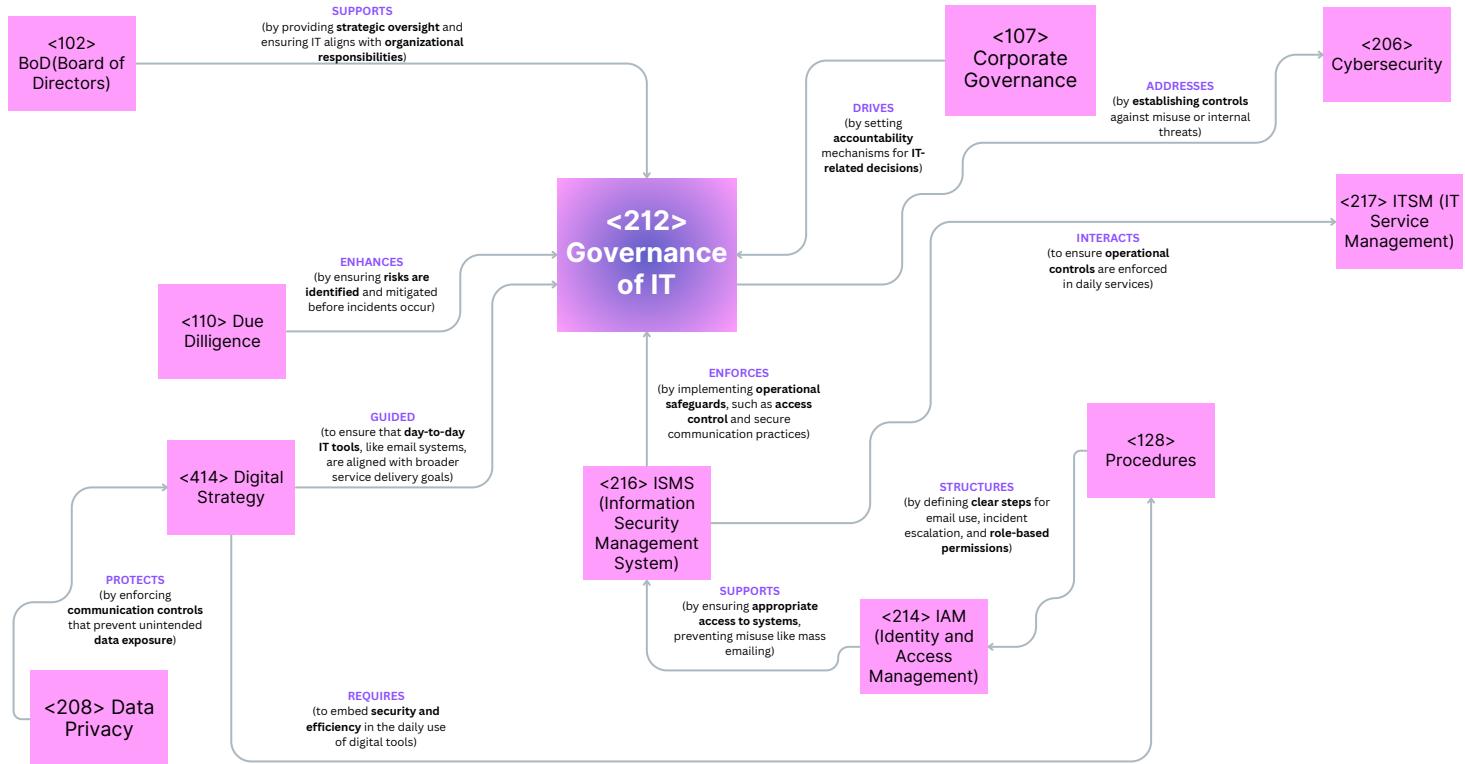
Q2.3



Q1.3: ArcoMed cloud-first



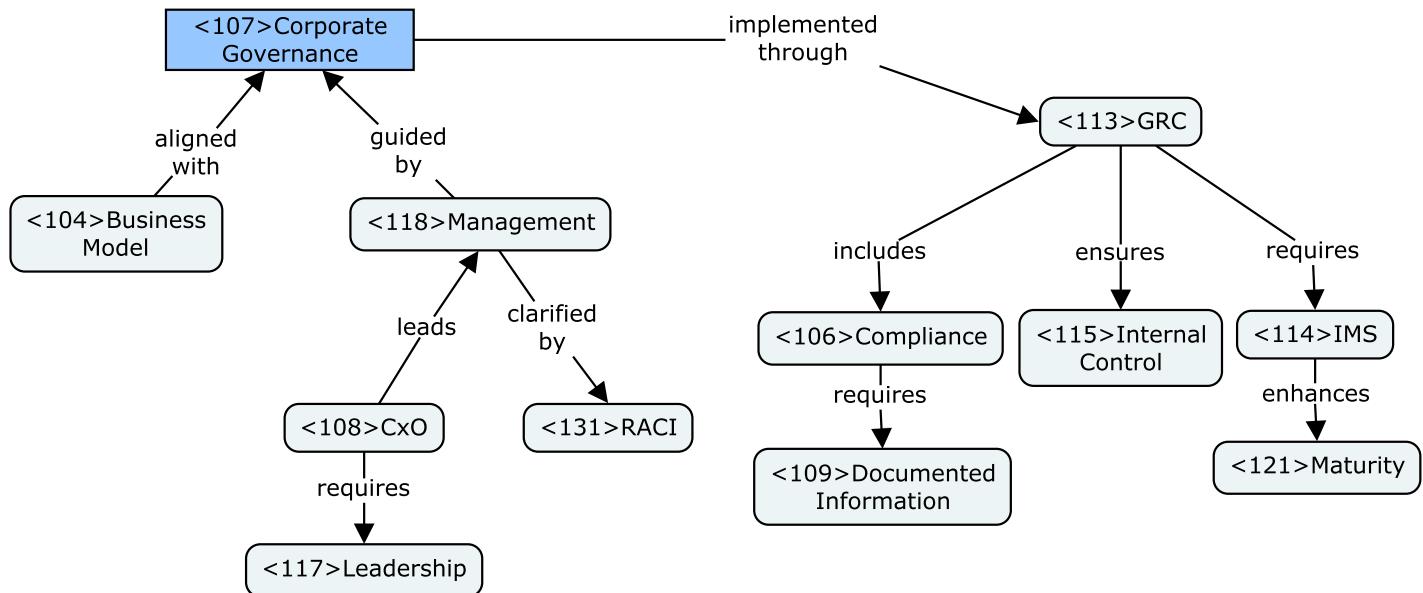
Q2.3: NHS email storm (2016)



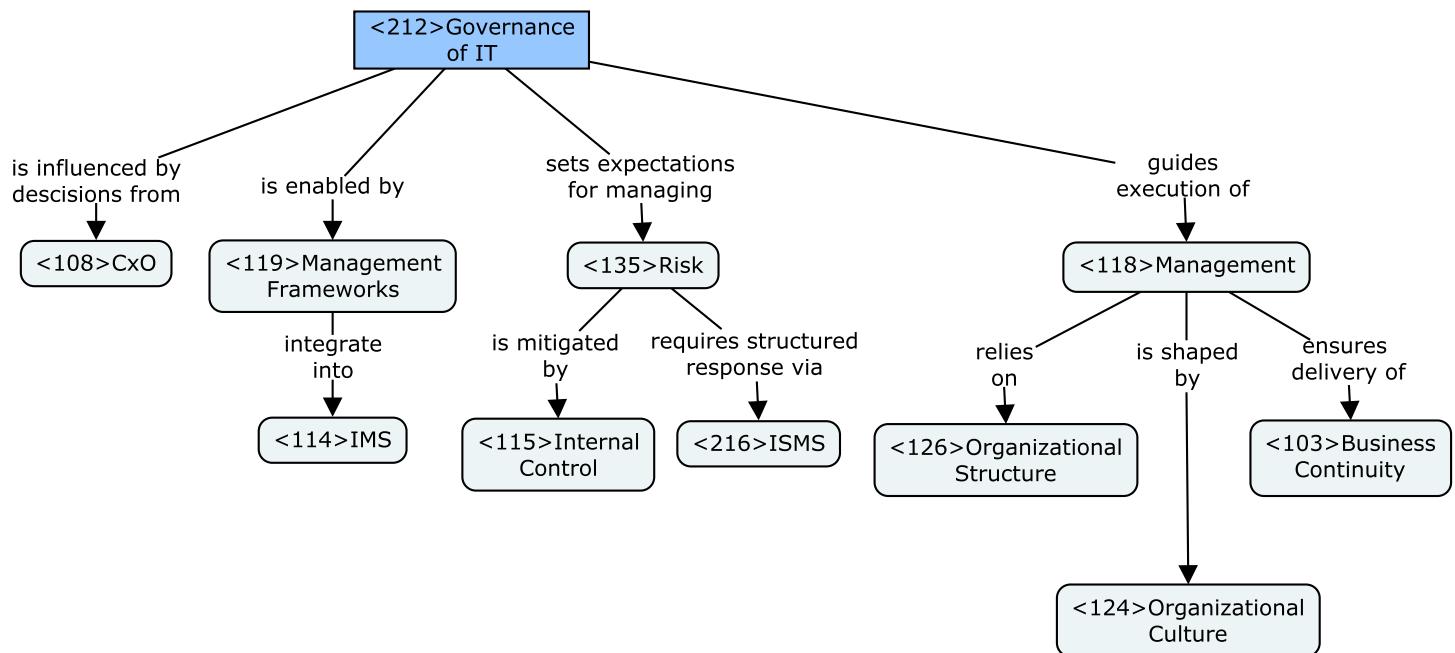
[102] **BoD (Board of Directors)** Governing Body; Top Management; person or group of people who directs and controls an organization at the highest level ; [107] **Corporate Governance** System by which an organization is directed and controlled at the highest level to achieve its objectives and meet the necessary standards of accountability, integrity and openness ; [110] **Due Diligence** Refers to the structured and proactive assessment of risks, obligations, and potential impacts before or during decision-making; [120] **Management System** Set of interrelated or interacting elements of an organization to establish policies and objectives, and processes to achieve those objectives.; [128] **Procedure** A procedure is a documented set of specific steps or actions that must be followed to carry out a particular task or process in accordance with established policies.; [206] **Cybersecurity** Preservation of confidentiality, integrity and availability of information in cyberspace. It includes technologies, practices and policies to prevent or respond to cyber threats .; [208] **Data Privacy** The right of individuals to control how their personal information is collected and used. ; [212] **Governance of IT** Information Technology - system by which the current and future use of IT is directed and controlled. ; [214] **IAM** Identity and Access Management: security and business discipline that includes multiple technologies and business processes to help the right people or machines to access the right assets at the right time for the right reasons, while keeping unauthorized access and fraud at bay; [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; [216] **ISMS** Information Security Management System is a set of processes to manage information security risks, including incident detection, response, and learning.; [217] **ITSM** IT Service Management involves practices and standards for managing IT services throughout their lifecycle, aiming at value delivery to stakeholders.; [233] **Vulnerability Management** A continuous process of identifying, classifying, prioritising, and remediating security vulnerabilities in systems. ; [414] **Digital Strategy** A plan that outlines how an organisation will use digital technologies to achieve its business goals. Reference: <https://www.bcg.com/publications/2020/digital-strategy-roadmap-for-digital-transformation> ; [420] **Enterprise Architecture (EA)** A conceptual blueprint that defines the structure and operation of an organisation through its IT and business alignment.

SGSI E2 – Eduardo Guerra ist1102681

Q1.3 - Concept Map of Story “ArcoMed cloud migration”



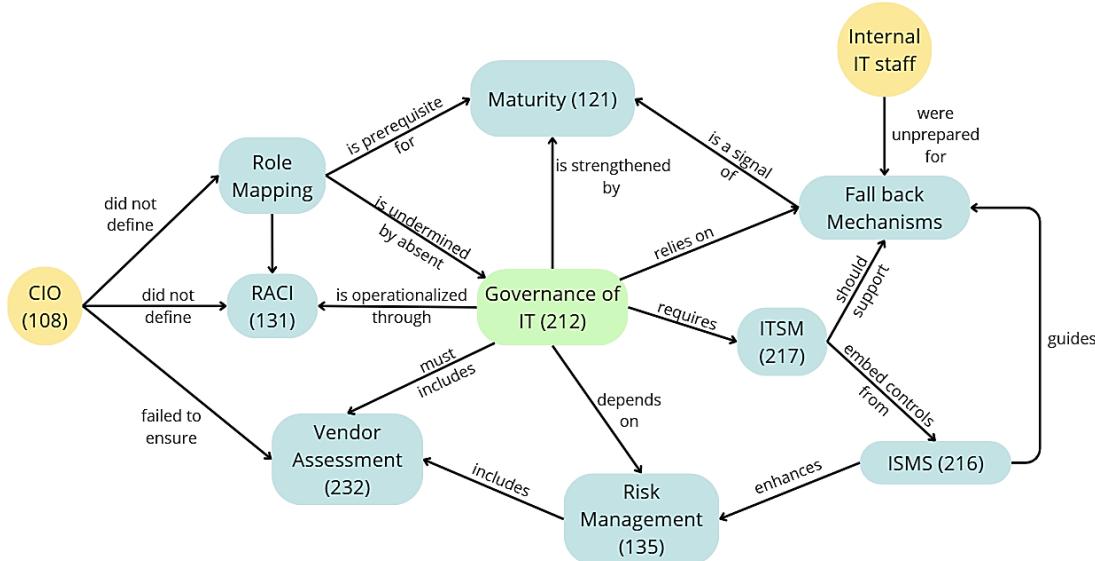
Q2.3 - Concept Map of Case “Maersk and the Quiet Catastrophe”



Essay 2: Governance of IT and IT Management

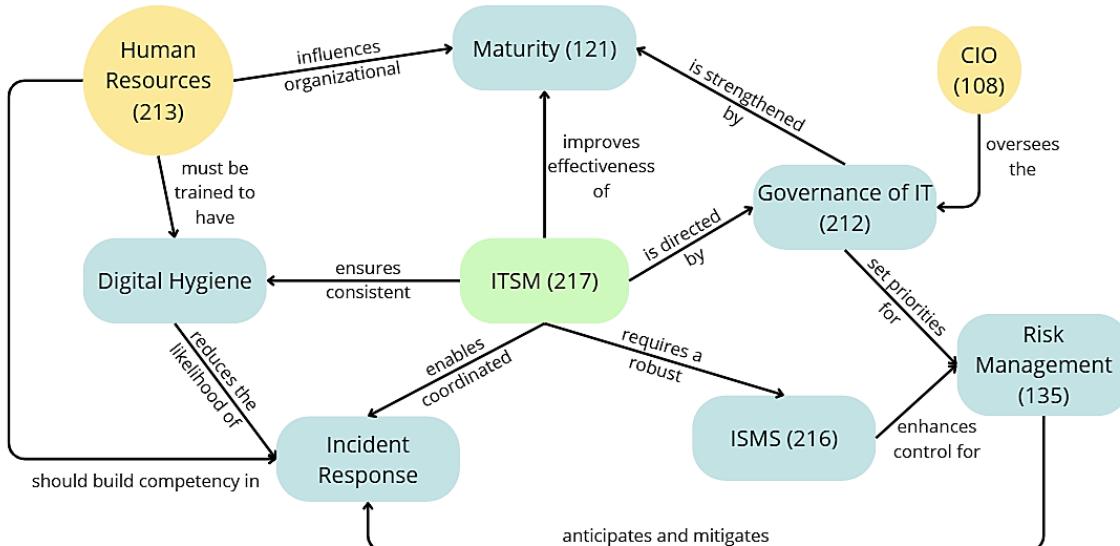
Student: Diogo Beirão Oneto (102690)

Q1.3.

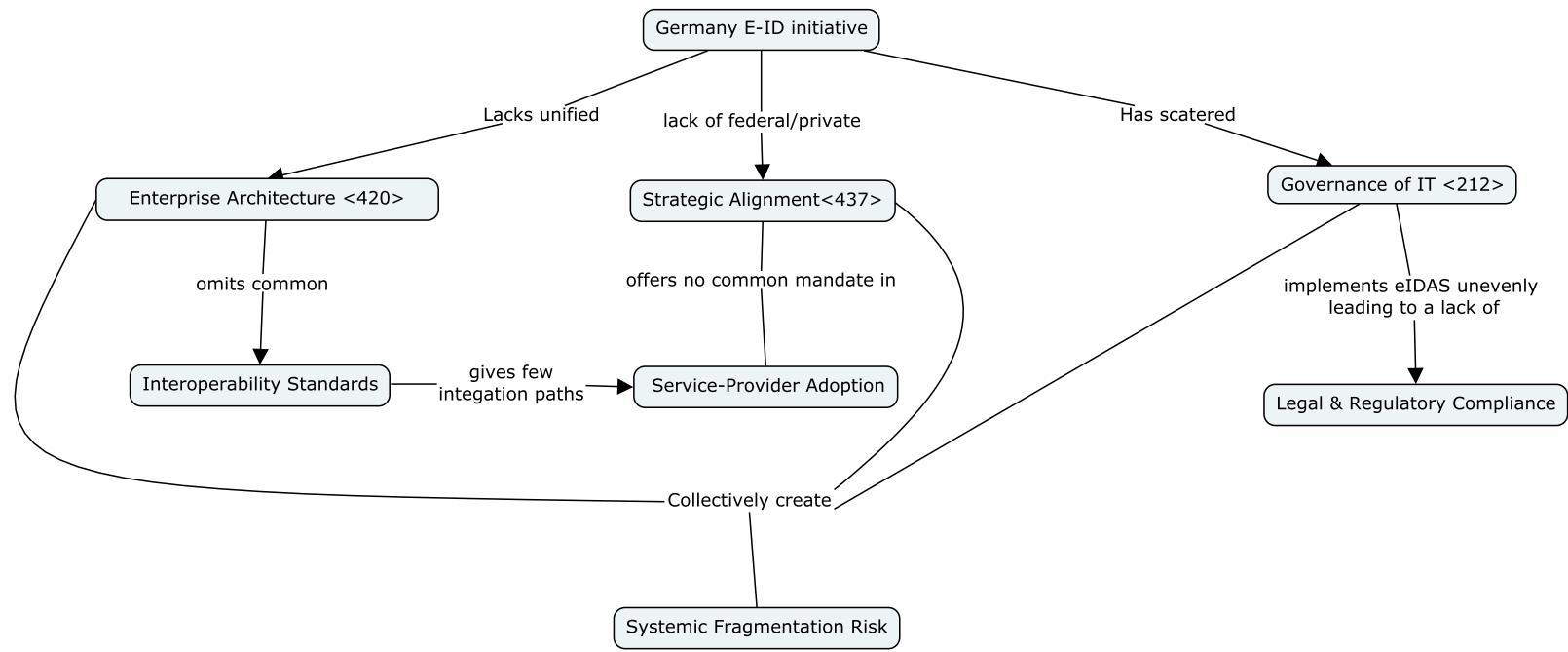
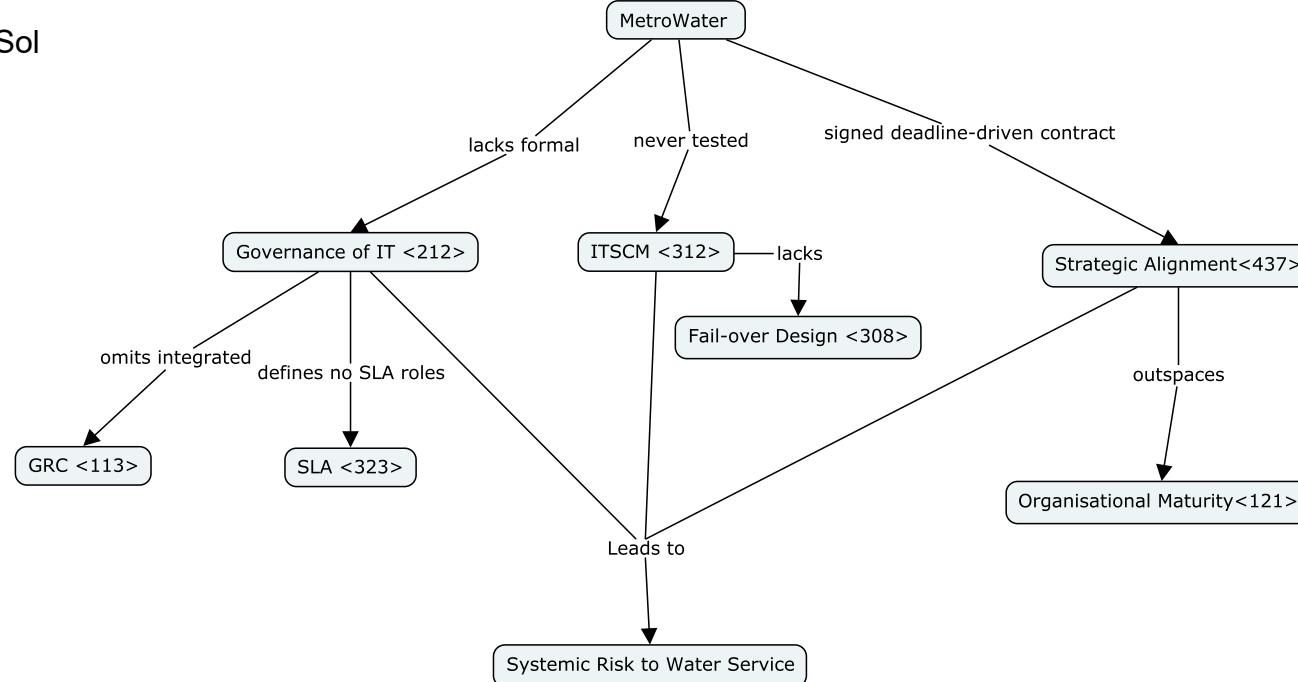


- **Fallback mechanisms:** Predefined procedures or systems that ensure continuity of service when primary systems fail, such as backup servers, manual workflows, or alternate communication channels.
- **Role Mapping:** The process of clearly defining who is responsible for what within an organization, often using frameworks like RACI to assign accountability.

Q2.3.



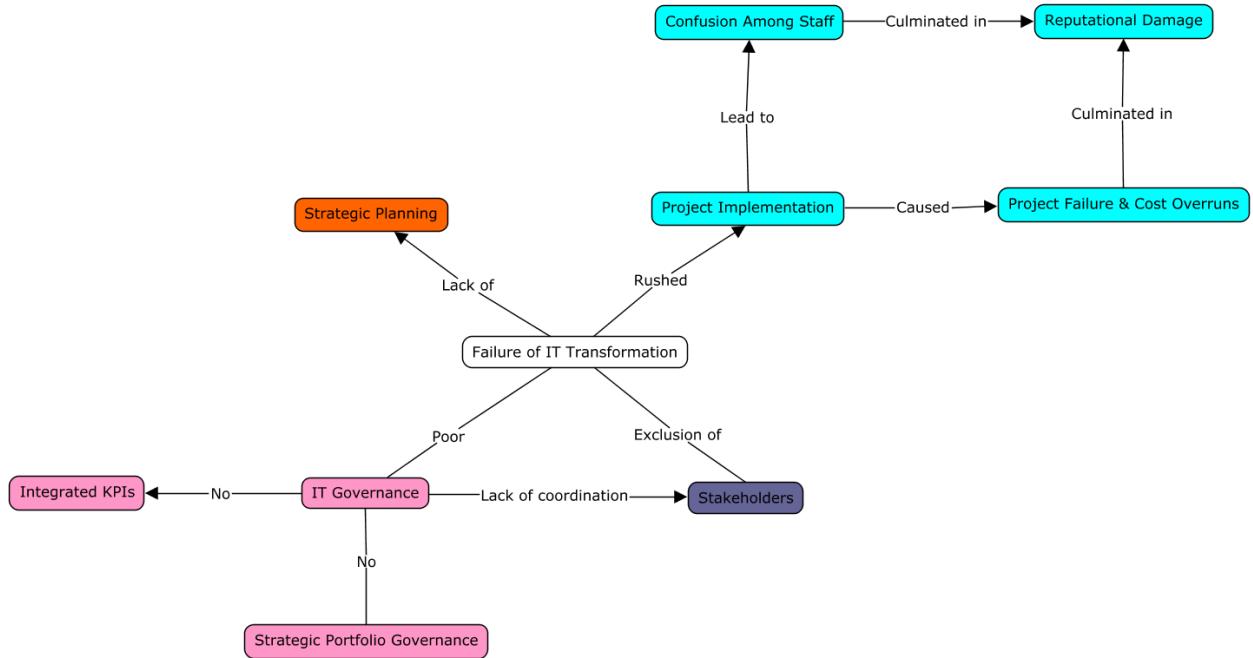
- **Digital Hygiene:** Practices and policies that ensure secure and responsible use of digital tools.
- **Incident Response:** The structured approach to detecting, managing, and recovering from IT incidents, especially disruptions or security breaches.



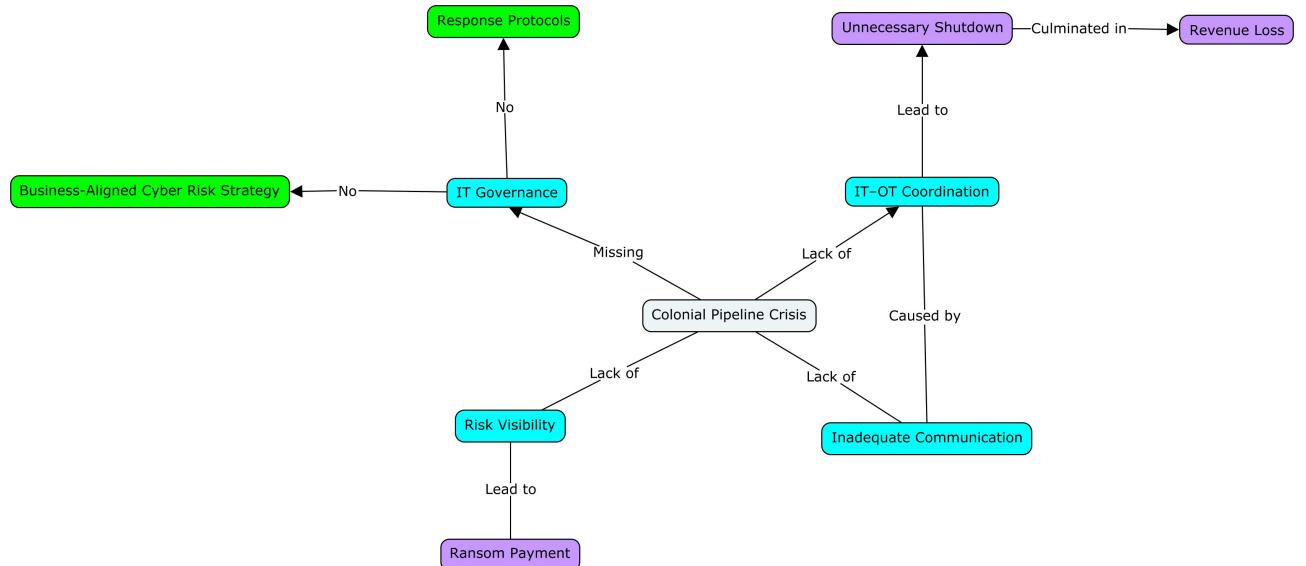
João Rodrigues Ribeiro (102715)

joao.r.ribeiro@tecnico.ulisboa.pt

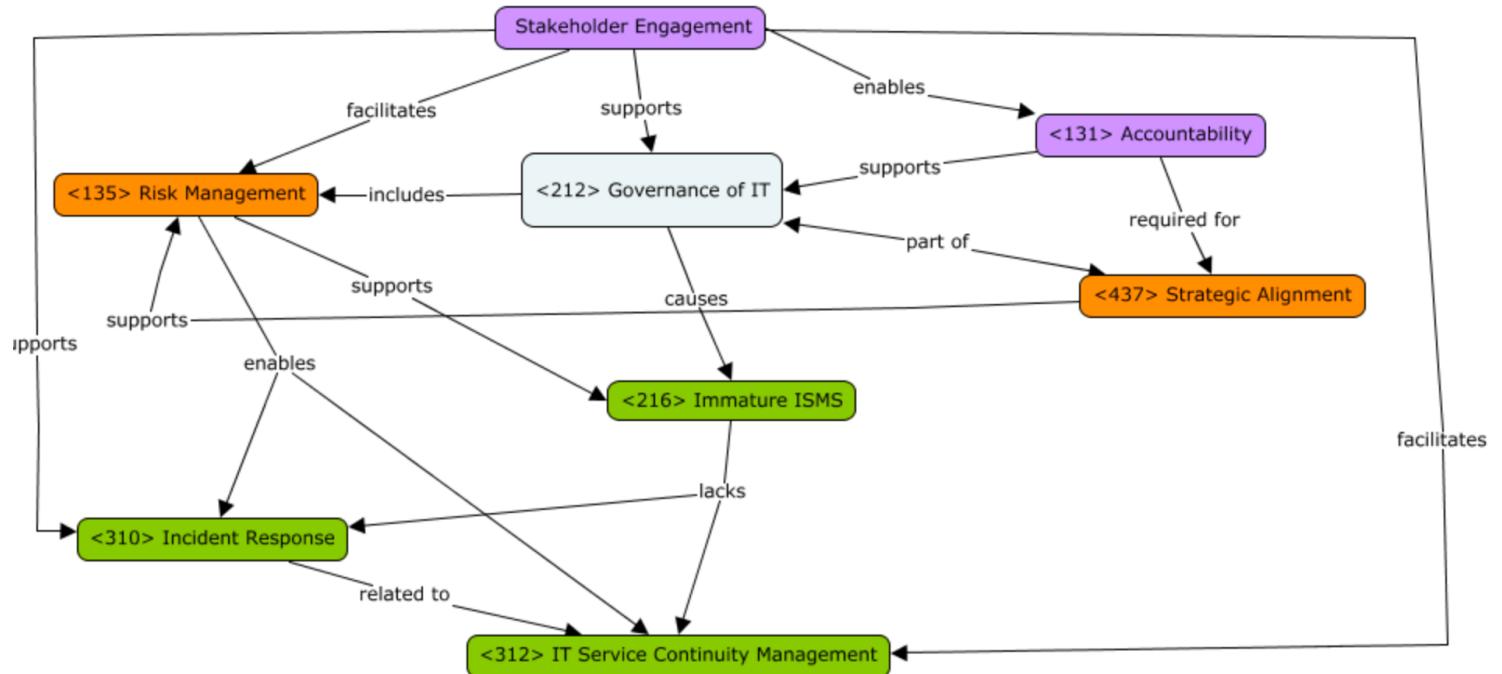
1 Q1.3



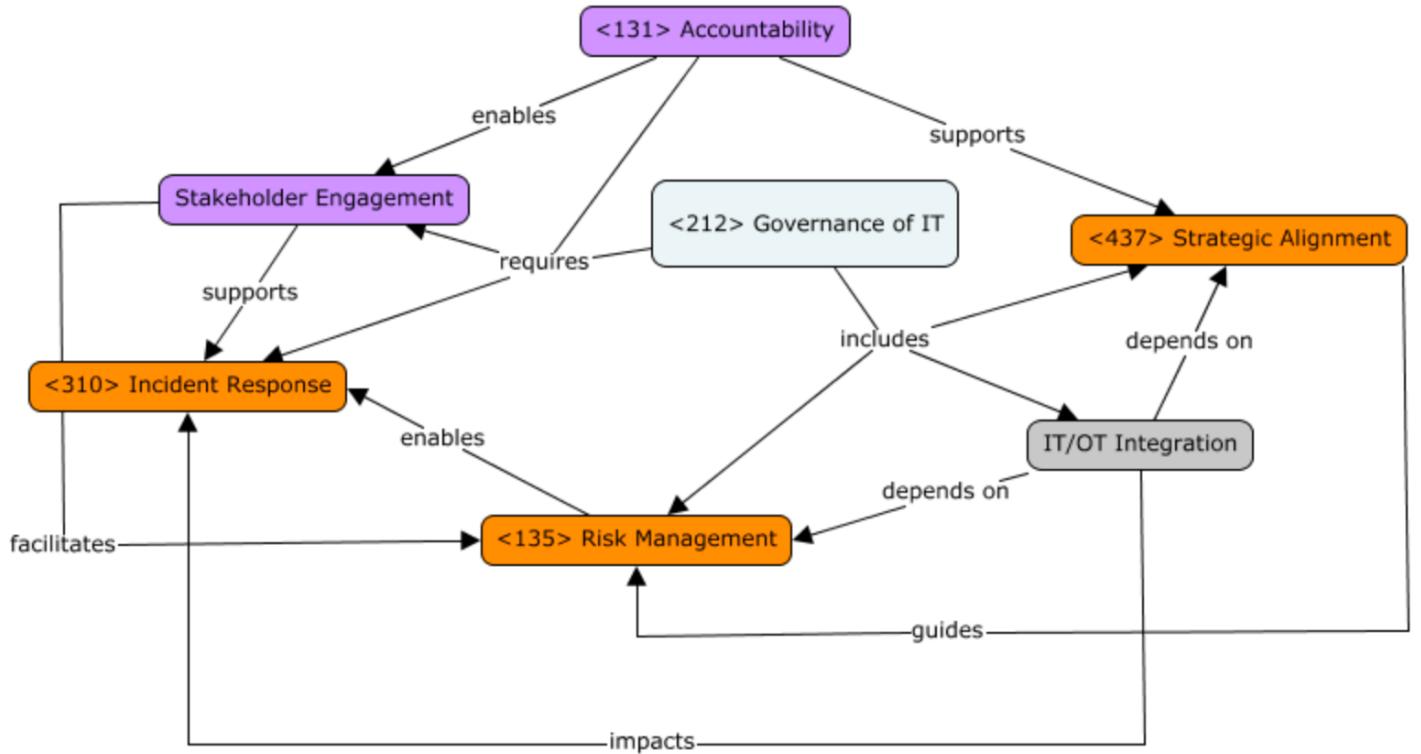
2 Q2.3



Q1.3

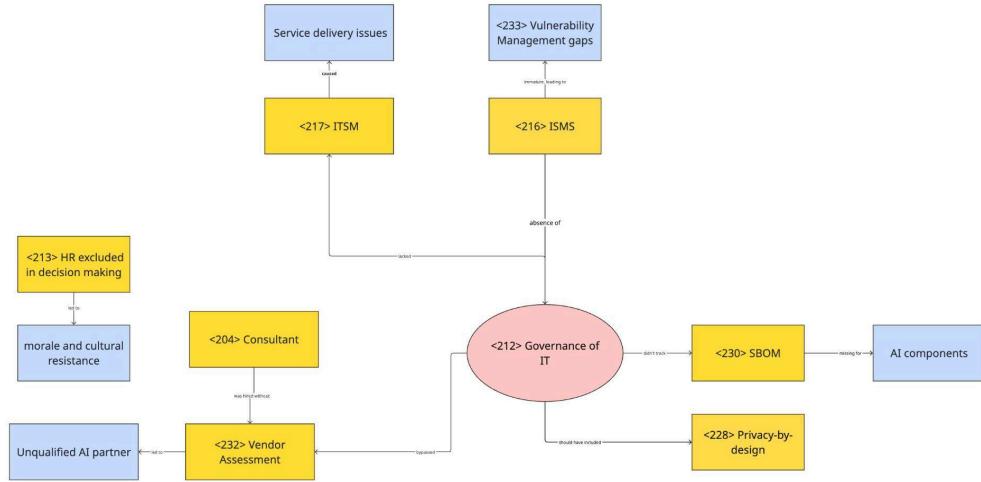


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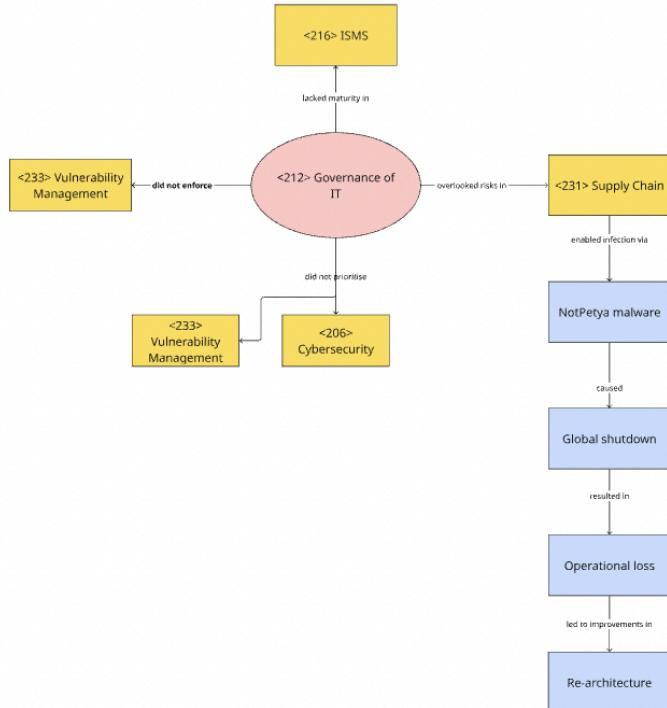


Margarida Almeida
lst1102769

Q1.3



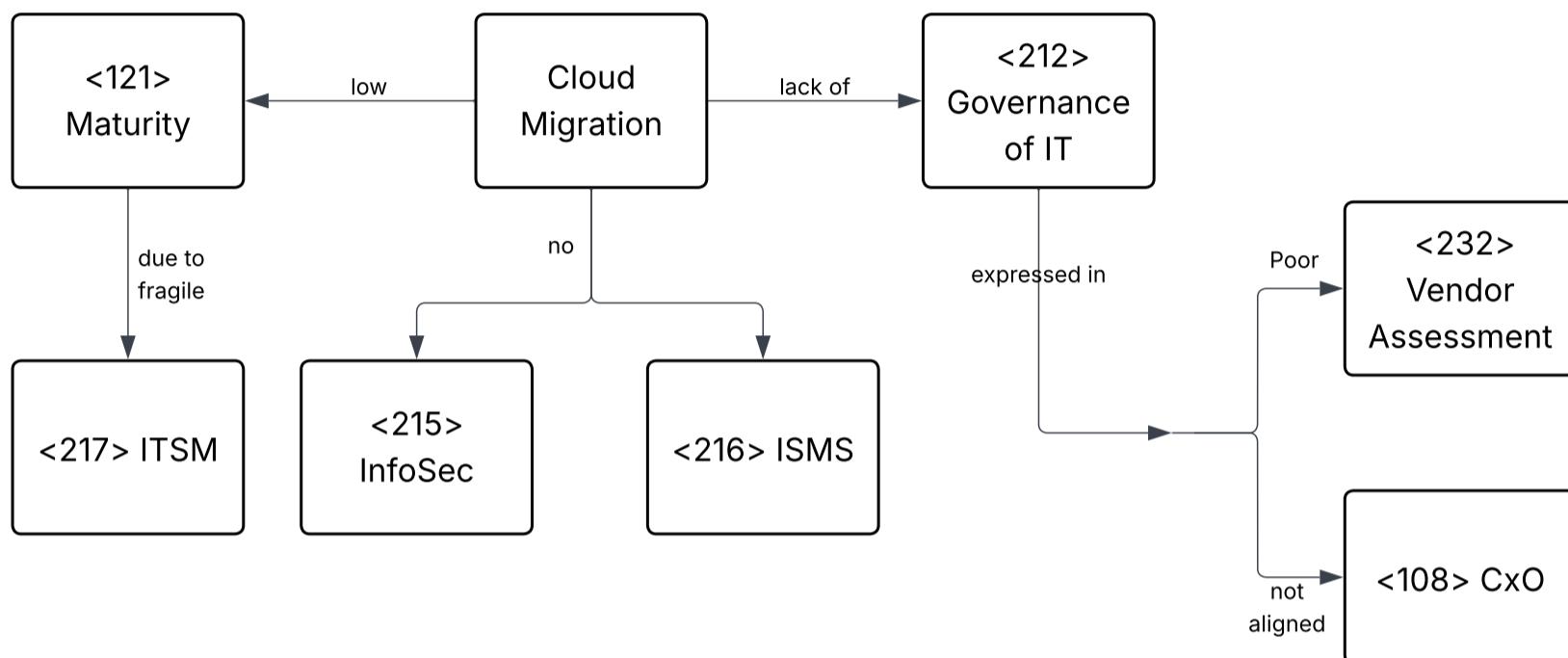
Q2.3



Student Number: 102779

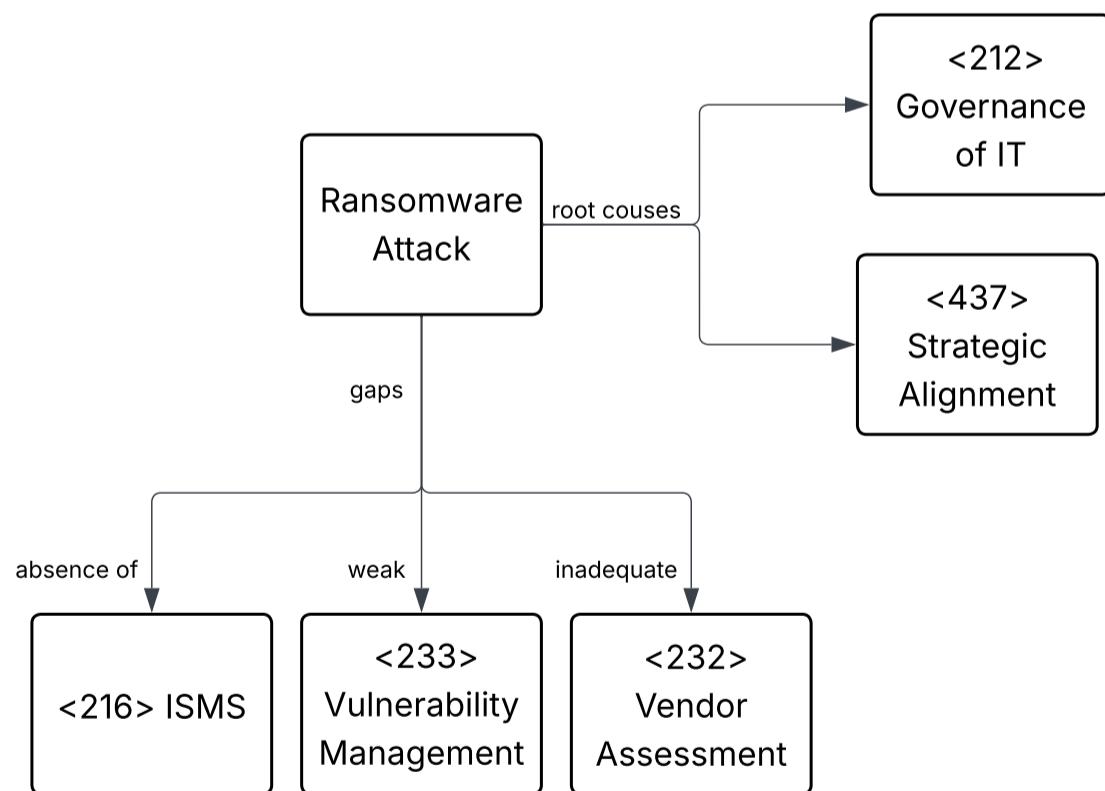
Q1.3 - ArcoMed Cloud Migration

Glossary Coverage: <108>, <121>, <212>, <215>, <216>, <217>, <232>.



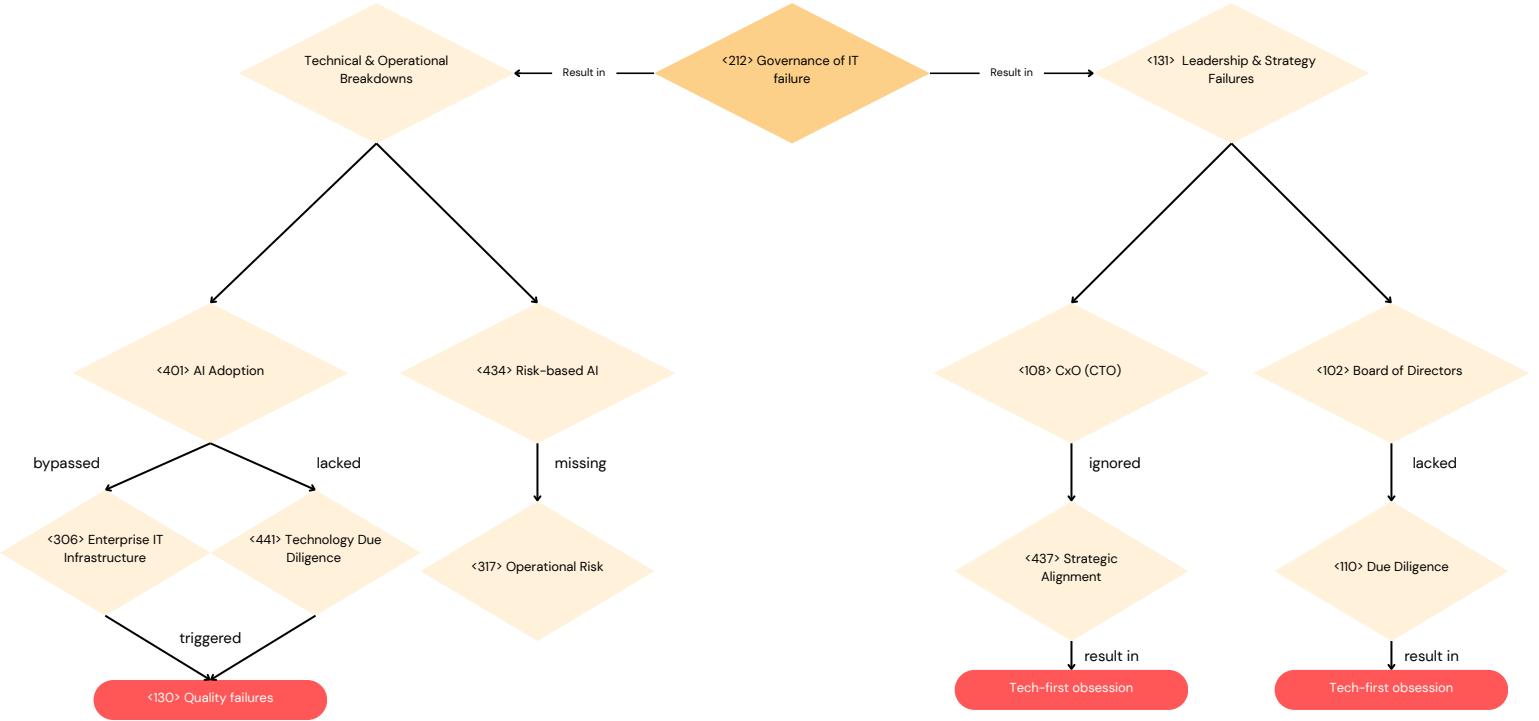
Q2.3 - Colonial Pipeline and the Long Weekend (2021)

Glossary Coverage: <112>, <306>, <444>, <103>.

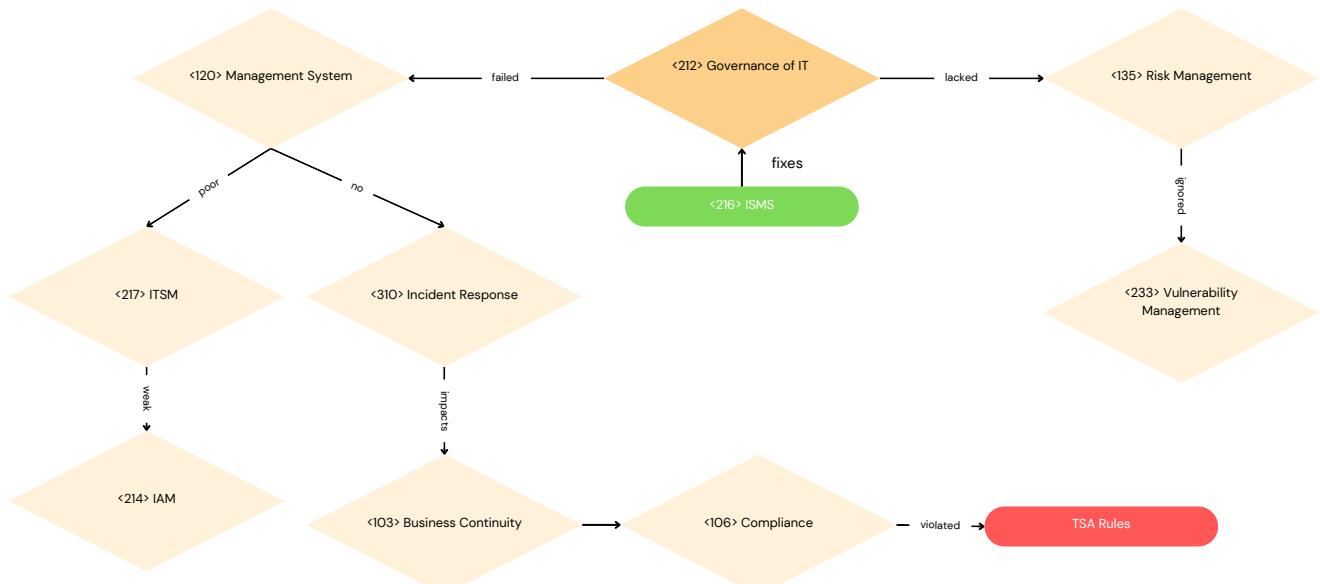


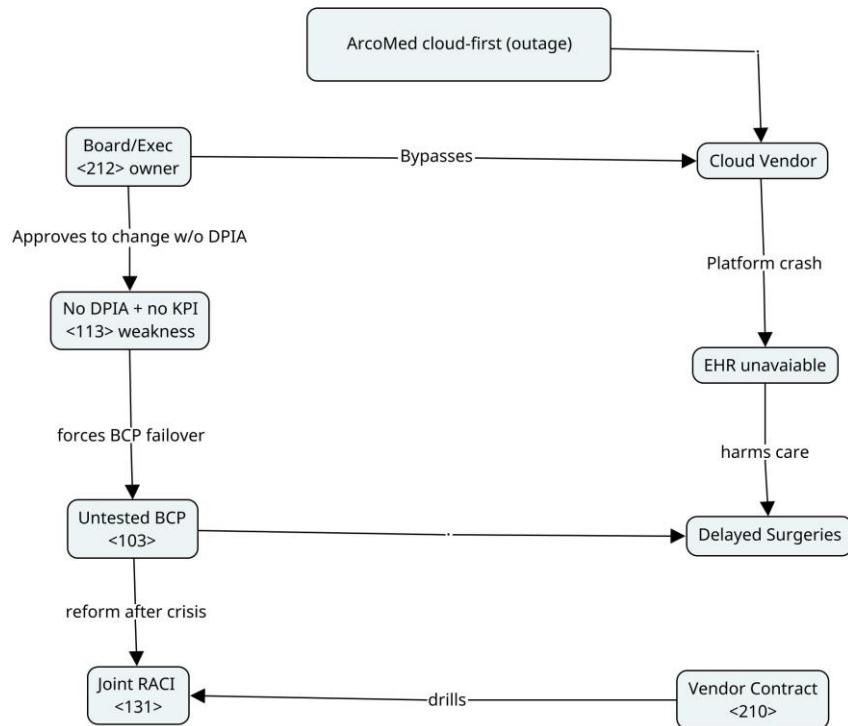
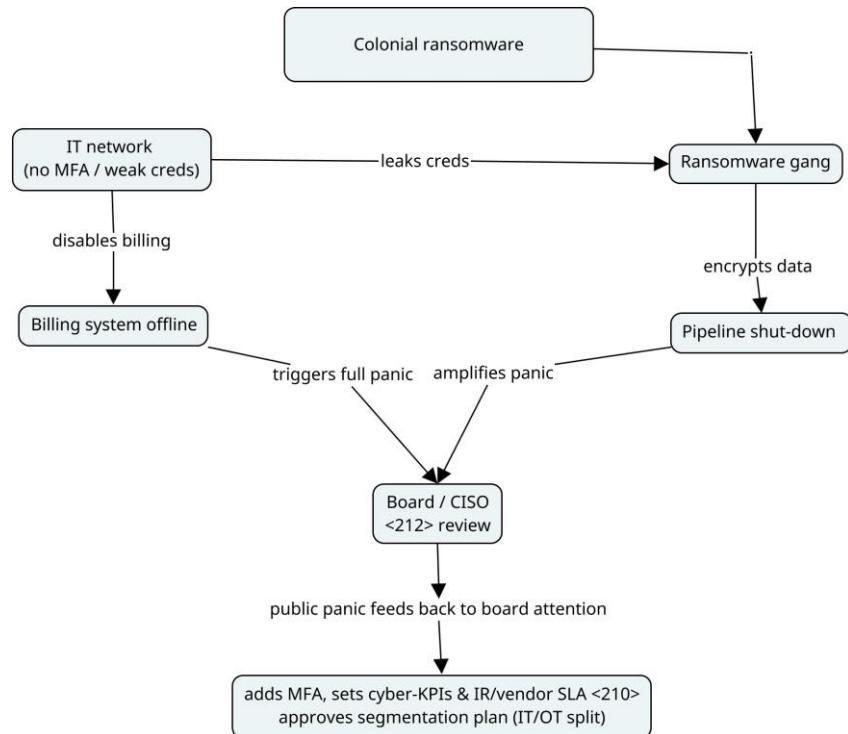
Theme: Organizations, Governance, and Management

Q1.3:Relate to VisioRetail AI Transformation Collapse

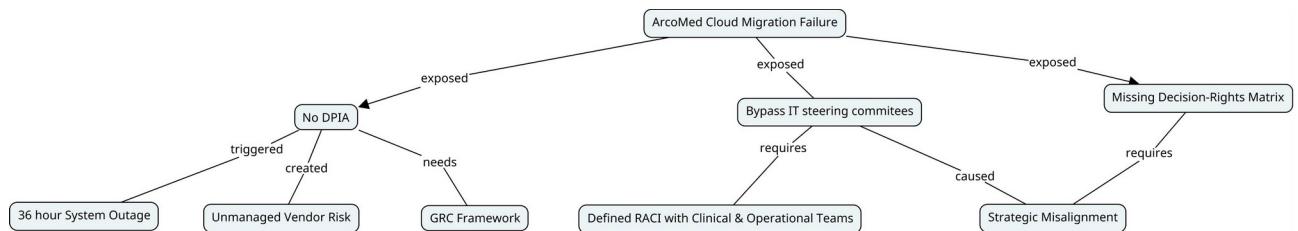


Q1.3:Relate to Colonial Pipeline and the Long Weekend

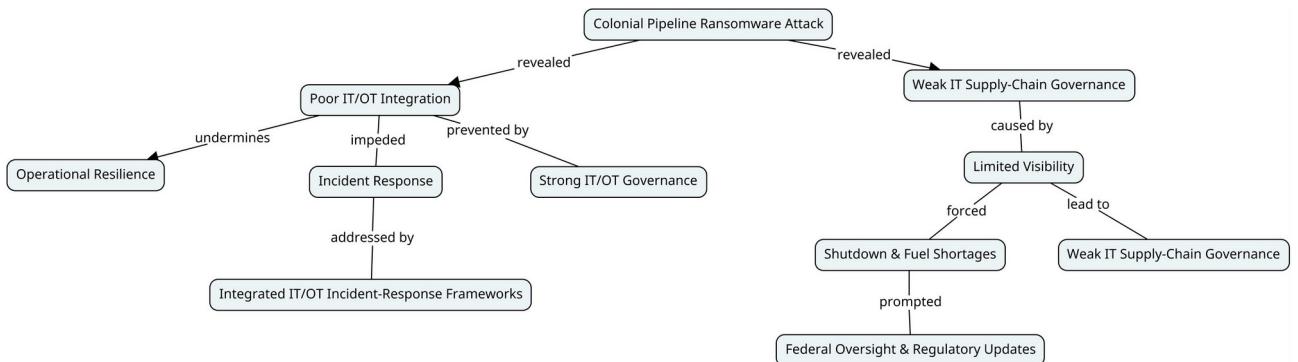


Q1.3 - Concept MAP**Q2.3 - Concept MAP**

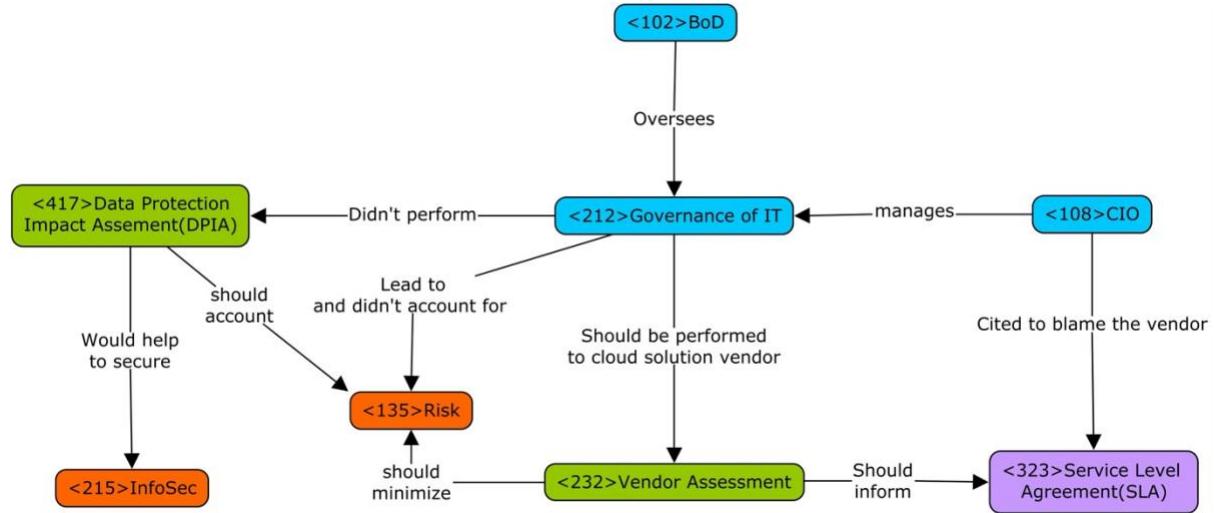
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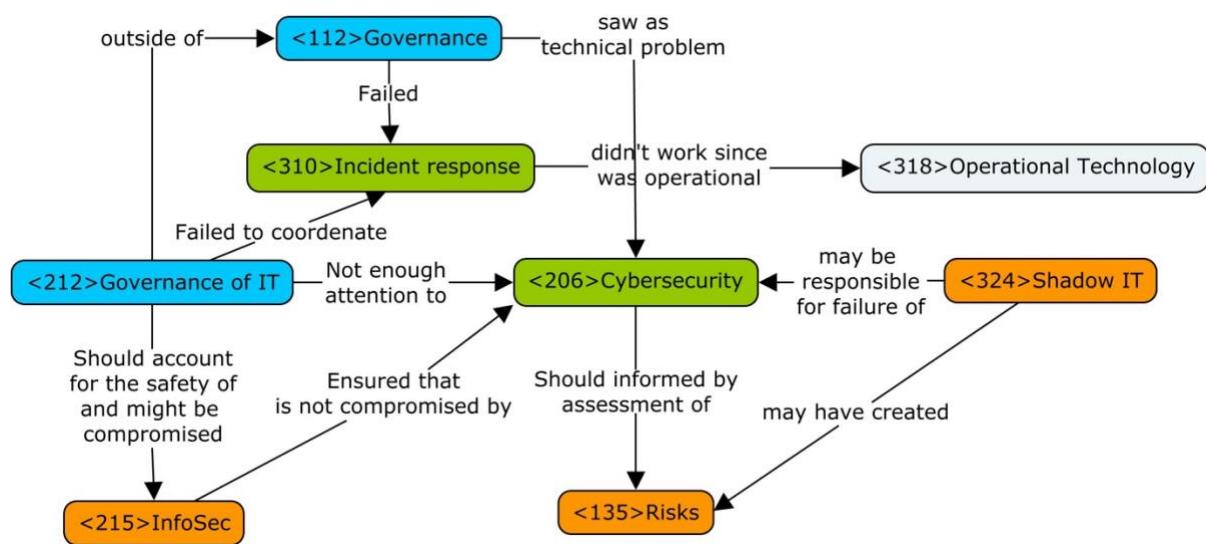
Q2.3



Q1.3. Concept map - Story: ArcoMed cloud-first



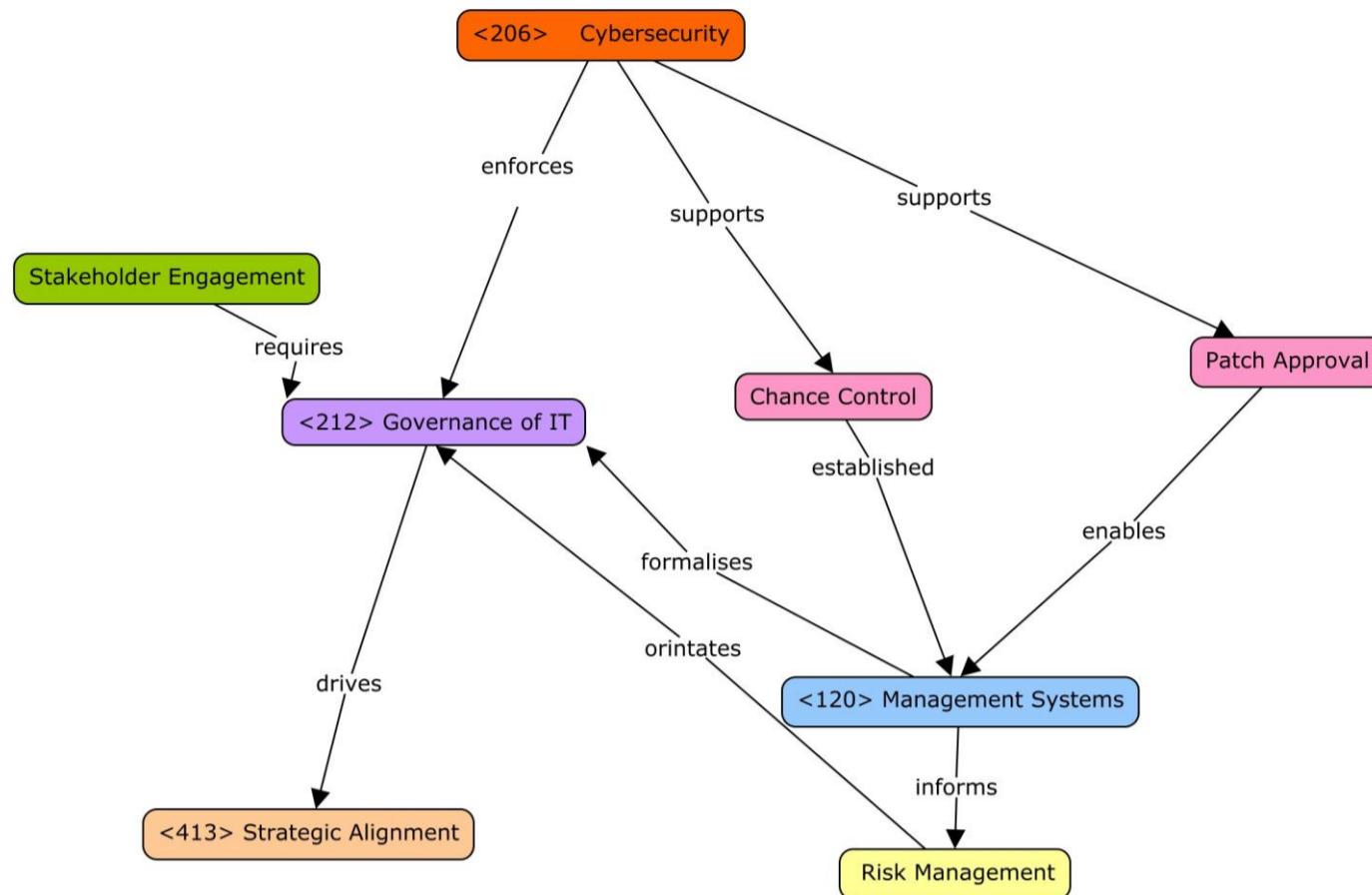
Q2.3. Concept map – Case 2: Colonial Pipeline and the Long Weekend (2021)



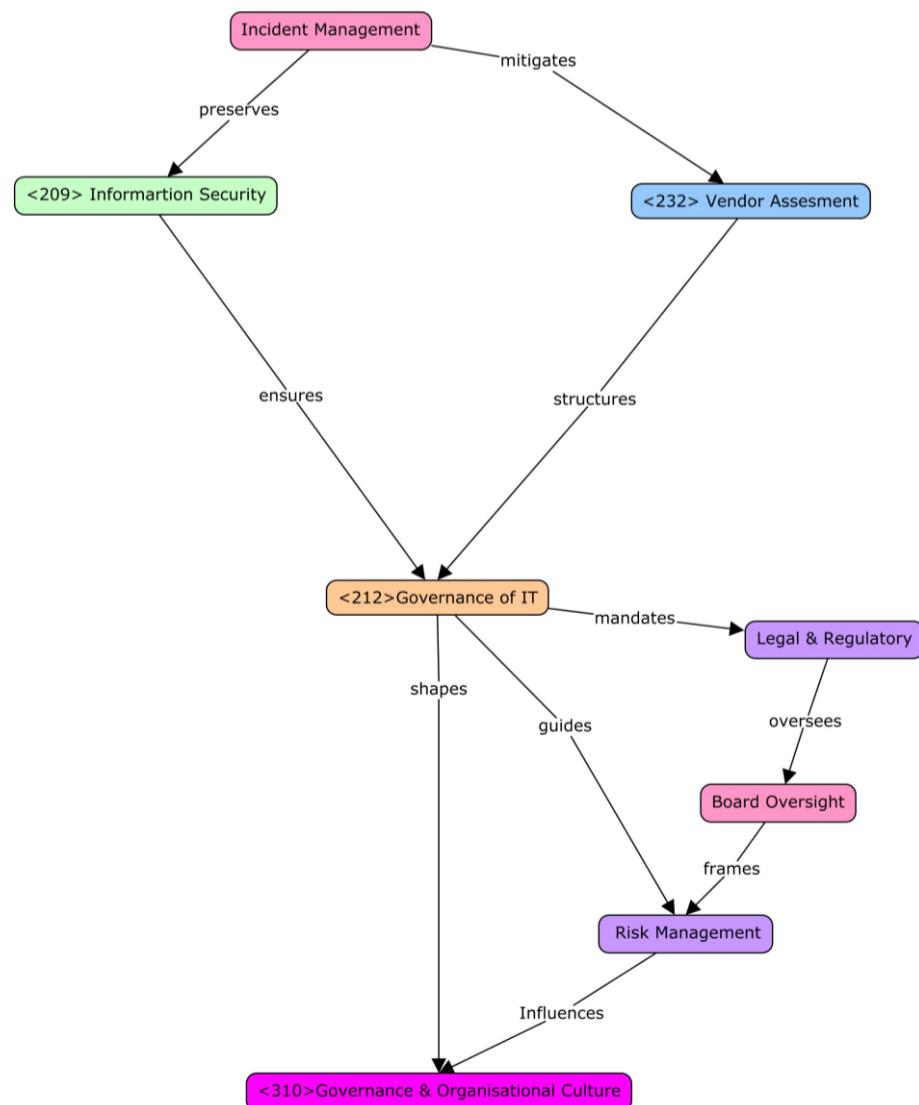
Name: Filipa Araújo

Number: 102878

Concept map for Q1.3



Concept map for Q2.3



Concepts not present in the glossary:

1. Stakeholder Engagement

Ongoing identification and two-way communication with individuals or groups who affect or are affected by IT decisions.

2. Patch Approval

Formal review and authorization process that ensures software fixes are tested and safely deployed.

3. Change Control

Structured submission, review, and sign-off procedure for all IT system modifications to minimise operational risk.

4. Risk Management

Identification, assessment, treatment and monitoring of threats to reduce their likelihood and impact.

5. Incident Management

Rapid detection, logging, prioritization and resolution of IT service disruptions to restore normal operations.

6. Board Oversight

High-level review and guidance by the board of directors to ensure IT governance aligns with strategy and compliance.

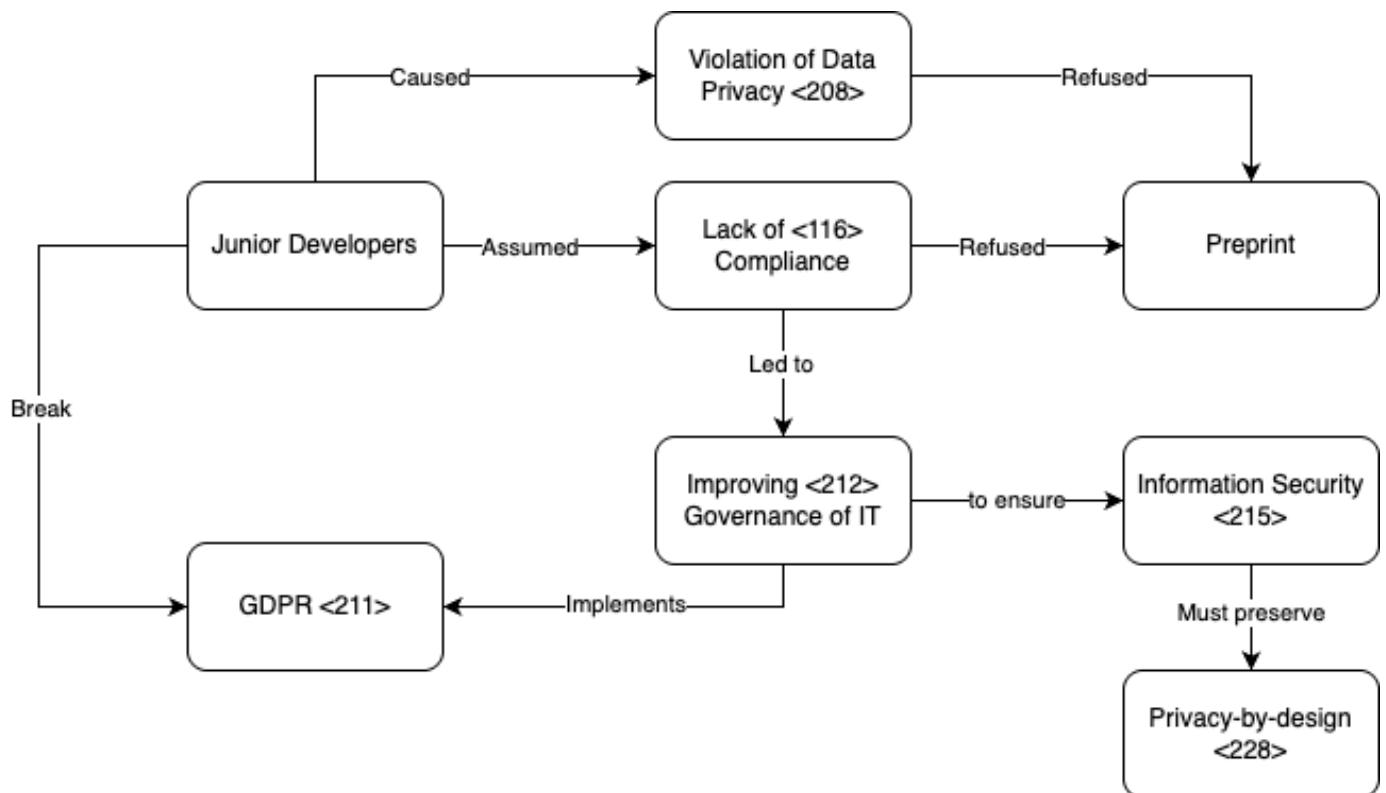
7. Legal & Regulatory Compliance

Adherence to laws, standards and industry regulations governing data protection, security and sector-specific IT requirements..

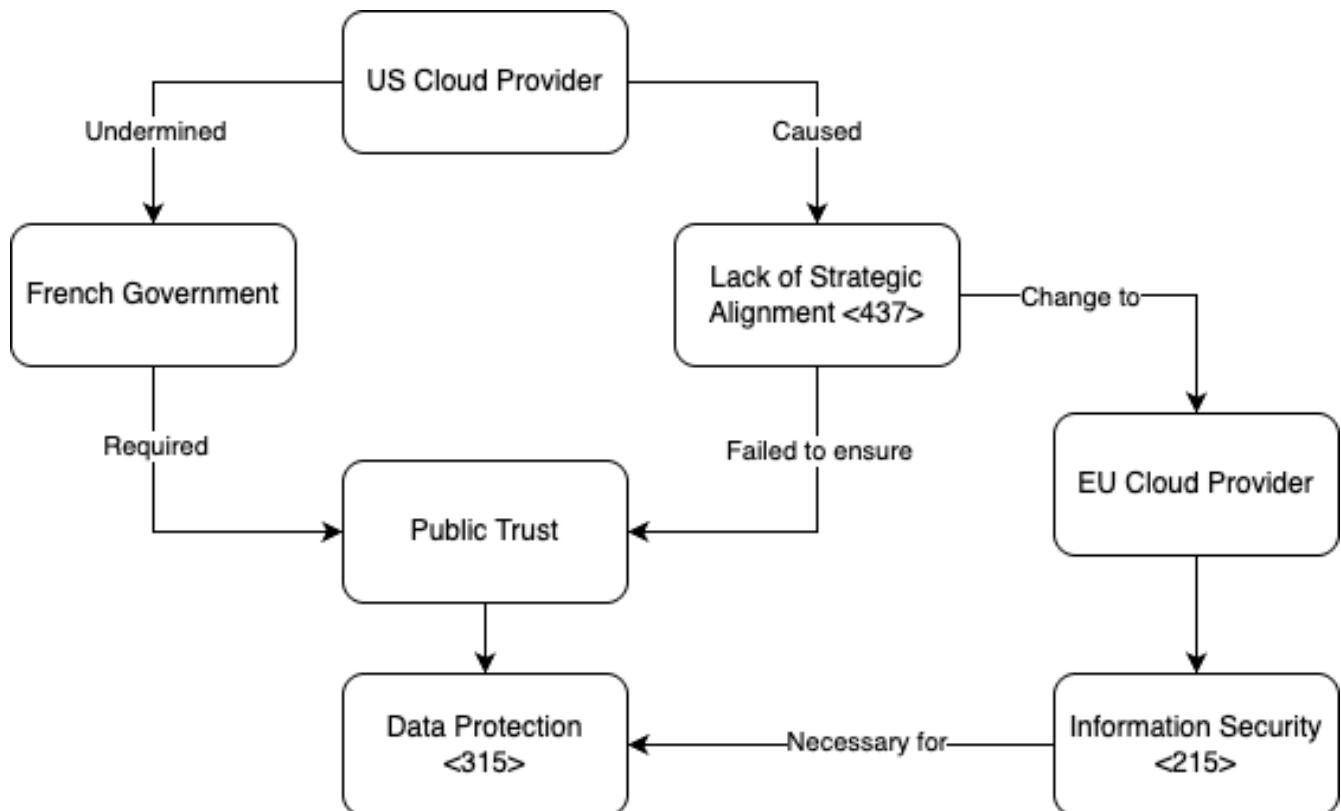
Essay 2

Student Number and Name: 102879 – António Silva

Q1.3 - Concept Map

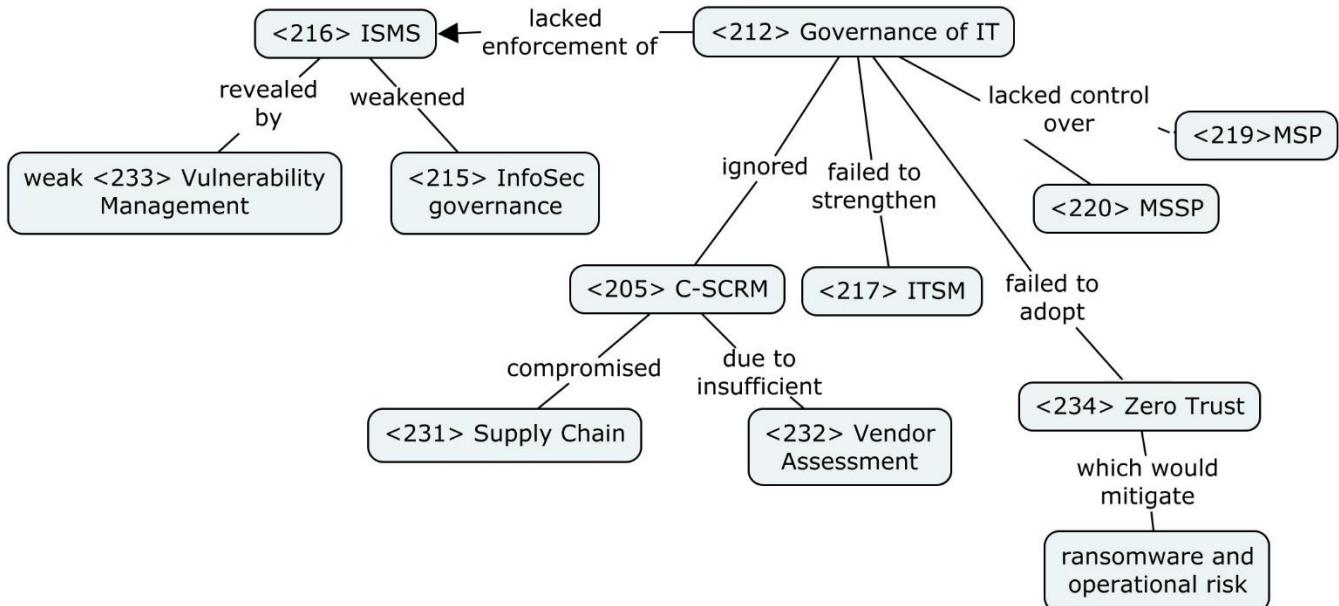


Q2.3 – Concept Map



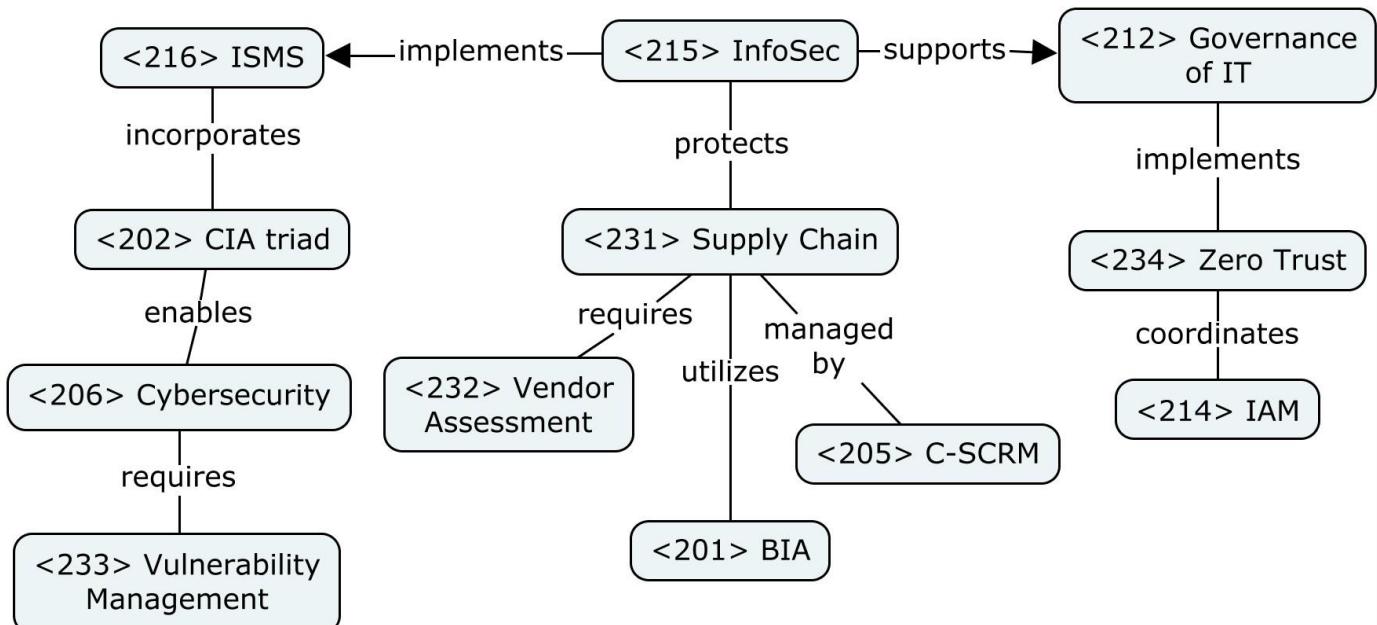
Q1.3

Story: 2.3. ArcoMed ransomware

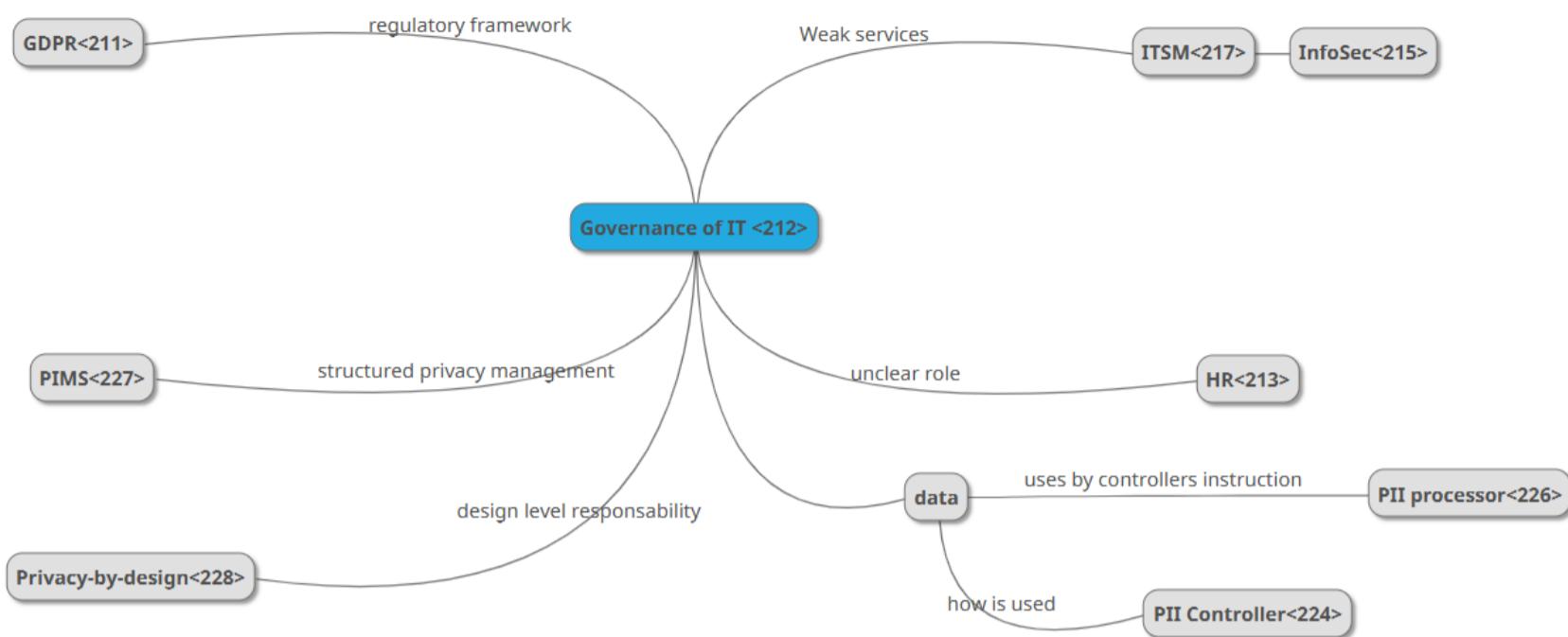


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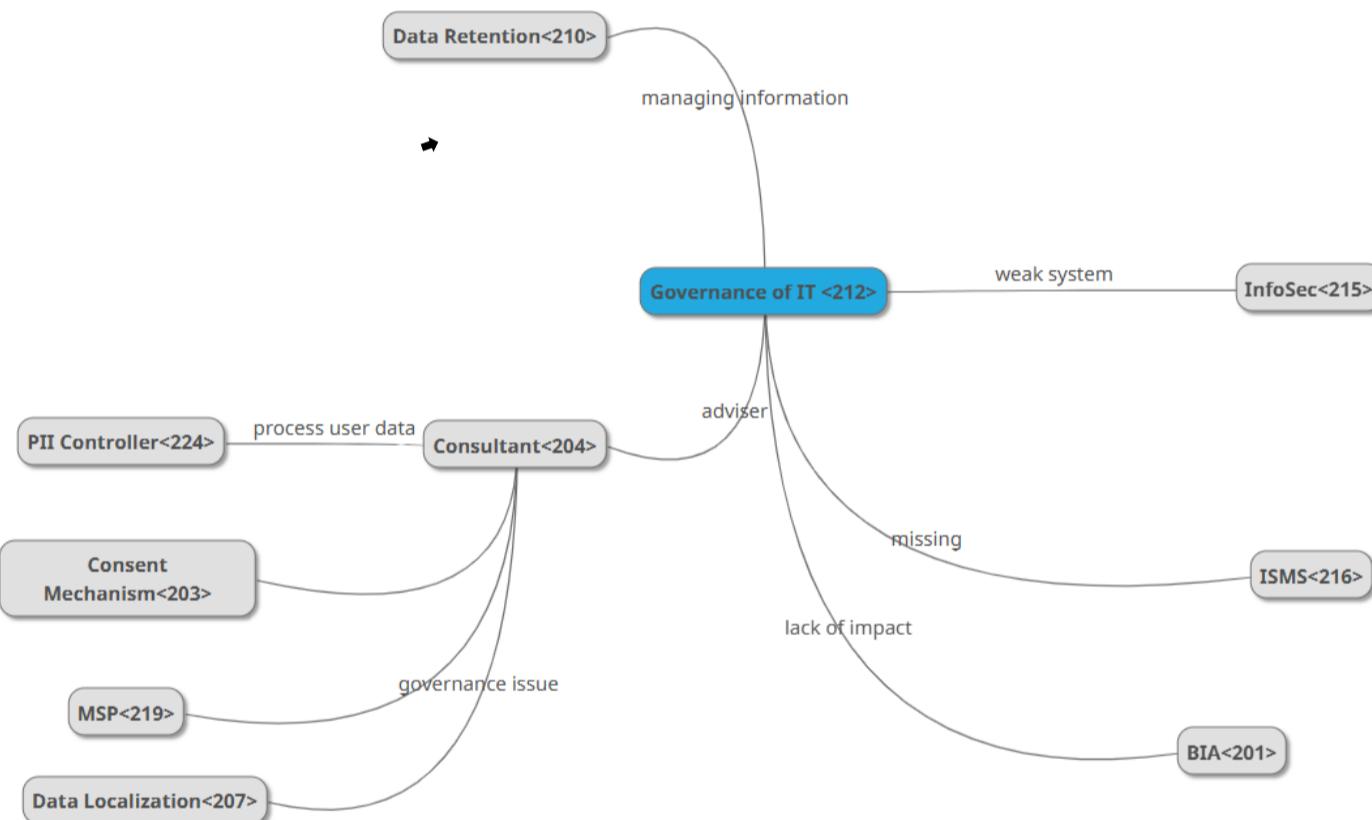
Case: <2> Colonial Pipeline and the Long Weekend (2021)

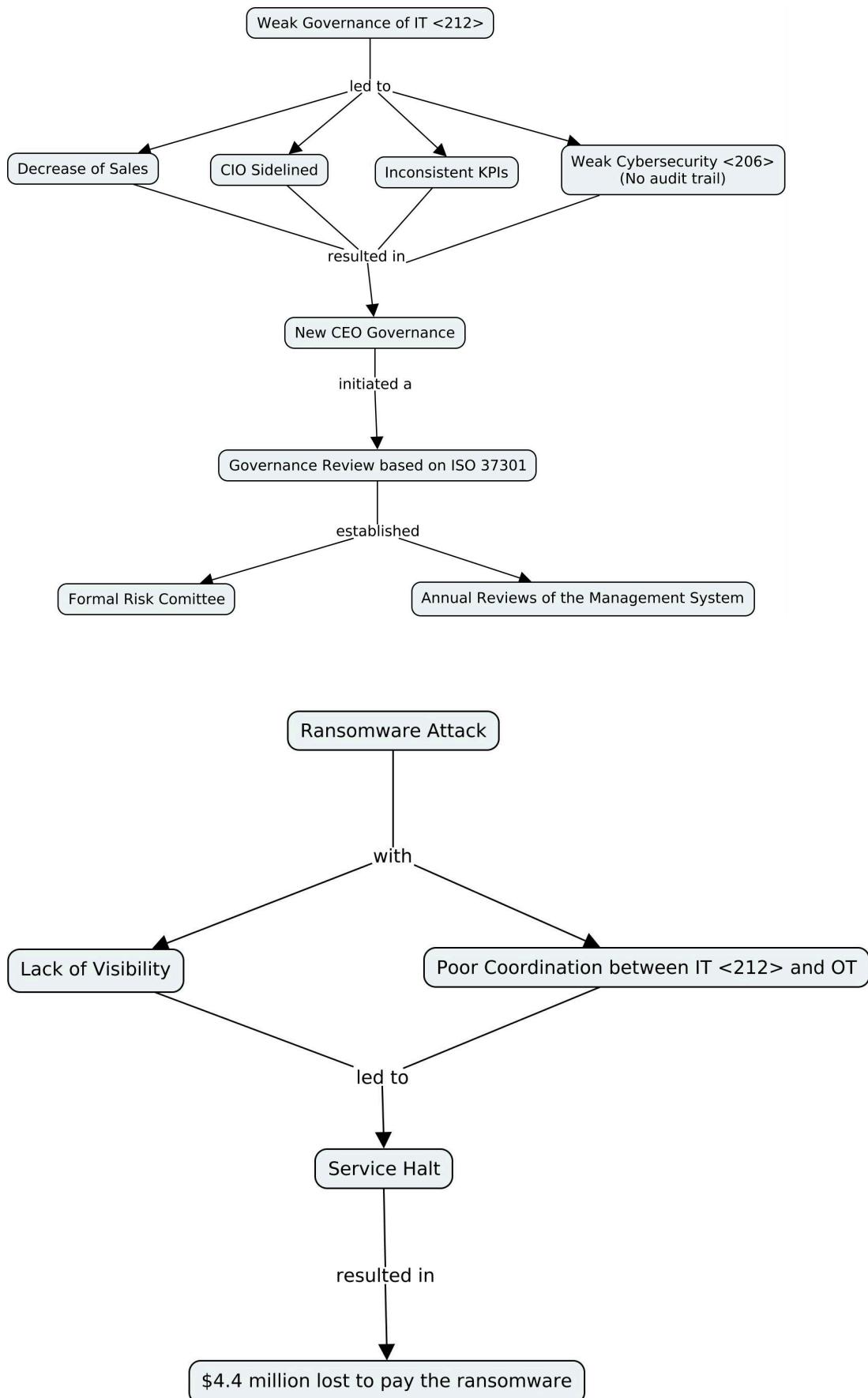


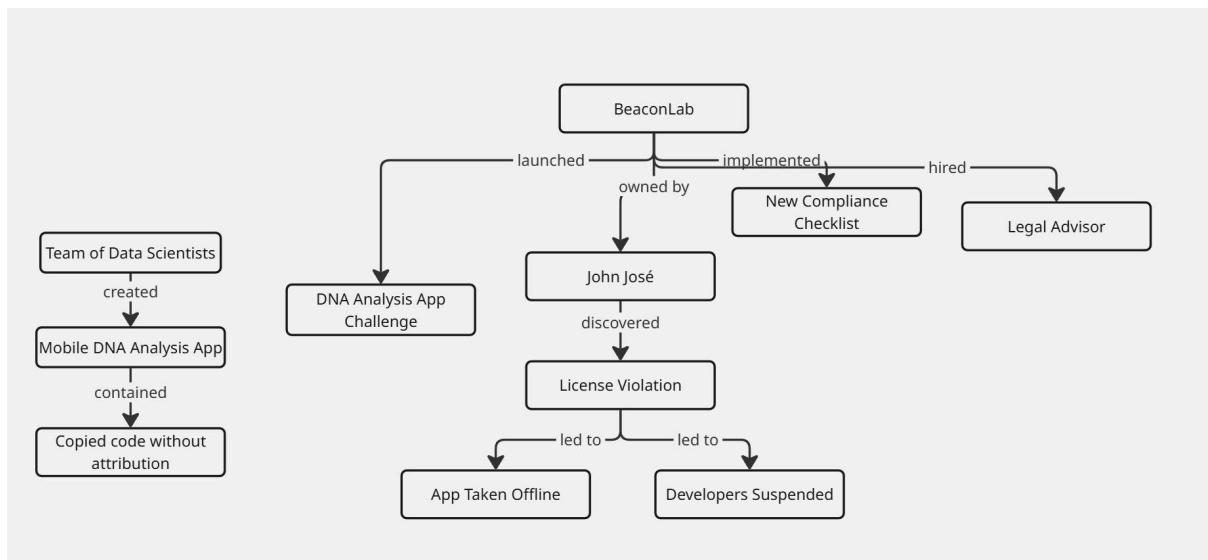
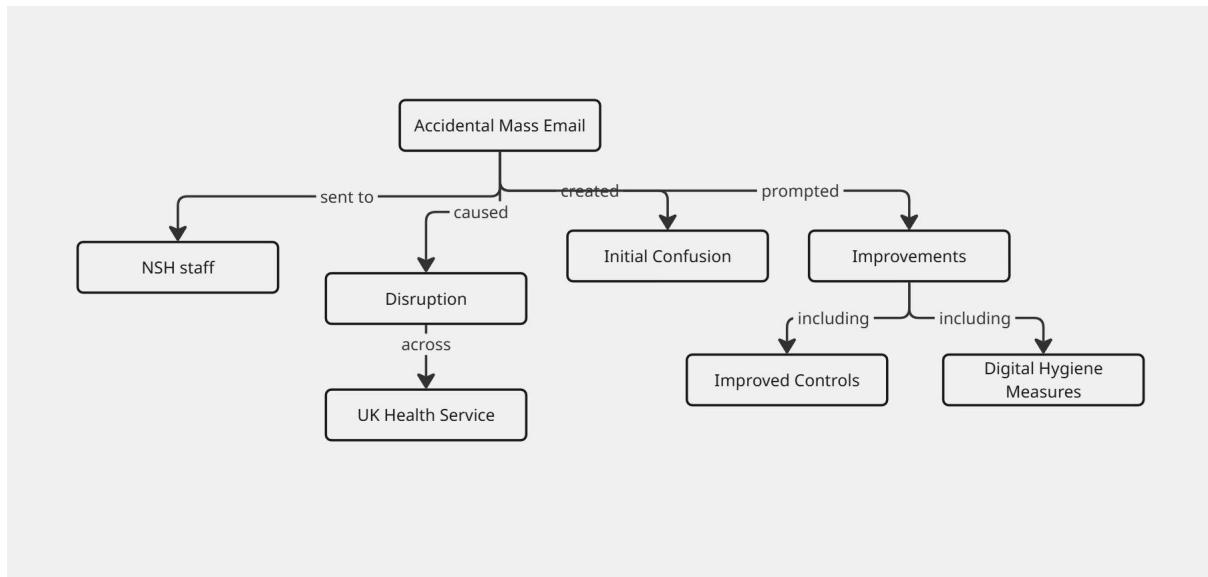
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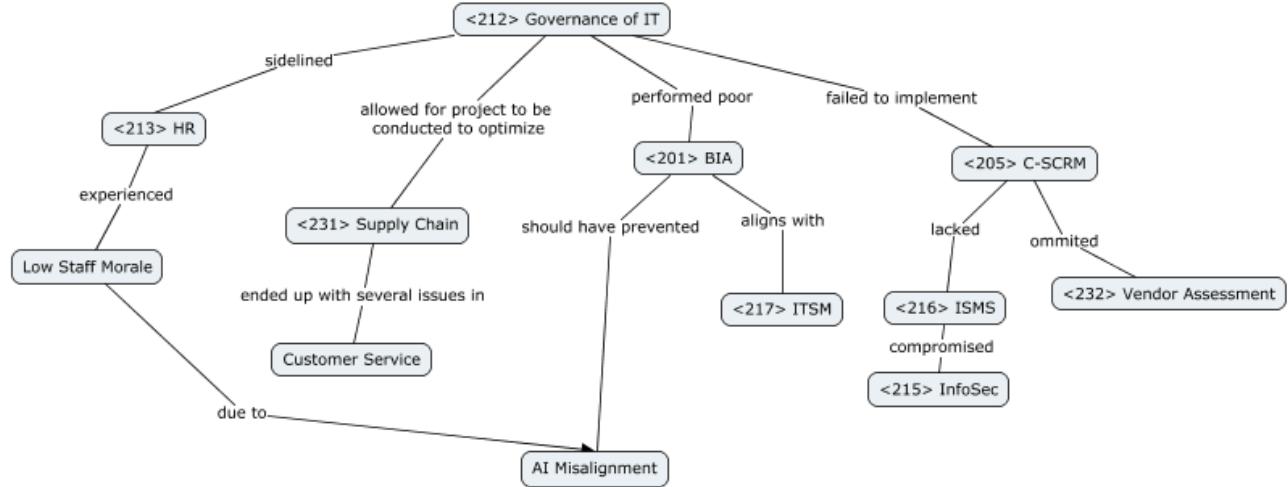
Q2.3







Q1.3 - 2.4 VisioRetail AI Misfire

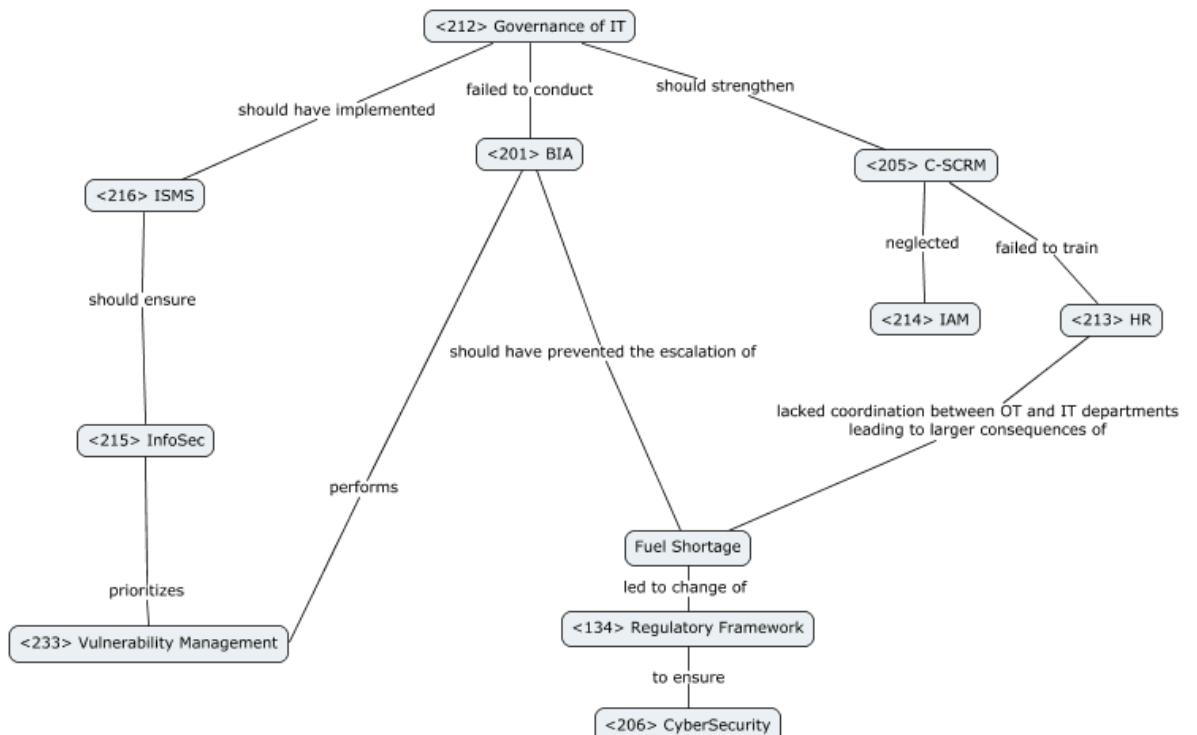


Customer Service: customer interactions, which in this case were ineffective due to a faulty AI chatbot, causing dissatisfaction and complaints.

Low Staff Morale: Decreased employee motivation from being sidelined during rushed AI changes, leading to resistance.

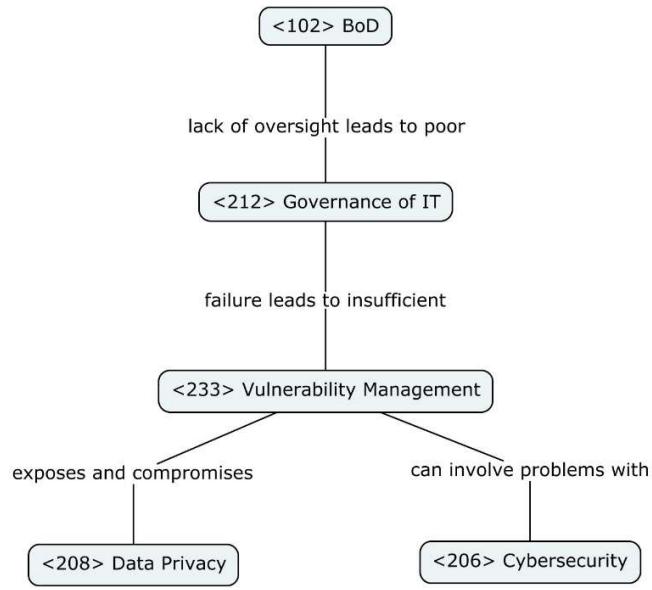
AI Misalignment: AI systems failing to meet retail needs, resulting in stock misallocations and logistics errors.

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

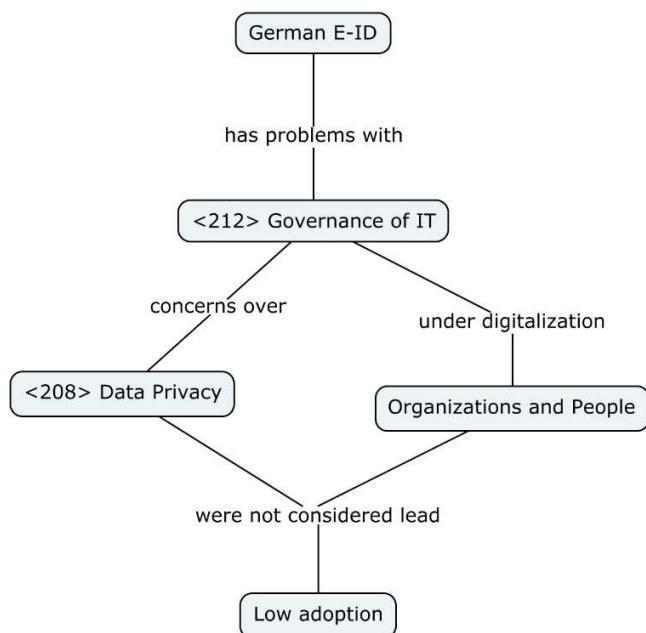


André Oliveira nº103011

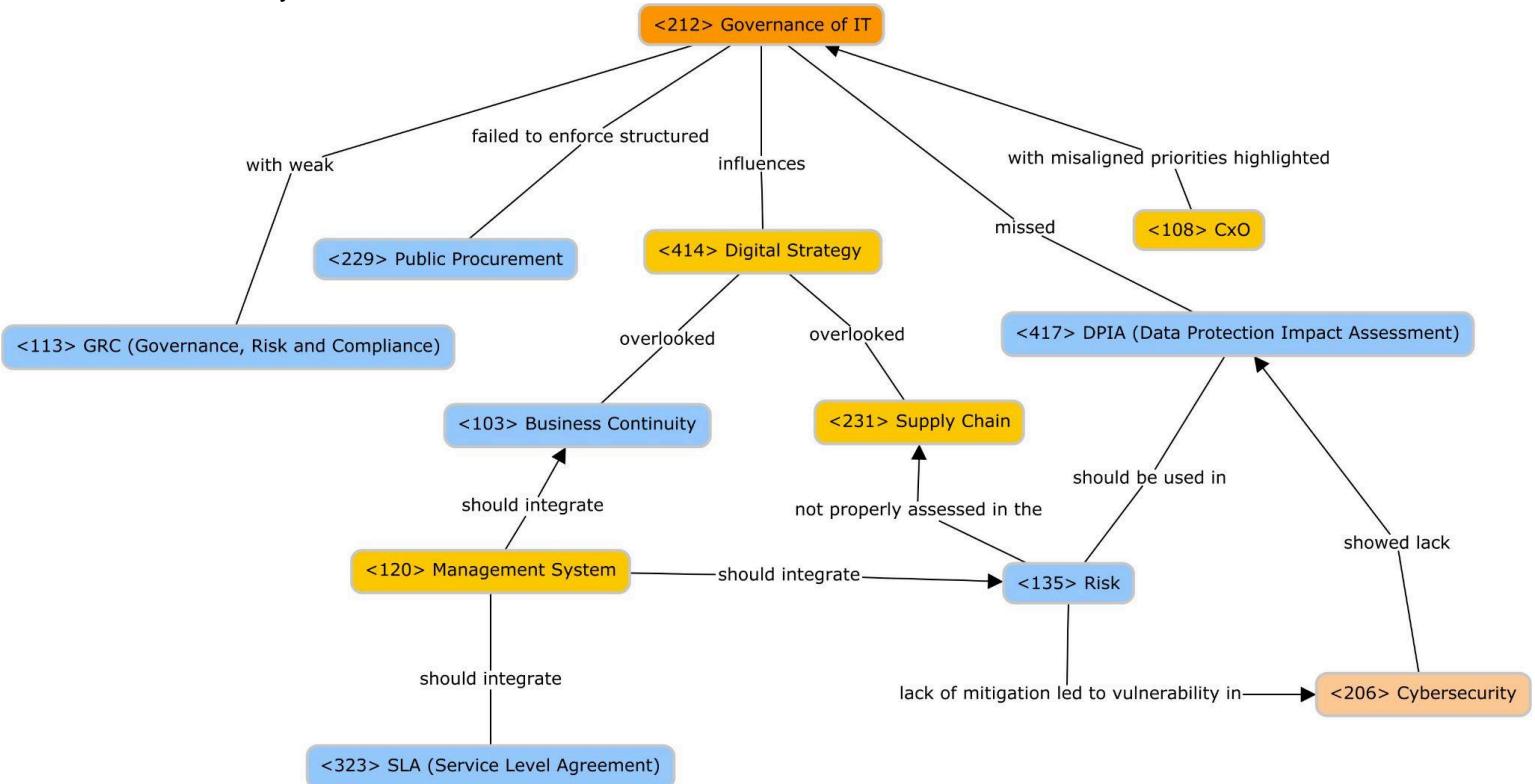
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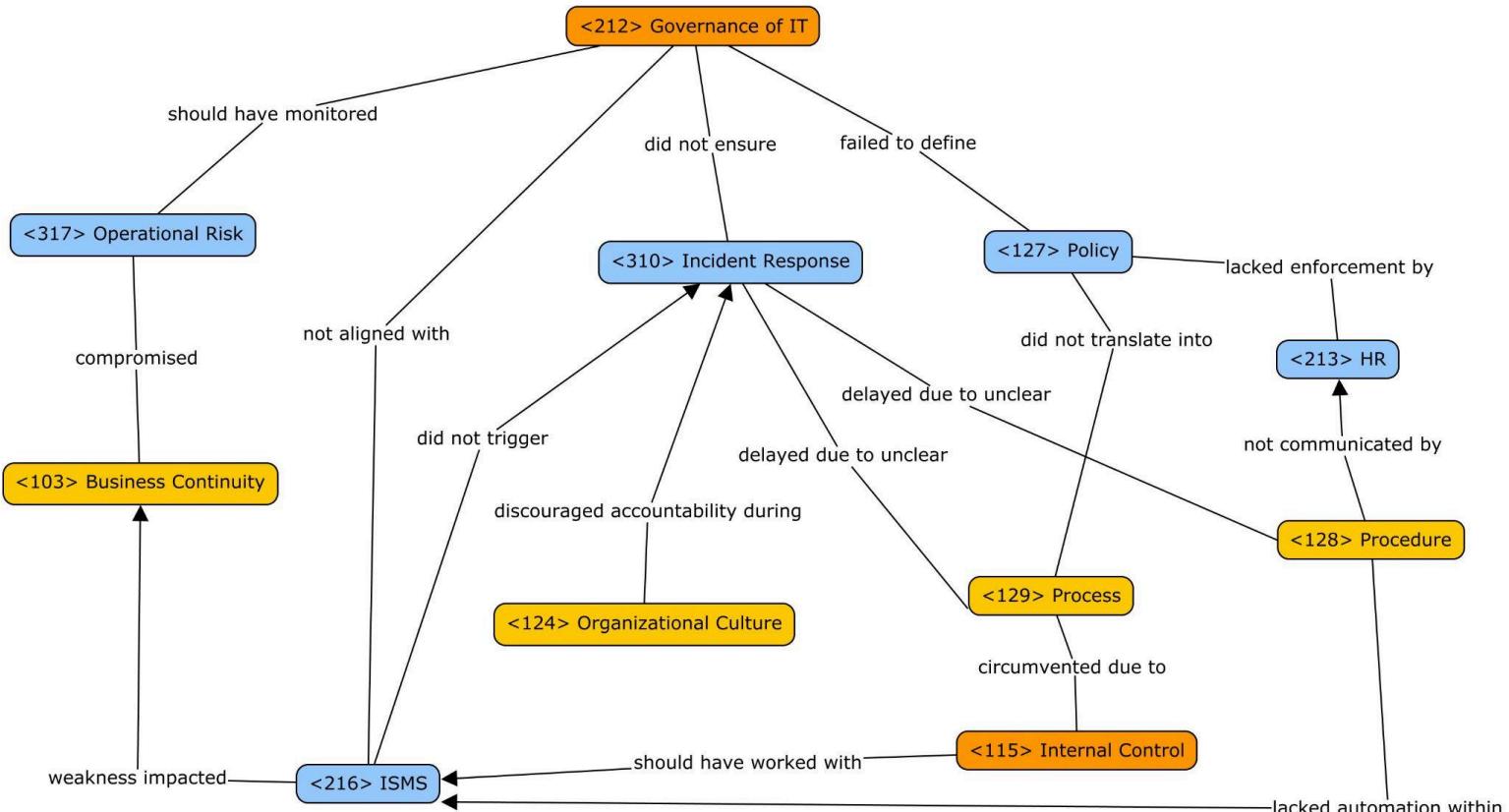
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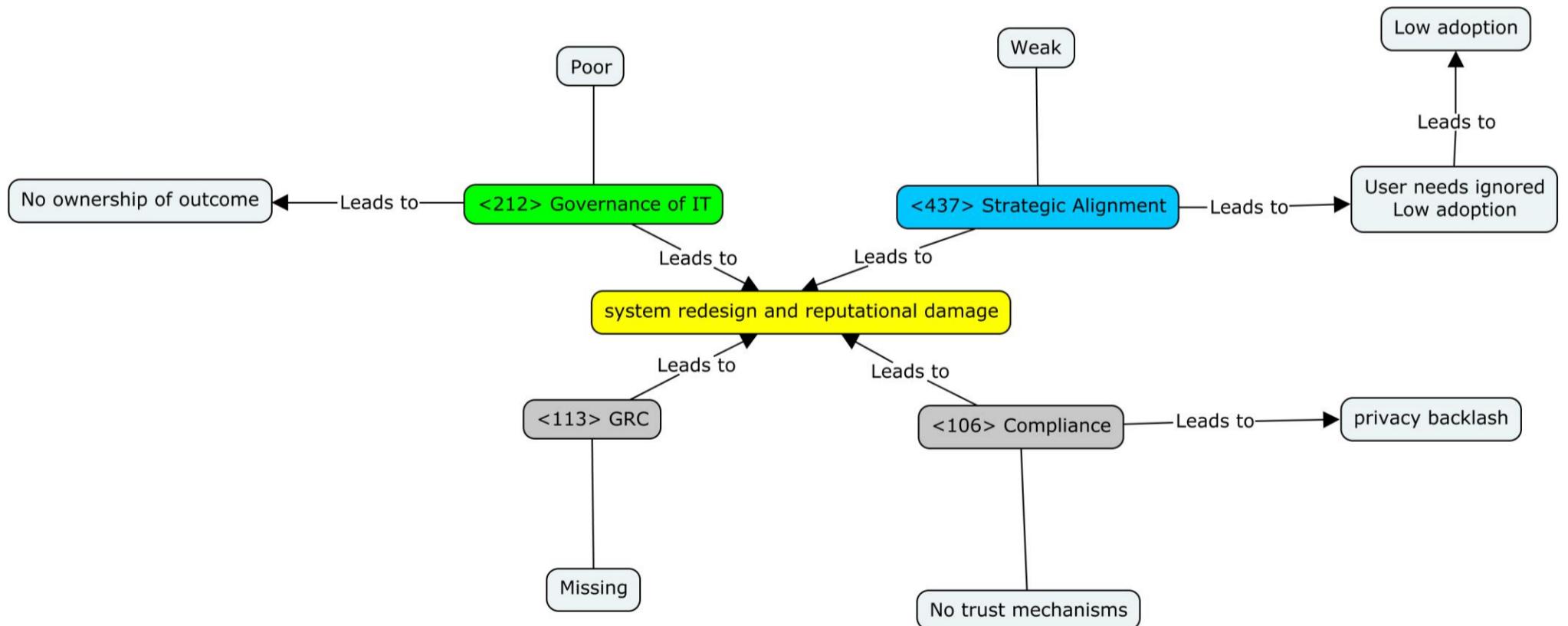
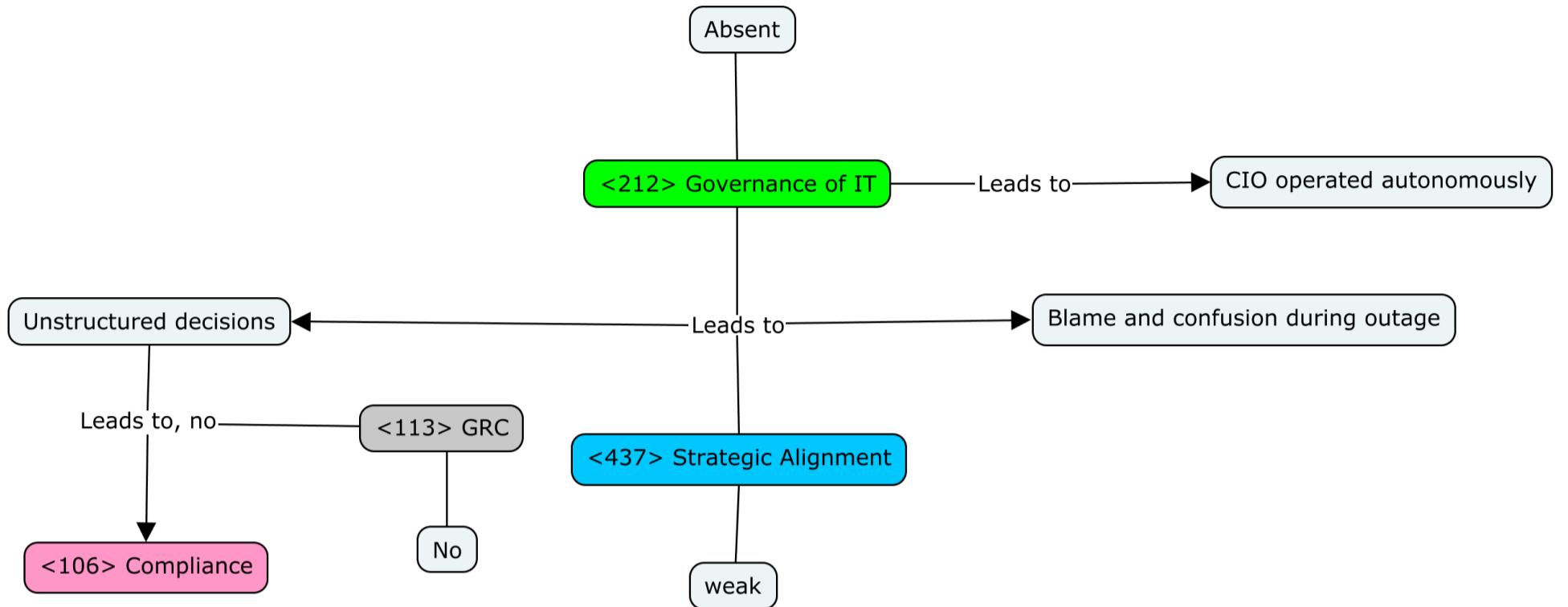


Q1.3 Story: ArcoMed cloud-first



Q2.3 case: NHS email storm (2016)

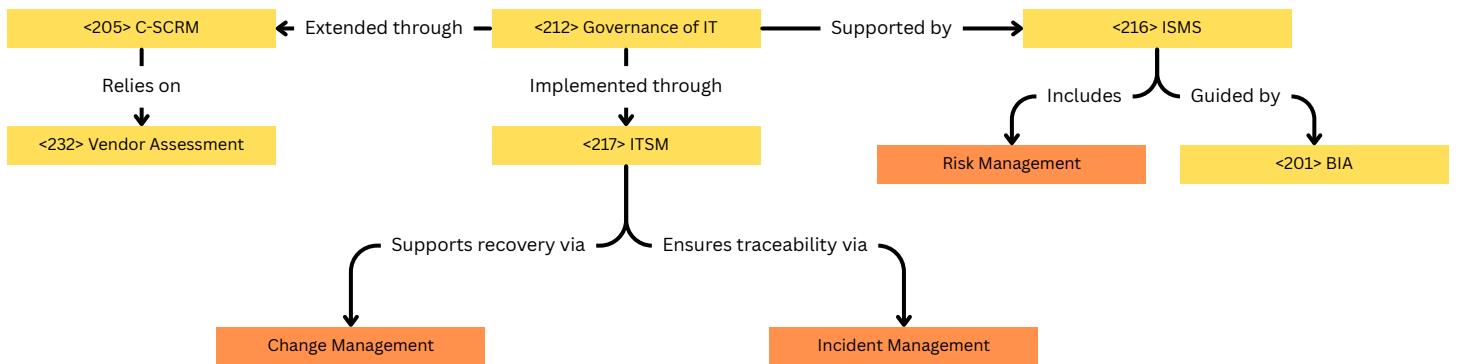
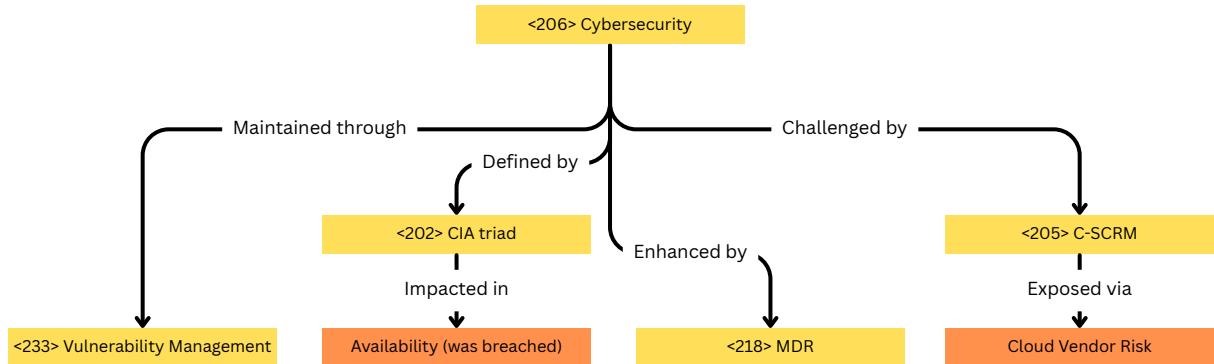




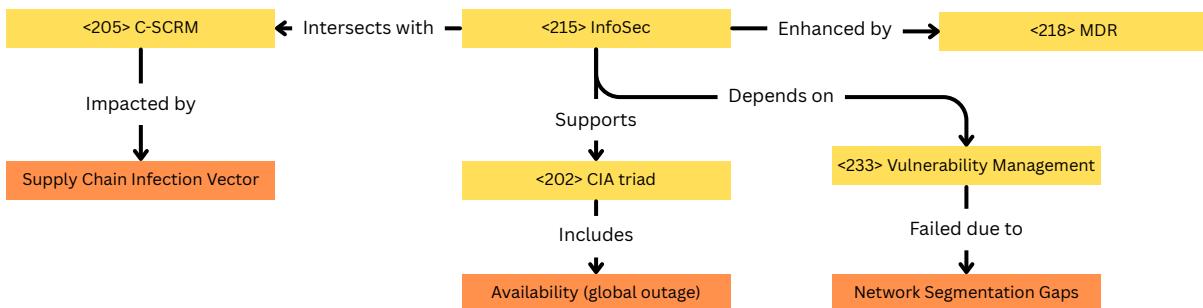
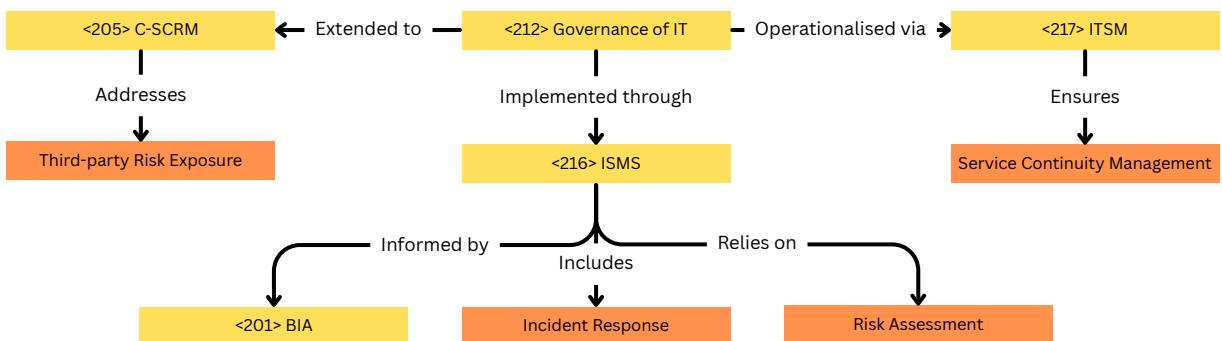
José Santos Corte

103210

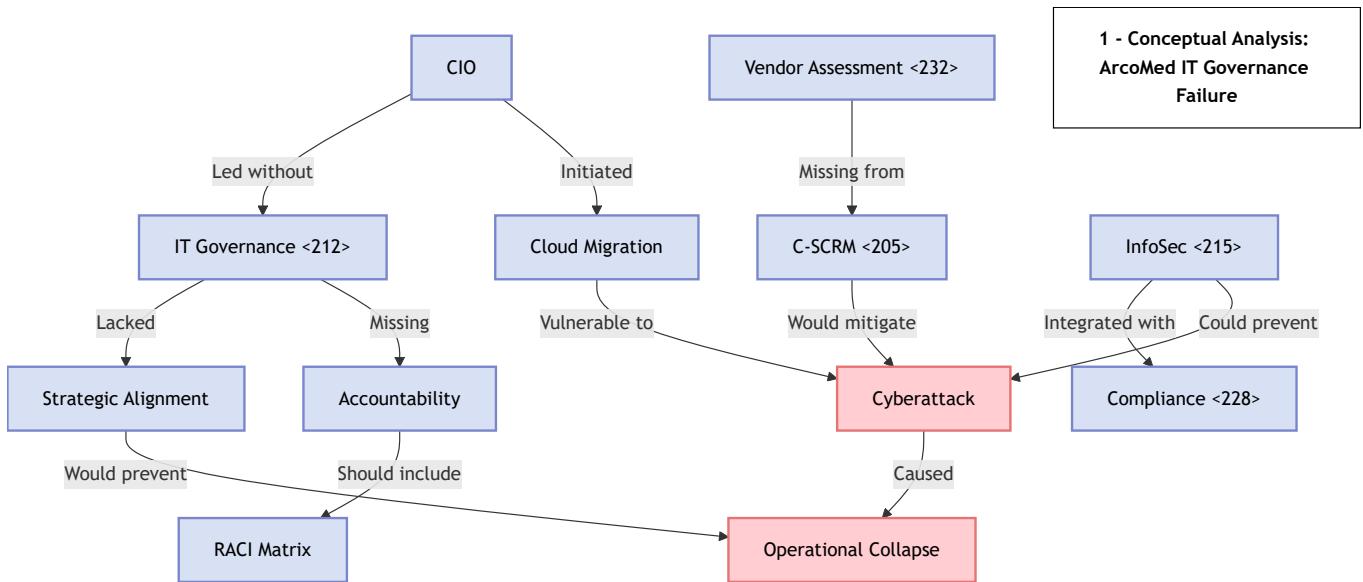
ArcoMed ransomware



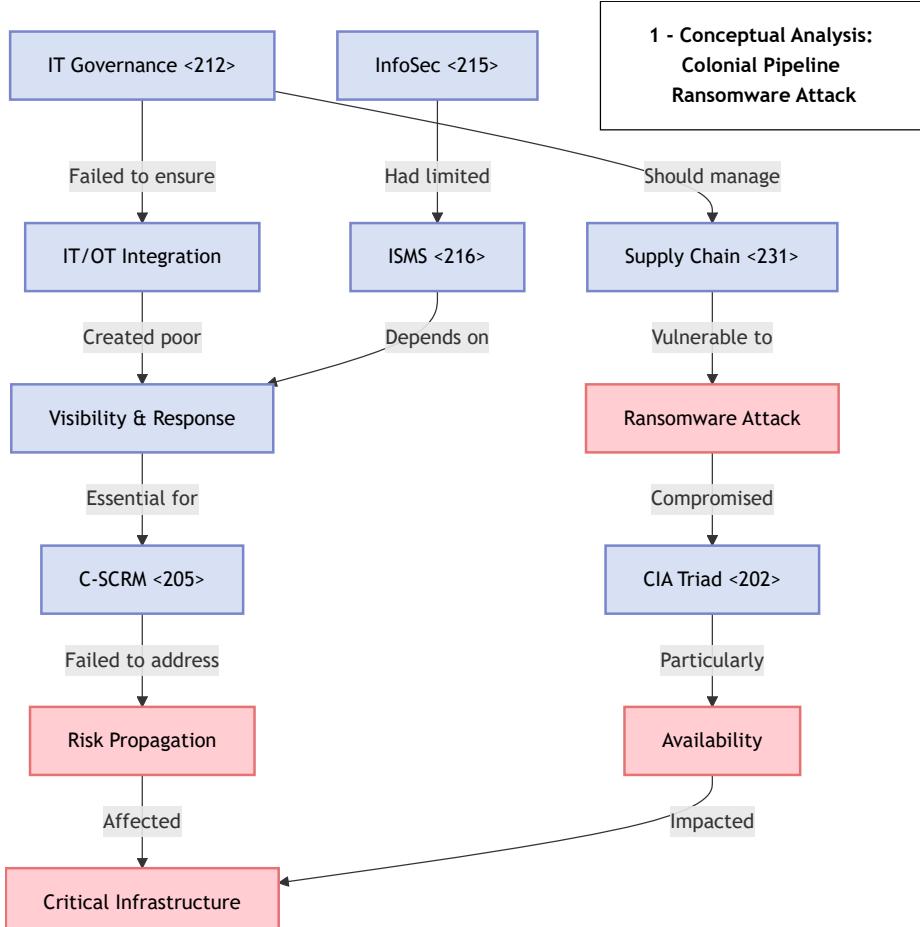
Maersk and the Quiet Catastrophe



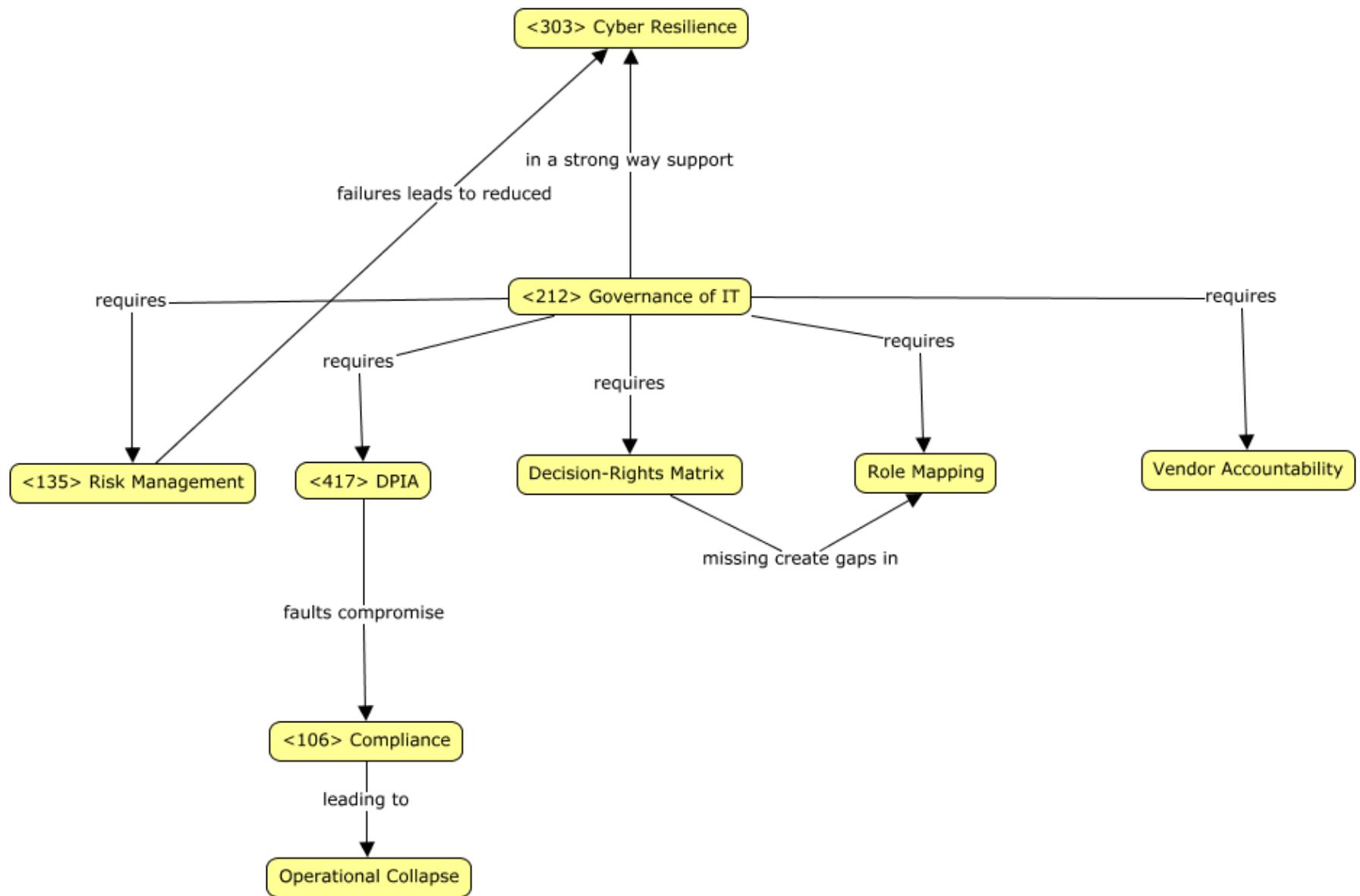
Q1.3 Concept Map



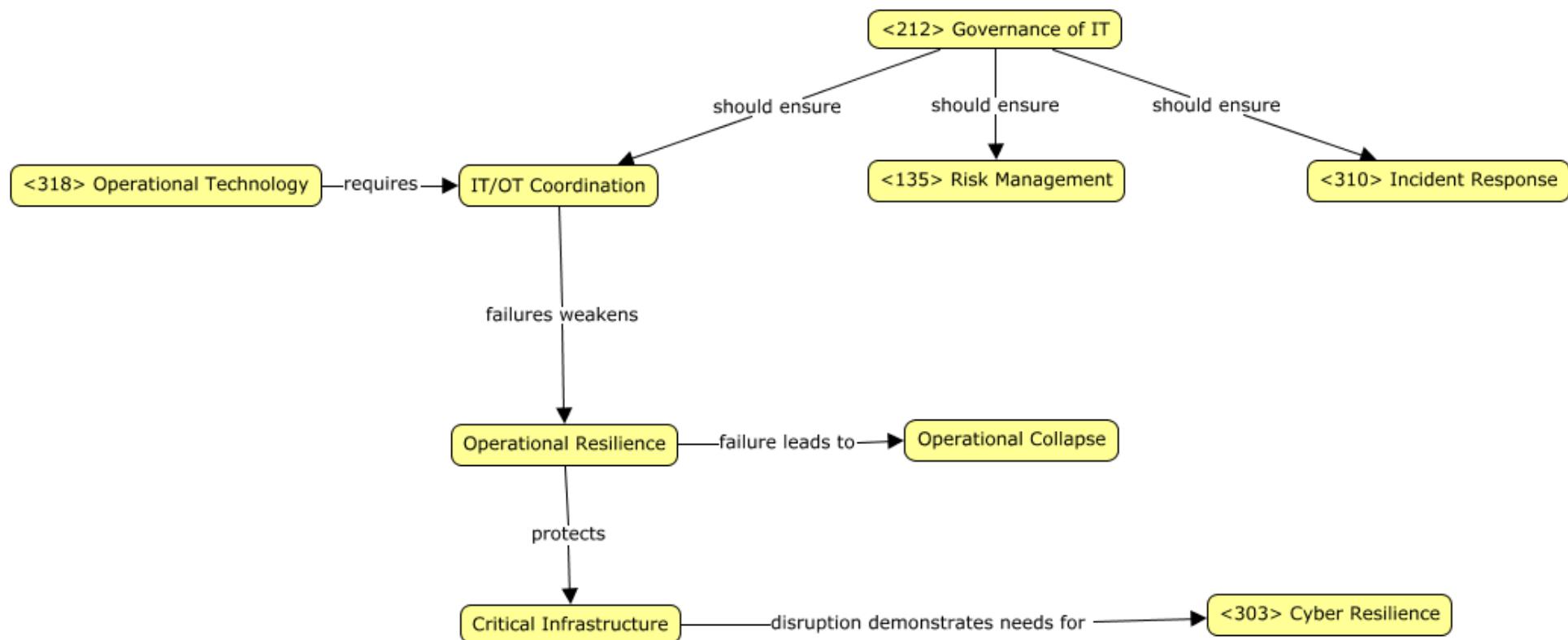
Q2.3 Concept Map



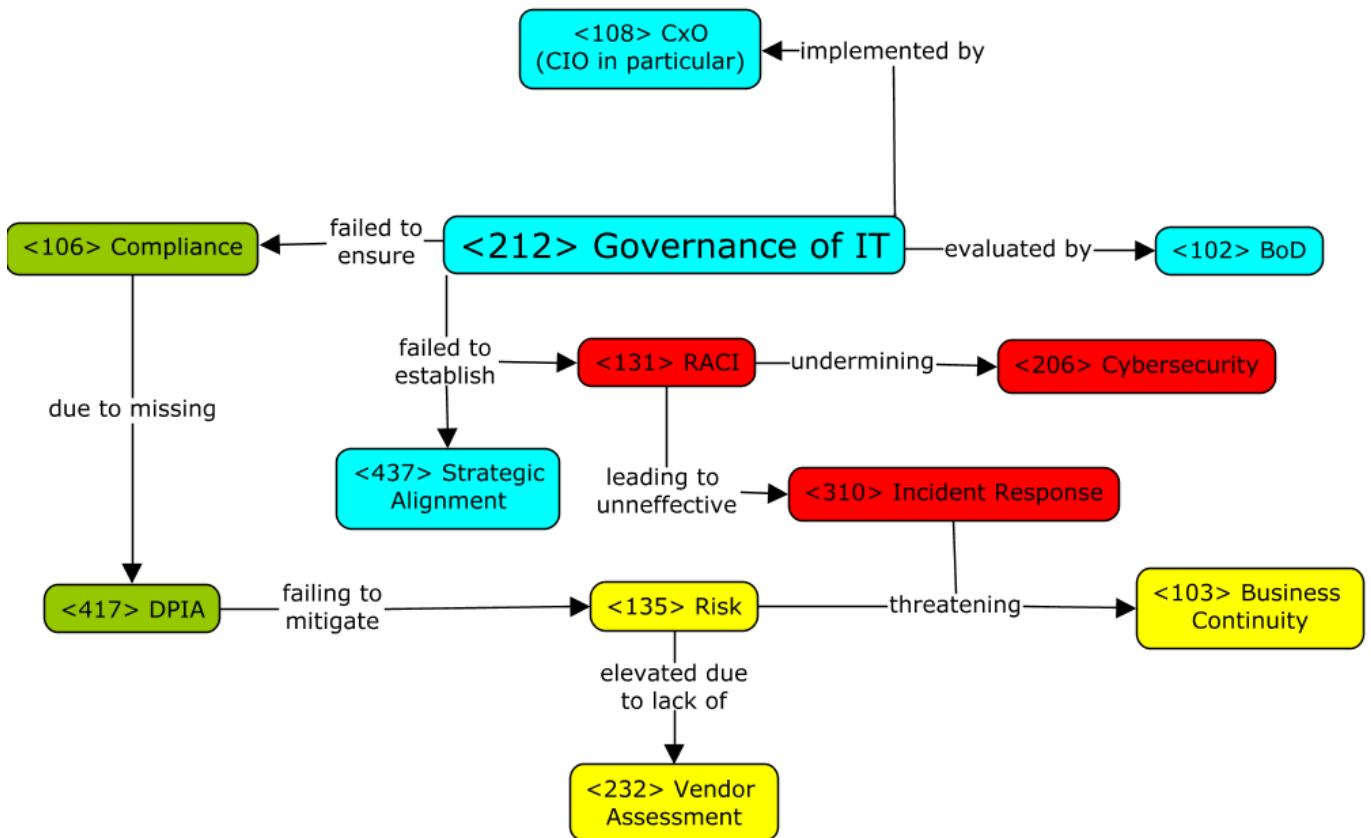
Q 1.3



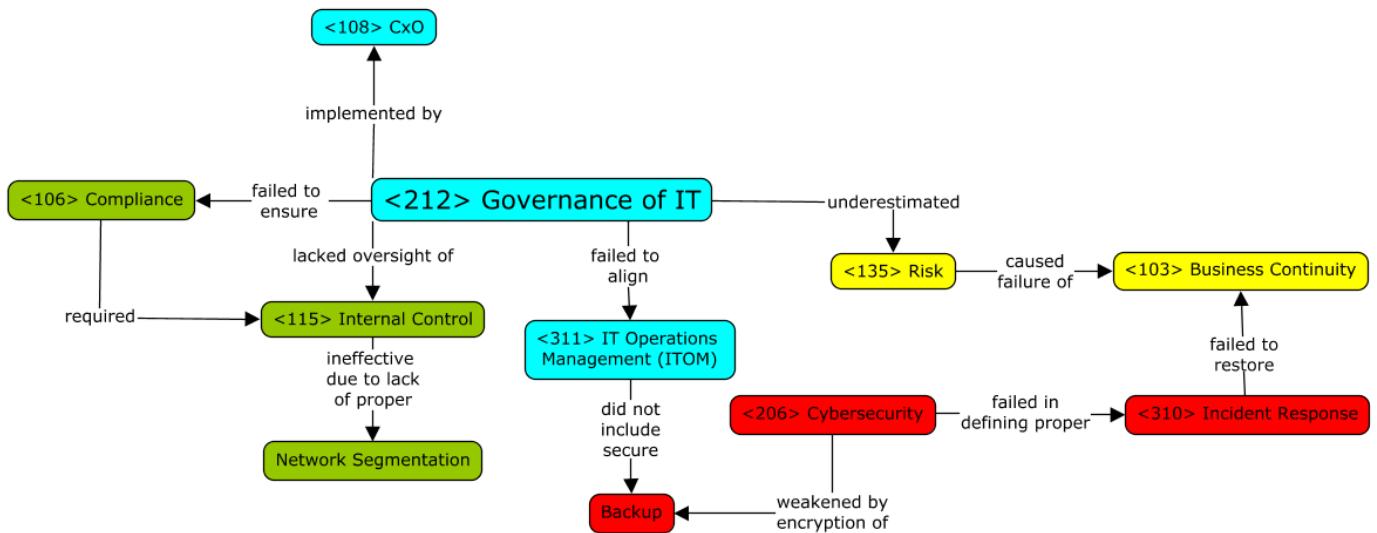
Q 2.3



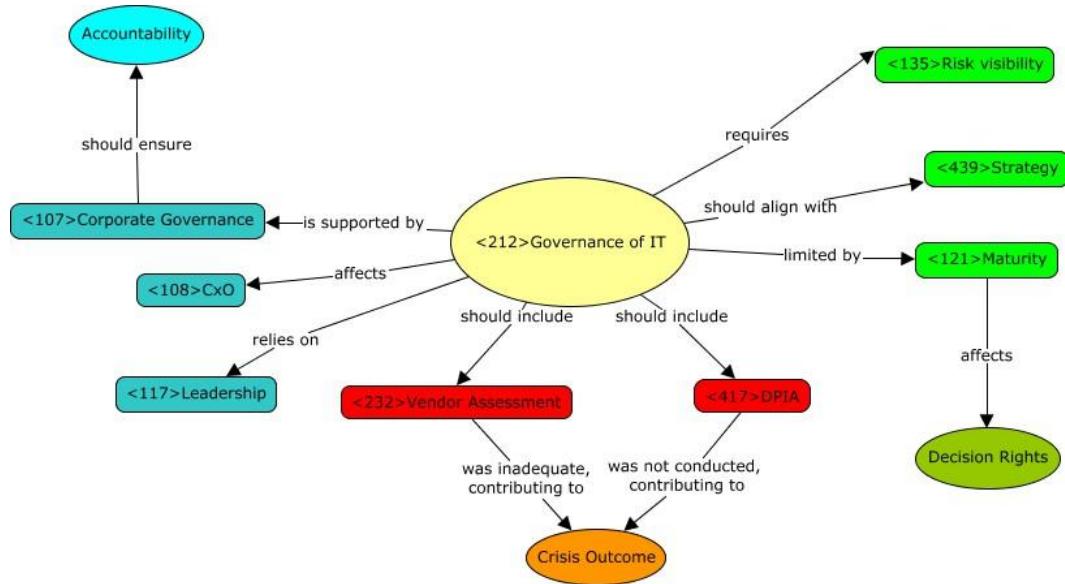
Story 2.2: ArcoMed Cloud Migration



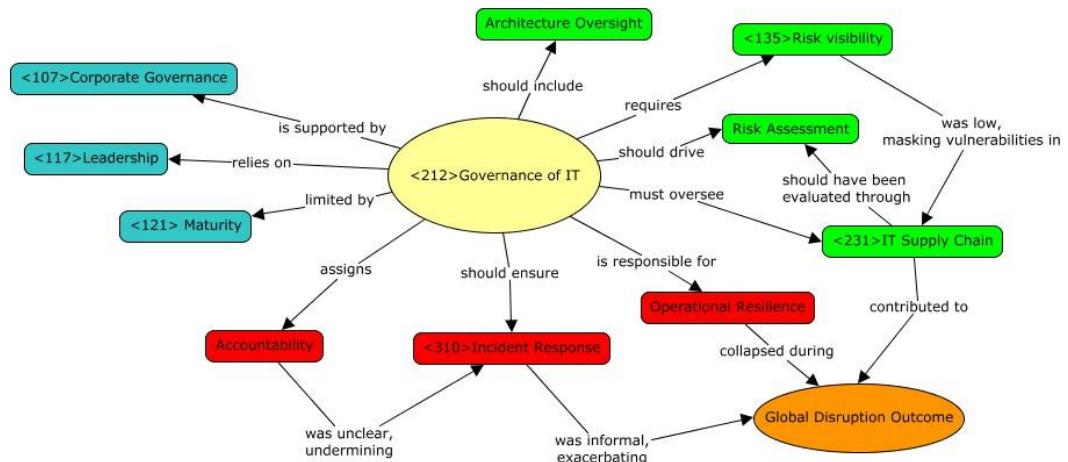
Case 1: Maersk and the Quiet Catastrophe (NotPetya, 2017)

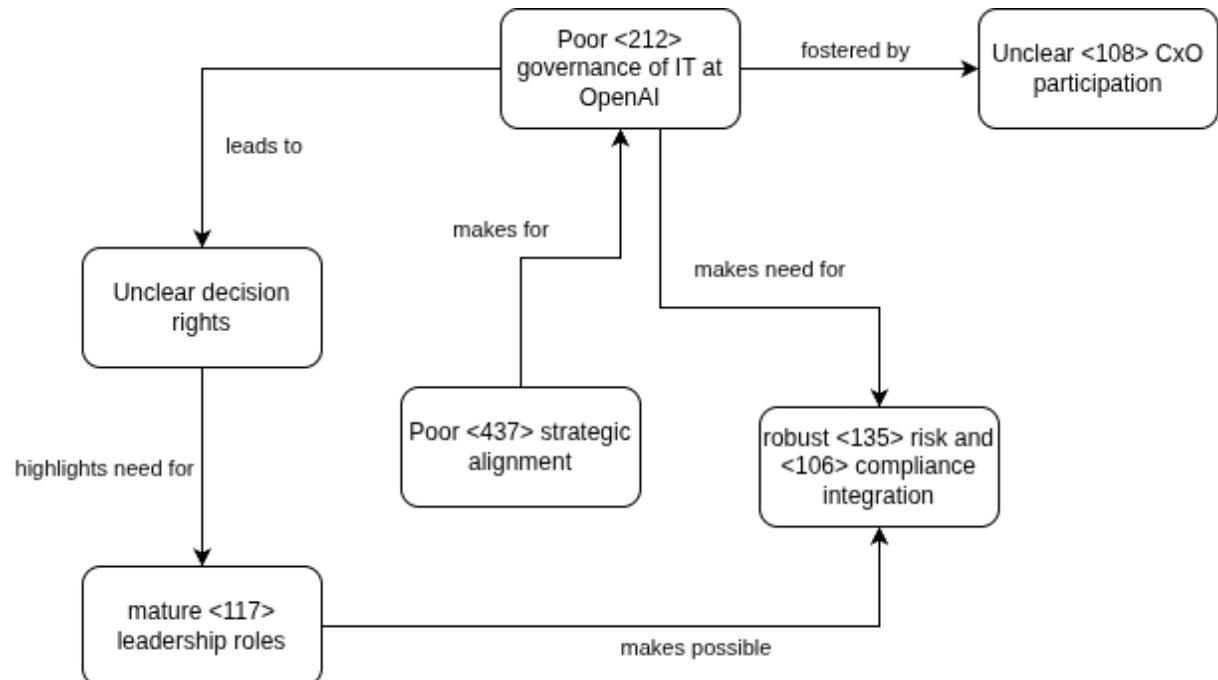
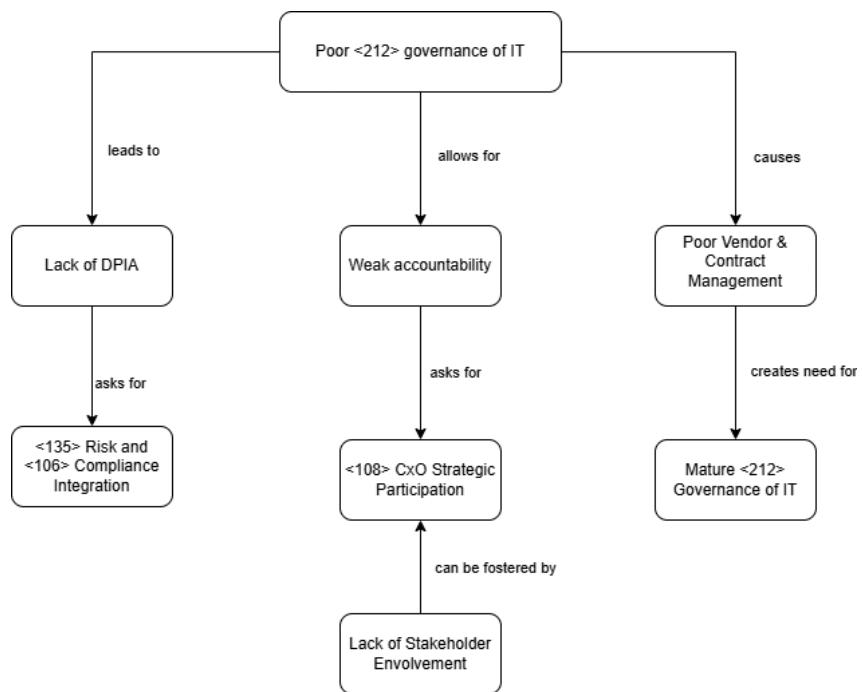


Q1.3



Q2.3

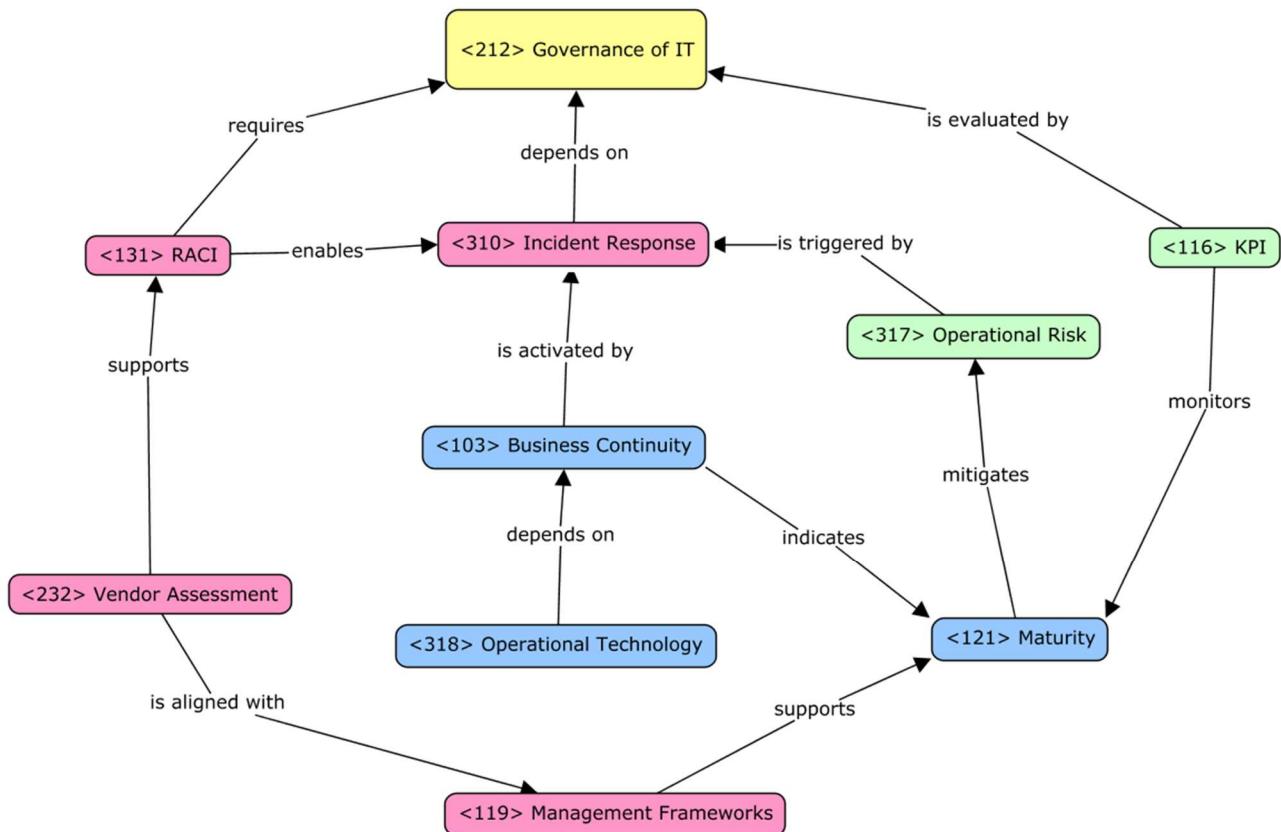




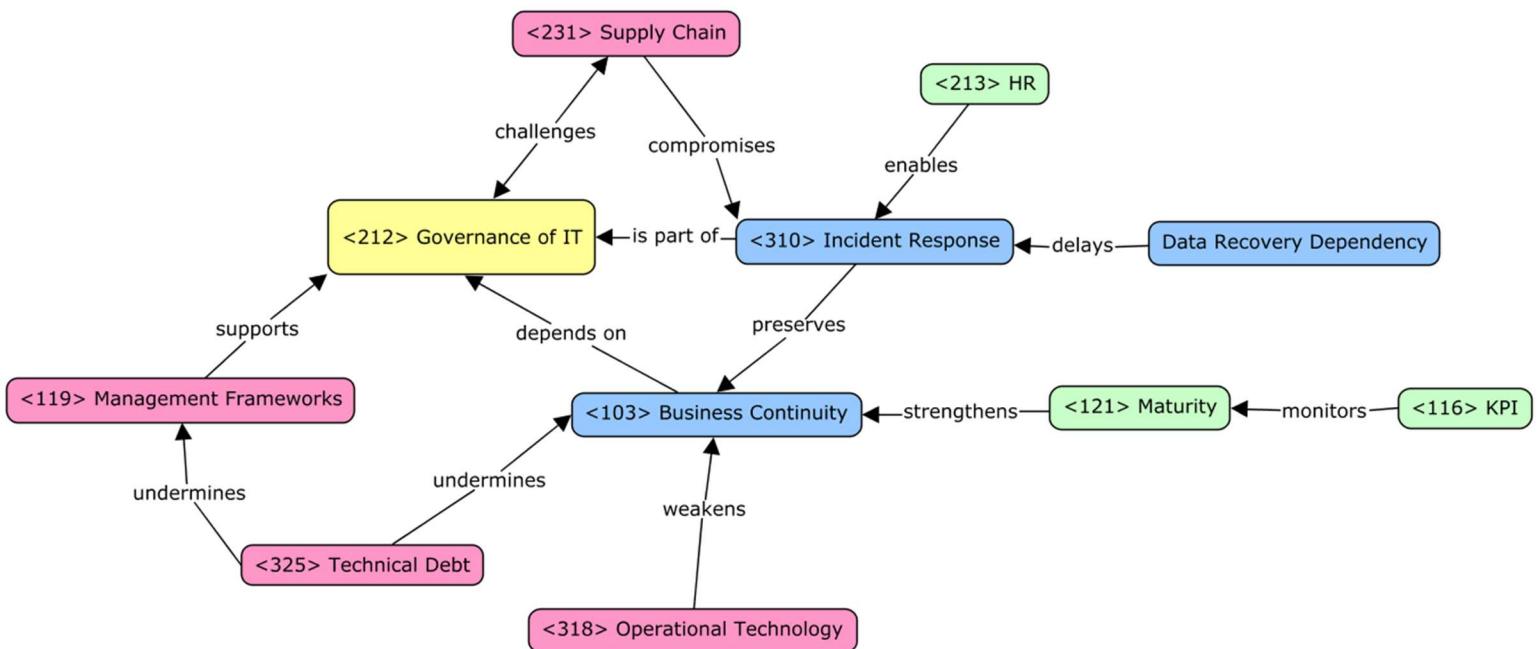
Theme 2

Governance of IT and IT Management

Q1.3 – Concept MAP - 2.6. MetroWater Access Denied

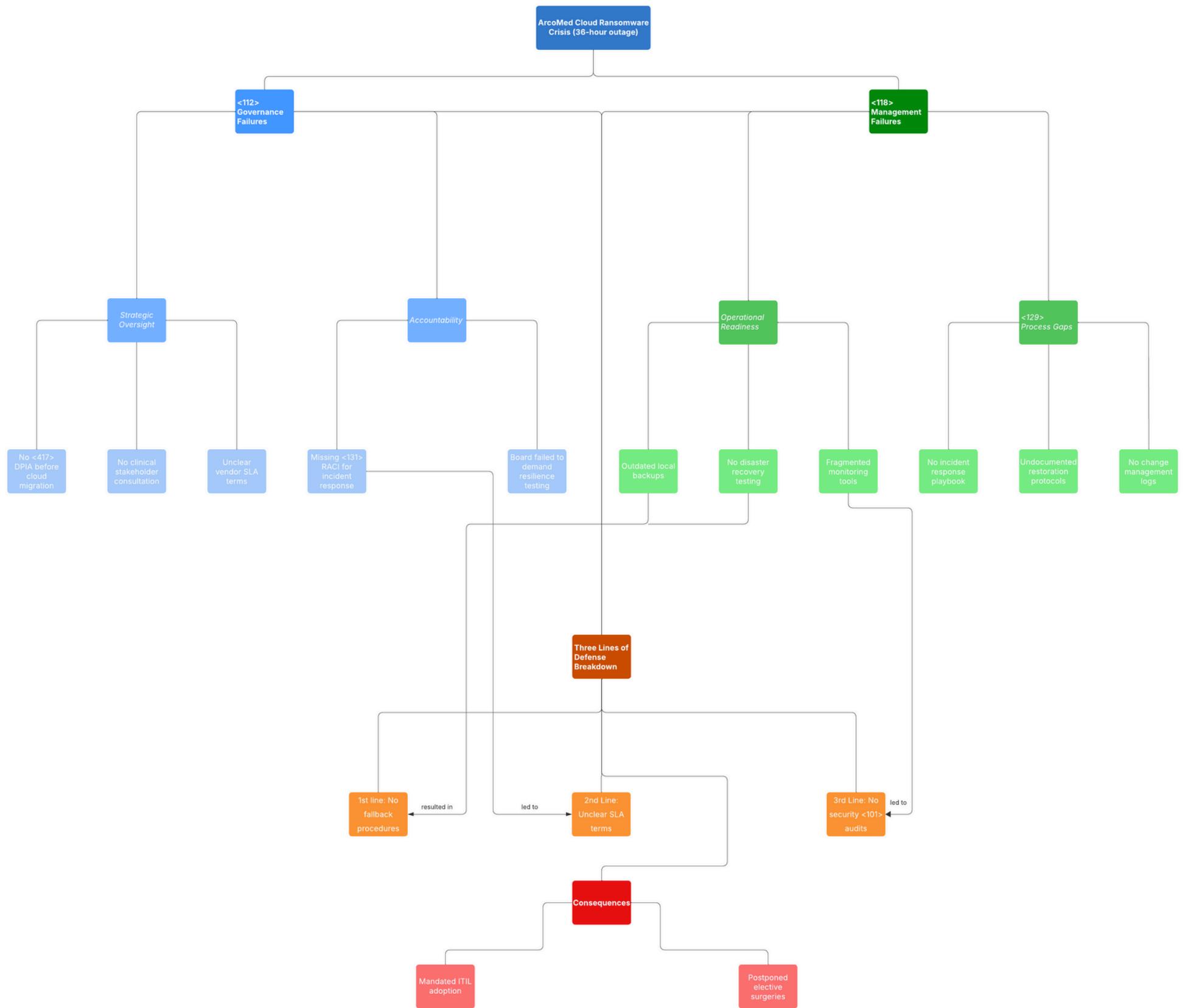


Q2.3 – Concept MAP - 1. Maersk and the Quiet Catastrophe

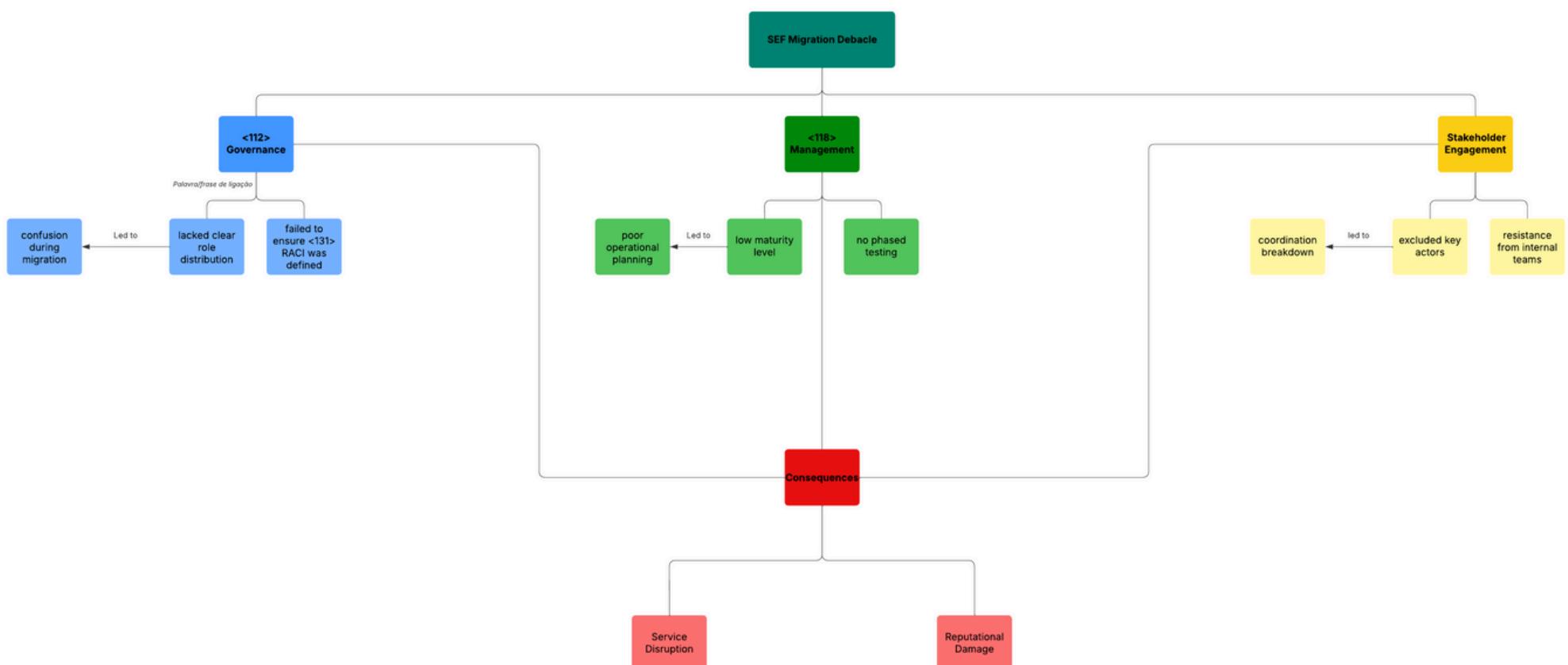


Joana Lagos Peixinho, ist1103335

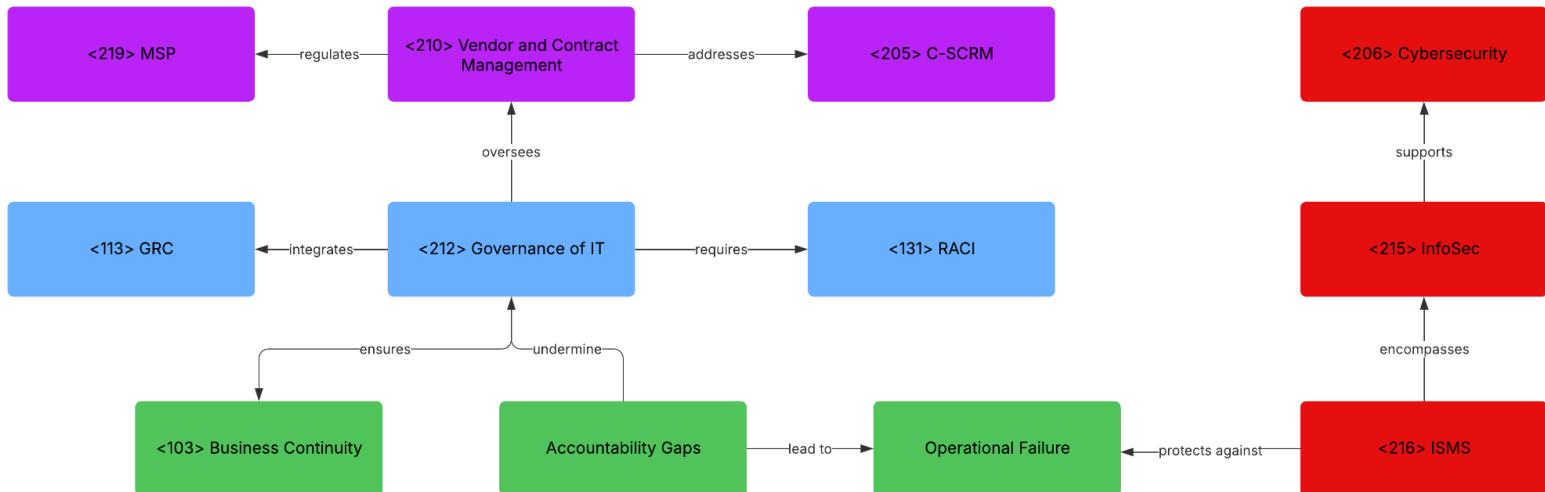
Q1.3



Q2.3

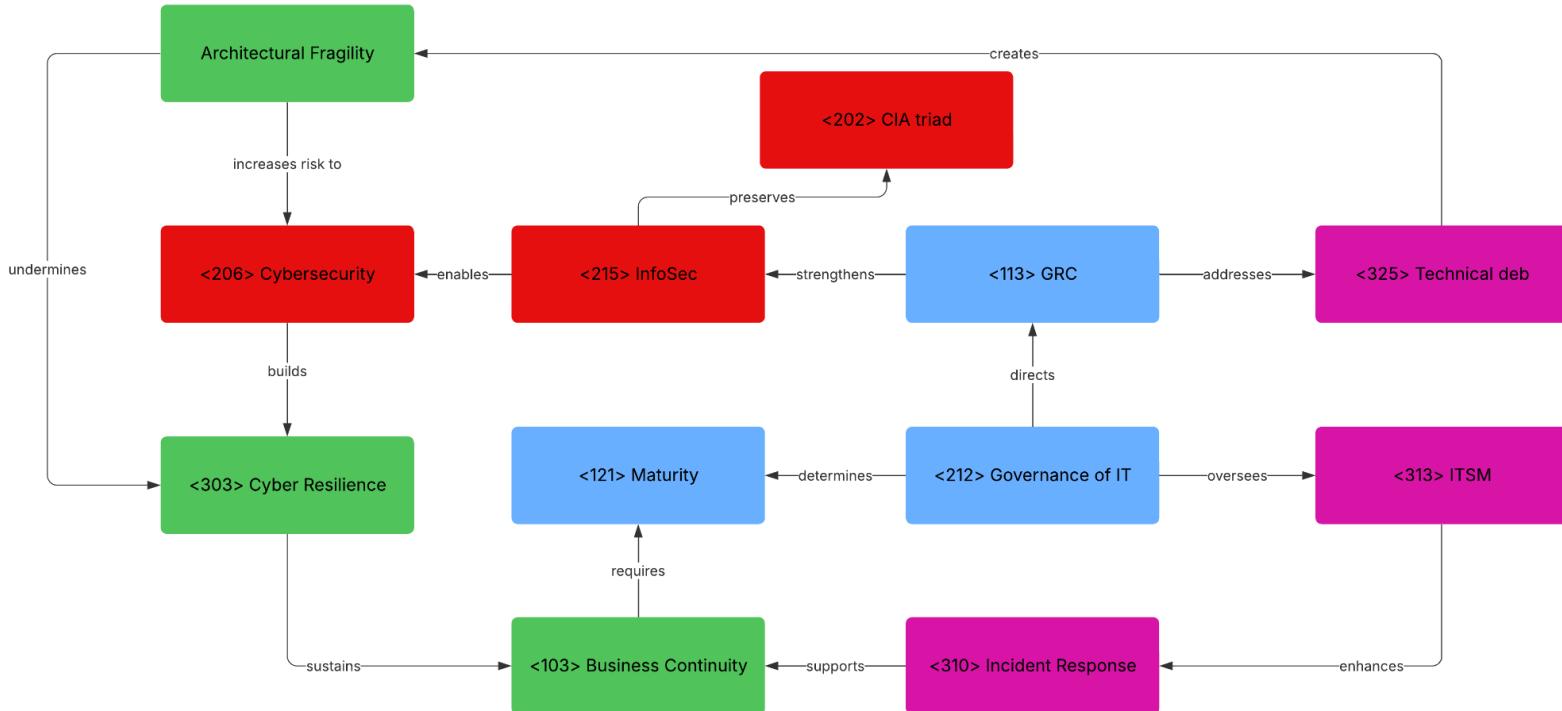


1.3



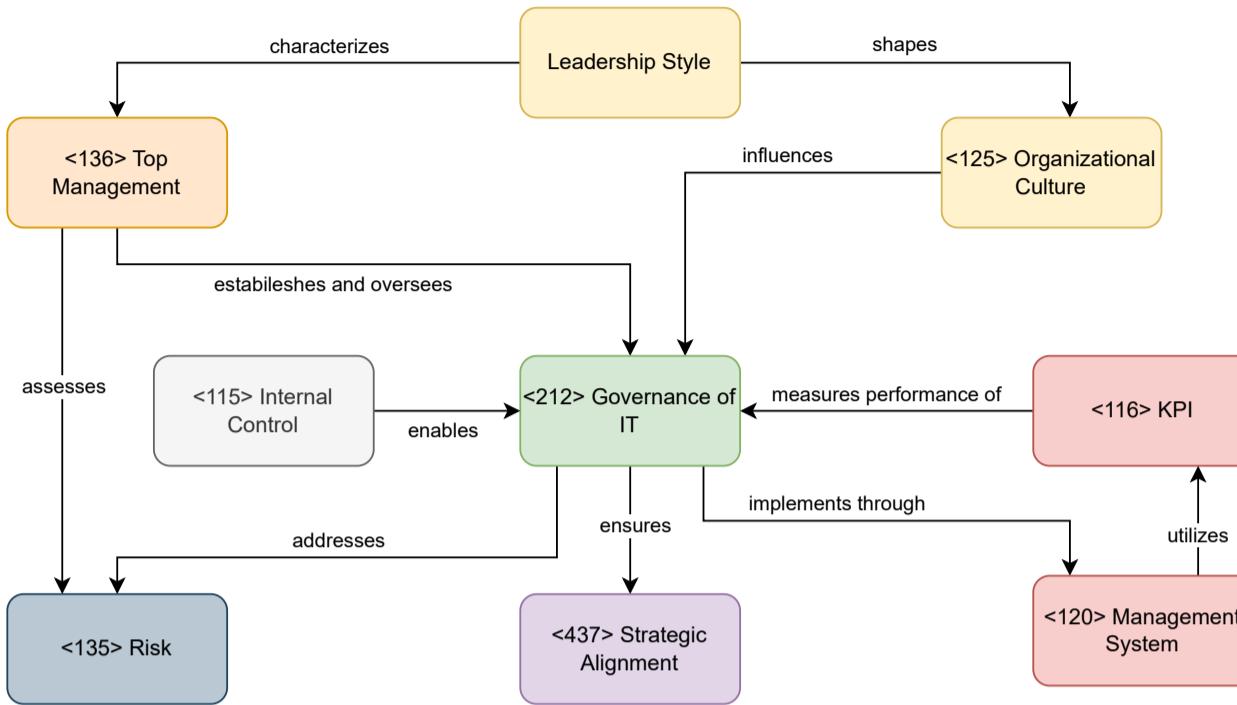
Operational Failure	The disruption of critical services resulting from inadequate controls and oversight.
Accountability Gaps	Undefined or unclear distribution of responsibility between stakeholders that creates governance blind spots.

2.3

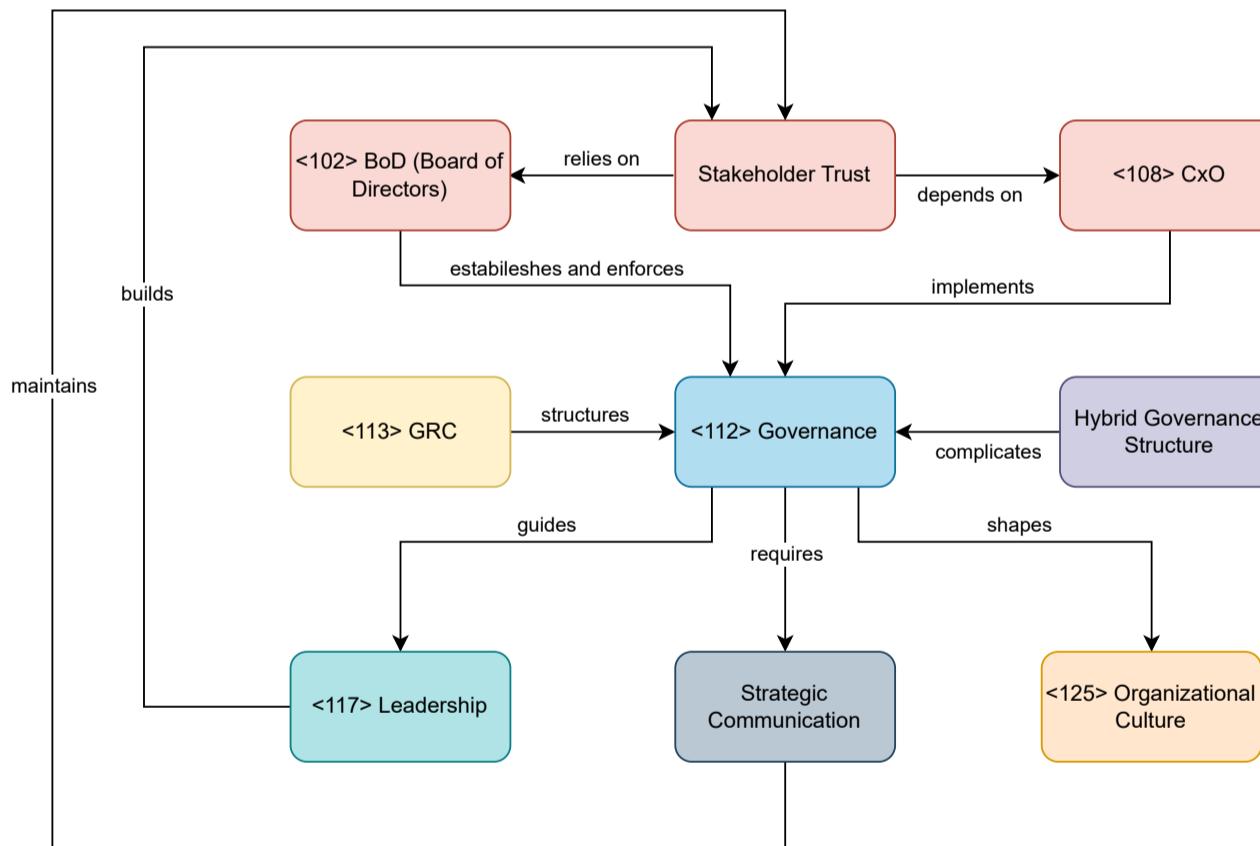


Architectural Fragility	Weaknesses in system design that enable rapid propagation of threats across environments
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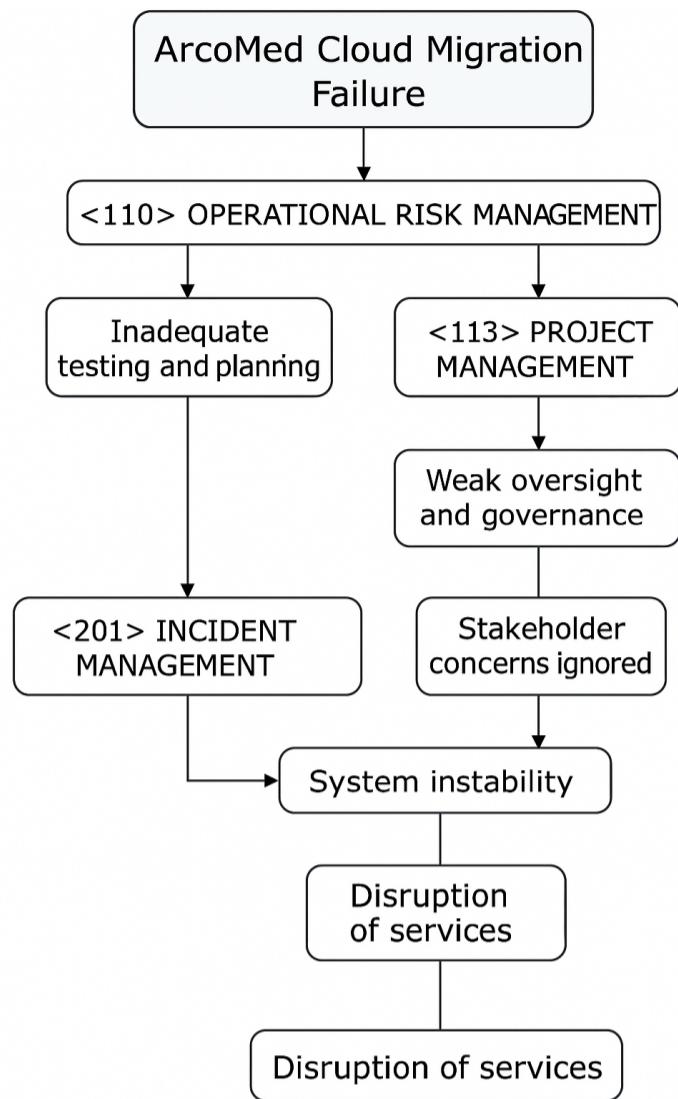
Q1.3



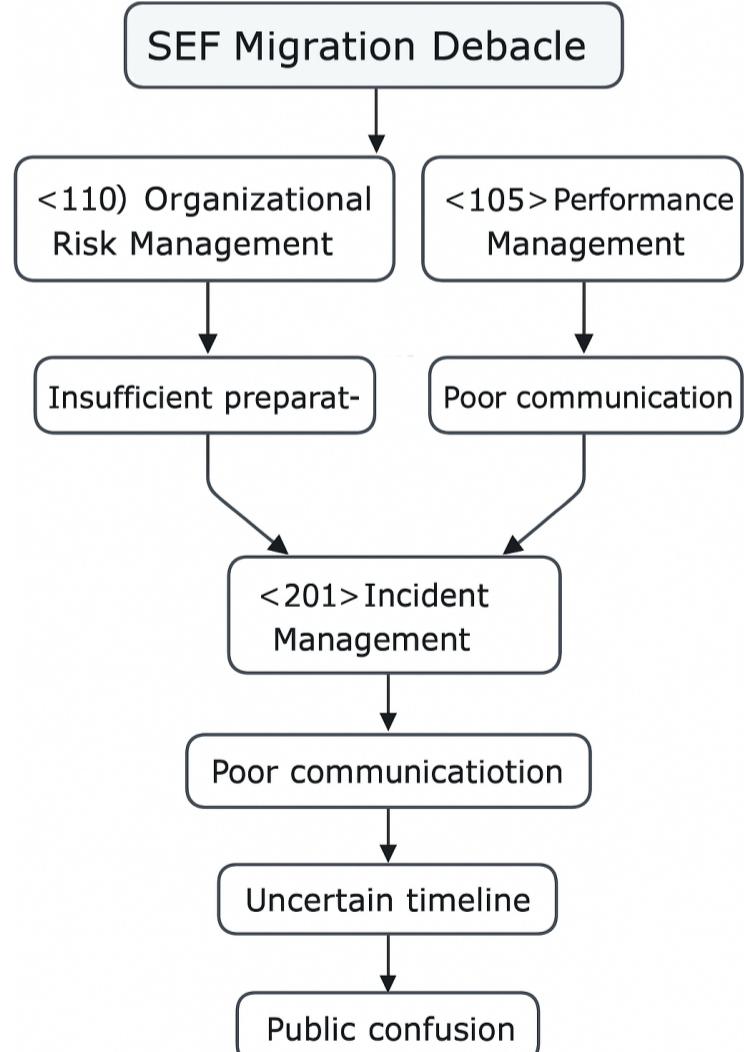
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Q1.3

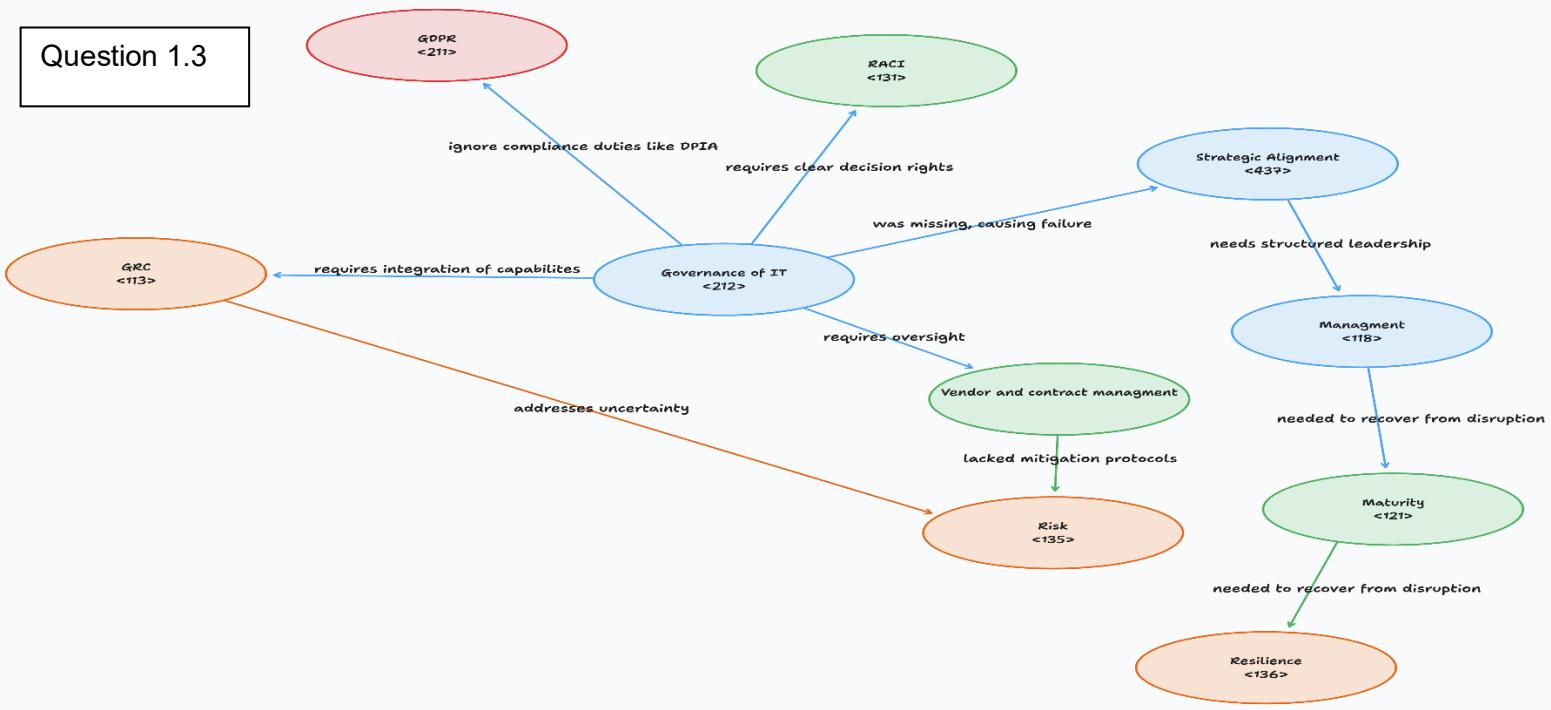


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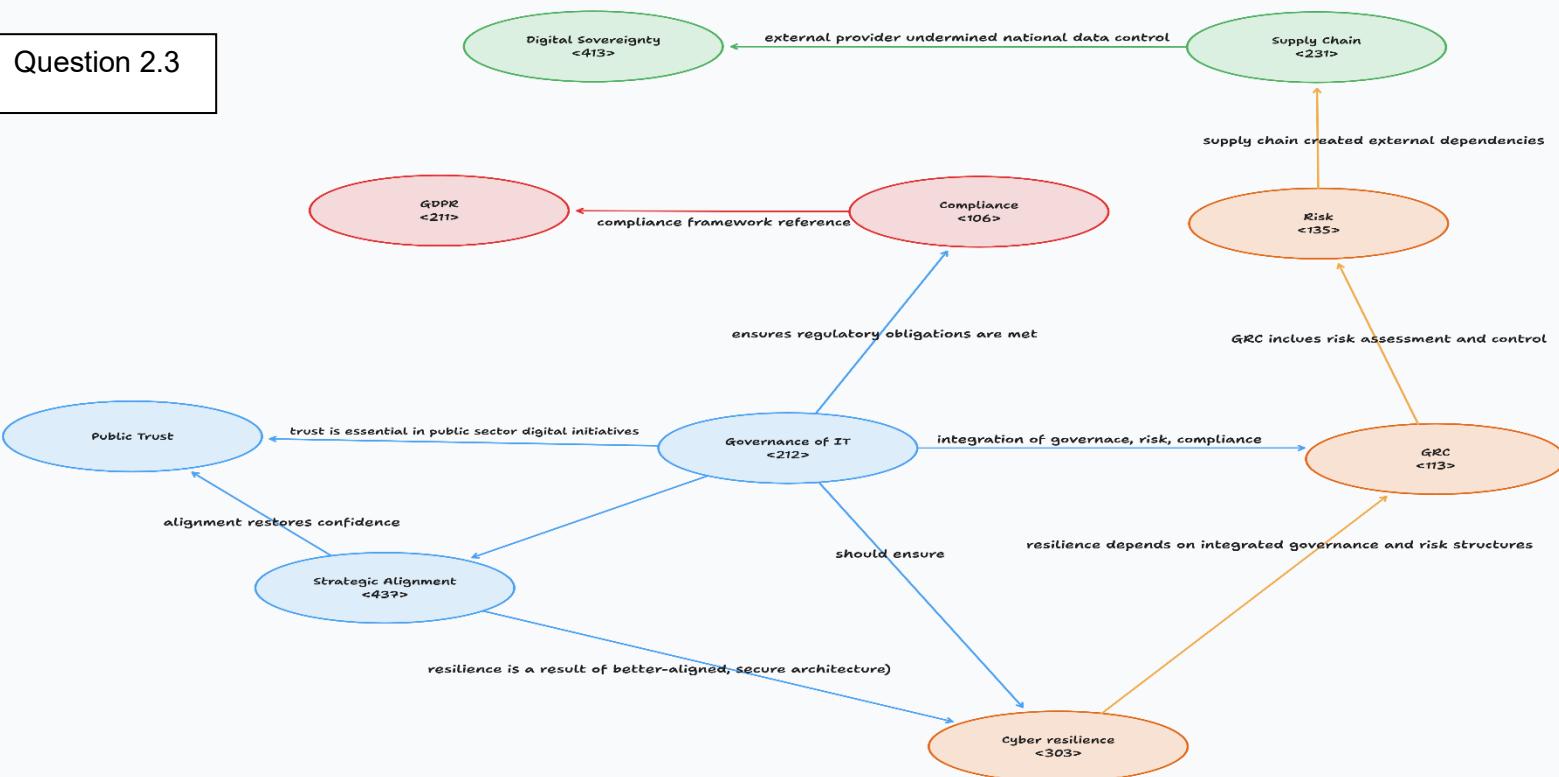


Alexandre Ferreira 103397

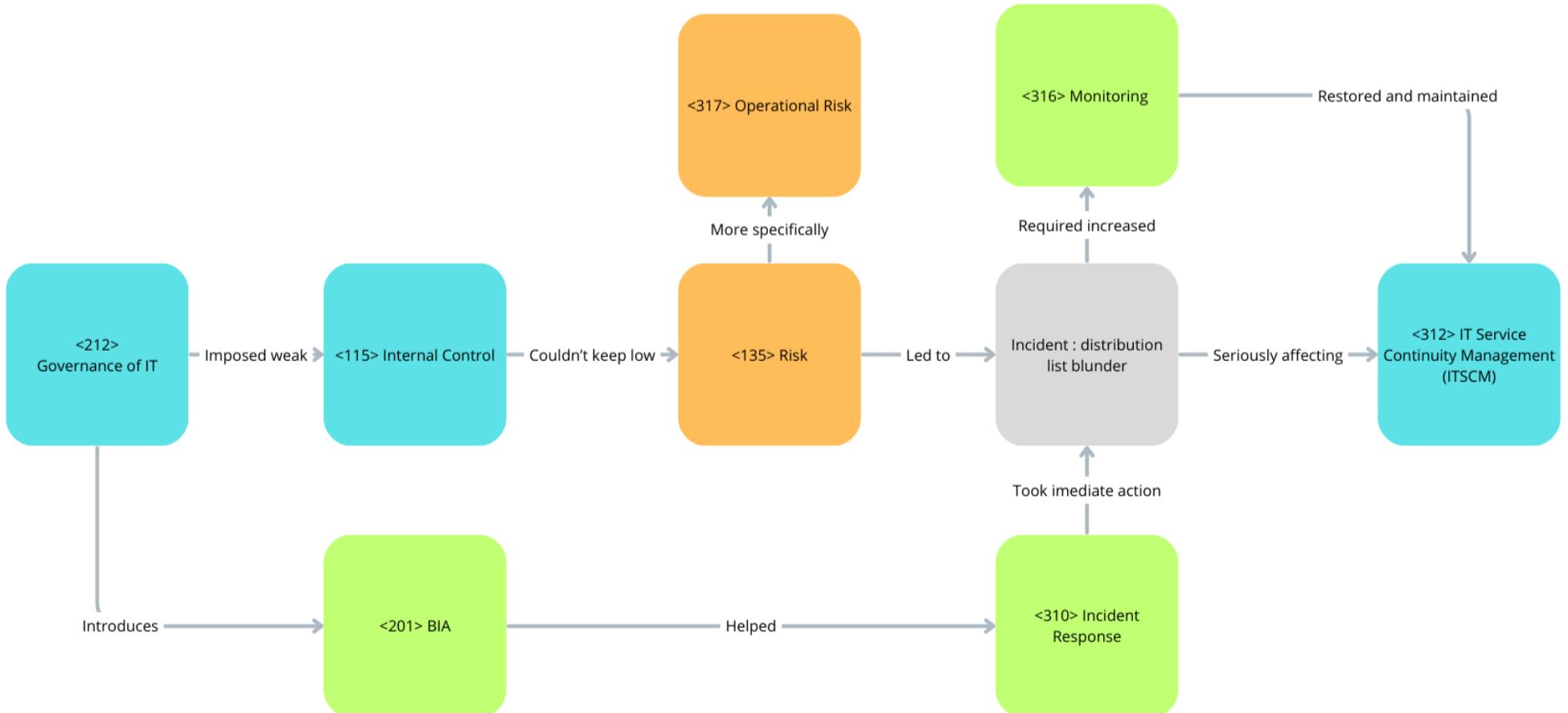
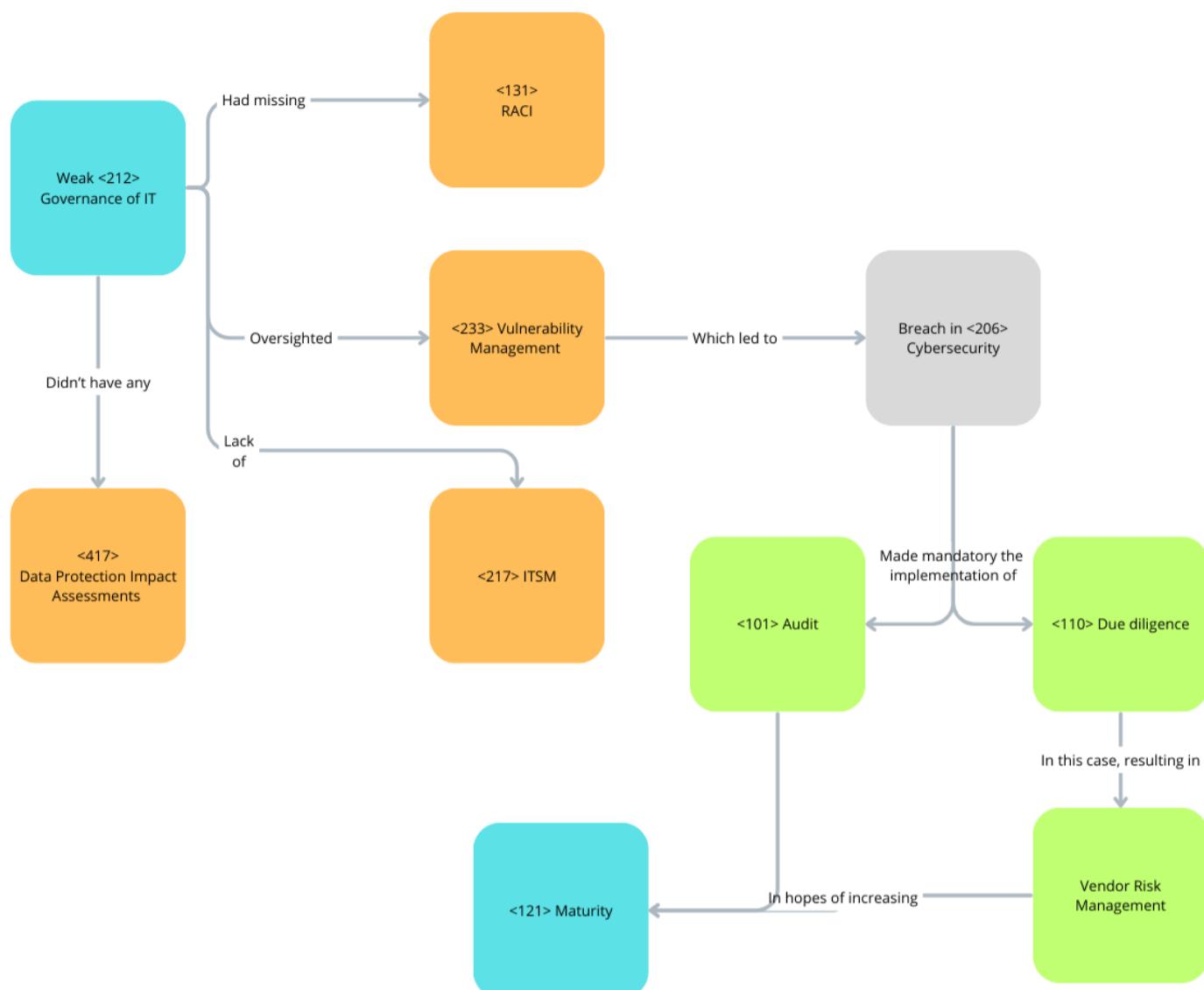
Question 1.3



Question 2.3



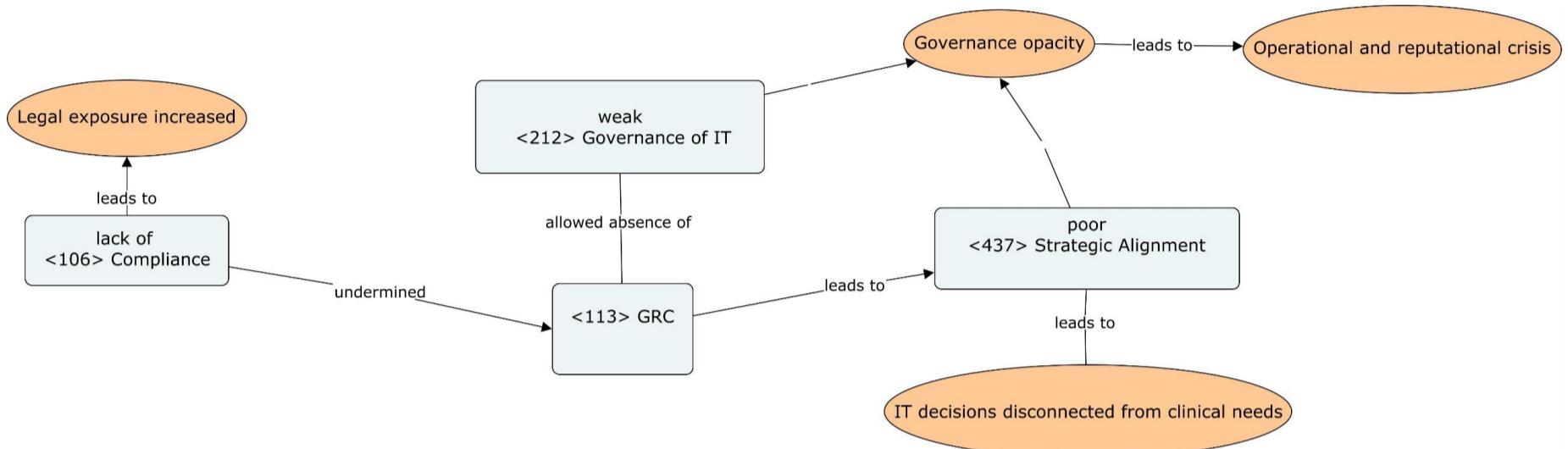
Afonso Matos, ist103479



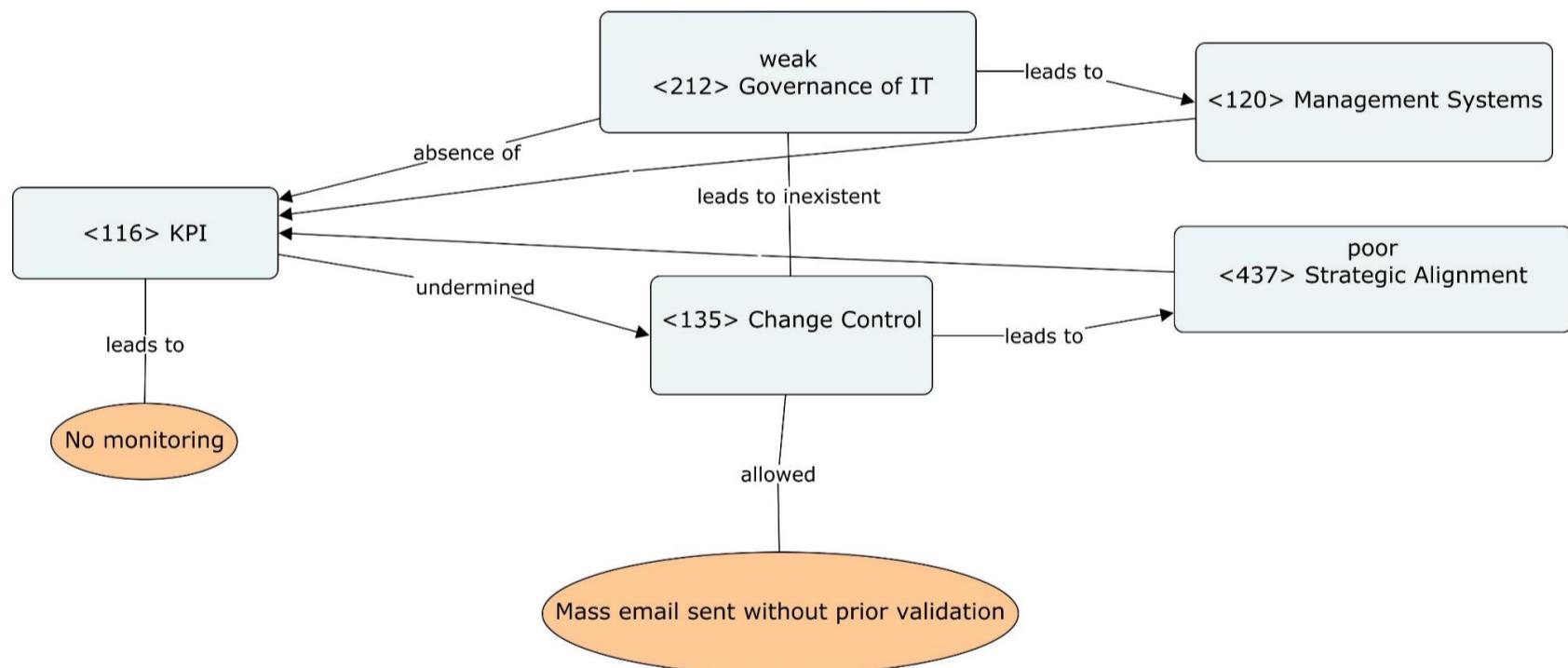
Concept Maps

André Melão 103517

Q1.3 – ArcoMed Cloud Migration



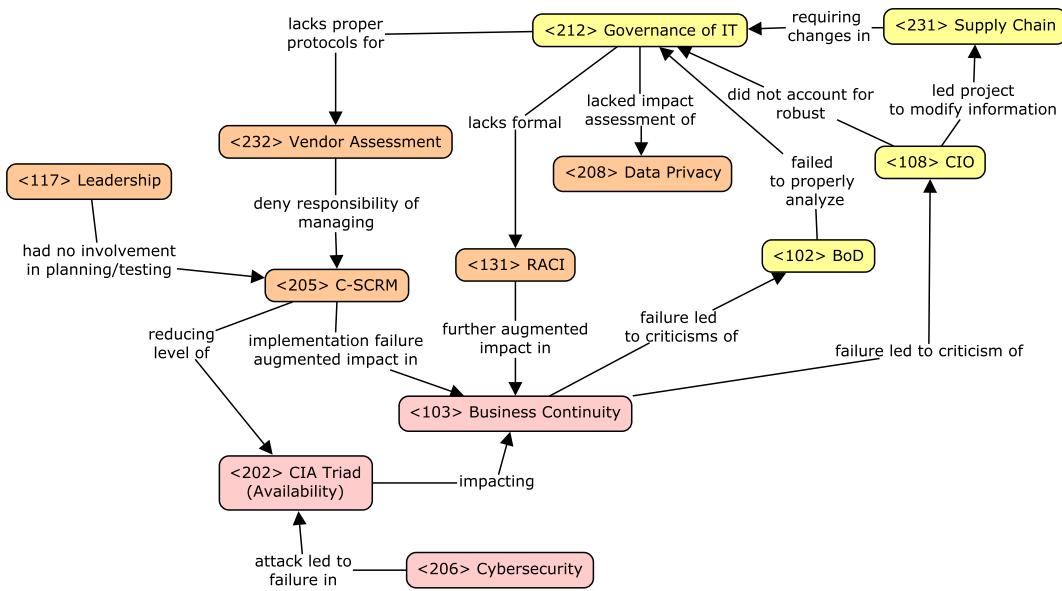
Q2.3 – NHS Email Storm



Essay #2: Governance of IT and IT Management

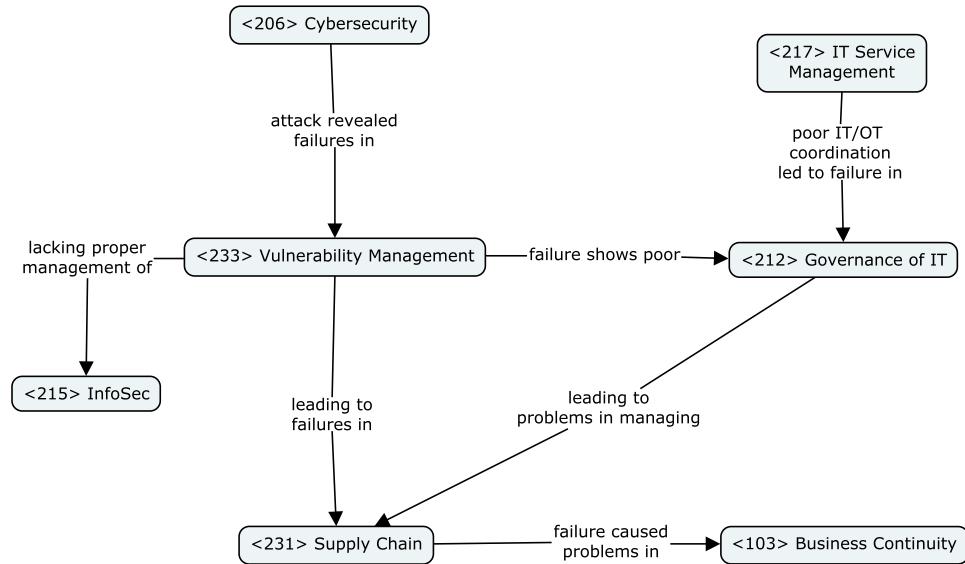
Q1.3

Story: 2.2 - ArcoMed cloud migration

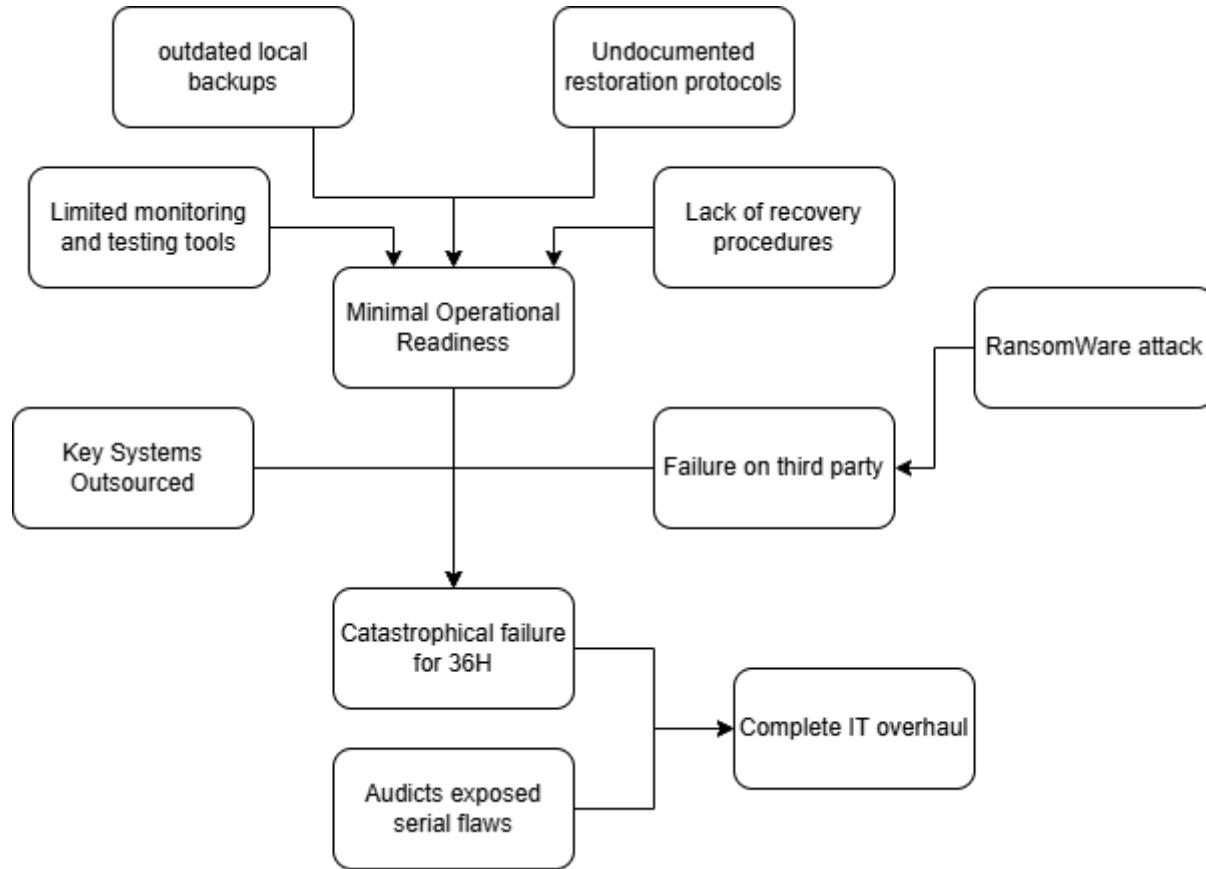


Q2.3

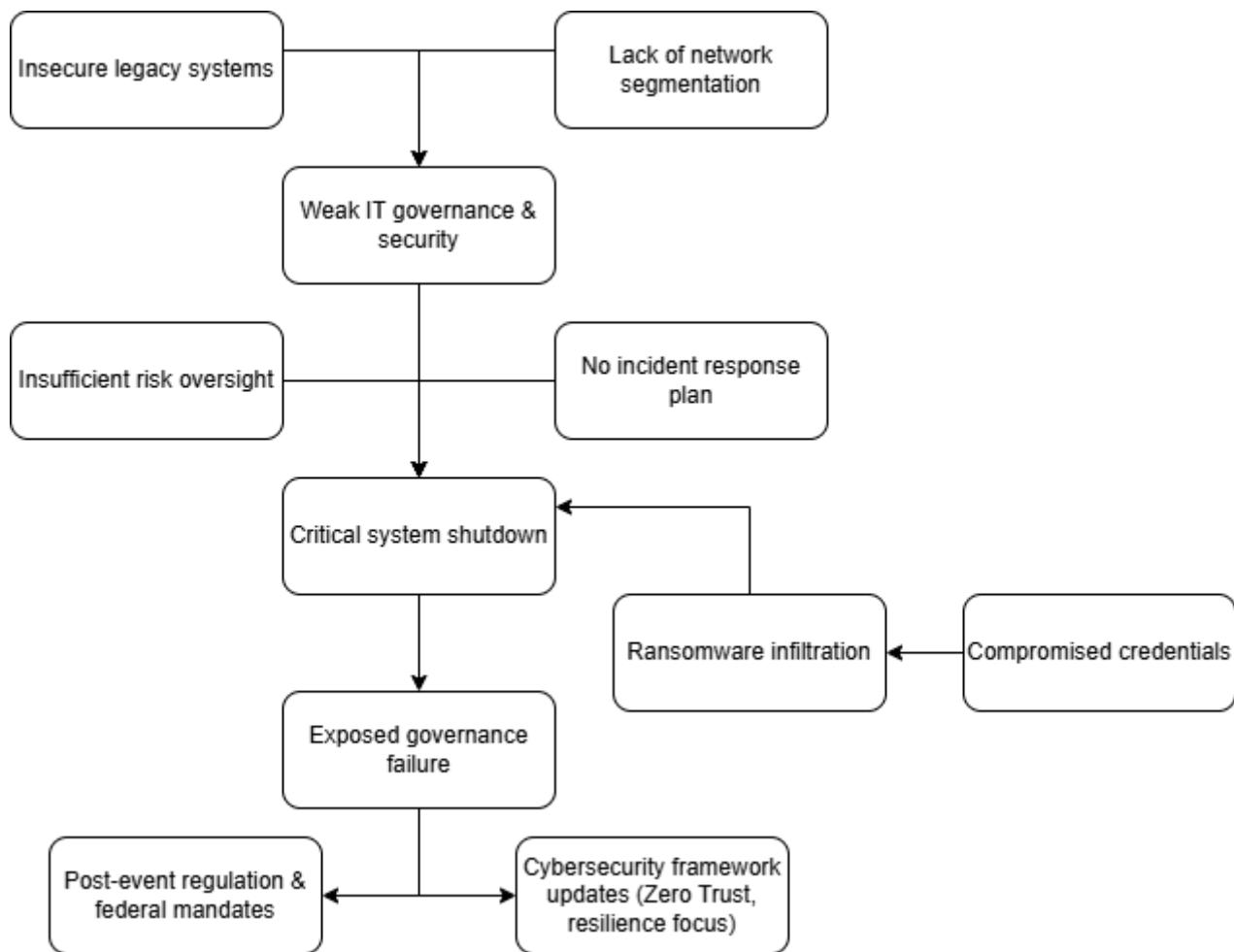
Case: <2> Colonial Pipeline and the Long Weekend (2021)



Q1.3



Q2.3

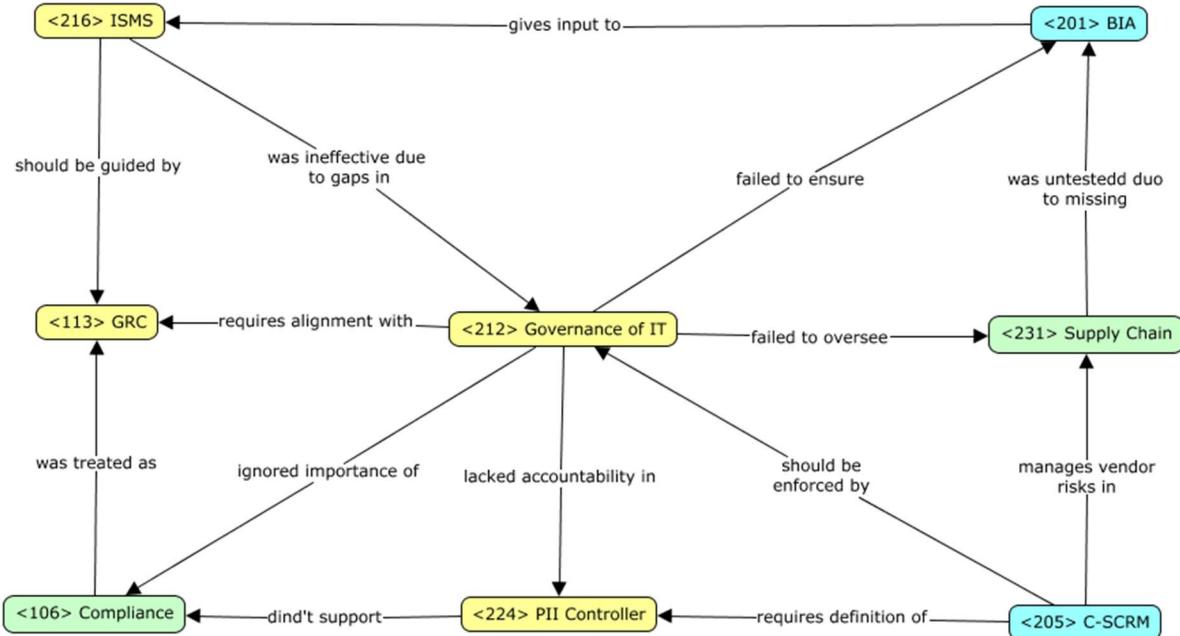


Essay 2

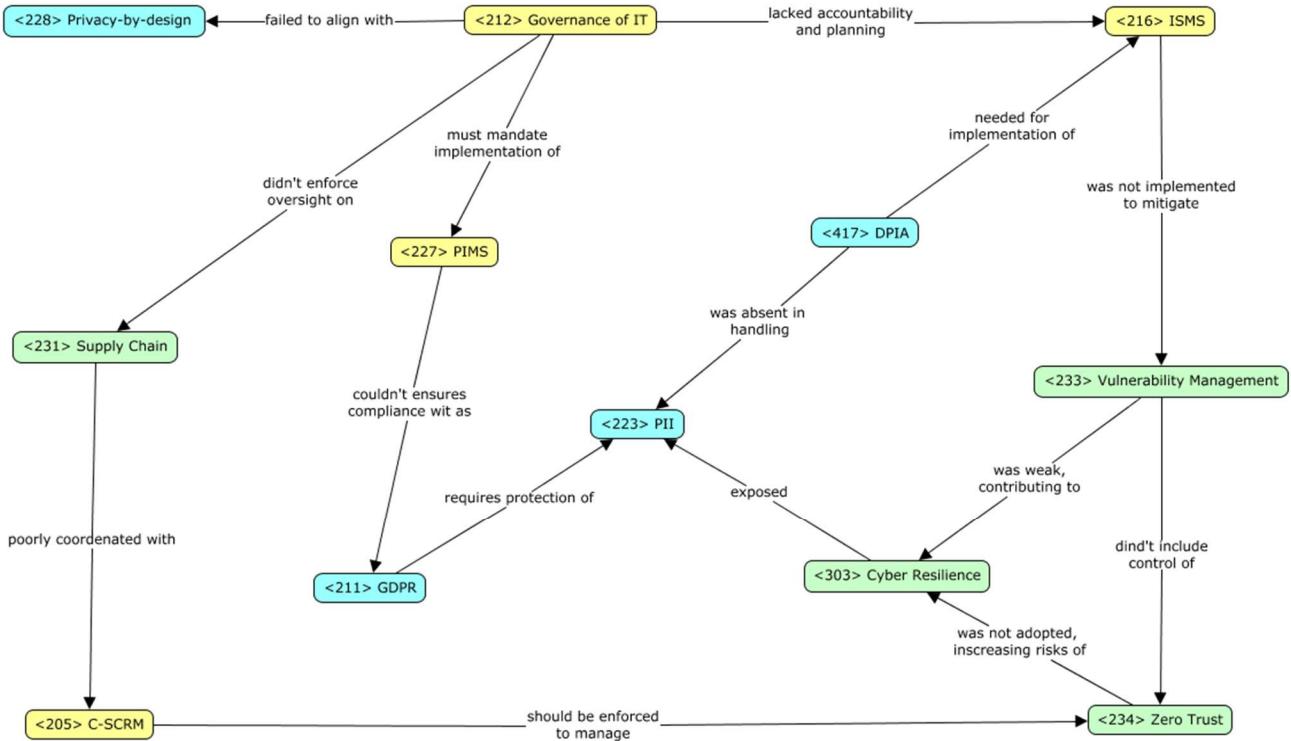
Name: Eduardo Francisco Pedrosa

Number: 103600

Q1.3

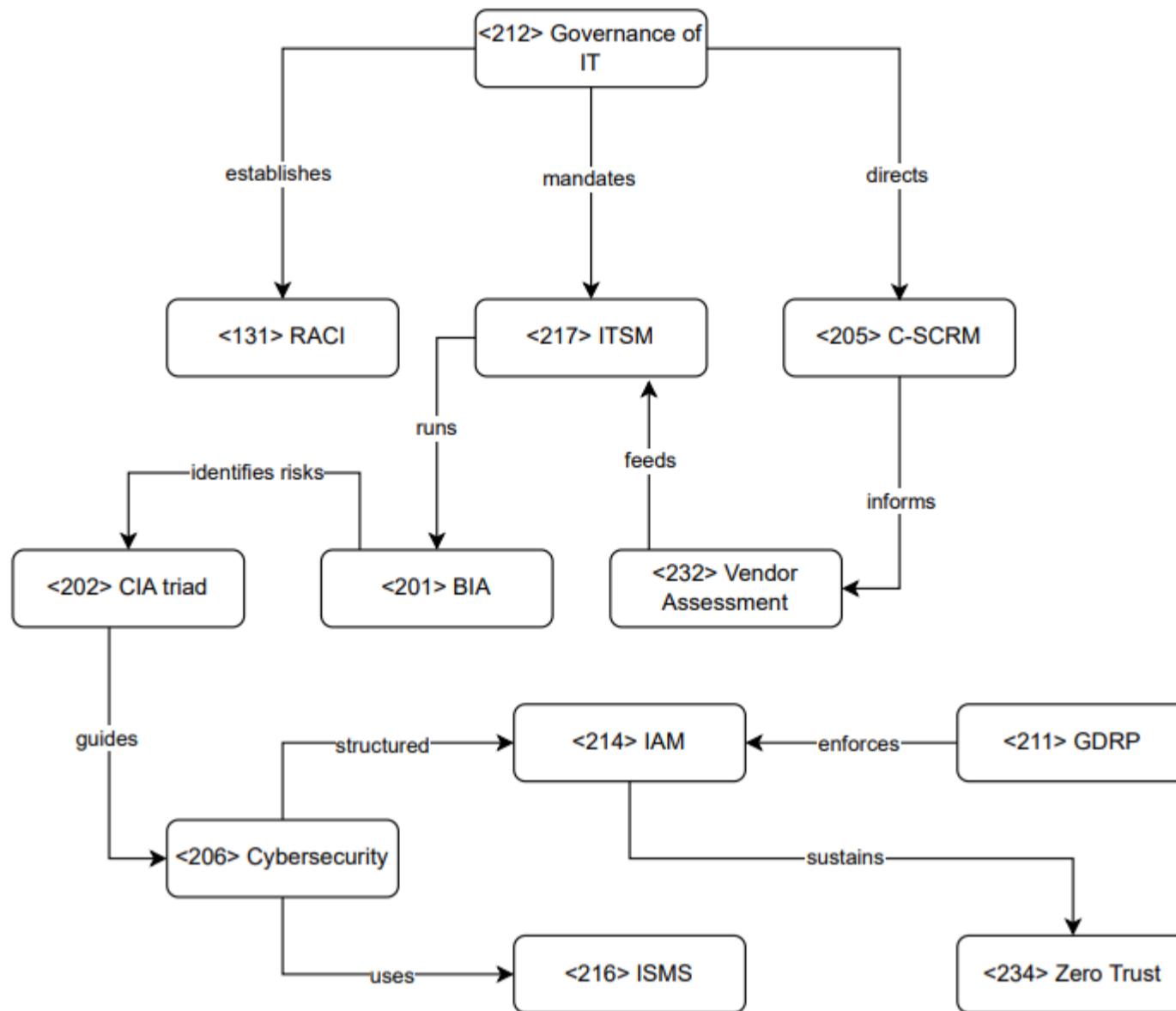


Q2.3



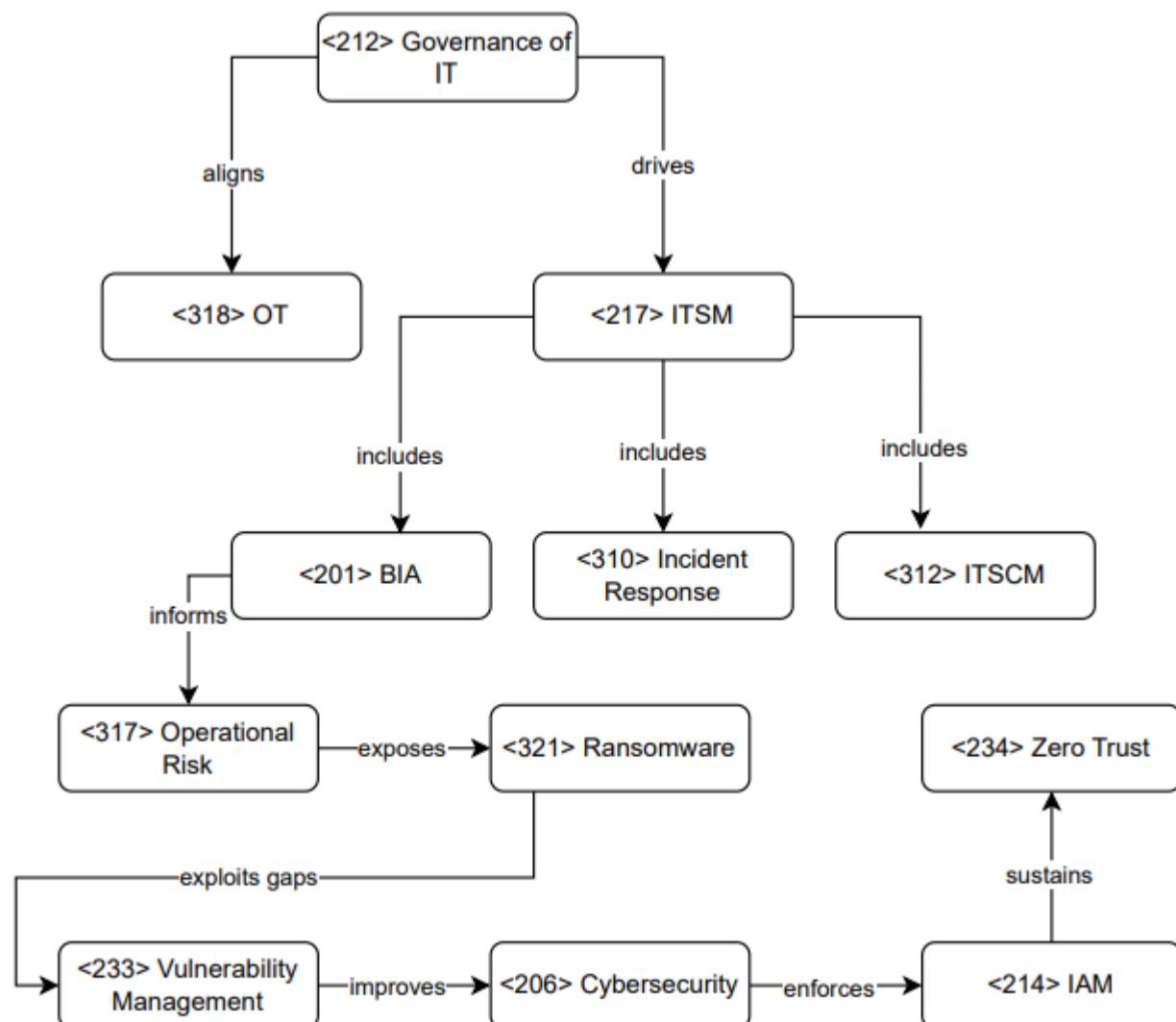
Q1.3

Story: 2.2 ArcoMed cloud migration



Q2.3

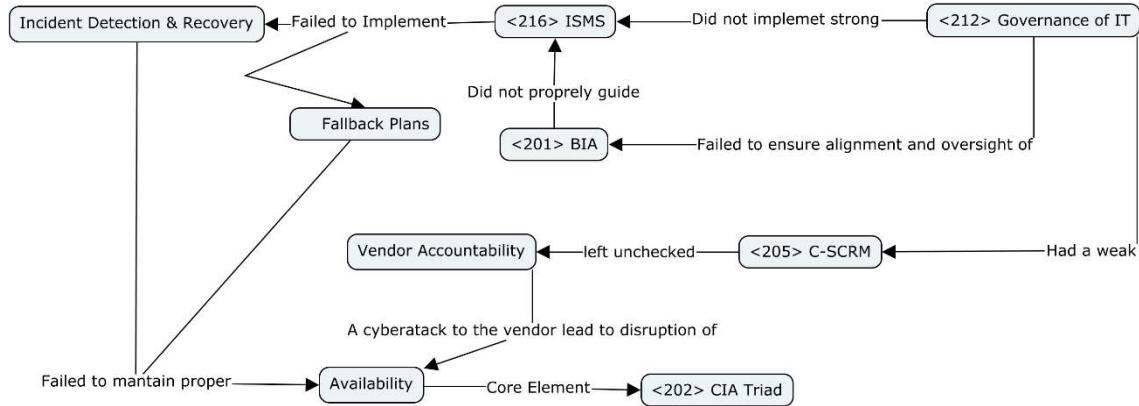
Case: <2> Colonial Pipeline and the Long Weekend (2021)



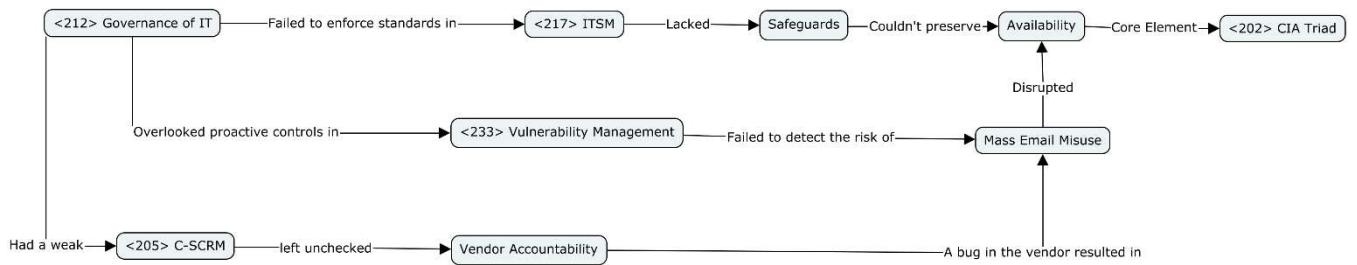
Pedro da Silva Letra

ist1103622

Q1.3



Q2.3

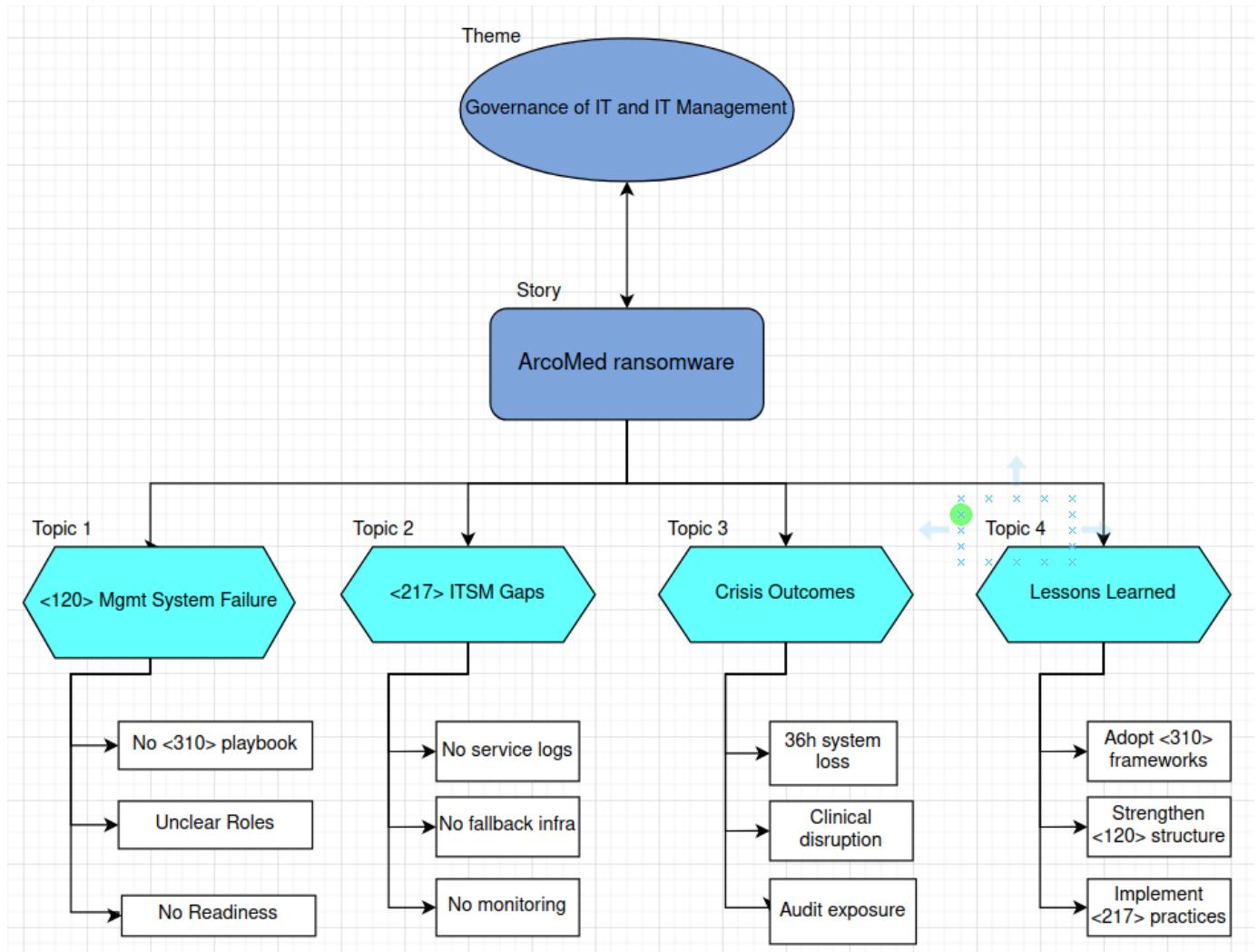


Information Systems Management and Security

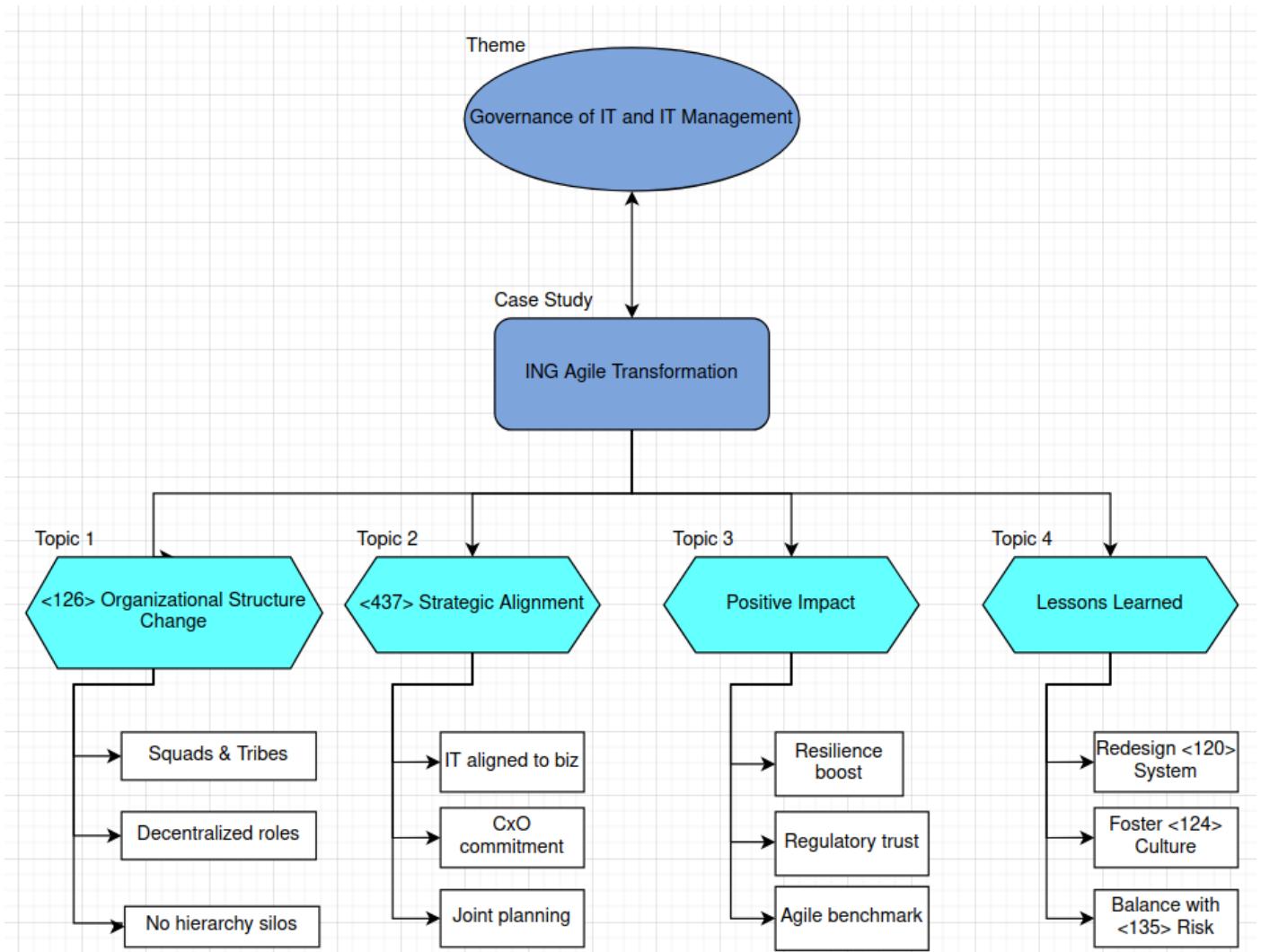
Essay 2: Governance of IT and IT Management

Tomás Taborda nº103641

- Q1.3:



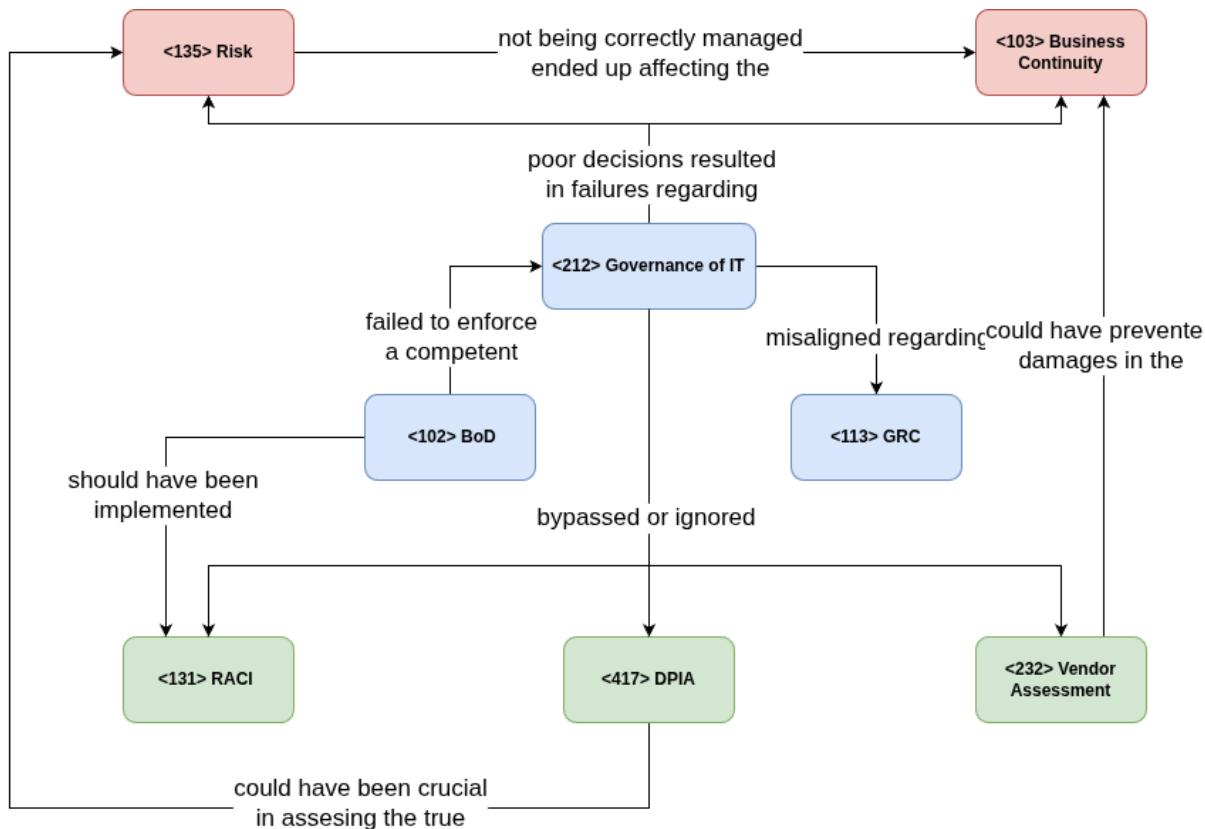
- Q2.3



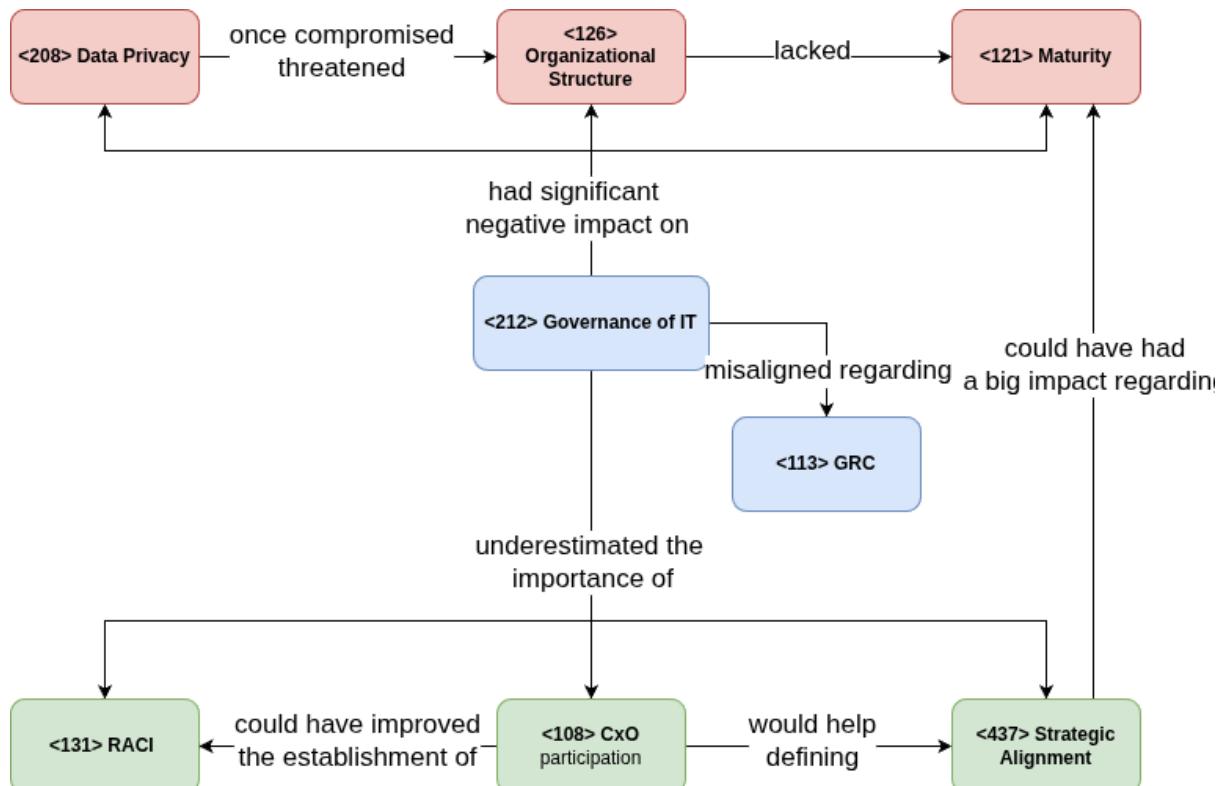
Salvador Carvalhinho

103667

Q1.3 concept map

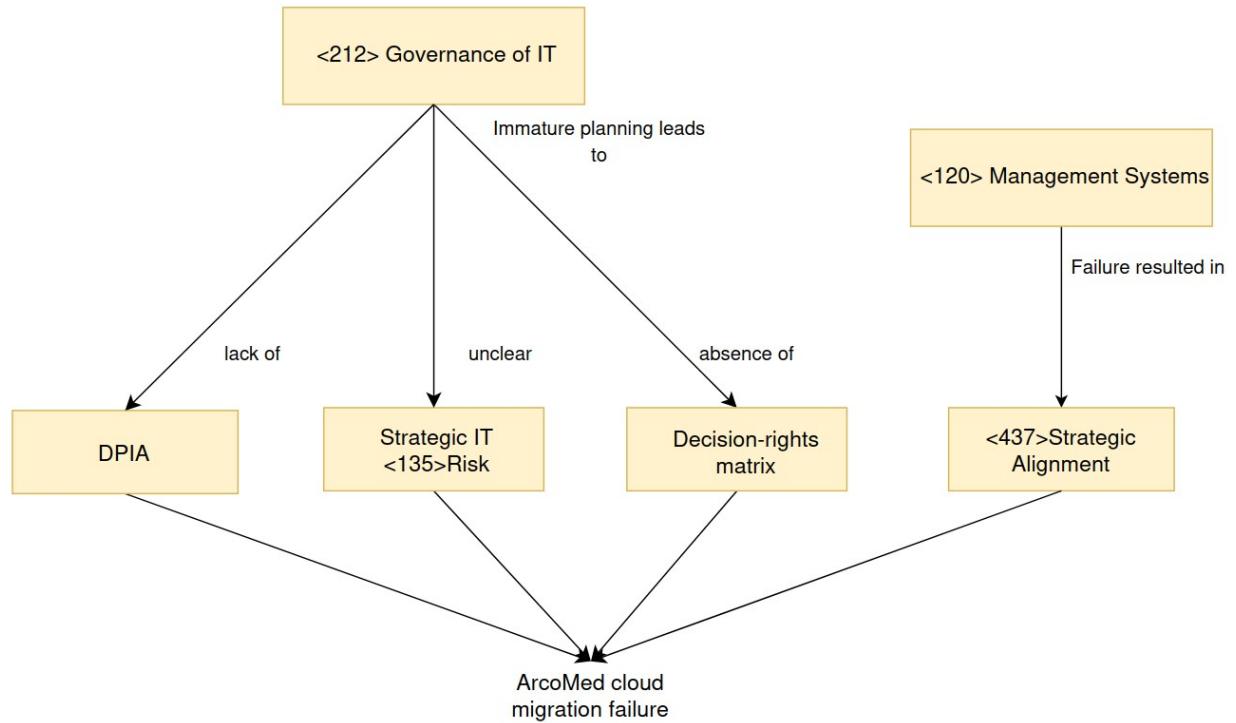


Q2.3 concept map

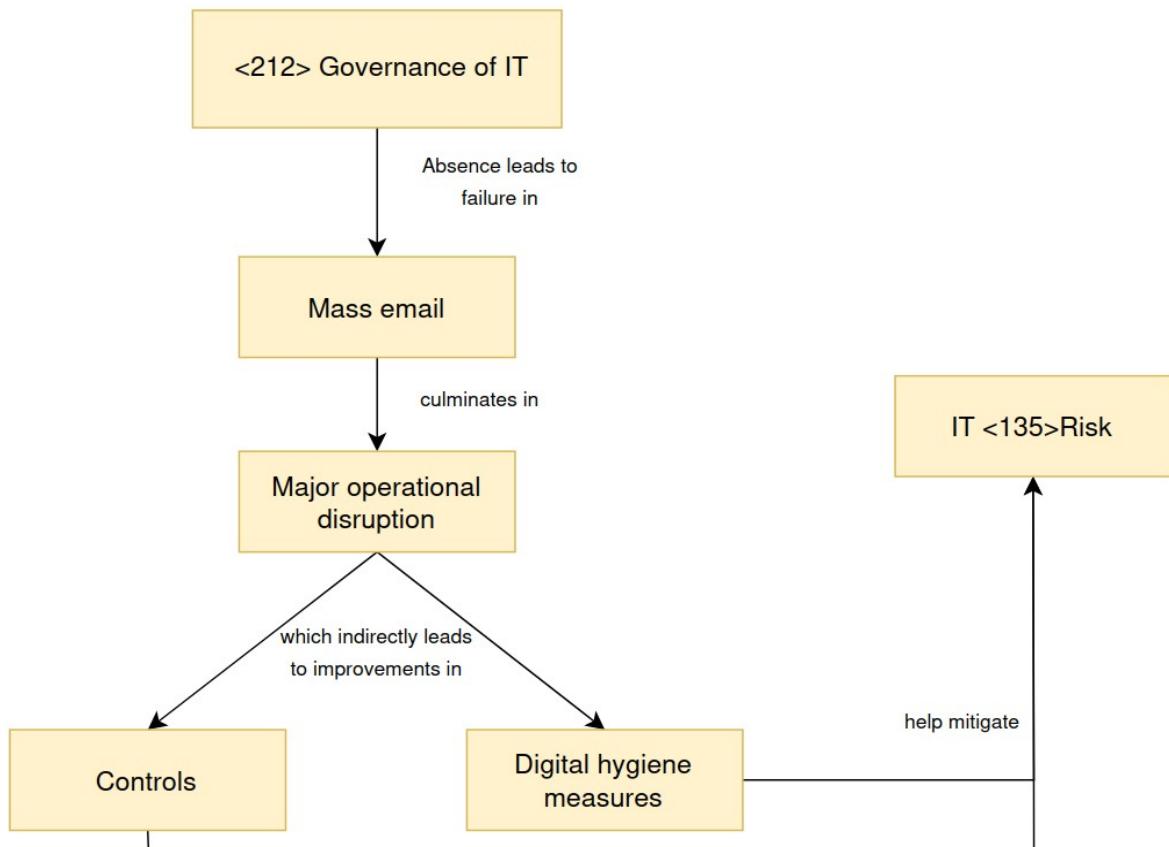


Name → David Palma
Number → 103668

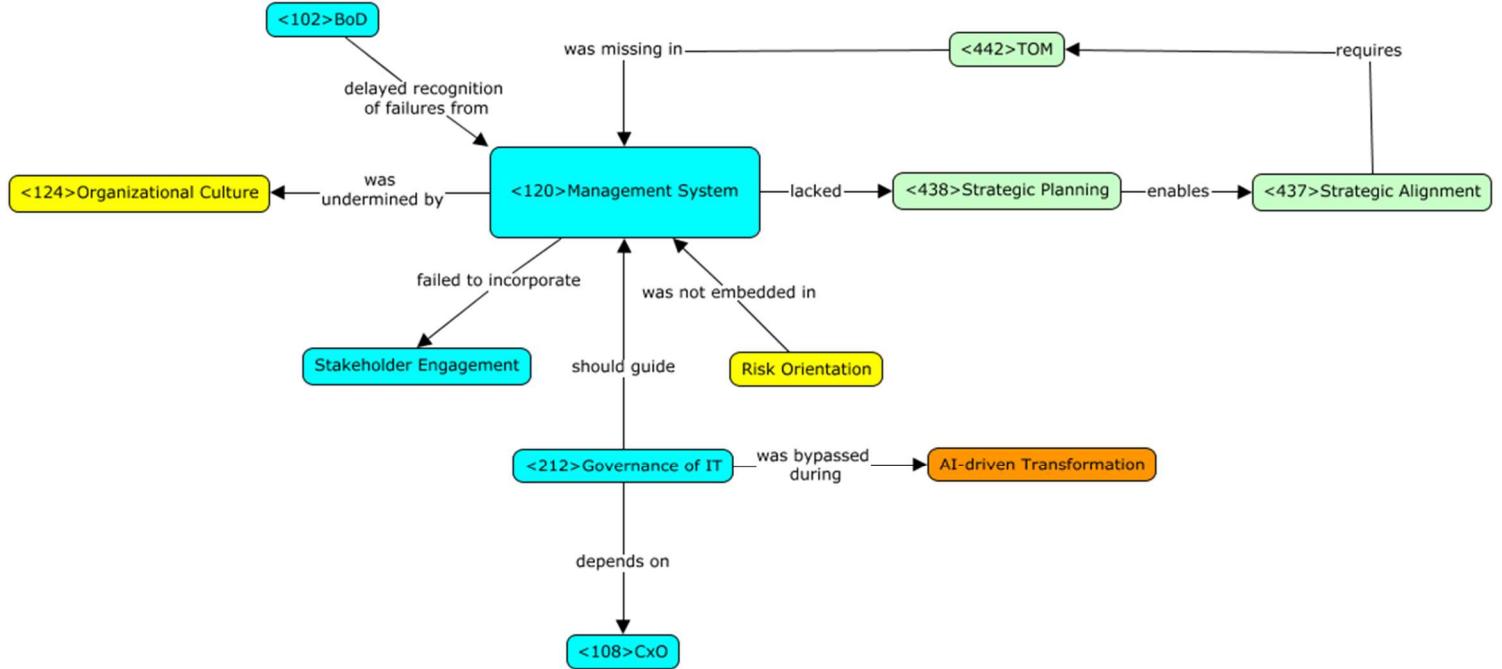
Q1.3



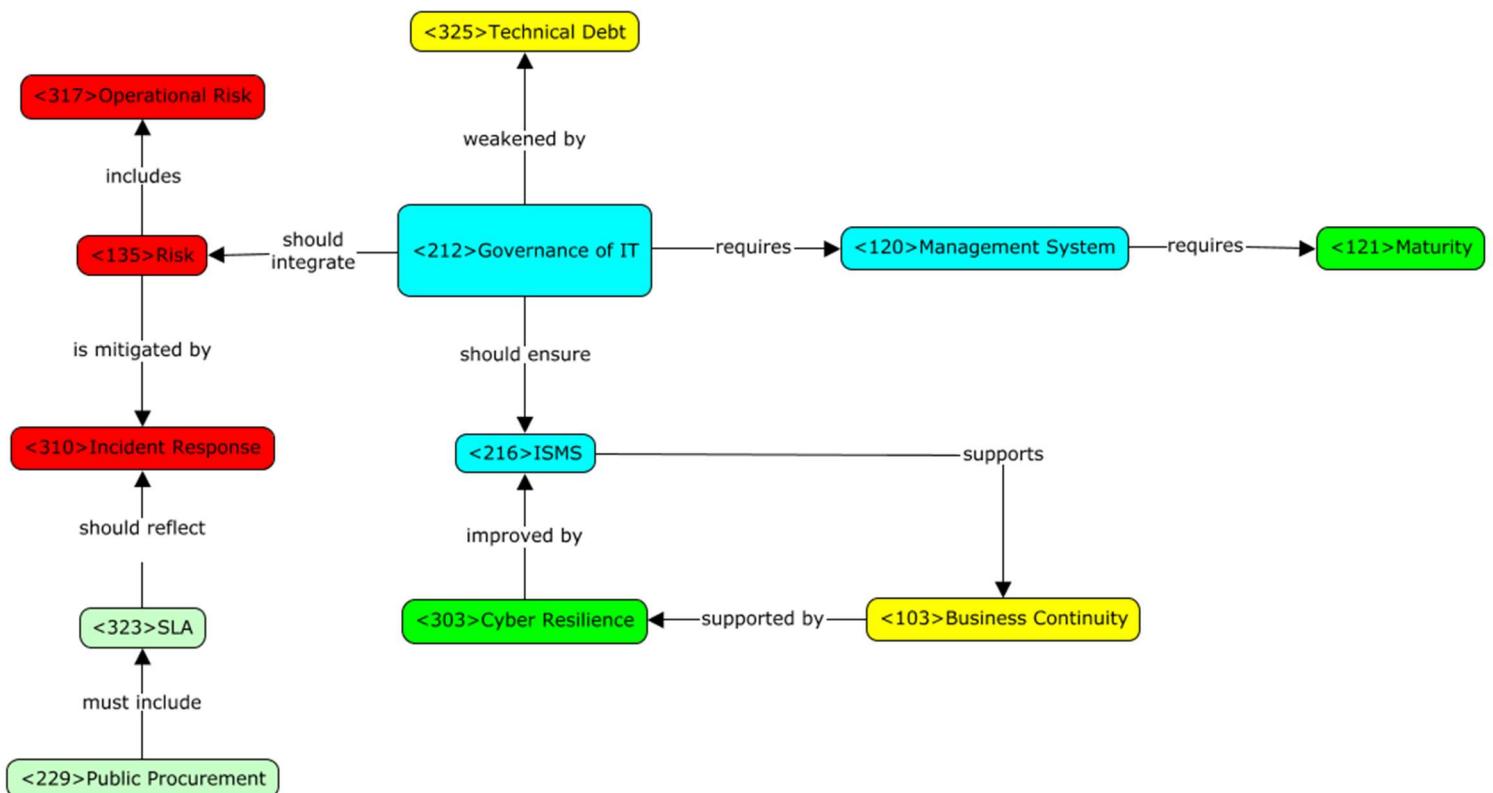
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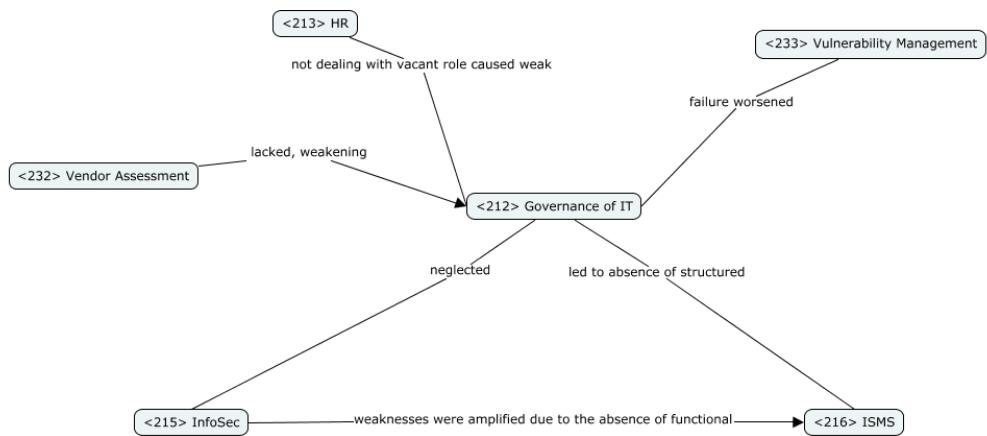
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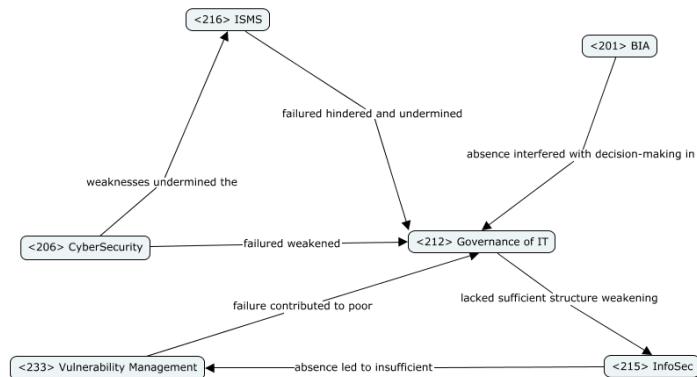
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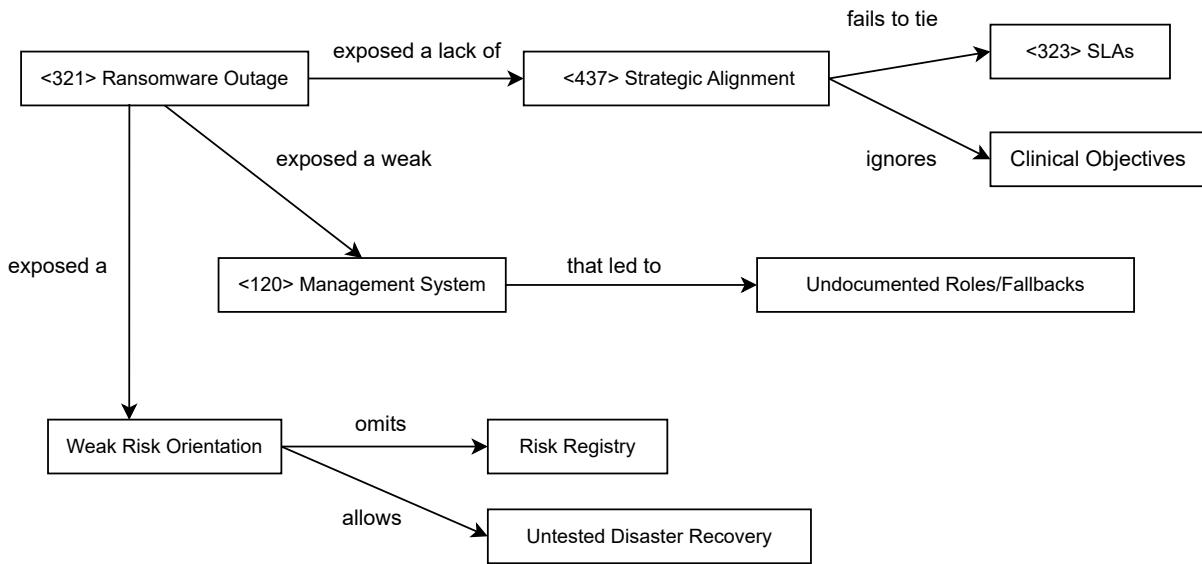
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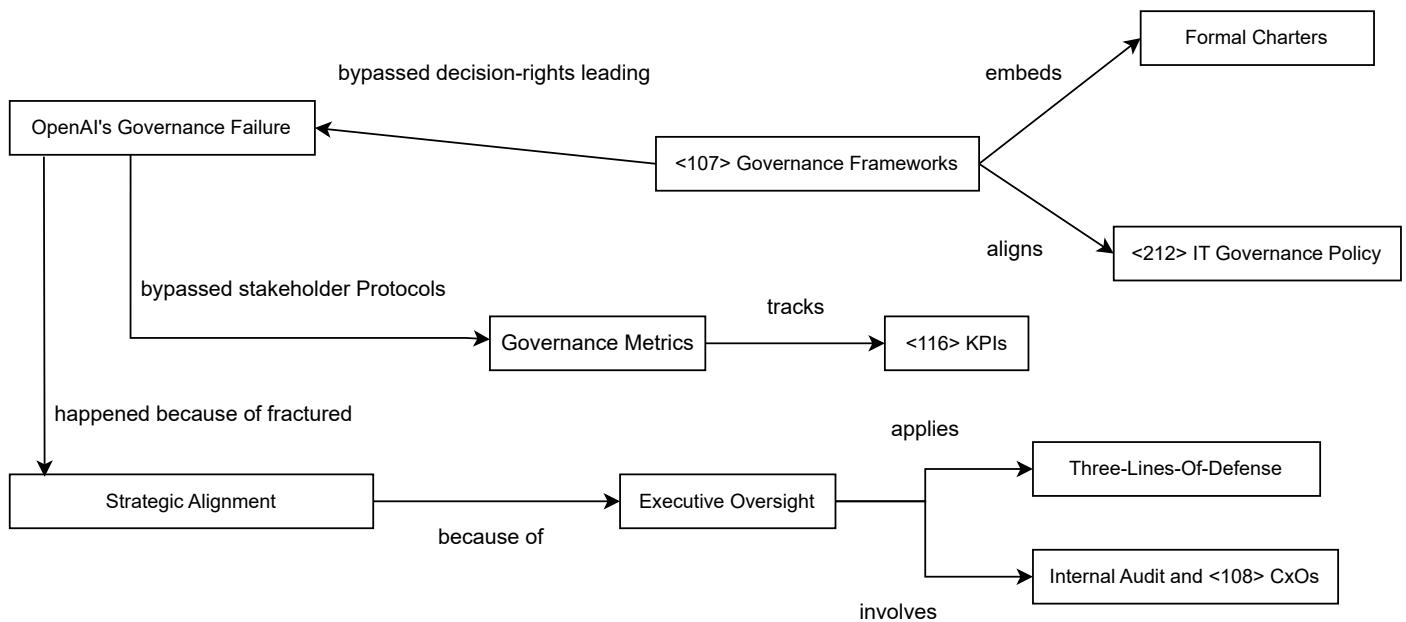
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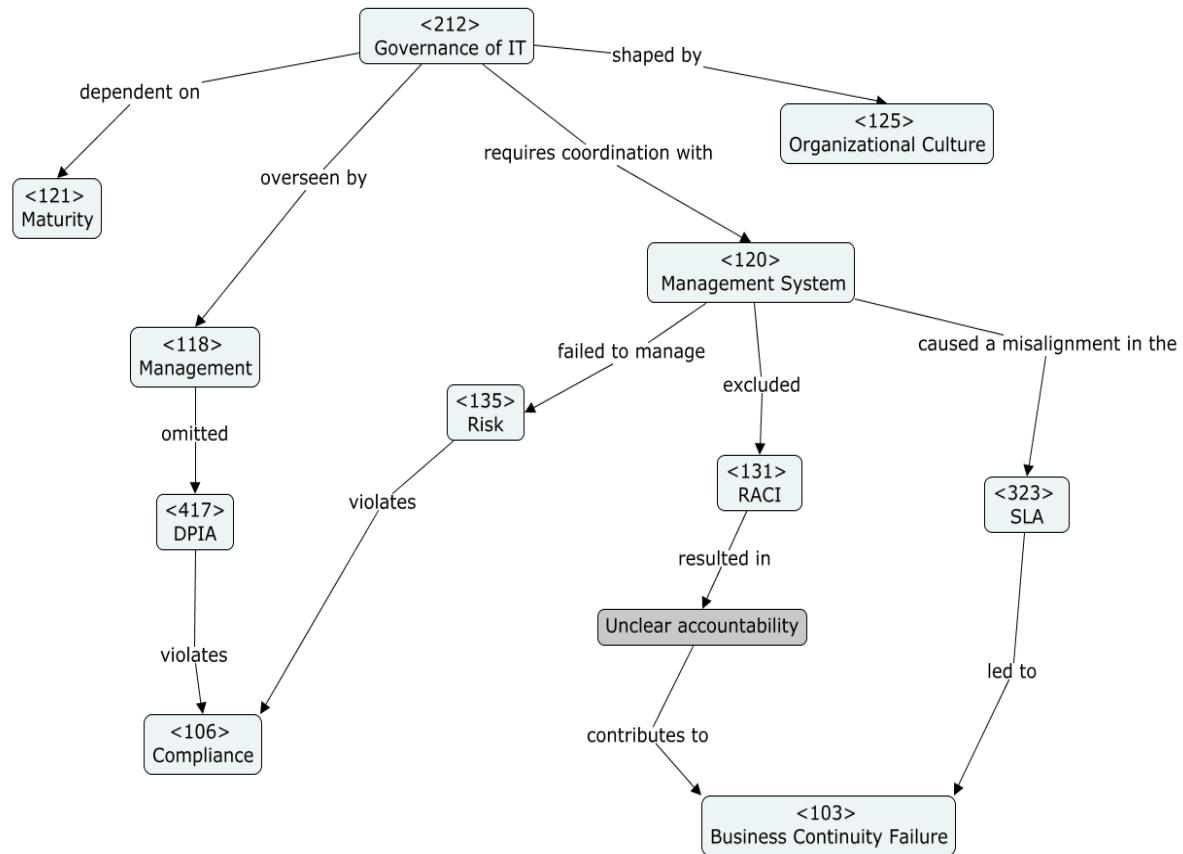
Q1.3



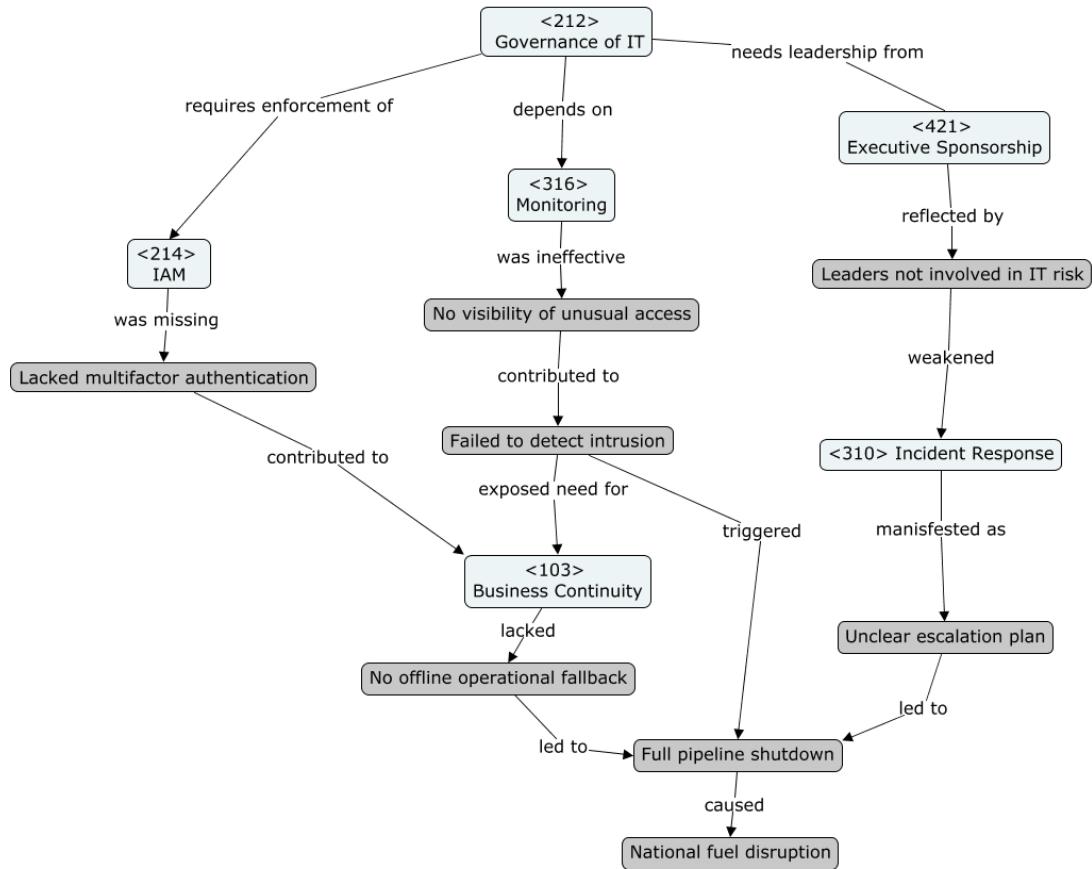
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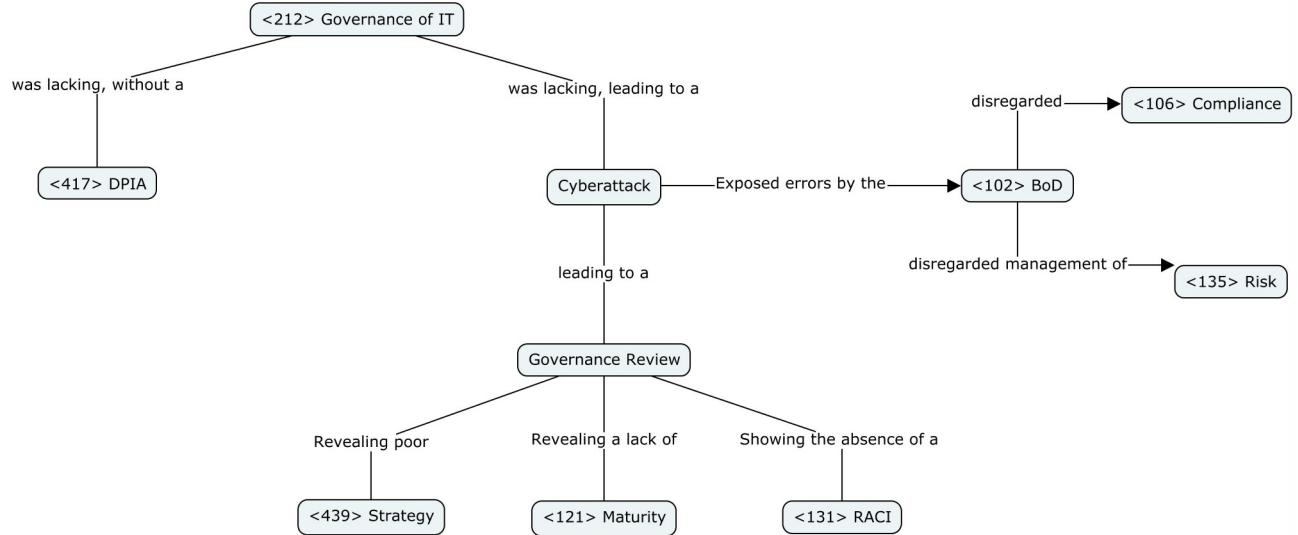
Q1.3 – Story Analysis: ArcoMed cloud-first



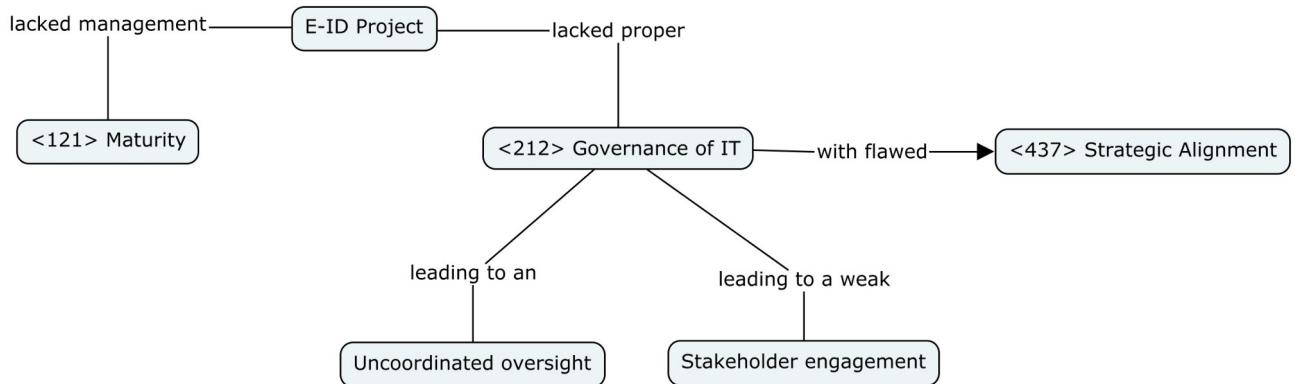
Q2.3 – Case Analysis: Colonial Pipeline and the Long Weekend



Q1.3

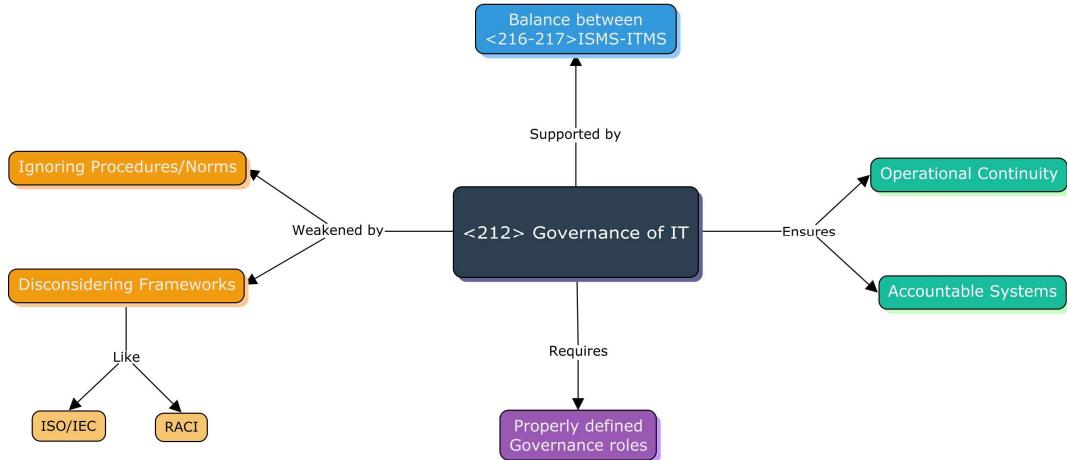


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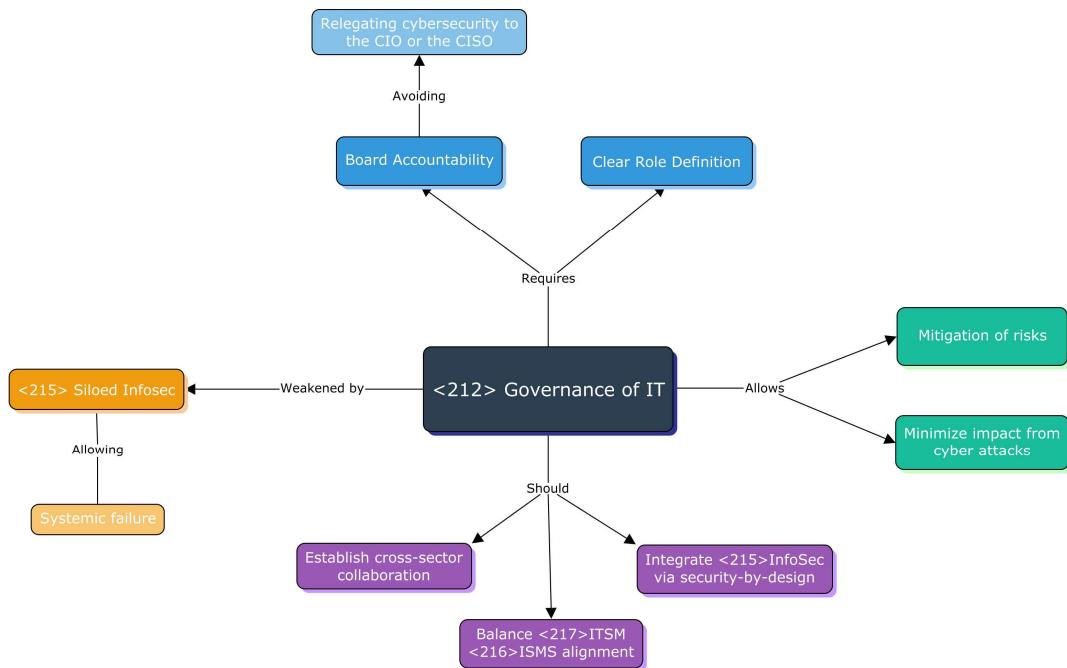


Renato Marques, 103906

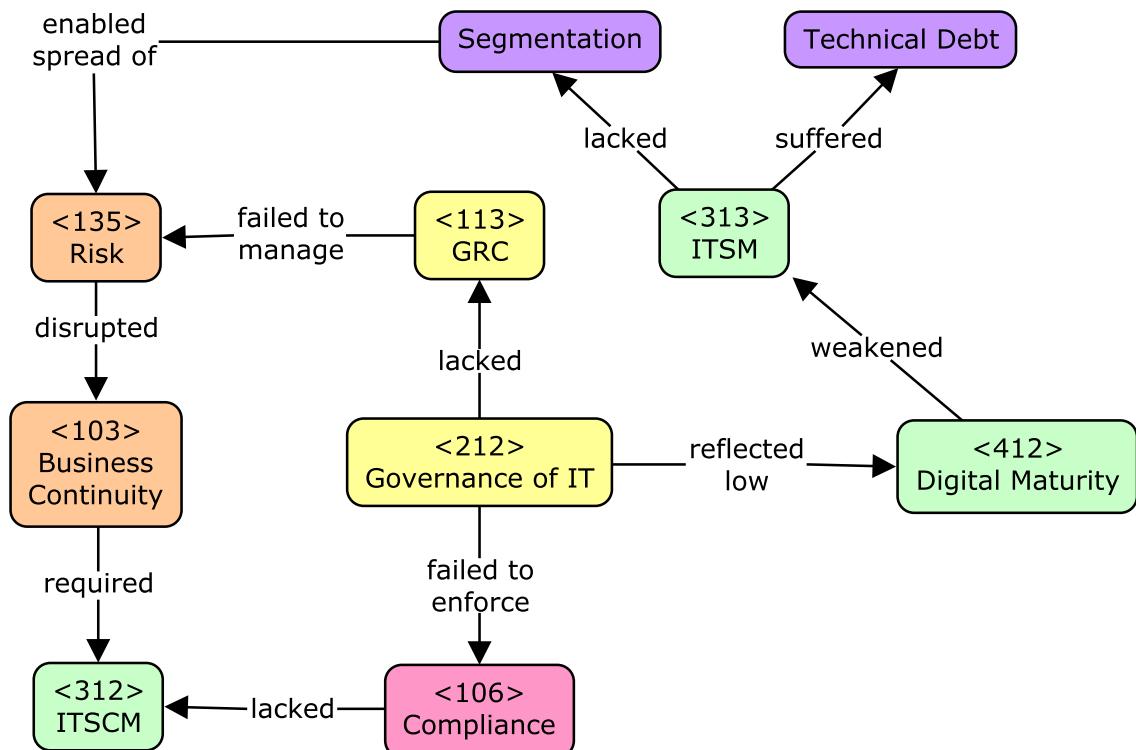
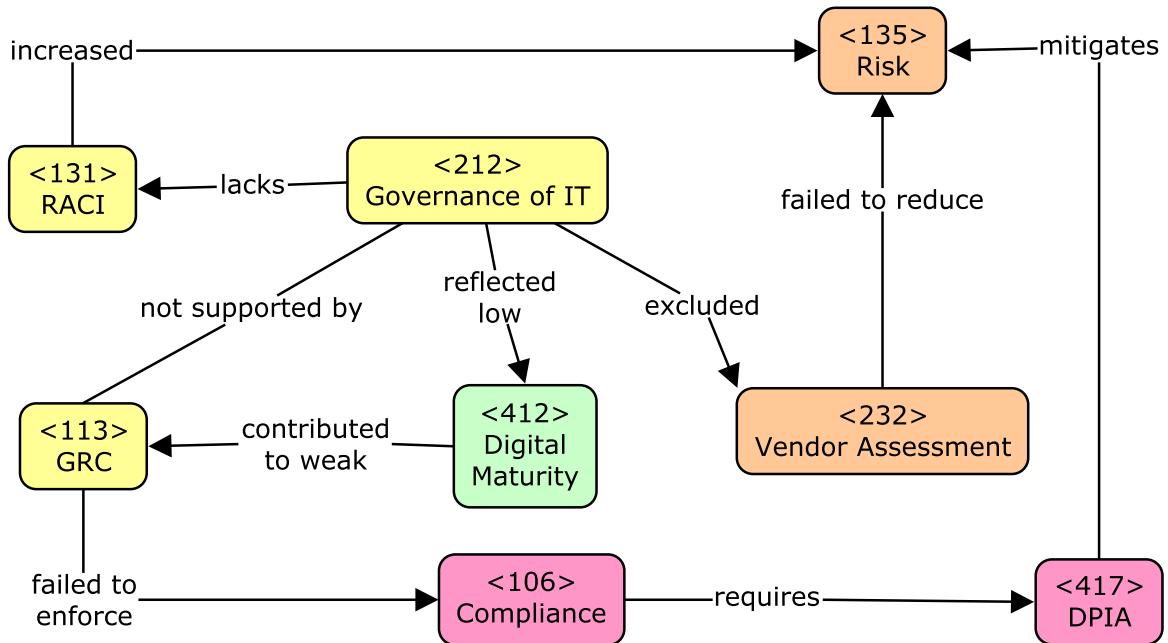
Q 1.3)



Q 2.3)

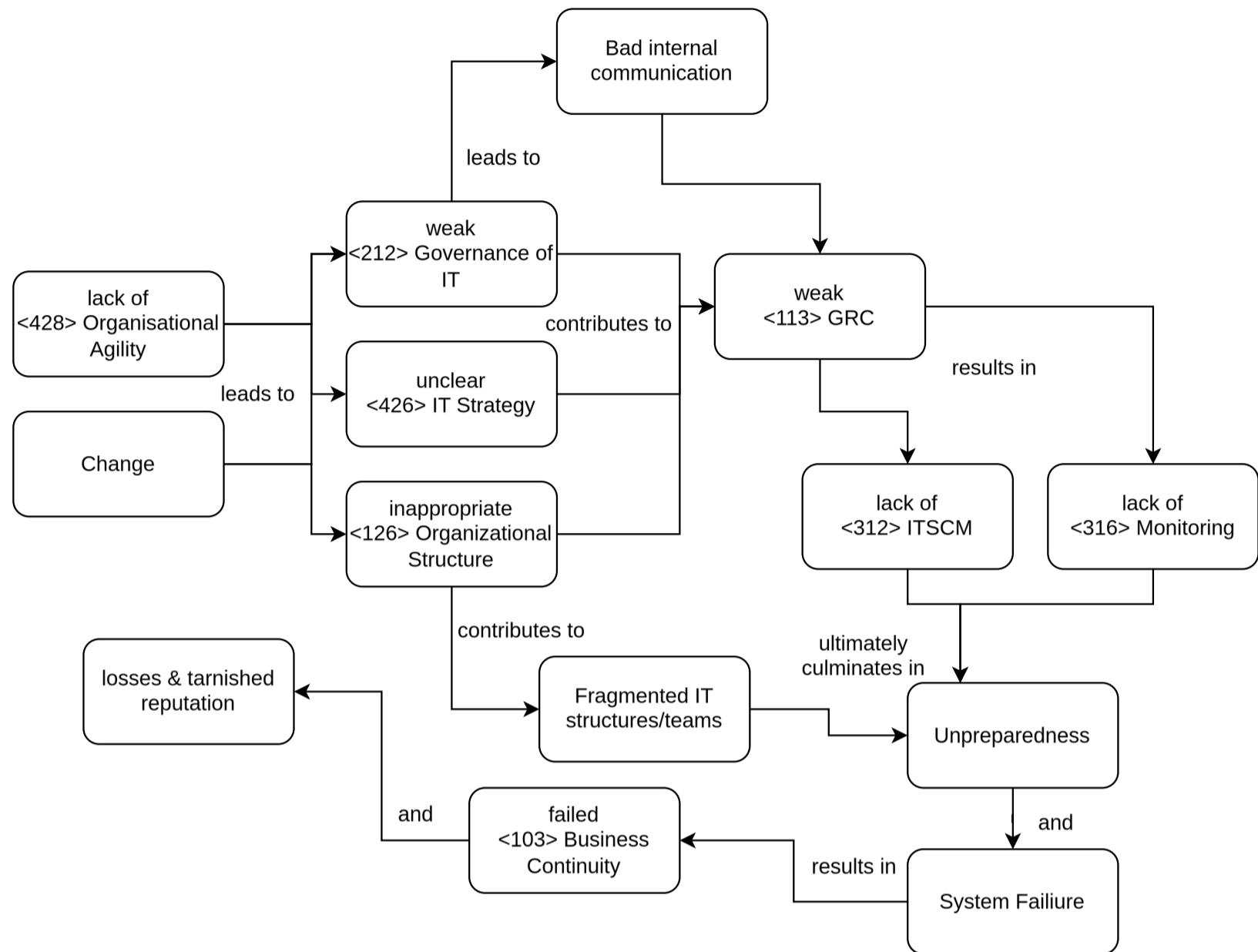


103929 – Lucas Martins

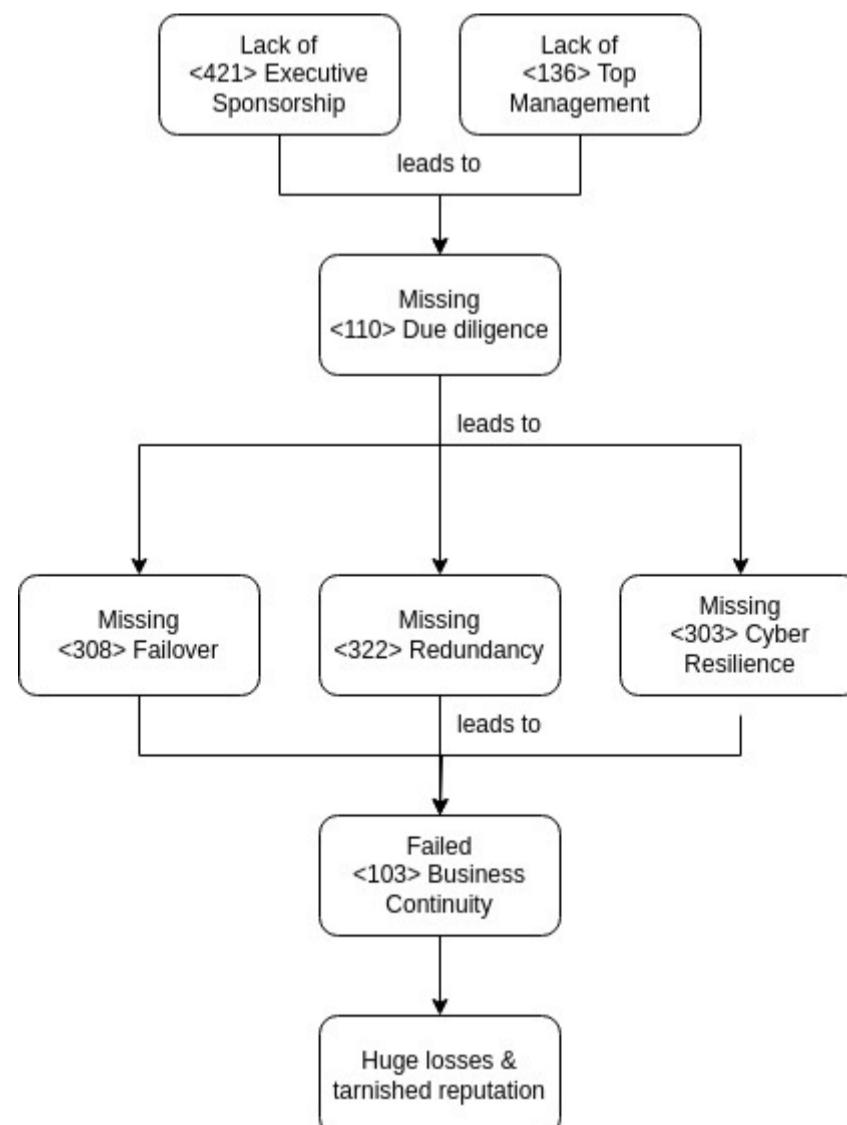


Name: Antonio Oliveira
Number: 104010

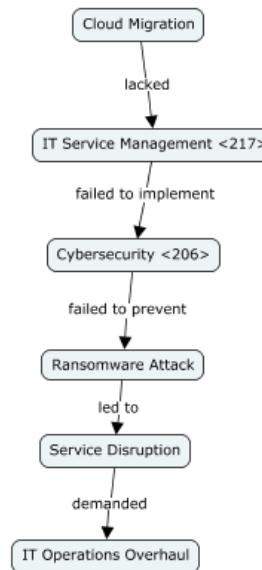
Story: ArcoMed ransomware



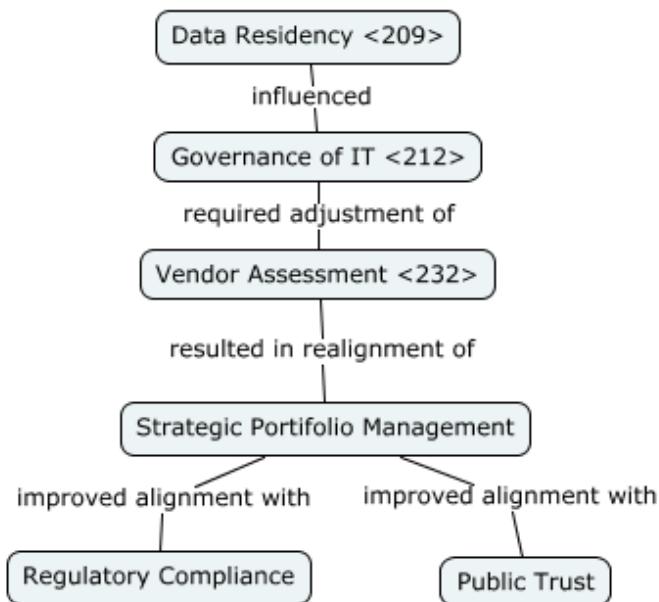
Real-World Cases: <1>Maersk and the Quiet Catastrophe

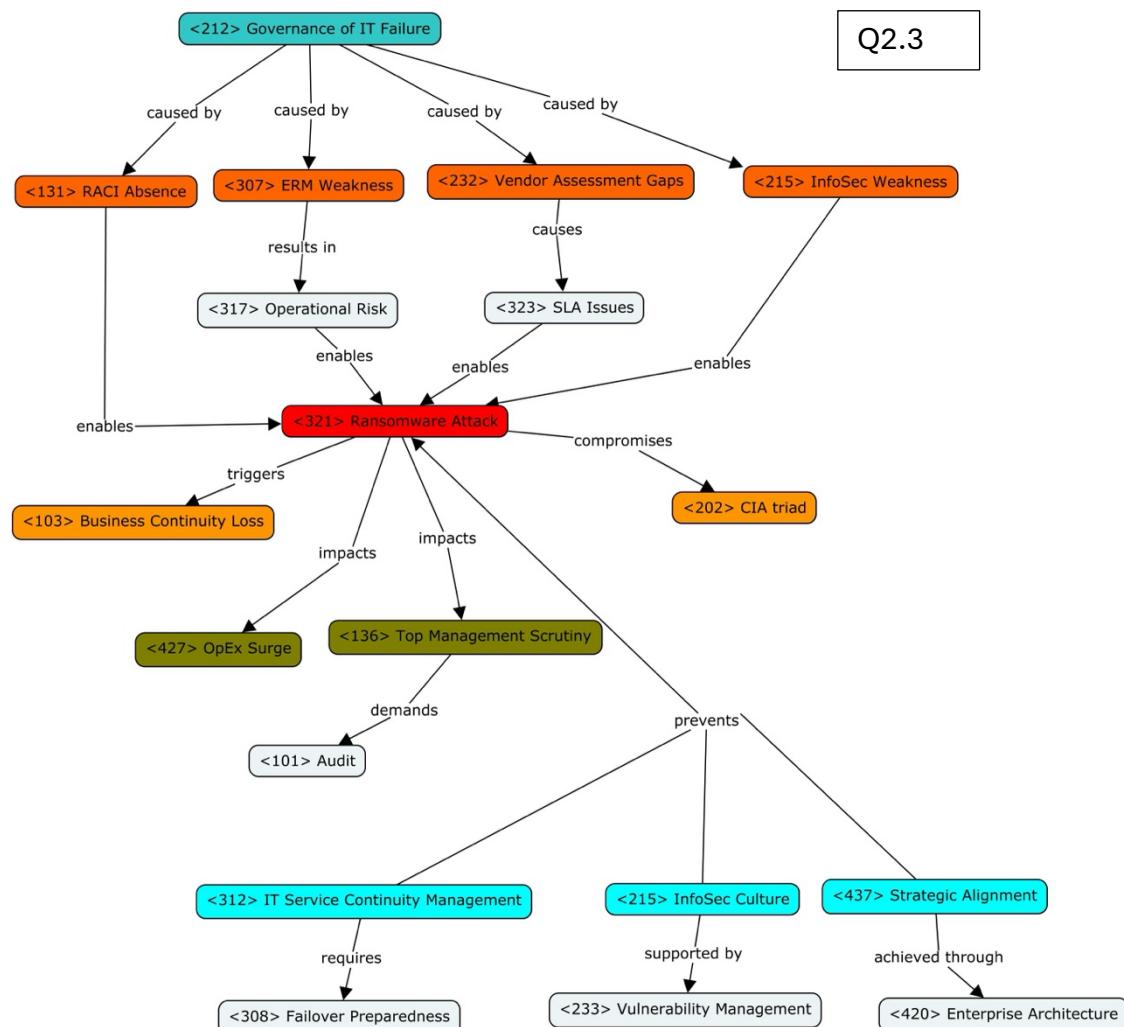
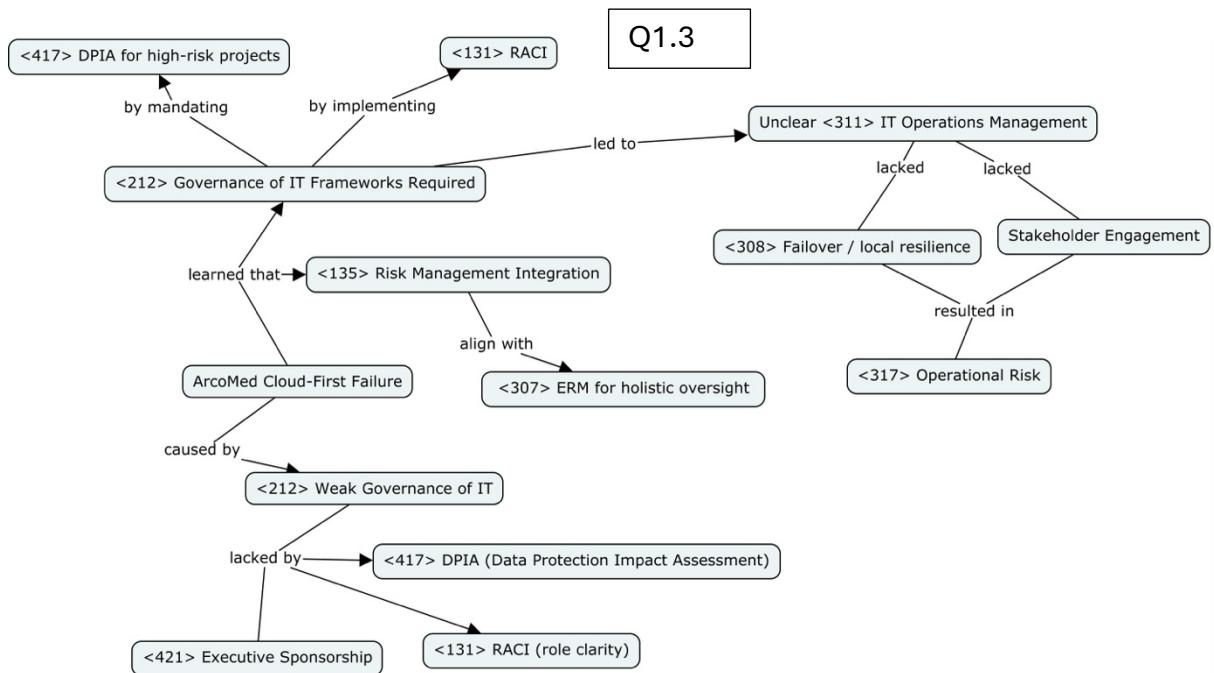


1.3



2.3

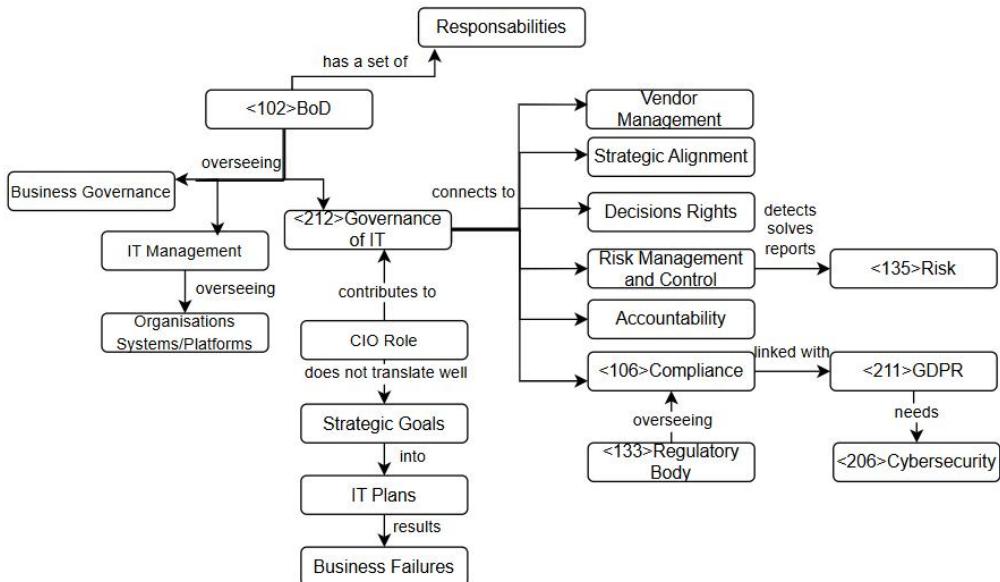




Sofia Du - ist1104195

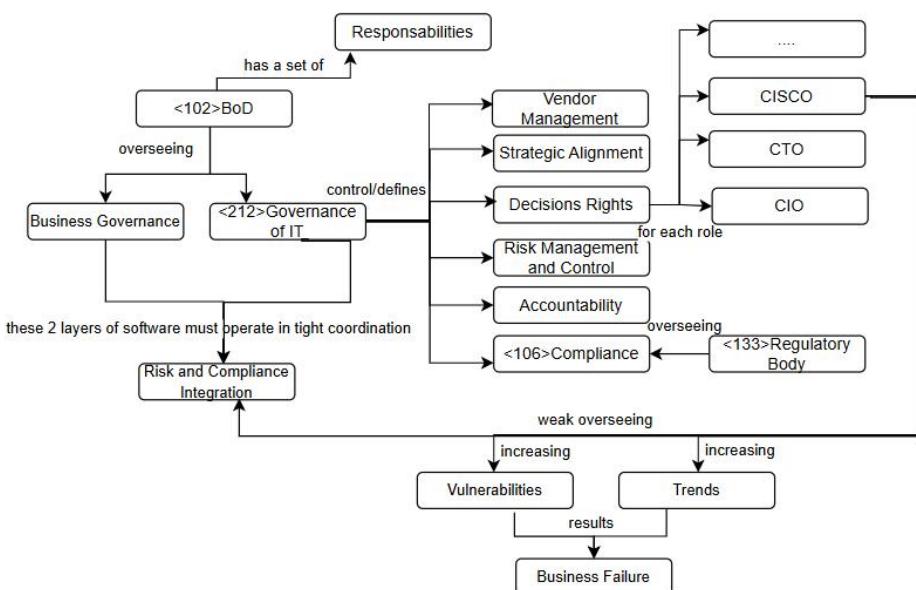
Q1.3 story: 2.2 ArcoMed cloud migration

- Cmap



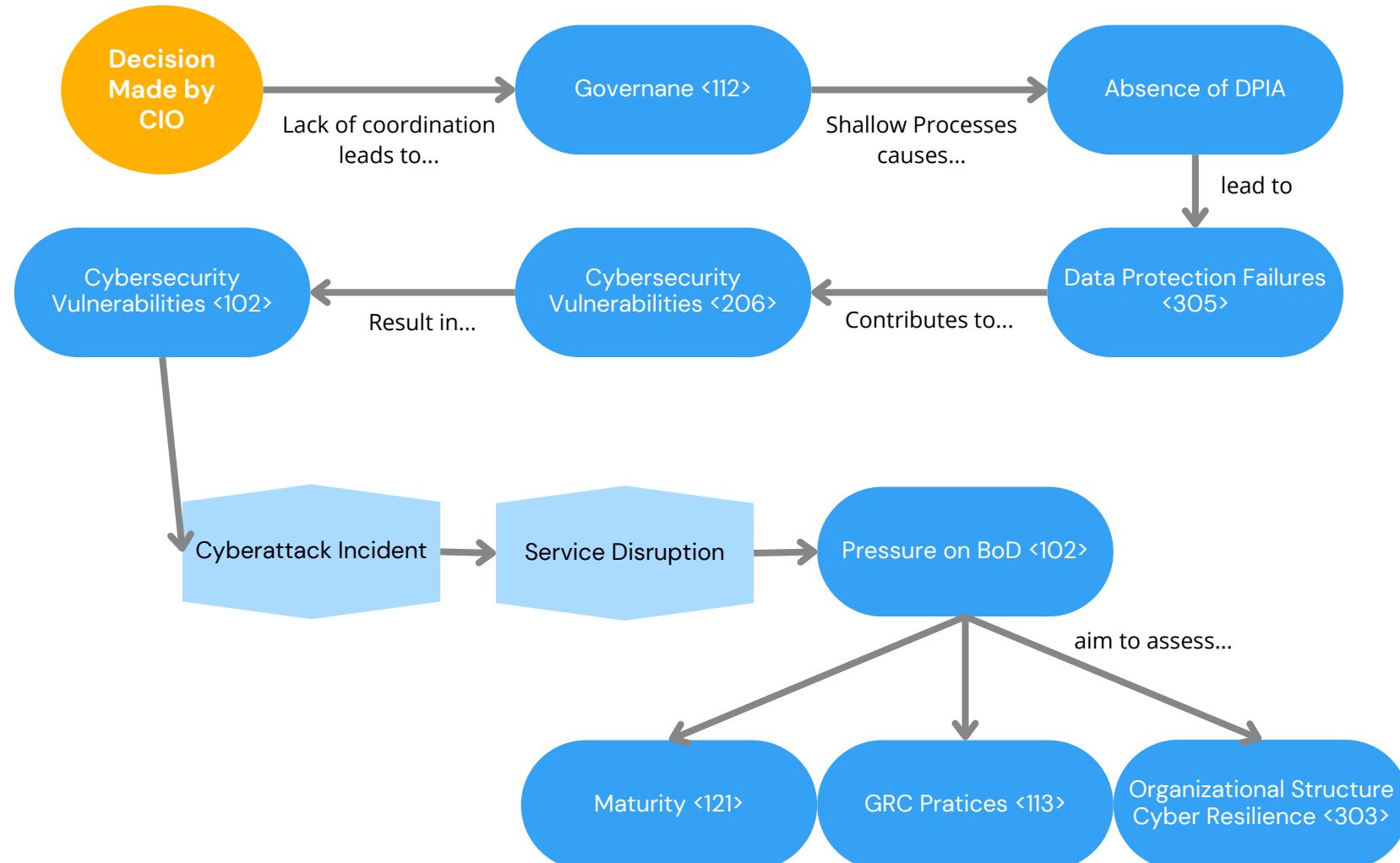
Q2.3 case study: 5 NHS email storm(2016)

- Cmap

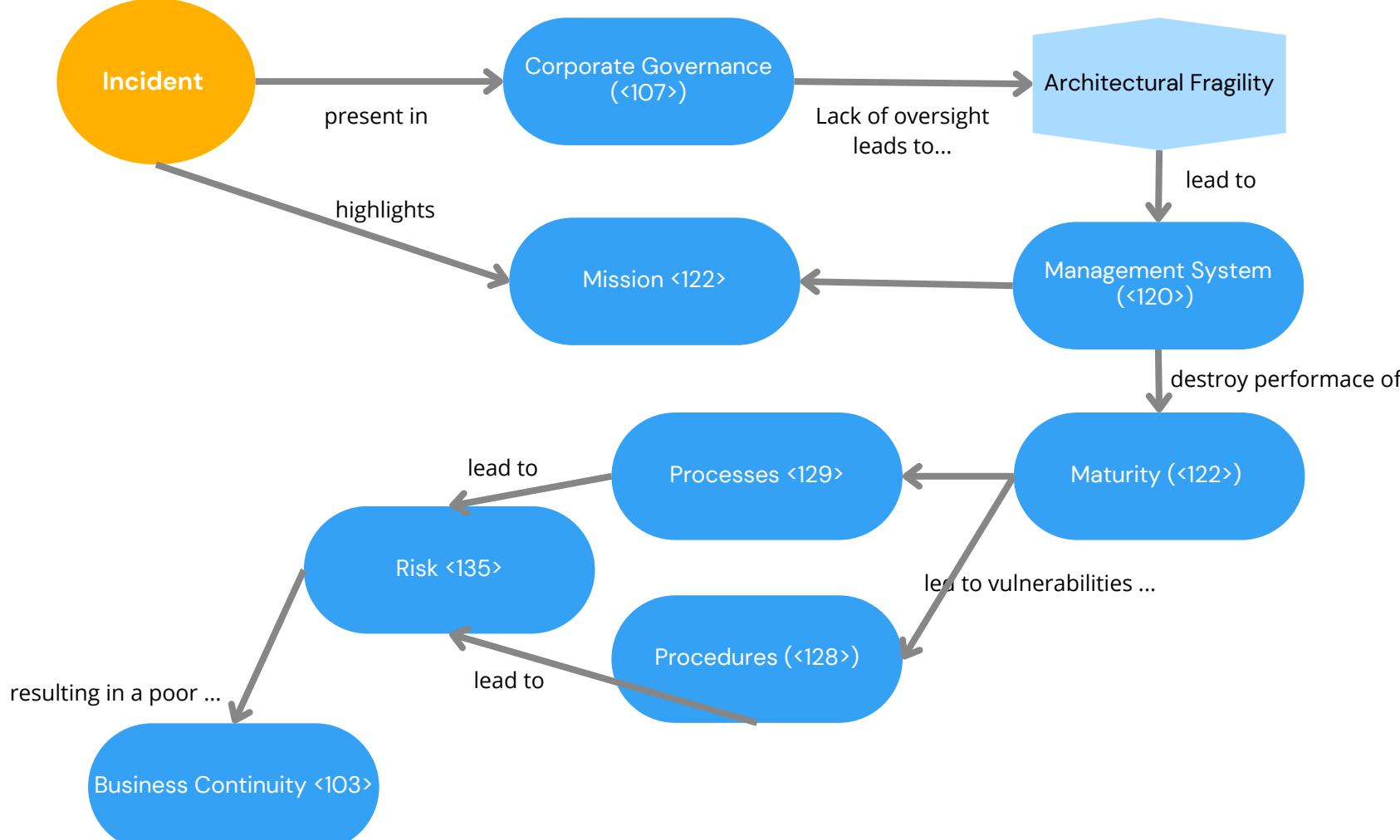


Goncalo Correia - 105788

ArcoMed cloud-first

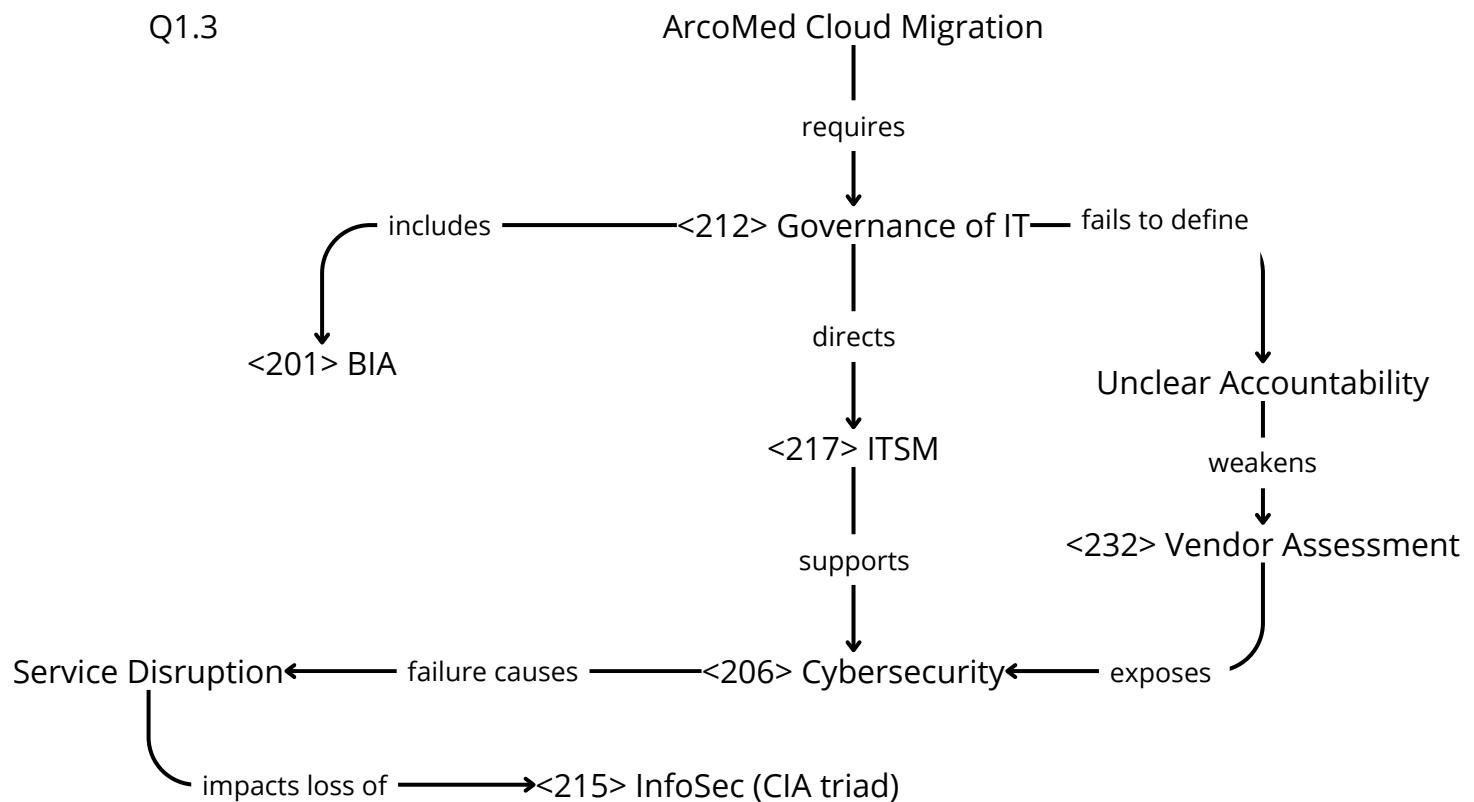


Maersk and the Quiet Catastrophe

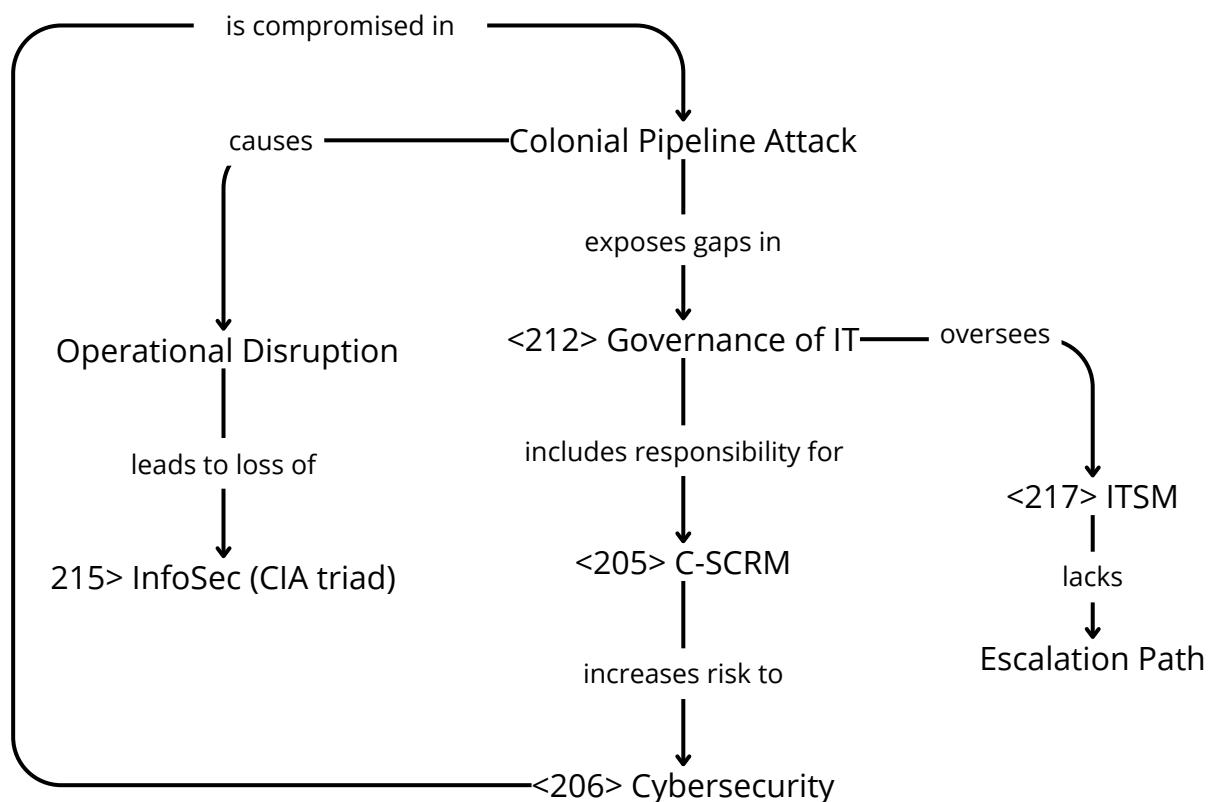


106751 Alessandro Campagna

Q1.3

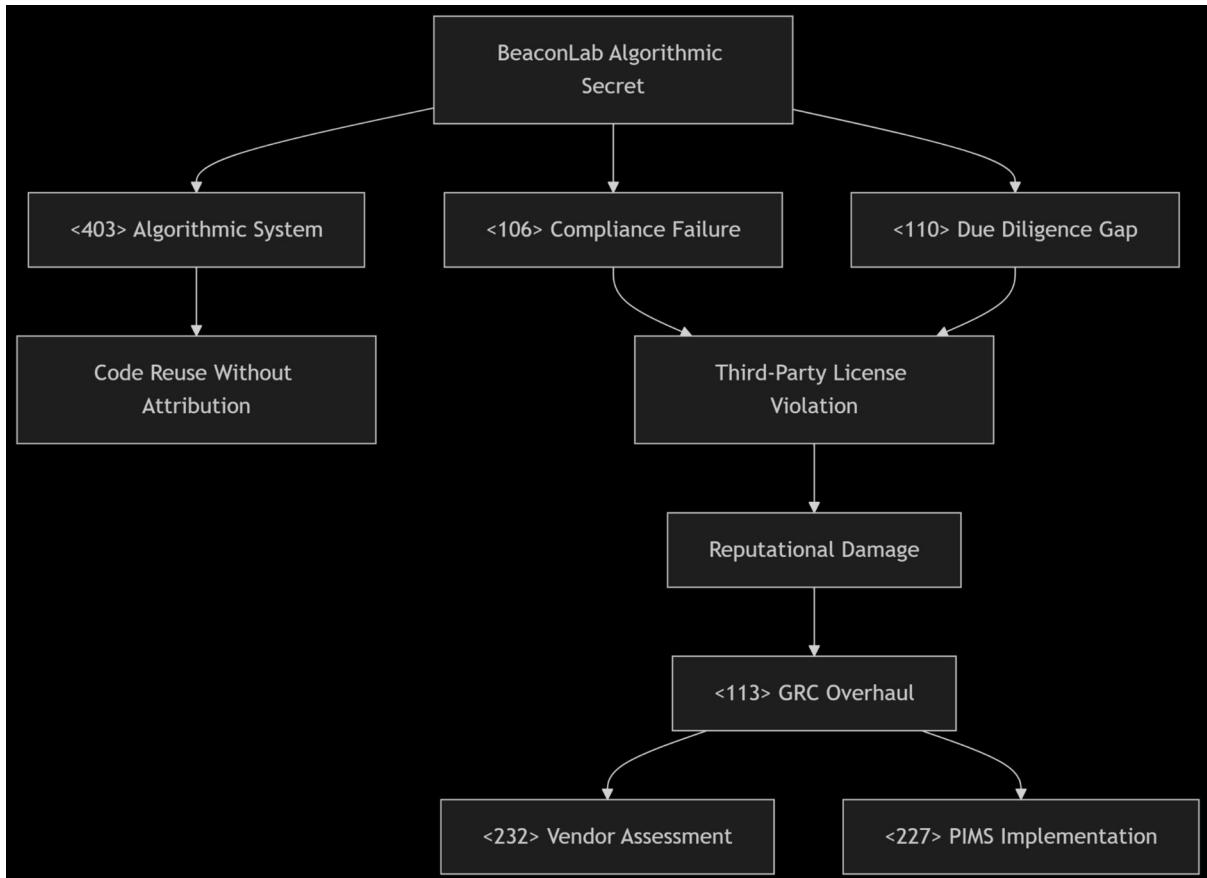


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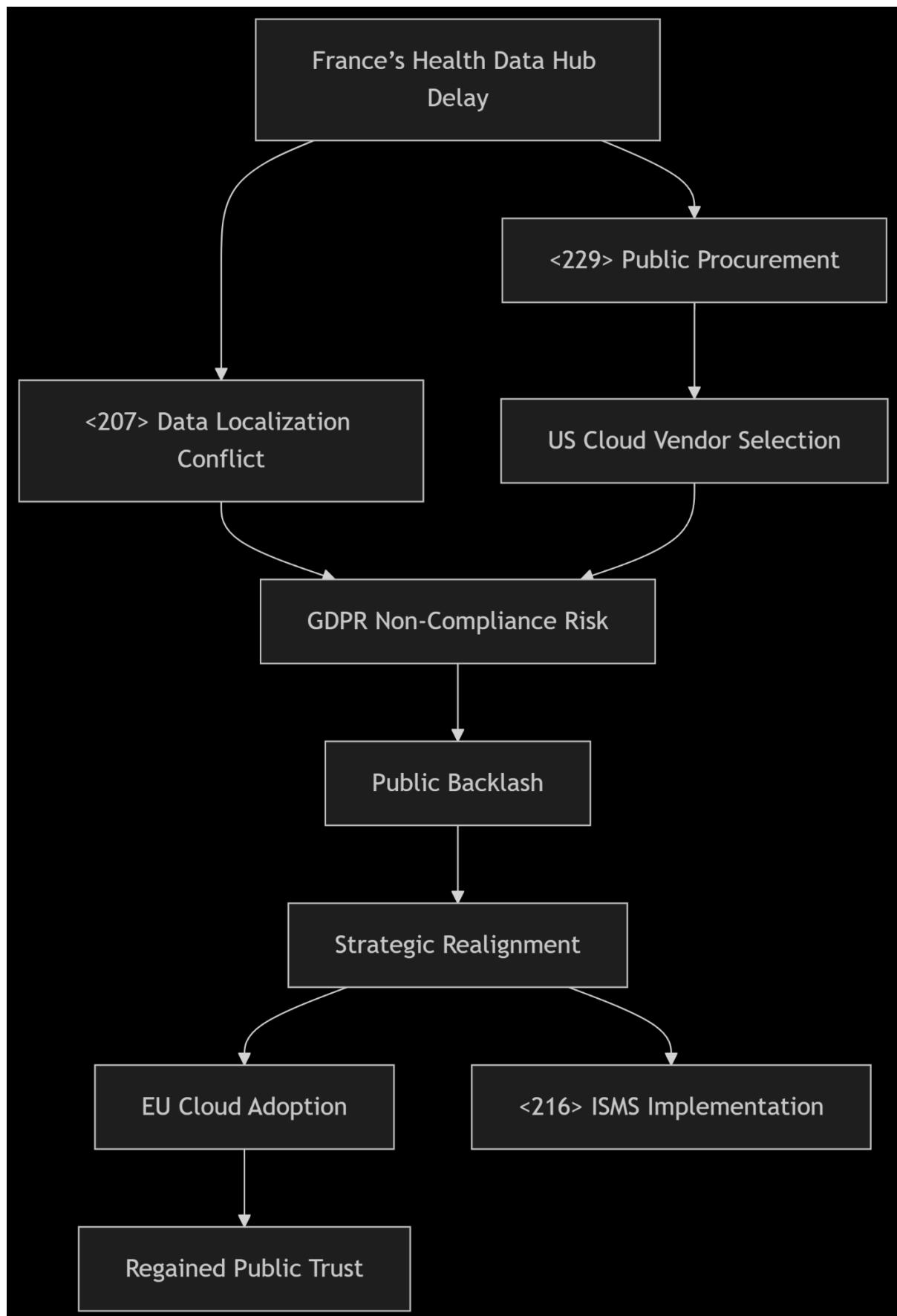


chonghe cui ist1108077

the concept map for Q1.3



the concept map for Q2.3



Q2.3



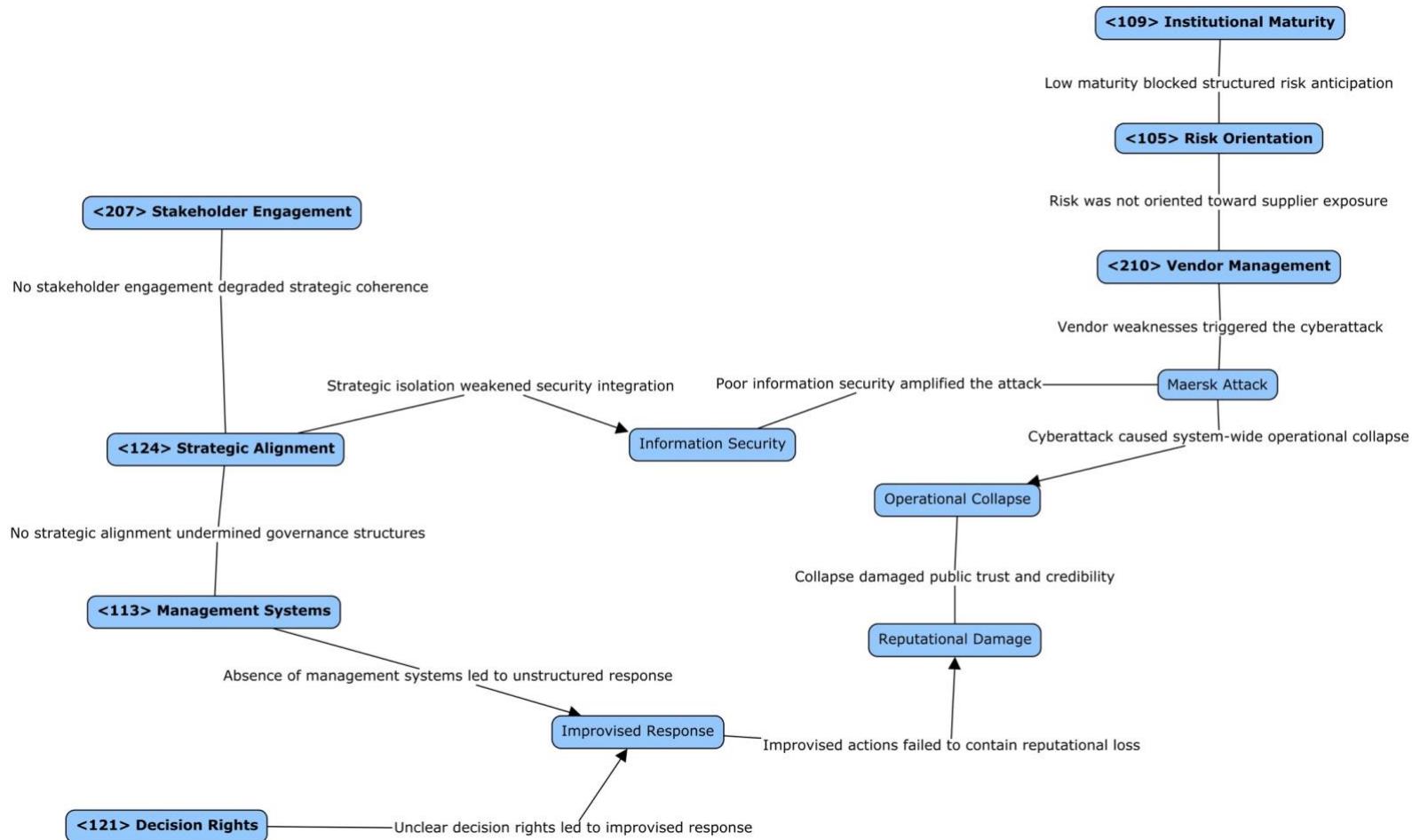
Glossary Coverage: This concept map demonstrates strong thematic integration of core glossary concepts from Theme 2: <113> Management Systems, <124> Strategic Alignment, <207> Stakeholder Engagement, <210> Vendor Management, <121> Decision Rights, and <109> Institutional Maturity. Each node is positioned within real-world institutional outcomes and interlinked for coherence.

Map Logic: MetroWater's board failed to consult key stakeholders (<207>), leading to cultural resistance and the breakdown of <124> Strategic Alignment. Governance was treated as a formality, resulting in the absence of <113> Management Systems and untested infrastructure. Decision-making lacked <121> clarity, while <210> Vendor Management was weak and led to contracts with no enforceable obligations. These failures converged into a public service outage and, ultimately, institutional discredit.

Structure and Flow: Organisational actors (board, vendor, internal staff, context) form the structural base of the map. Relationships are logically directional, showing cascading governance failures. The result is a conceptually rich and interconnected system of cause and consequence.

Theme 2 Awareness: The map reflects a deep understanding of Theme 2: that IT governance is more than structure—it is the foundation of institutional trust, responsibility, and strategic integration. MetroWater's failure illustrates how digital transformation without real governance creates systemic risk, operational fragility, and reputational collapse.

Q3.2

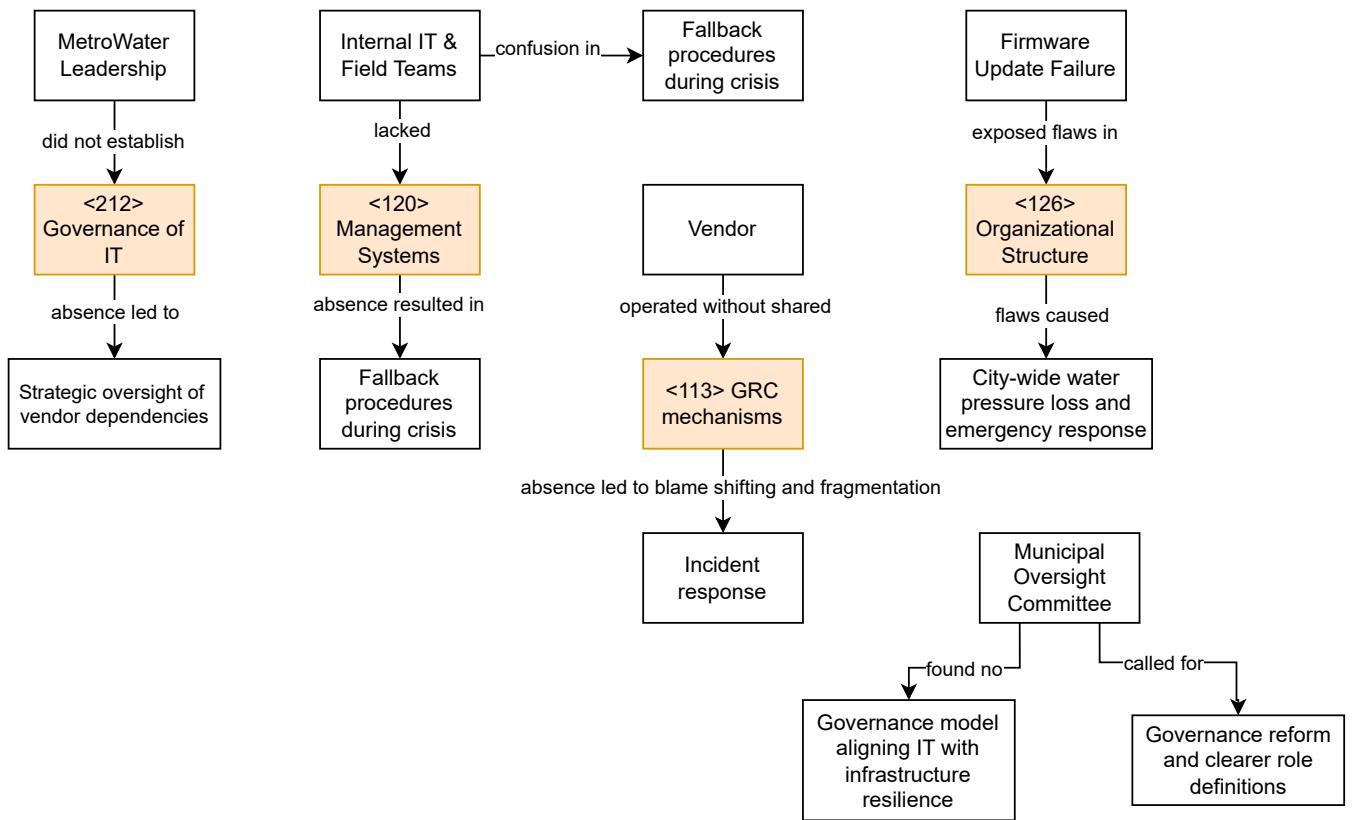


Glossary Concepts Used: <113> Management Systems, <124> Strategic Alignment, <109> Institutional Maturity, <210> Vendor Management, <121> Decision Rights, <216> Information Security, <105> Risk Orientation, <207> Stakeholder Engagement

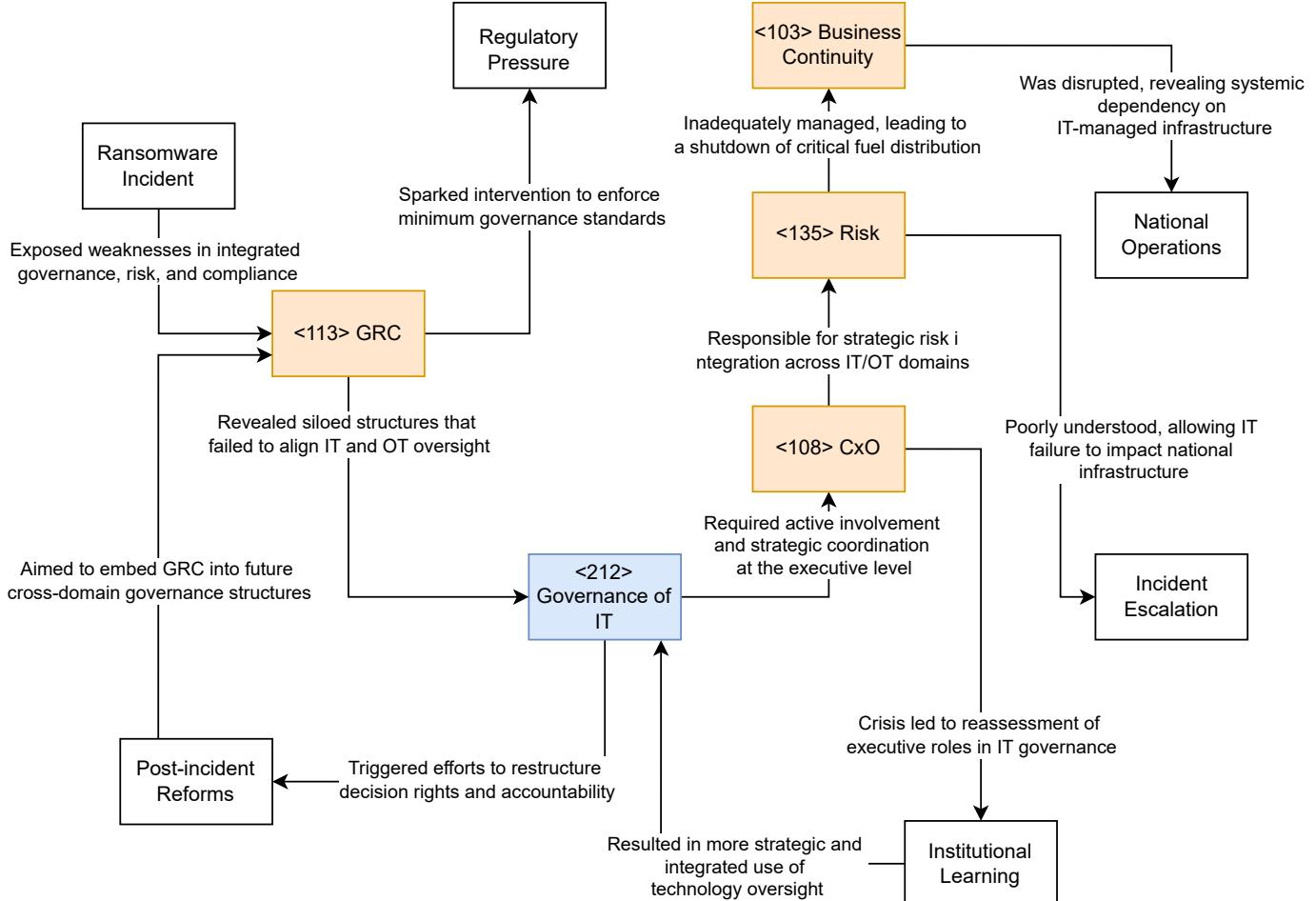
Structural Mapping: Absence of <113> → recovery based on improvisation; Lack of <124> → IT excluded from strategic risk planning; Weak <210> → supplier failure exposed operations; Inadequate <105> → risks were not anticipated; Low <109> → no structured preparedness; Missing <207> → cross-role planning failed; <216> failure → consequences of the attack were worsened; Unclear <121> → escalation of decisions was slow; “Maersk Attack” caused by external dependency and lack of preparedness; Led to “Operational Collapse”; Attempts at “Improvised Response” resulted in ultimate “Reputational Damage”

Theme 2 Awareness: The map shows how the absence of robust and mature IT governance (<113>, <124>, <109>) enabled a foreseeable attack to escalate into a full operational shutdown. Failures in security (<216>) and vendor management (<210>) were aggravated by diffuse decision-making authority (<121>) and a lack of cross-role planning (<207>). The response was improvised, illustrating the risks of neglecting institutional maturity in digital ecosystems.

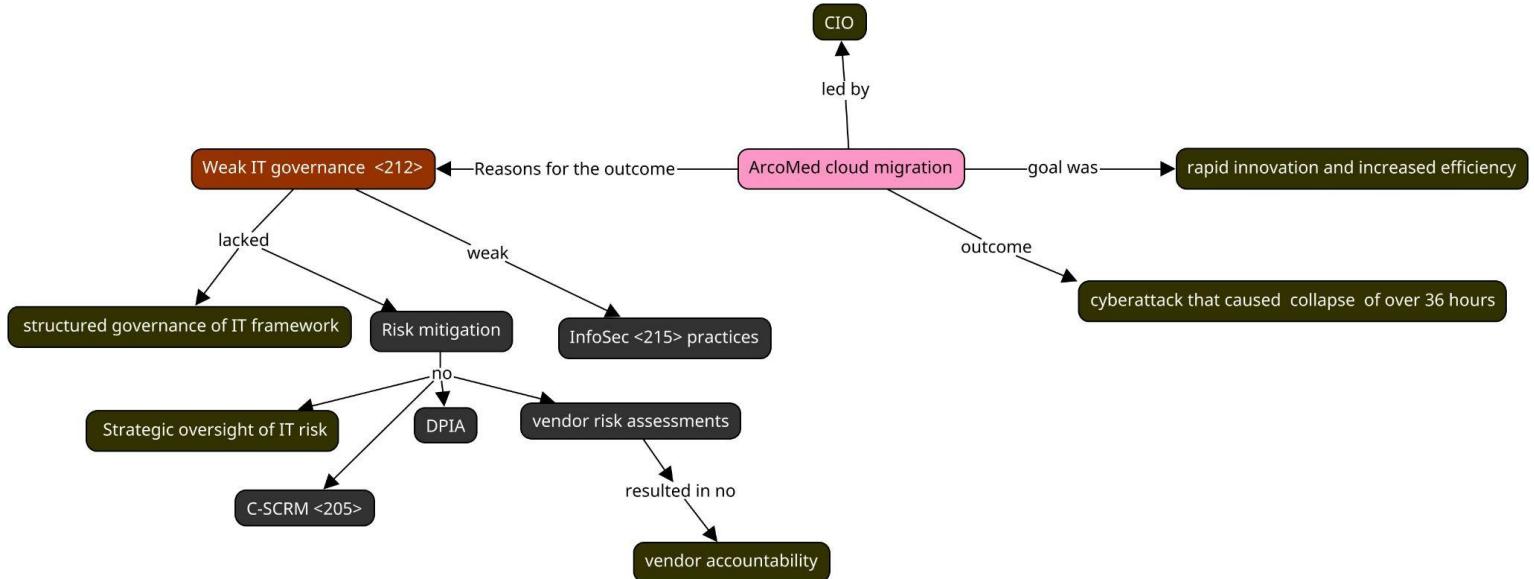
Q 1.3



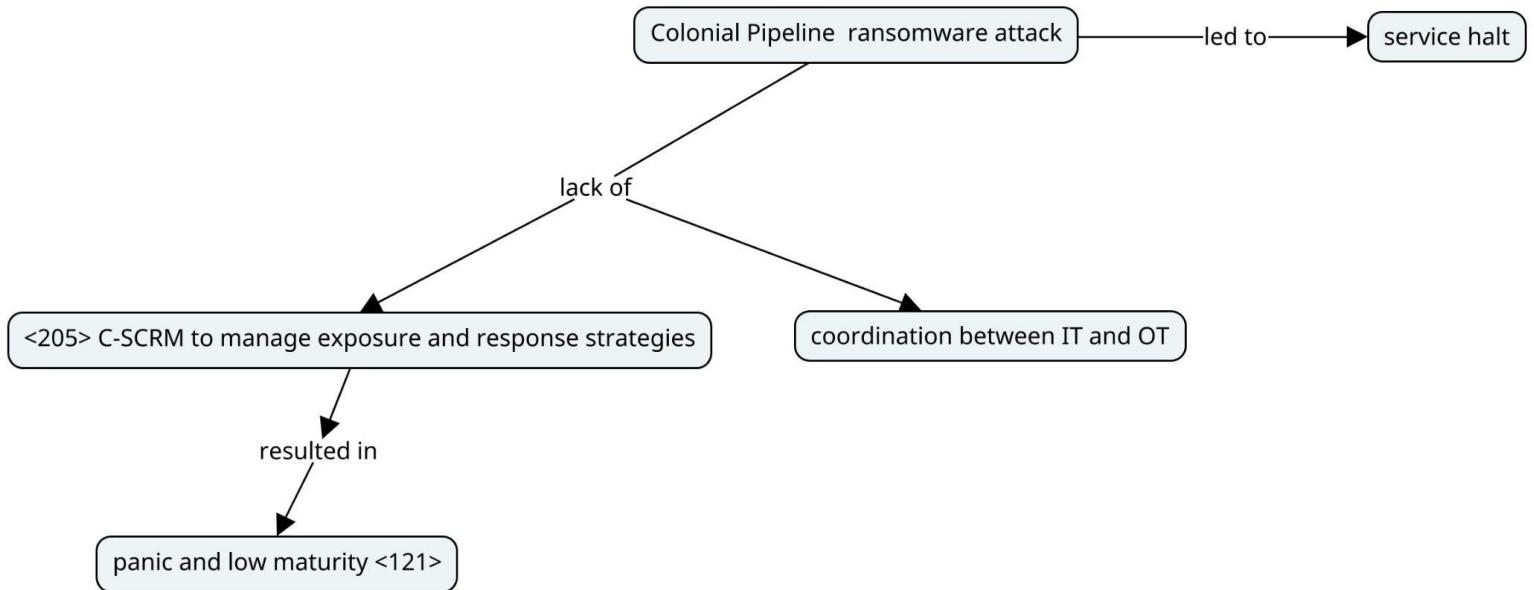
Q 2.3



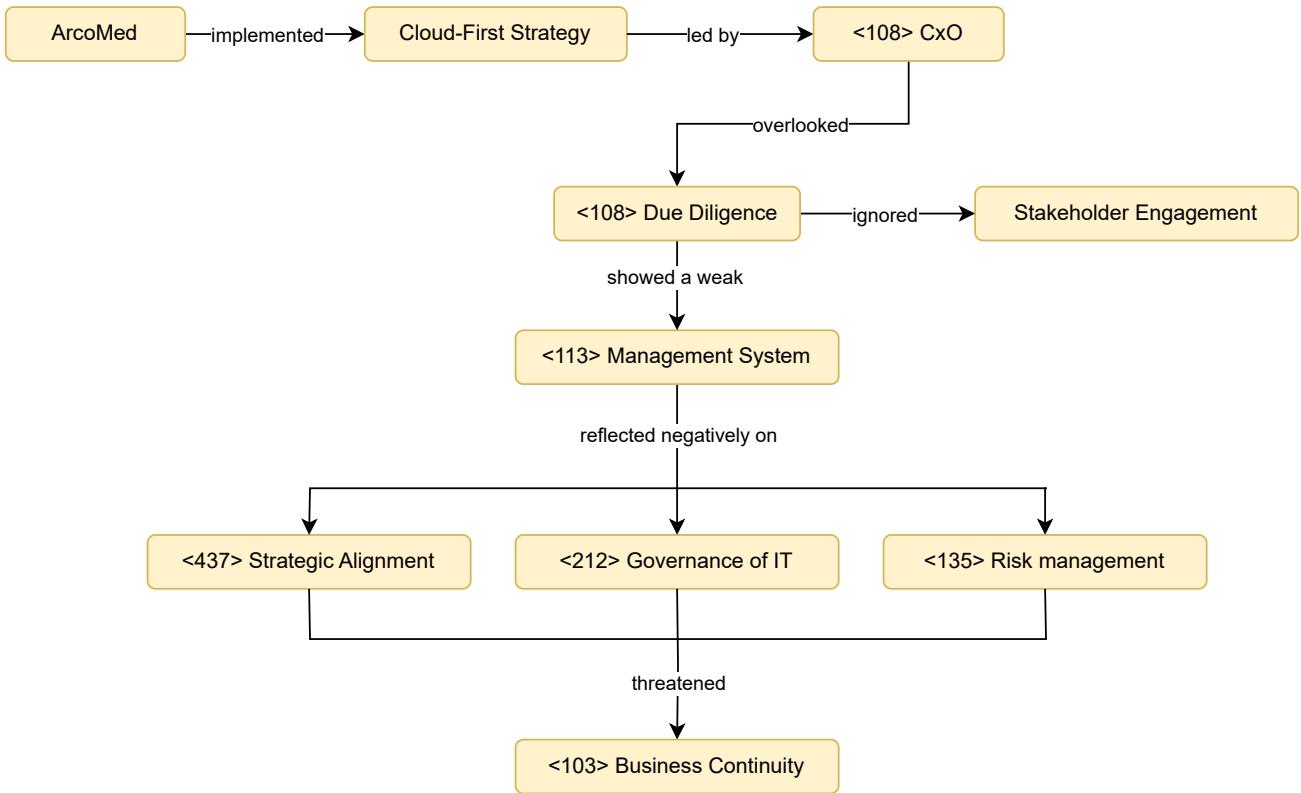
concept map for Q1.3



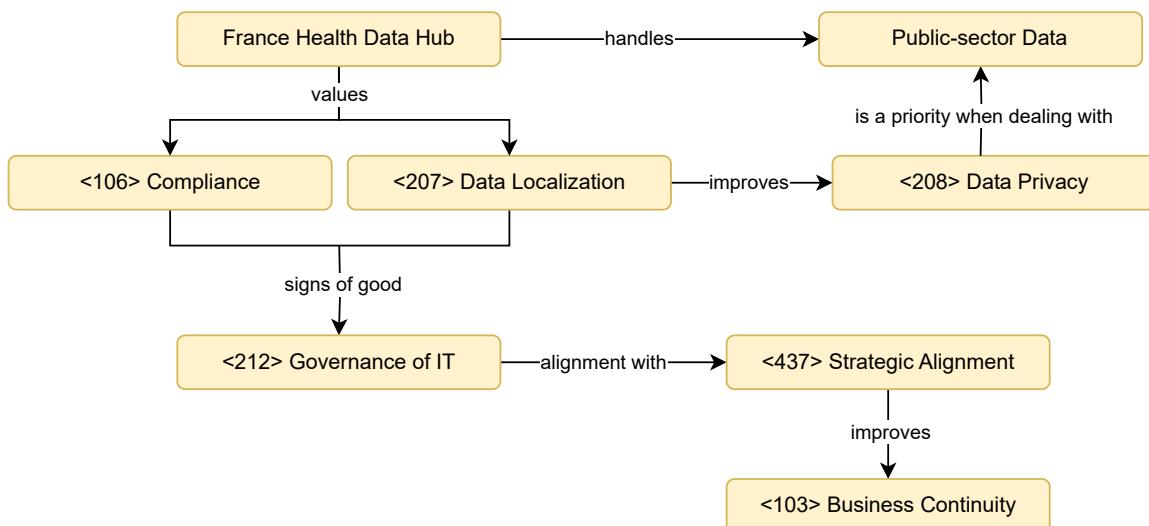
concept map for Q2.3



Q1.3.

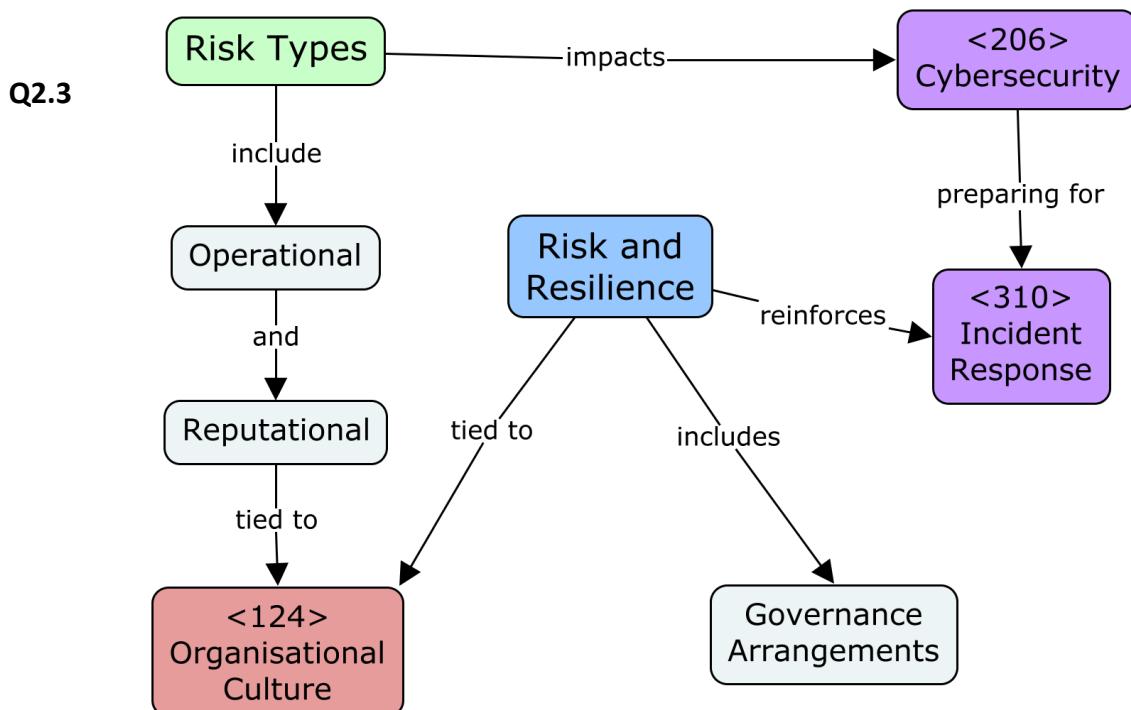
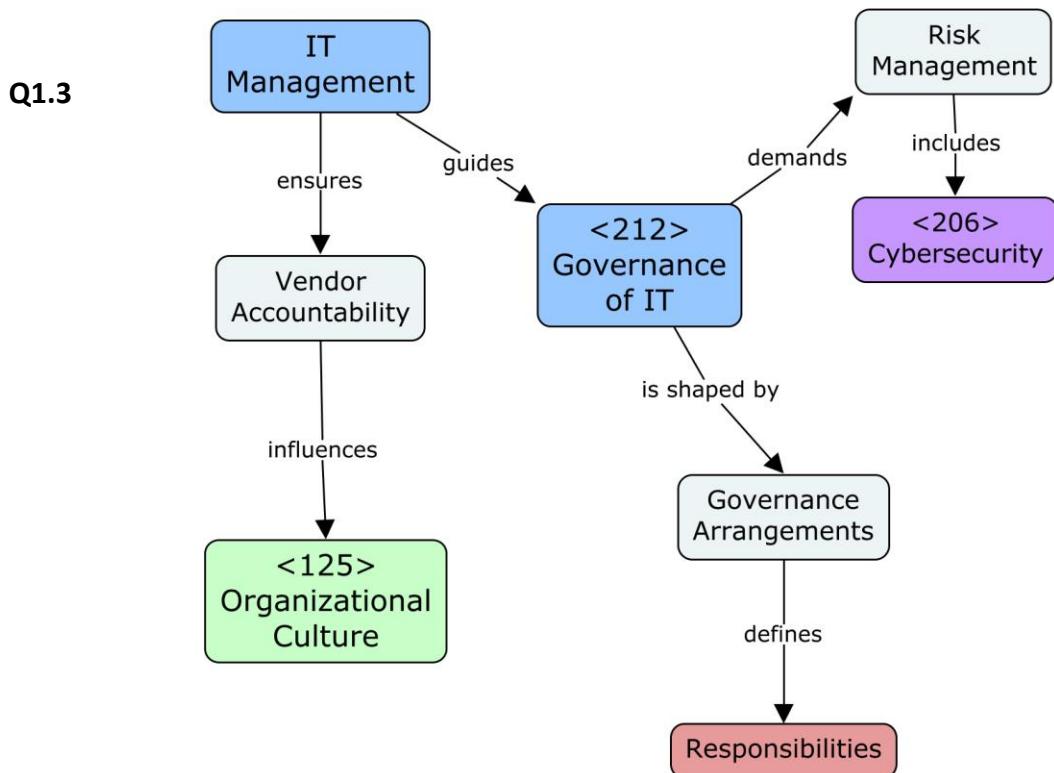


Q2.3.

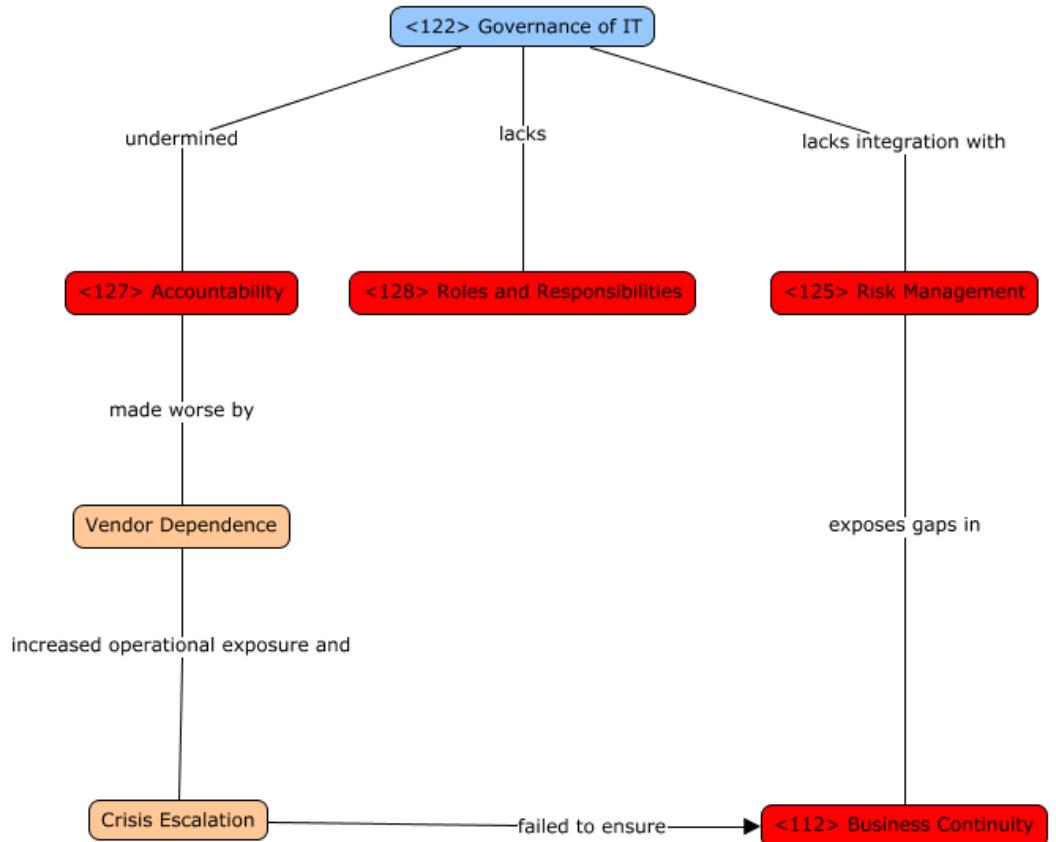


Miguel Raposo

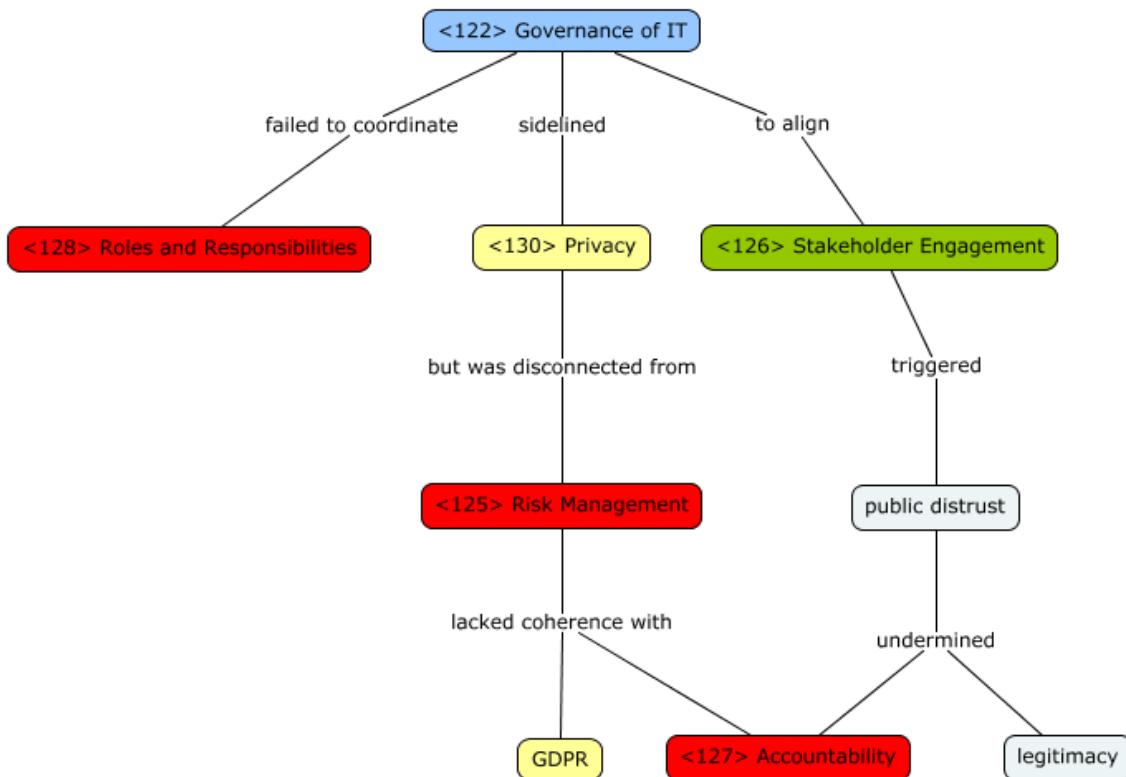
ist1112167



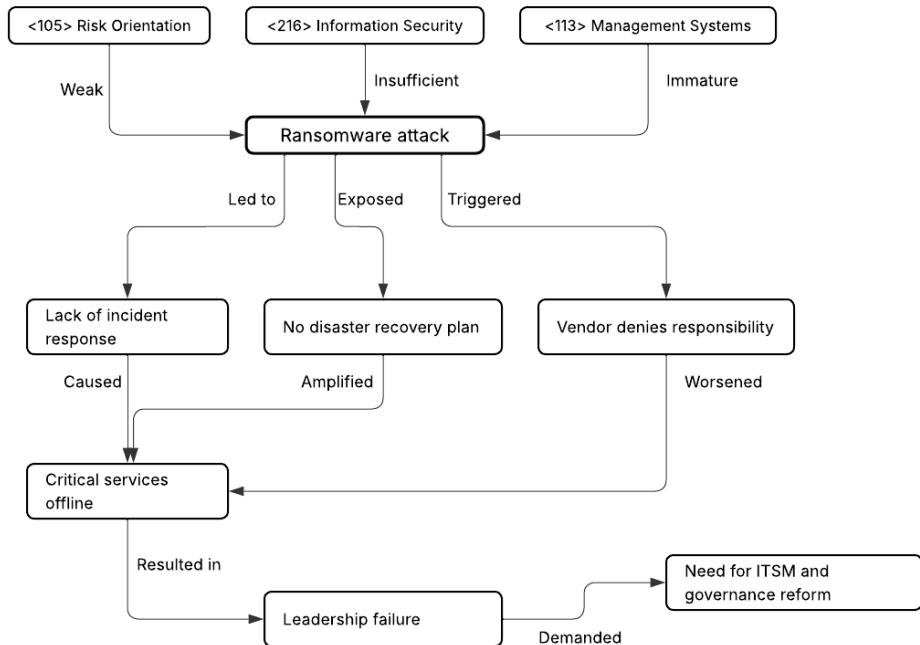
Q1.3



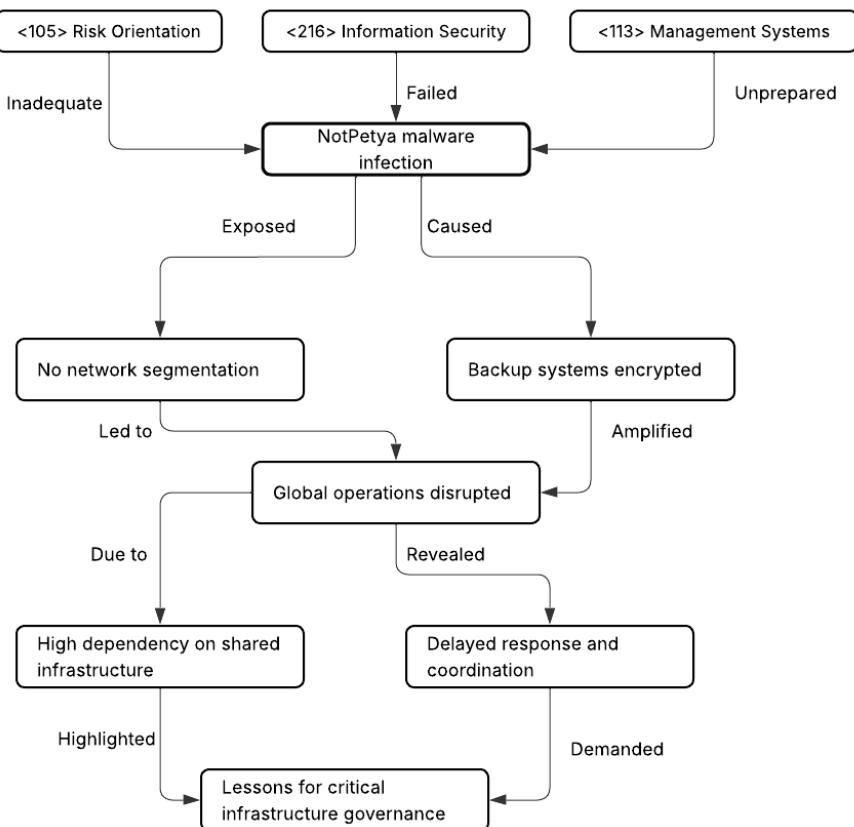
Q2.3



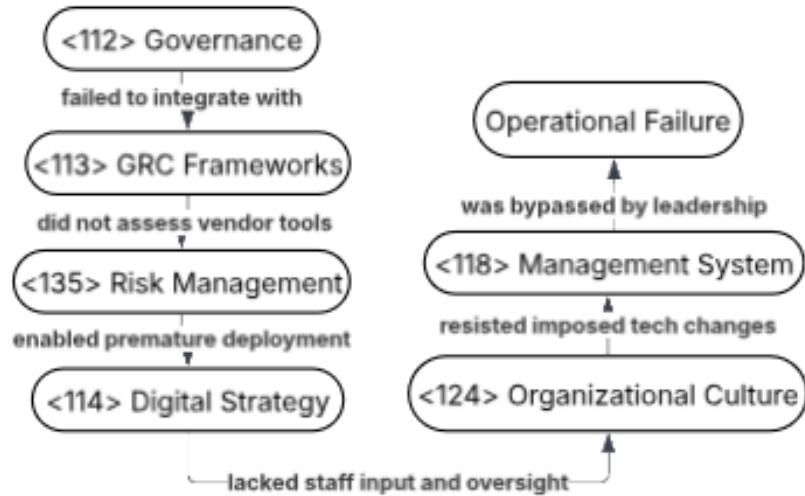
Q1.3 – Story Analysis: ArcoMed ransomware



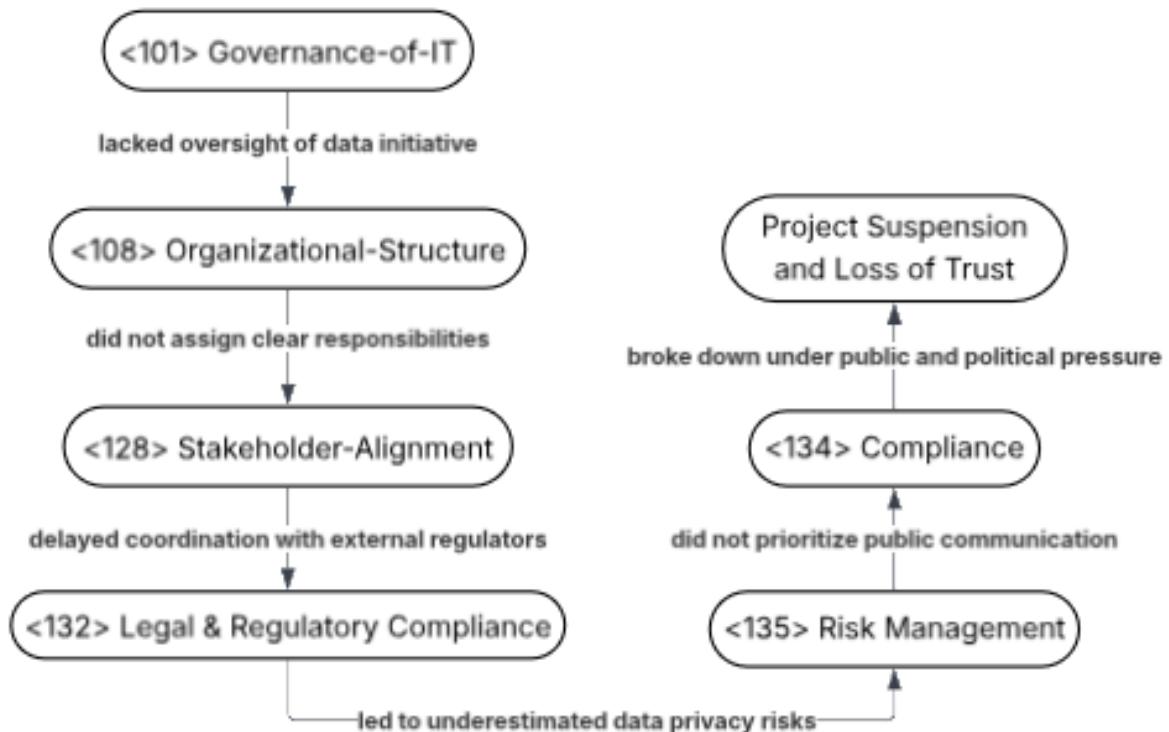
Q2.3 – Case Analysis: Maersk and the Quiet Catastrophe



Q1.3- MetroWater: Governance Gaps in Digital Transformation



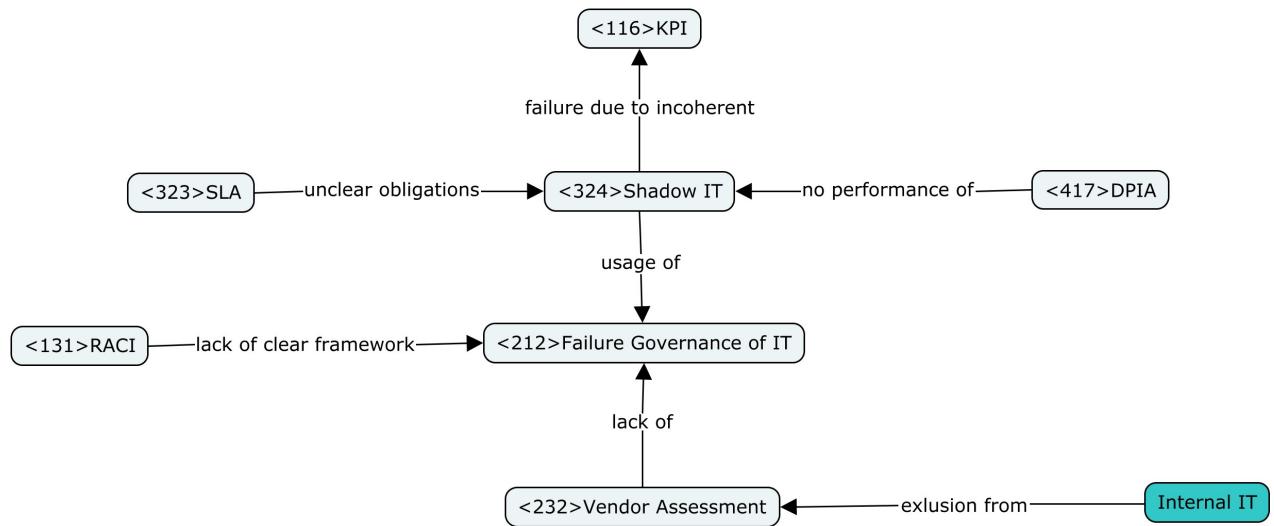
Q2.3- Health Data Hub: Governance Misalignment and Trust Failure



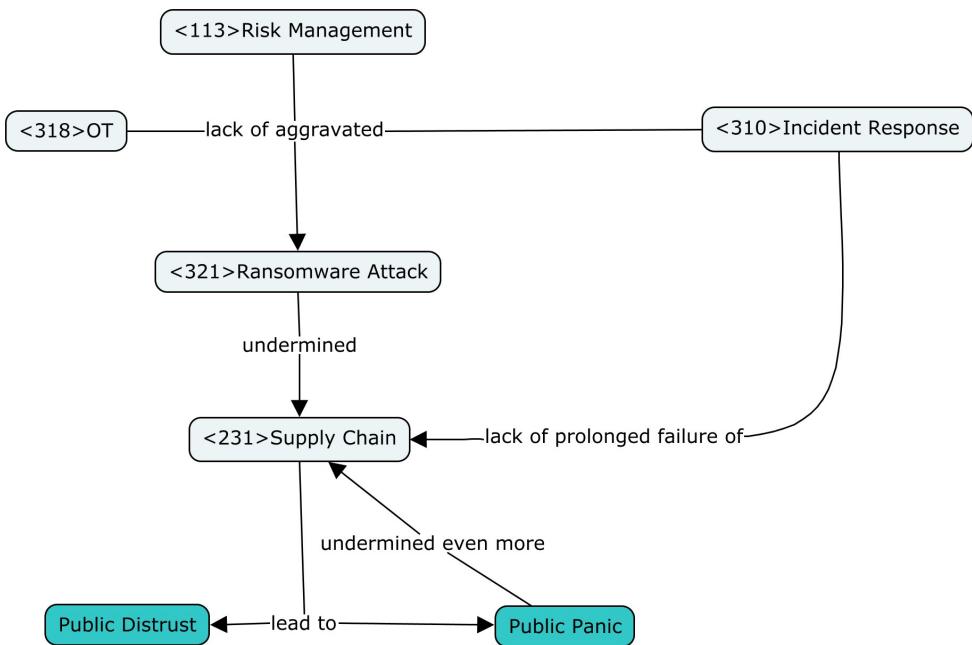
Concept Maps Q1.3 and Q2.3

Dragomir Levitchi - 112252

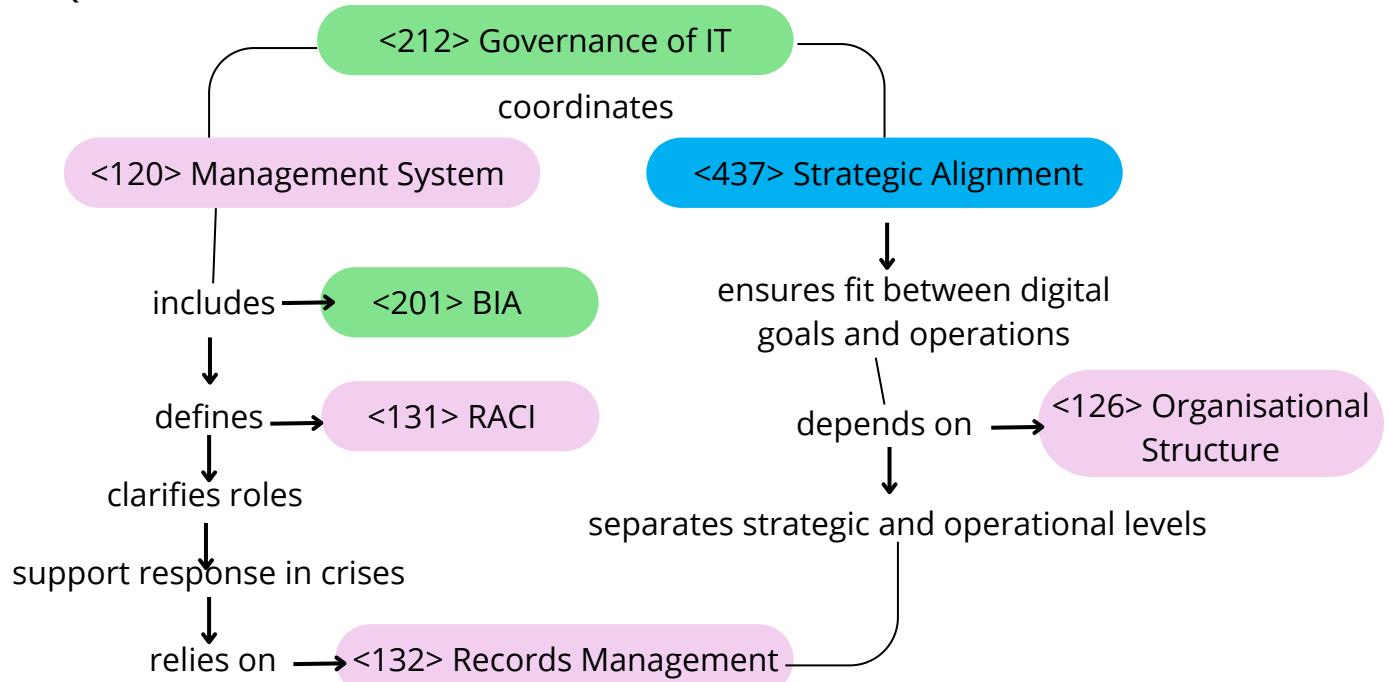
– Concept Map Q1.3



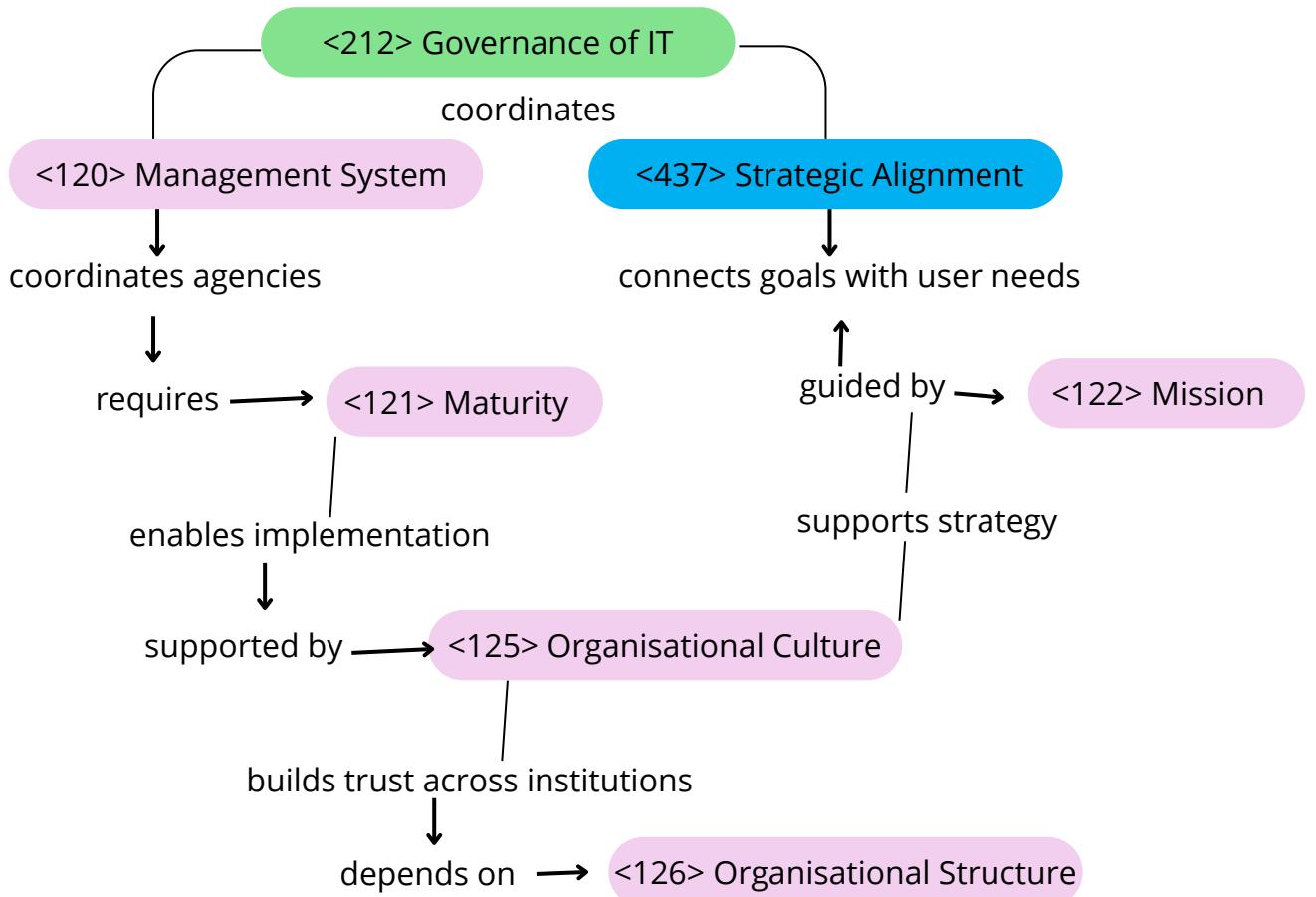
– Concept Map Q.2.3



Q1.3

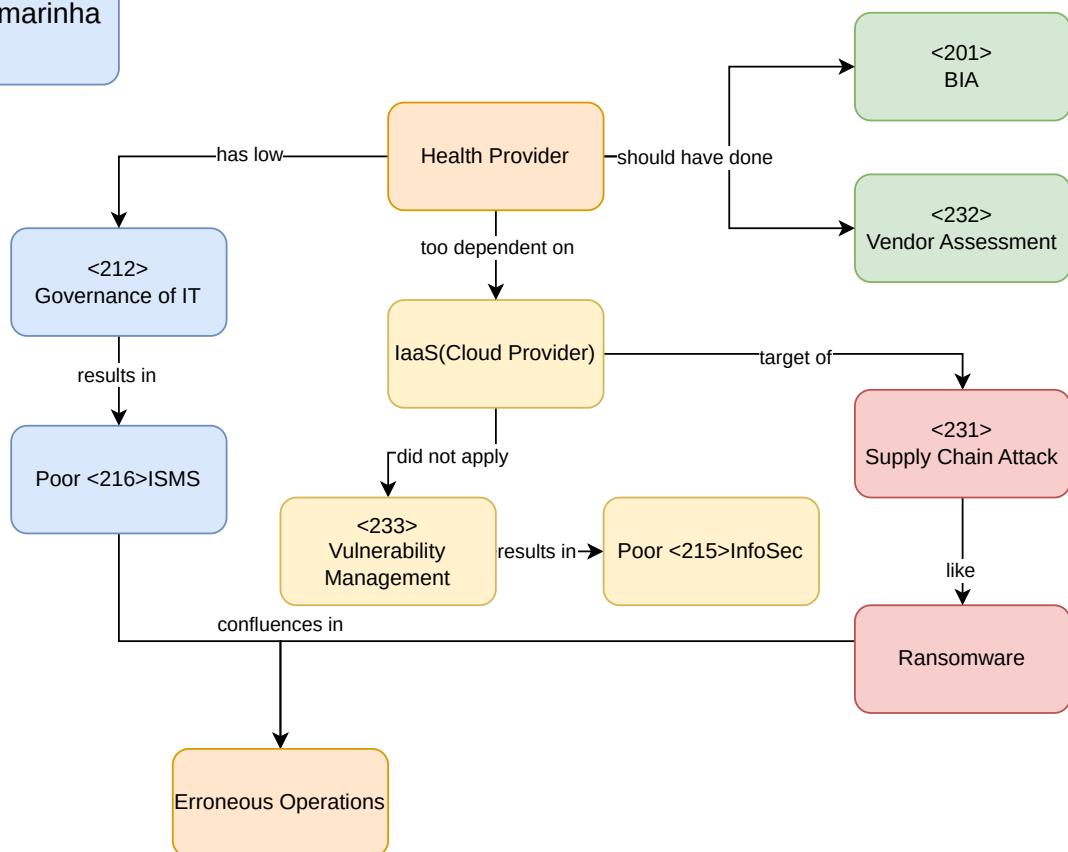


Q2.3

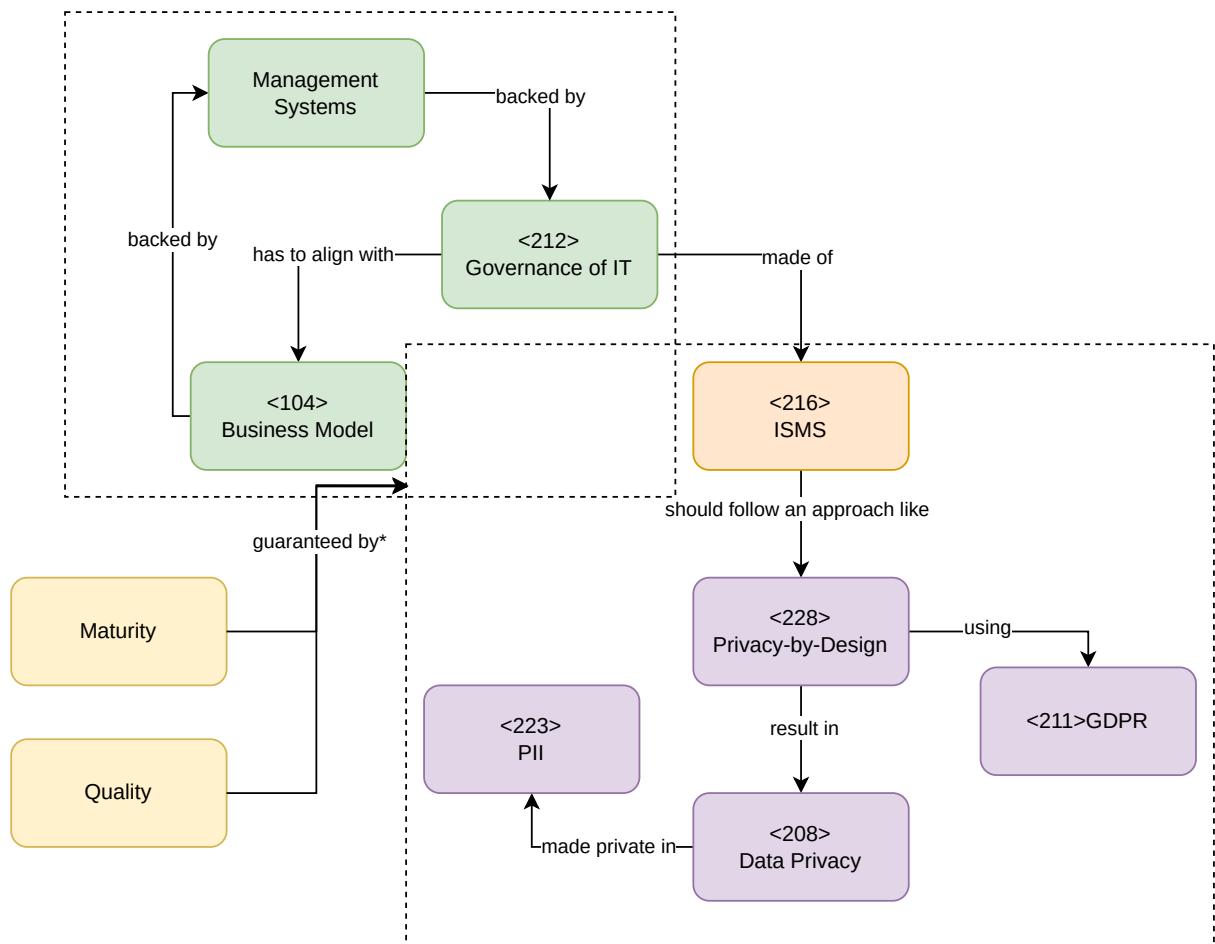


Name: Daniela Camarinha
number: 112265

Q1.3

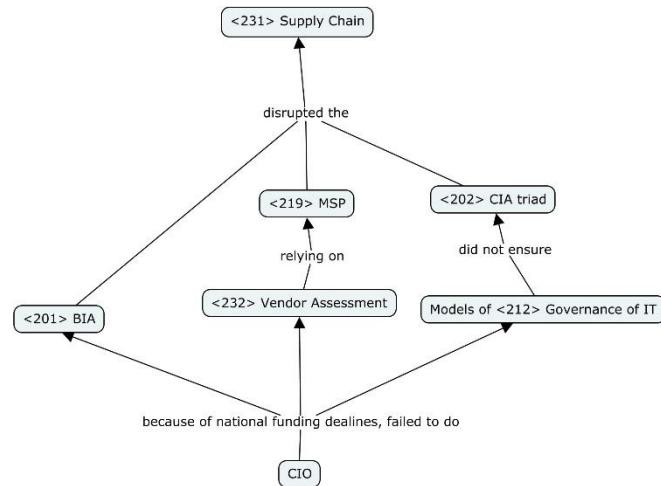


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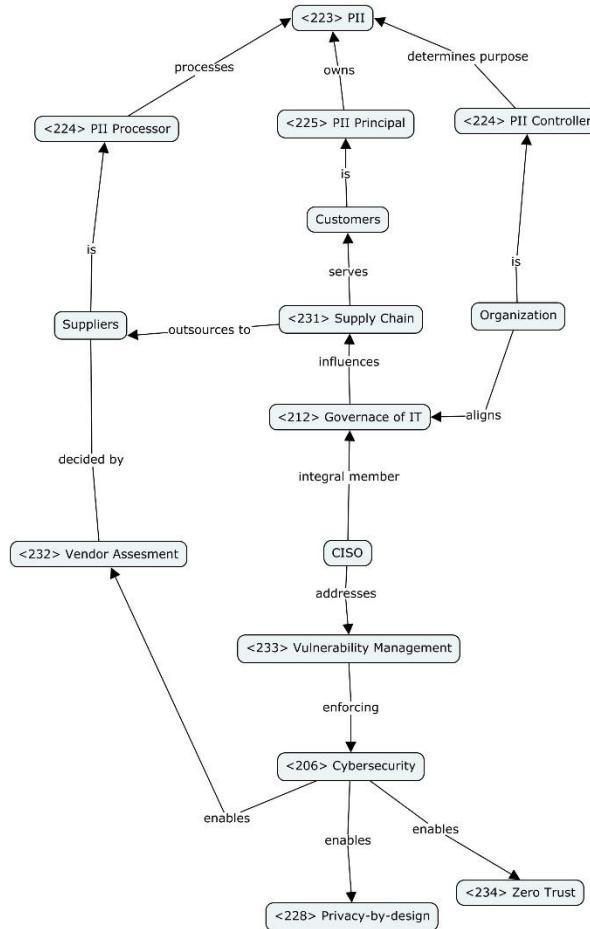


*guaranteed by the intersection of these concepts

1. Story Concept Map

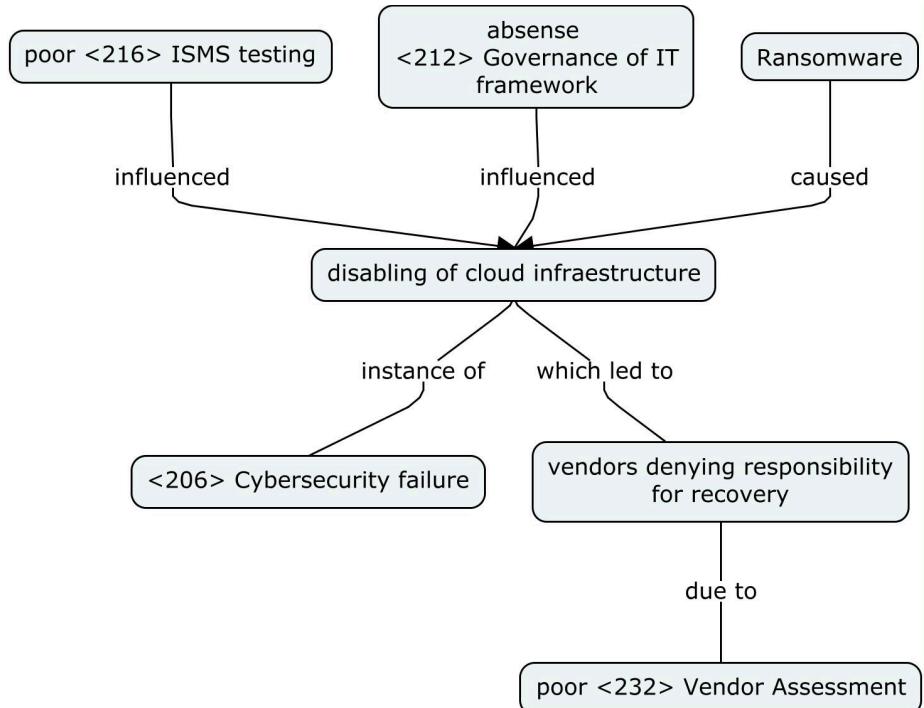


2. Case Concept Map

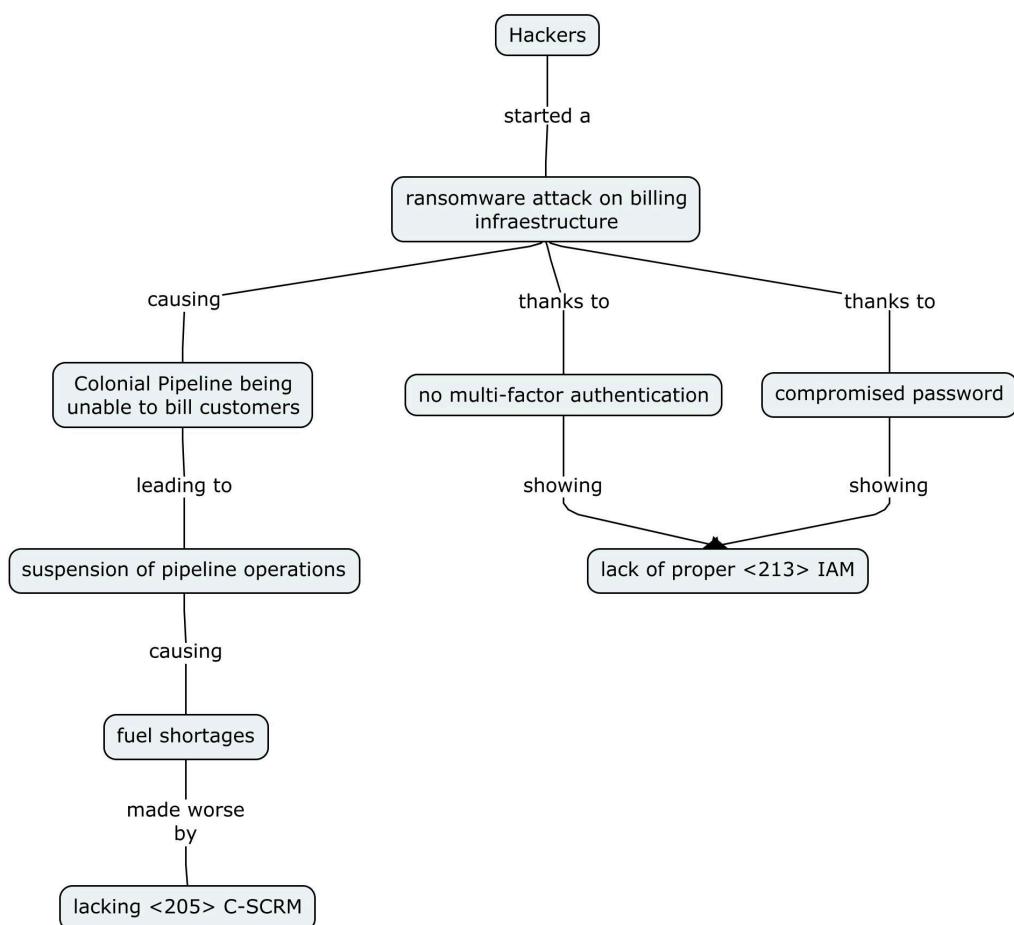


112294, André Gonçalves

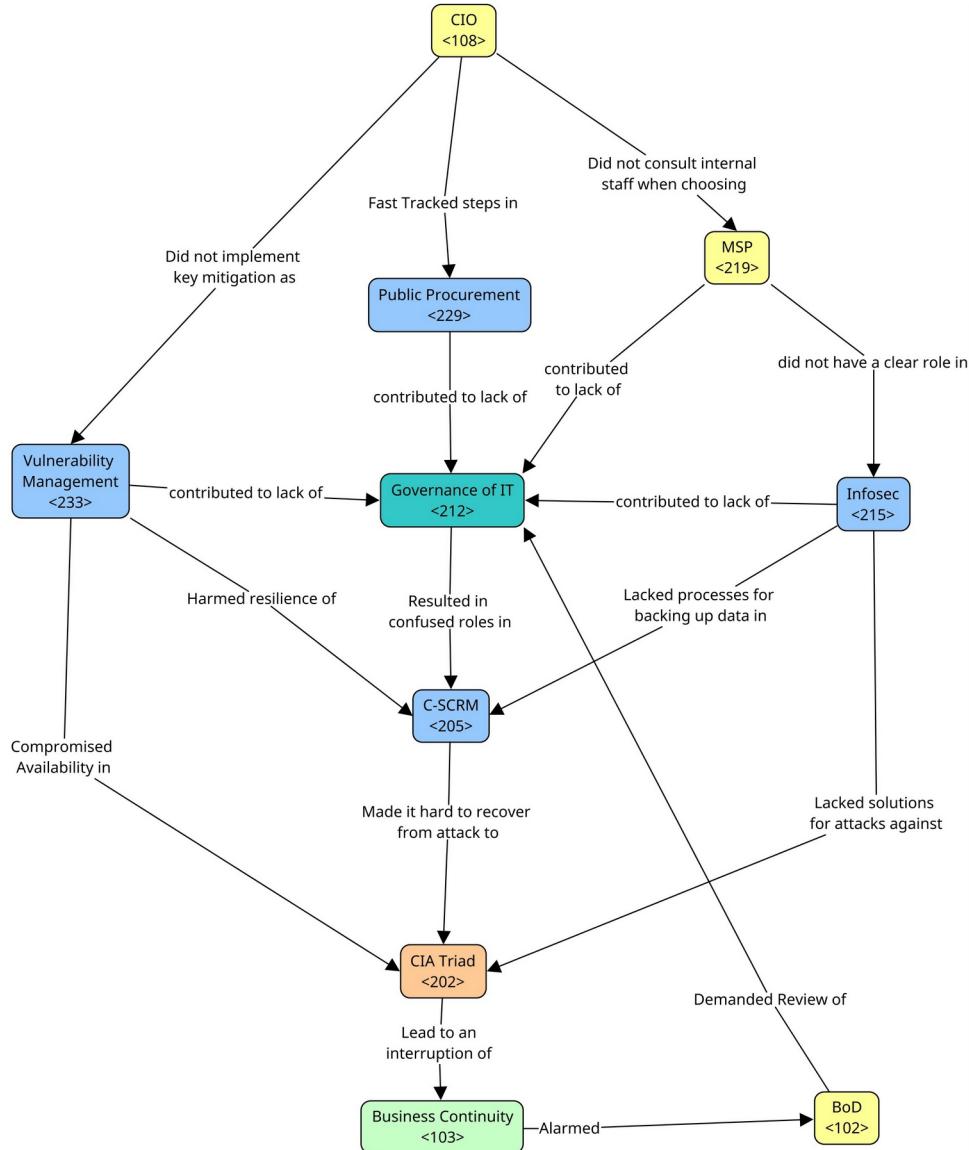
Q. 1.3. (Story 2 - ArcoMed cloud mitigation)



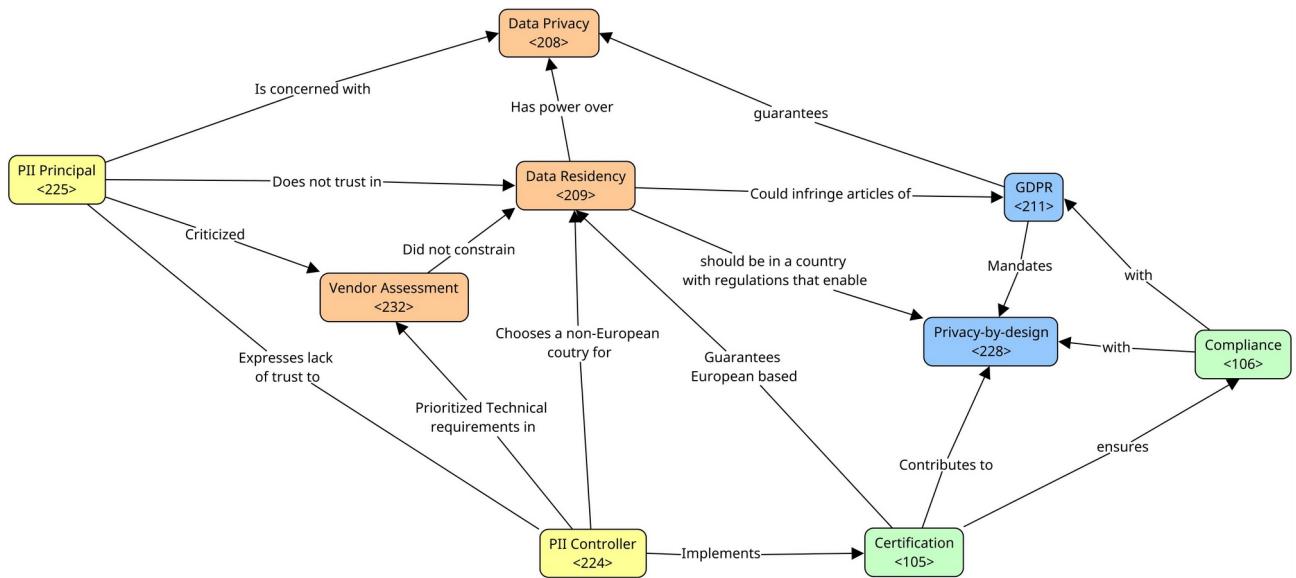
Q. 2.3. (Case 2 - Colonial Pipeline and the Long Weekend)



ArcoMed cloud-first

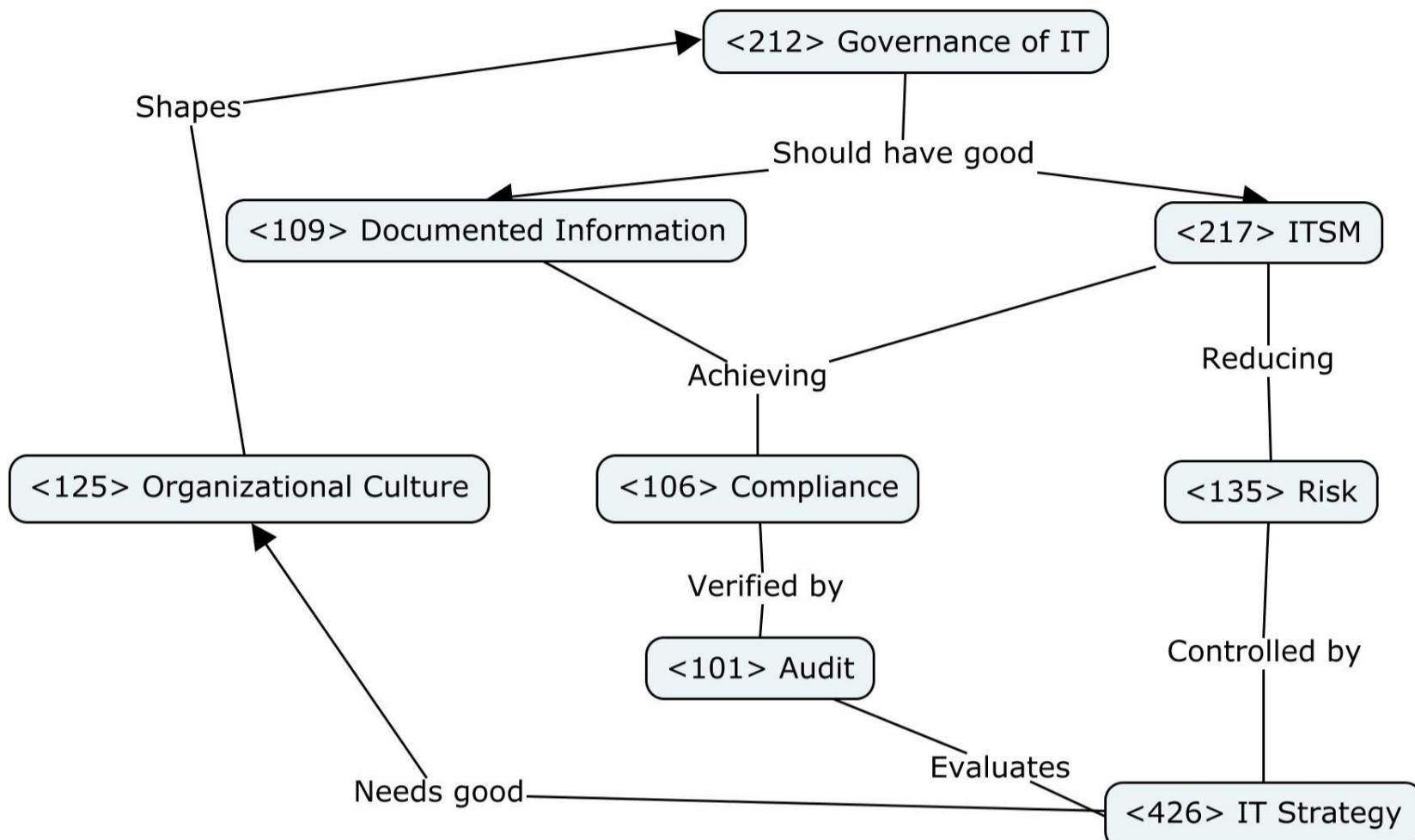


France health data hub realignment

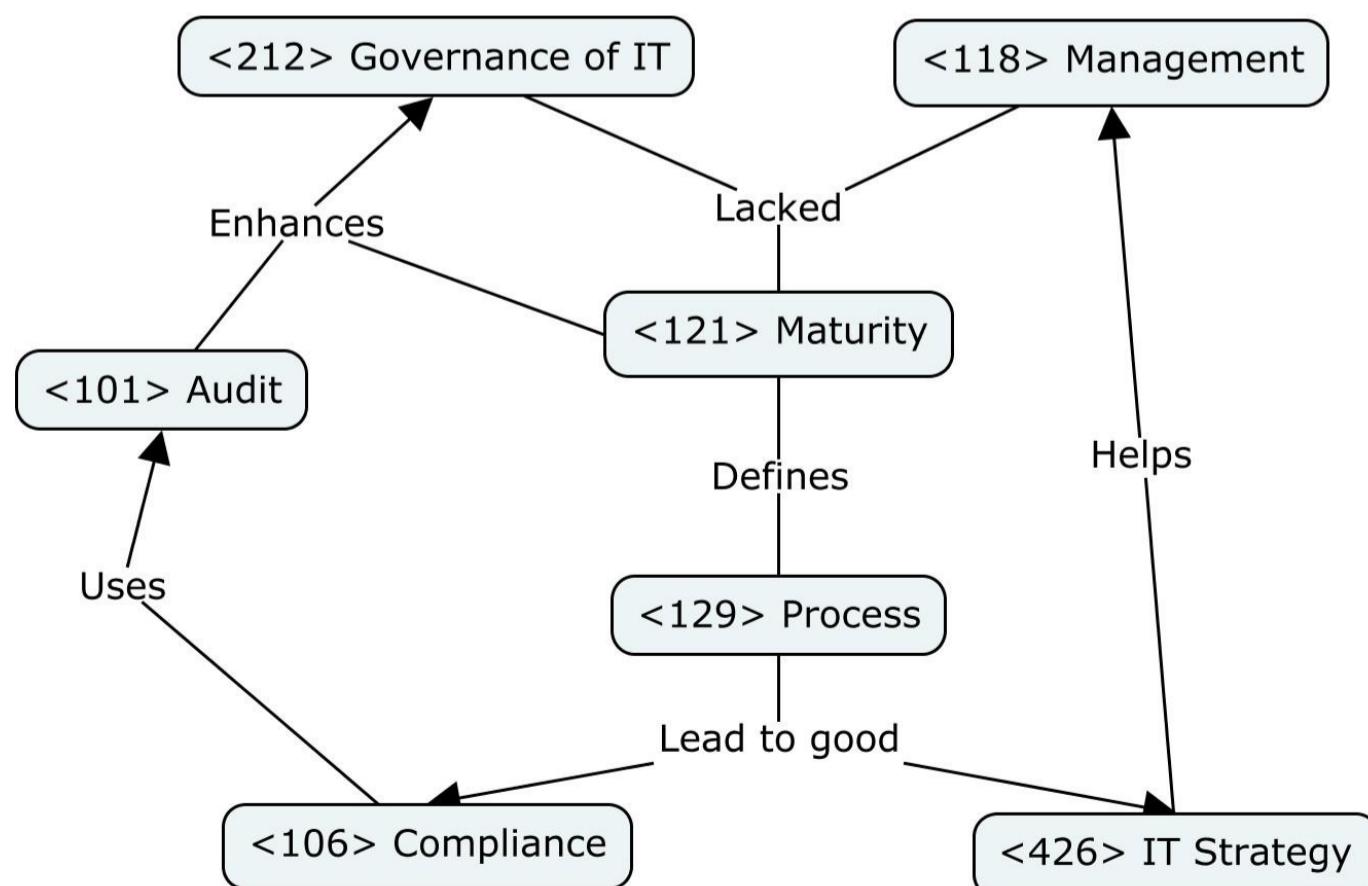


112320 – Diogo Carvalho

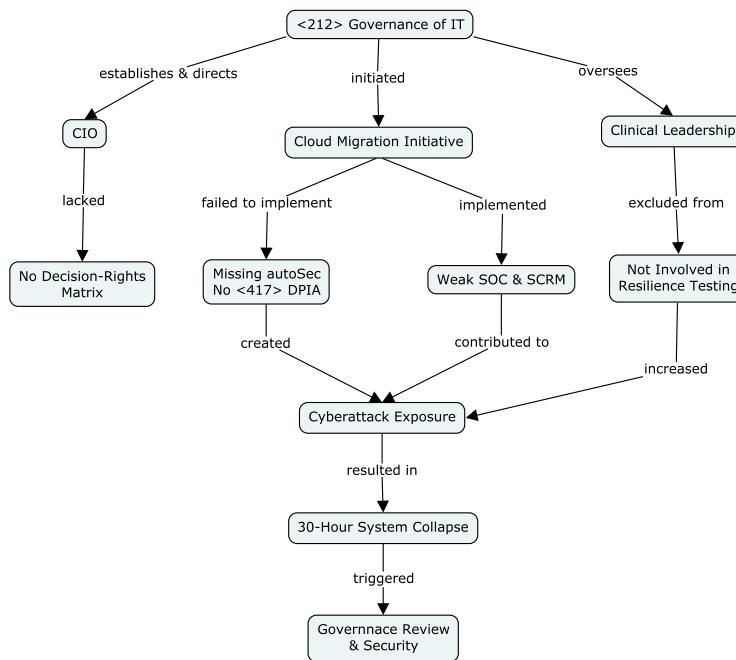
Q1.3



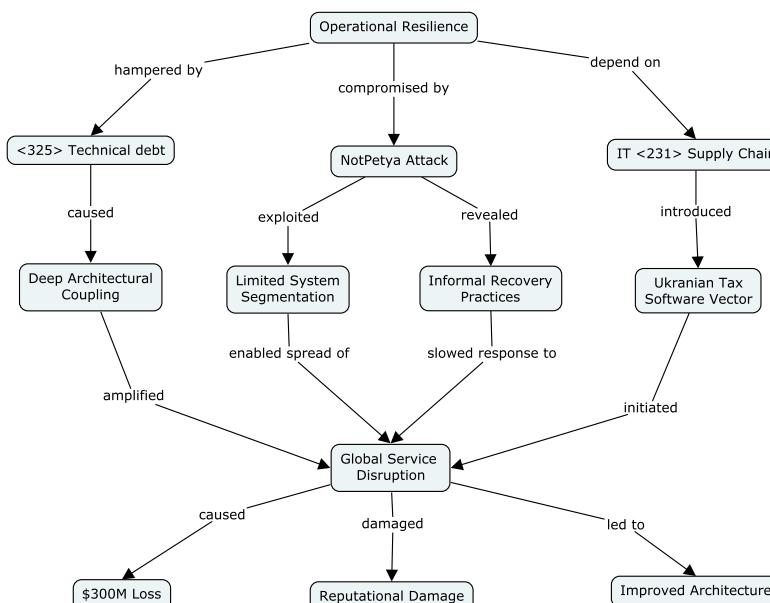
Q2.3



Concept Map for Q1.3 - ArcoMed Cloud Migration Story Analysis

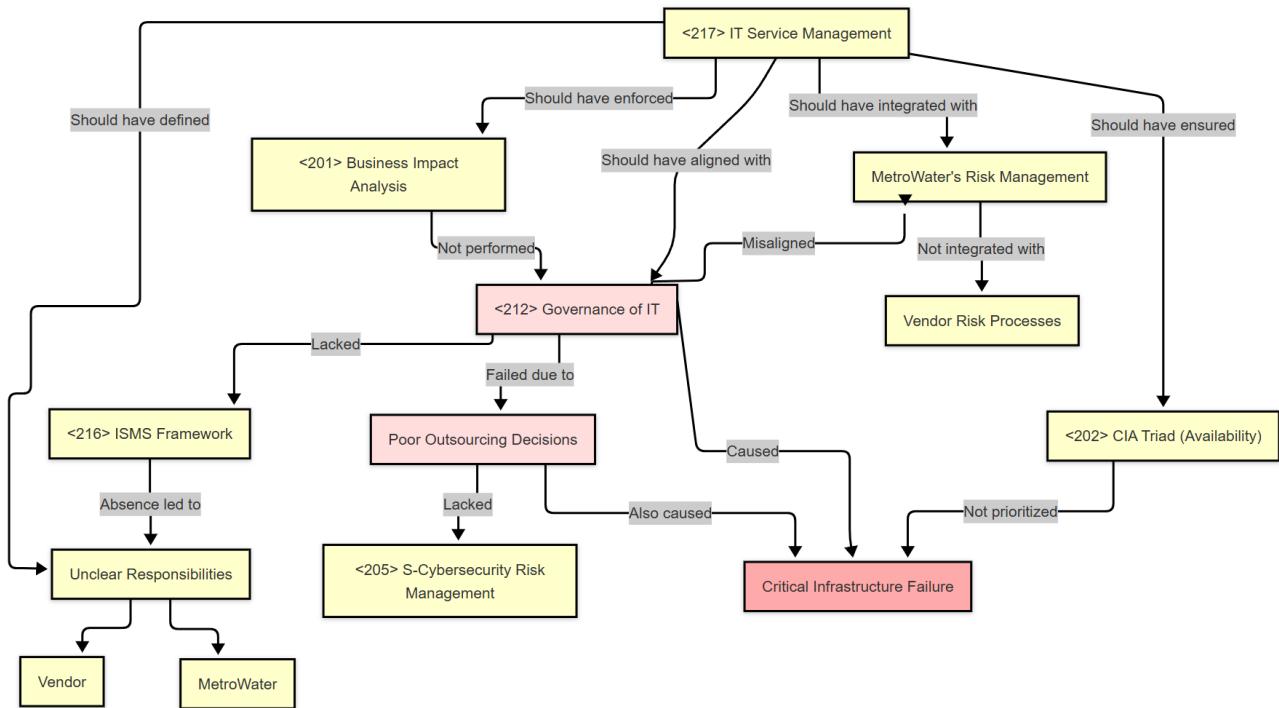


Concept Map for Q2.3 - Maersk and the Quiet Catastrophe Case Analysis

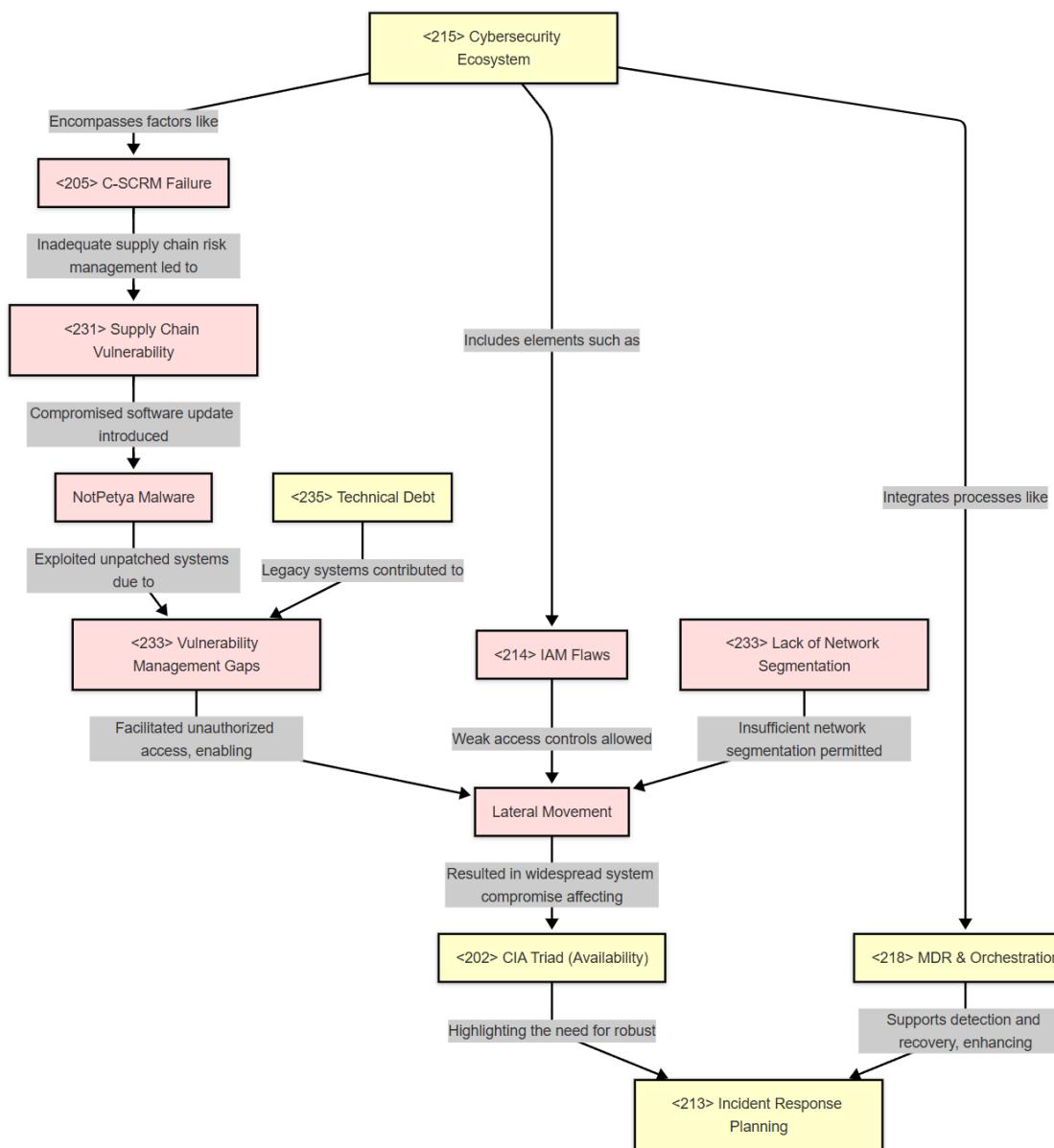


E2 – Federico Falcone – 112385

Q1.3

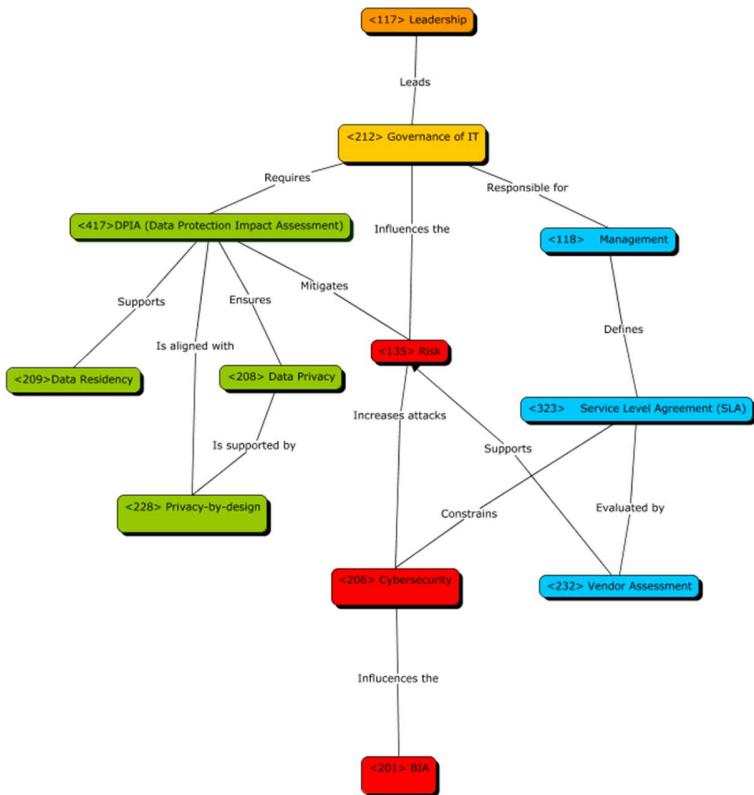


Q2.3

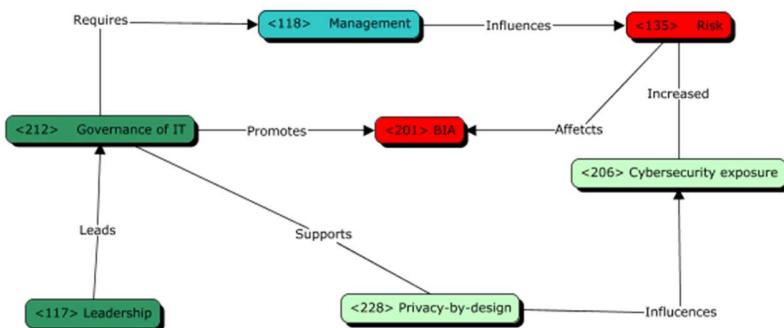


Ist number: 112438 Name: Joana Matias

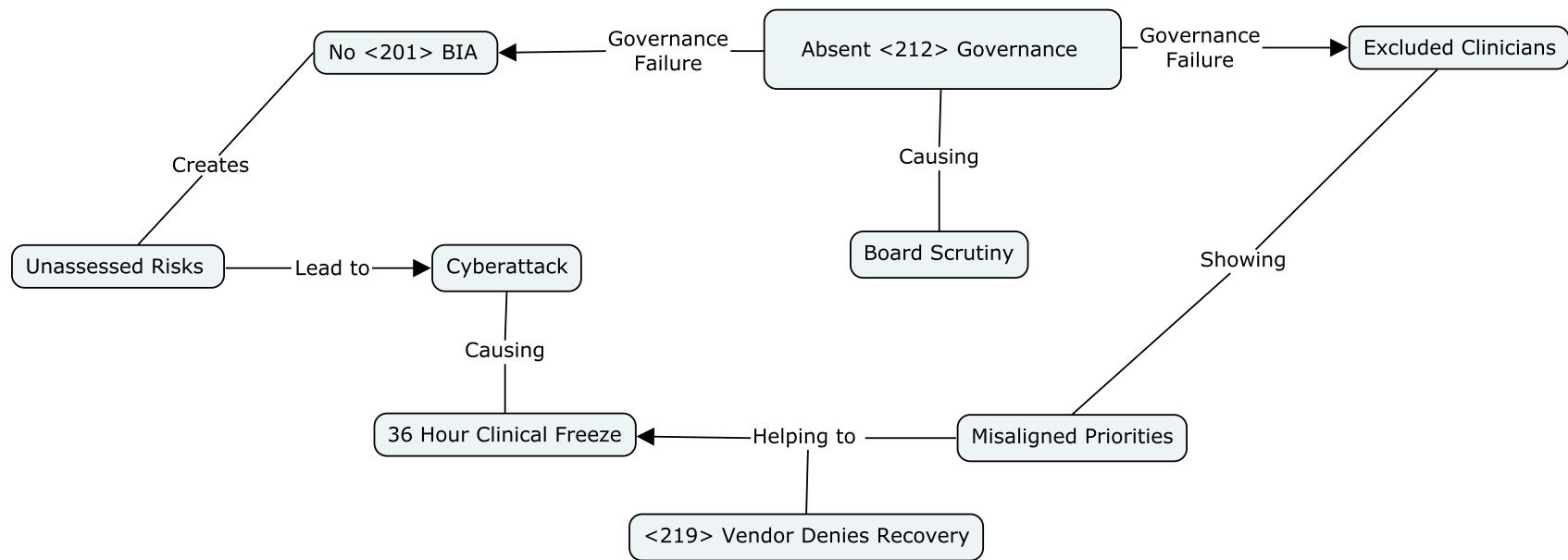
Q1.3 - 1.ArcoMed cloud-first



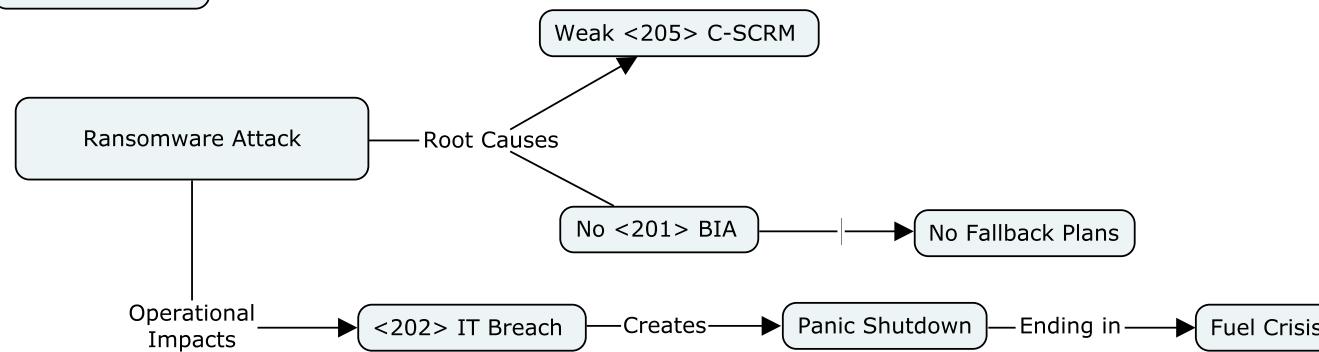
Q2.3 - 5. The NHS Email Storm



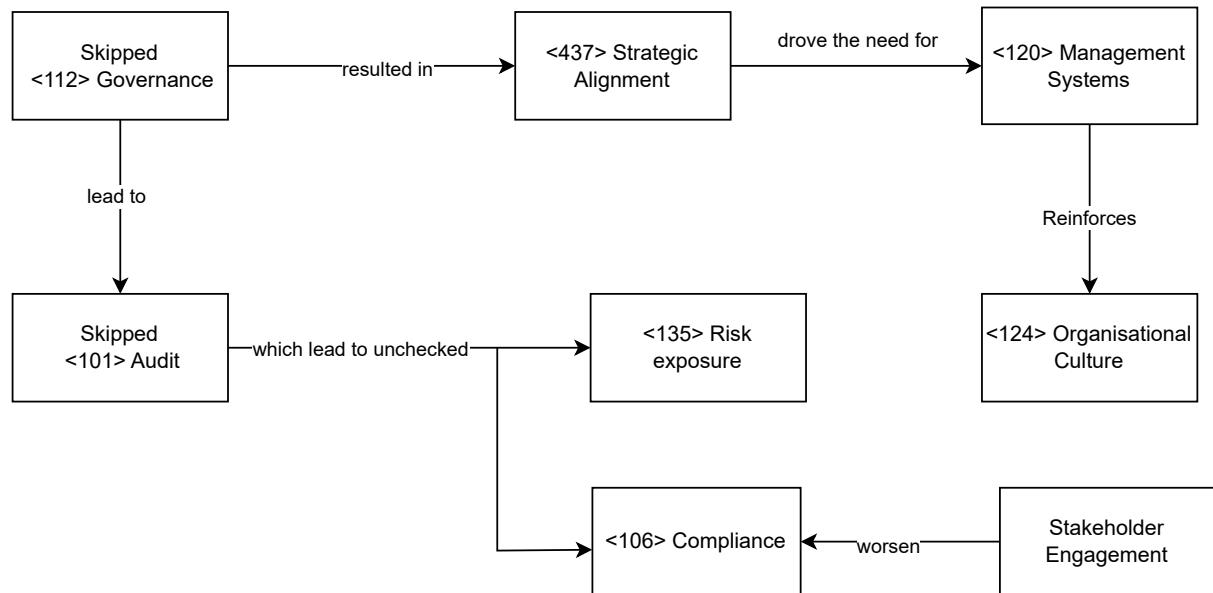
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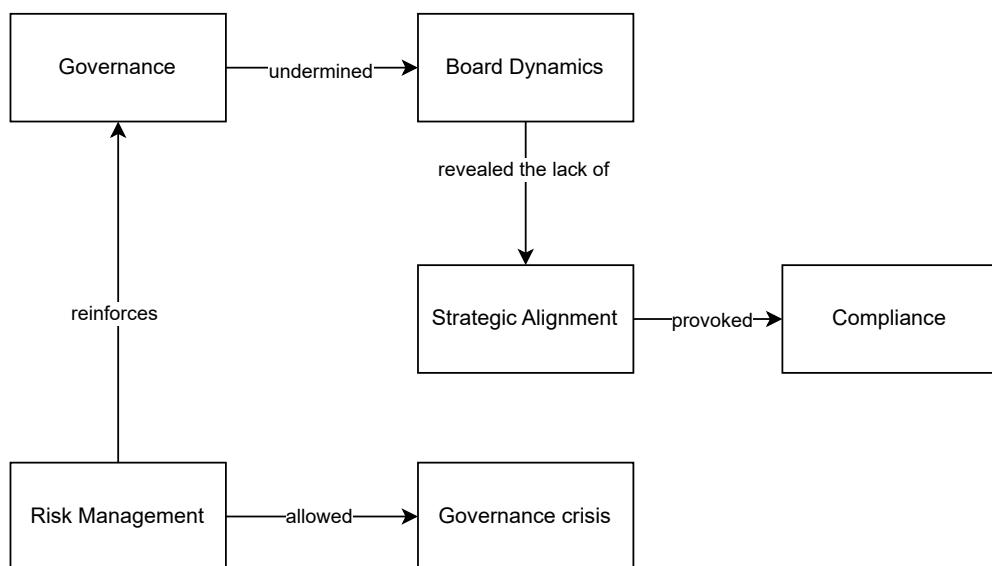
Q2.3



Q1.3

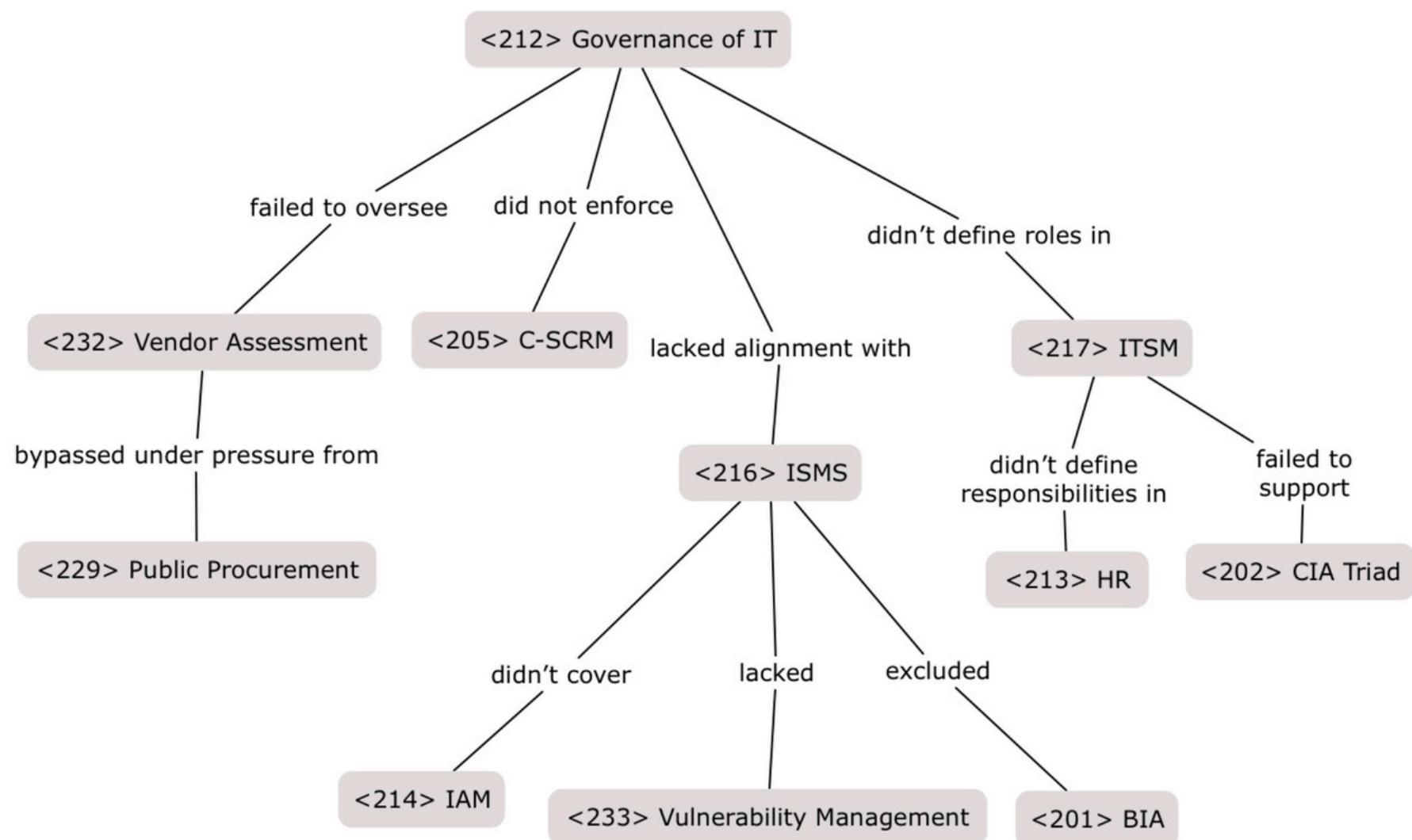


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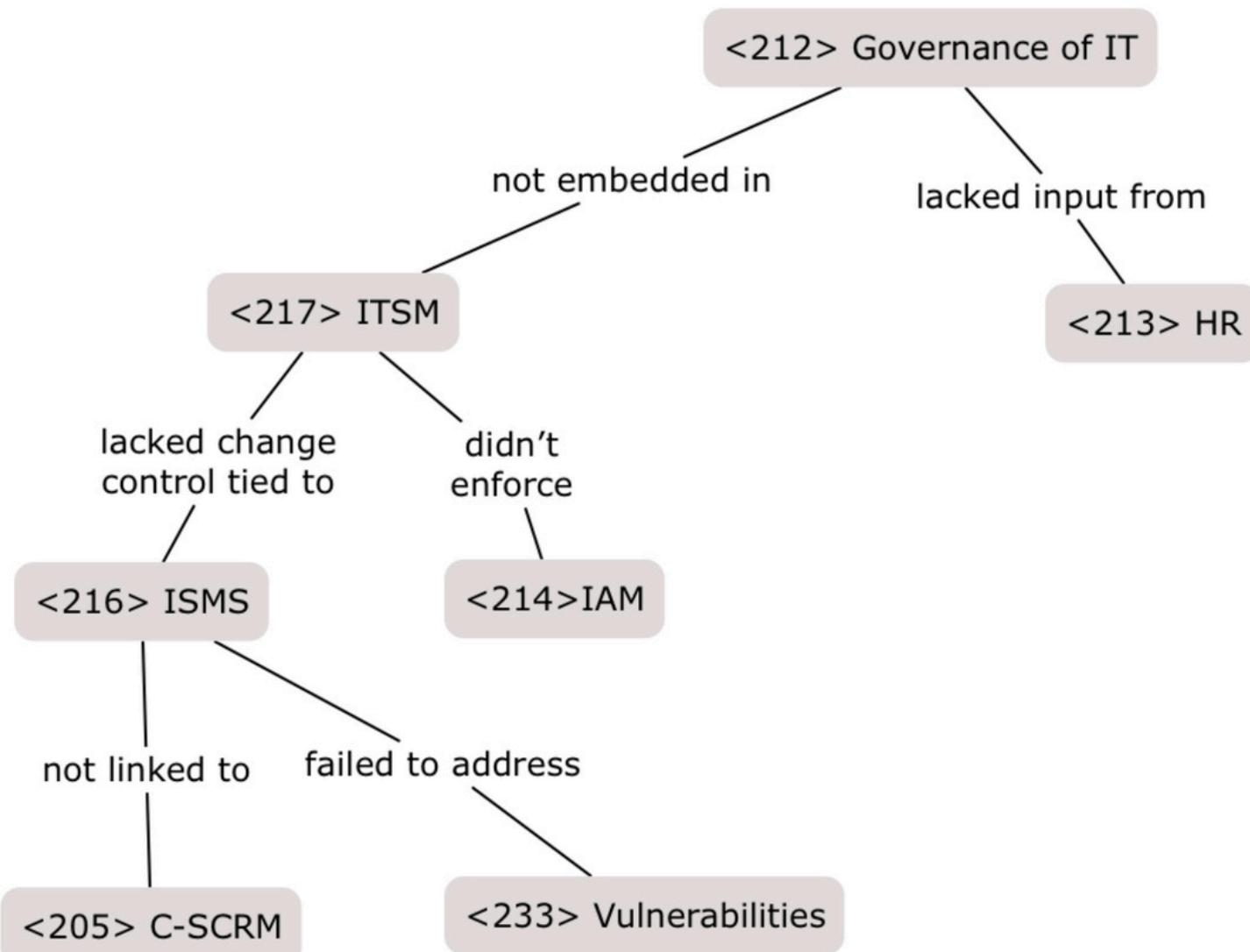


112505, Rita Martins

Story: MetroWater Access Denied

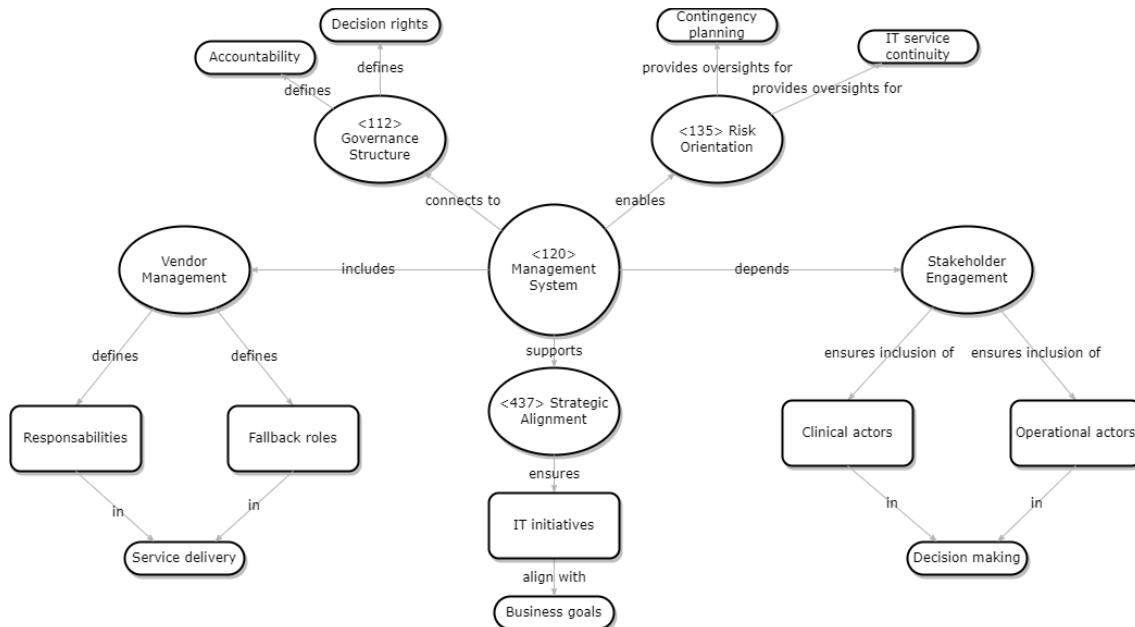


Case: The SEF Migration Debacle

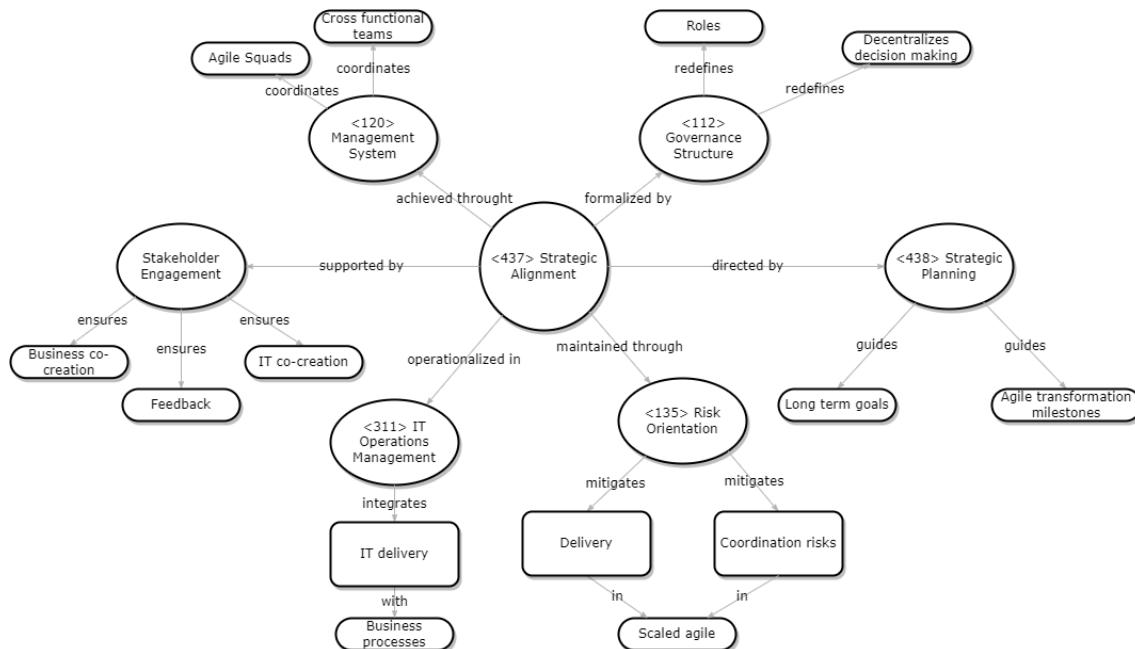


Mikil Sudhir Vassaramo, 112552

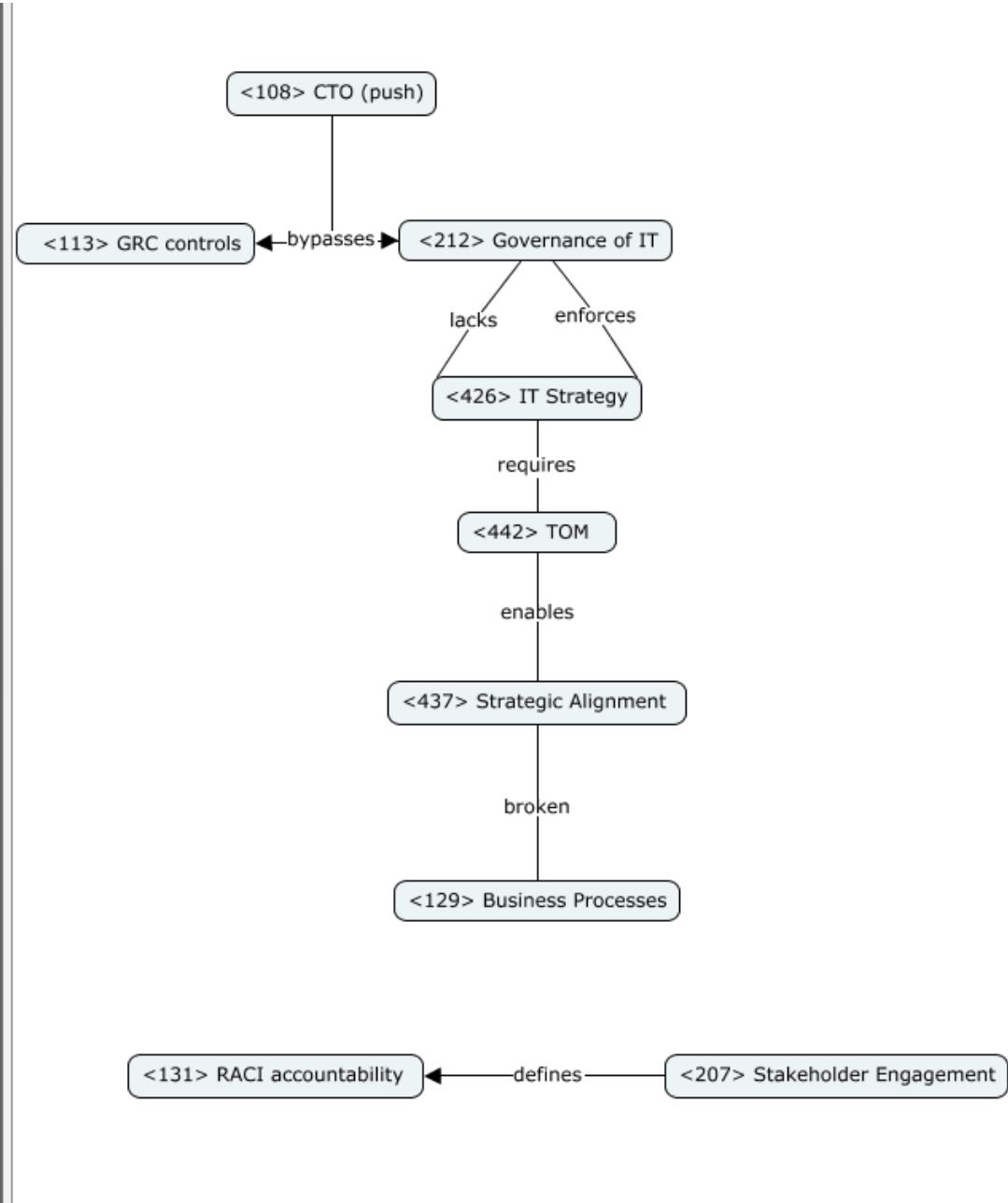
Q1.3 - Story: ArcoMed cloud migration



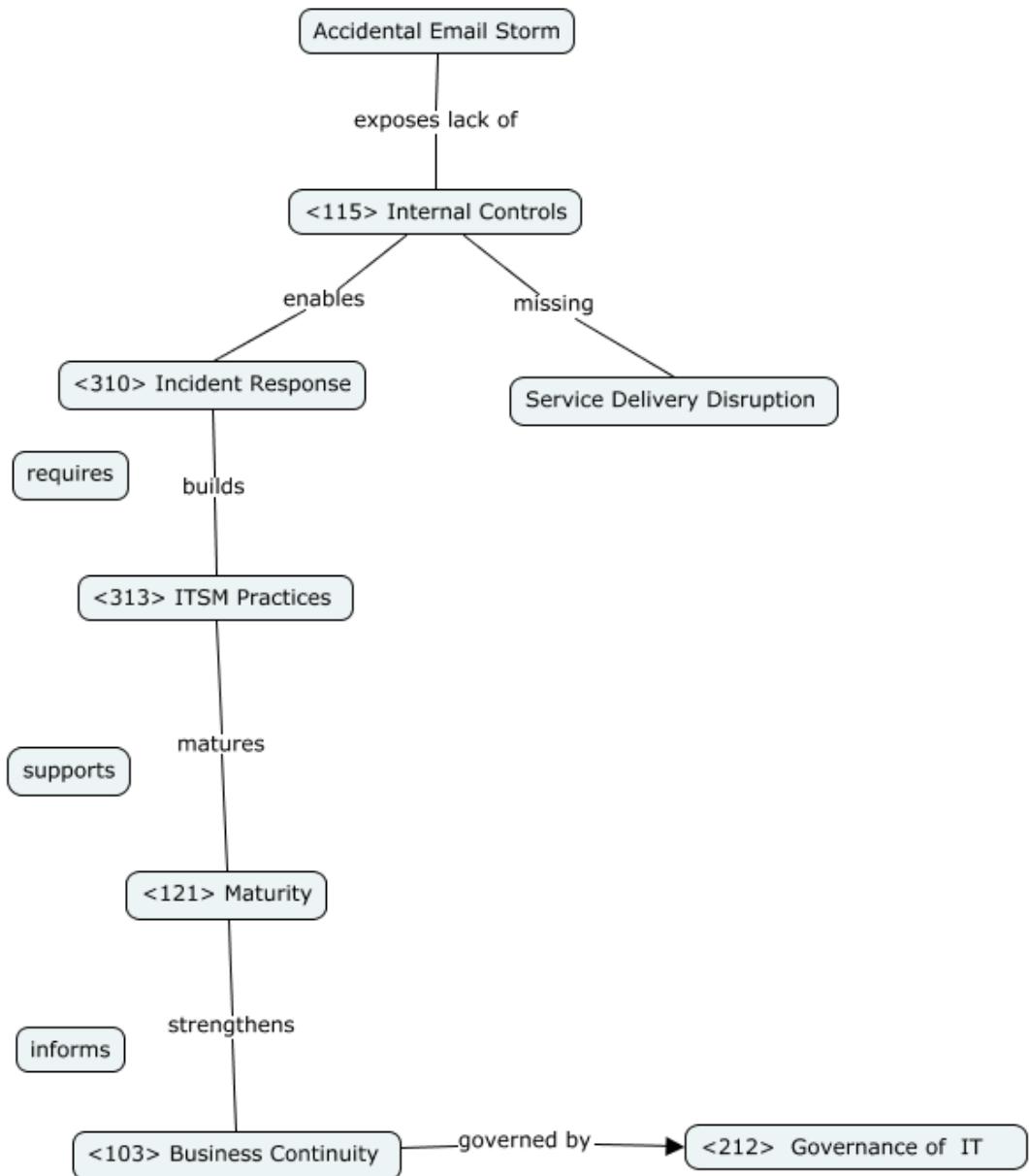
Q2.3 - Case: ING and the Agile Transformation



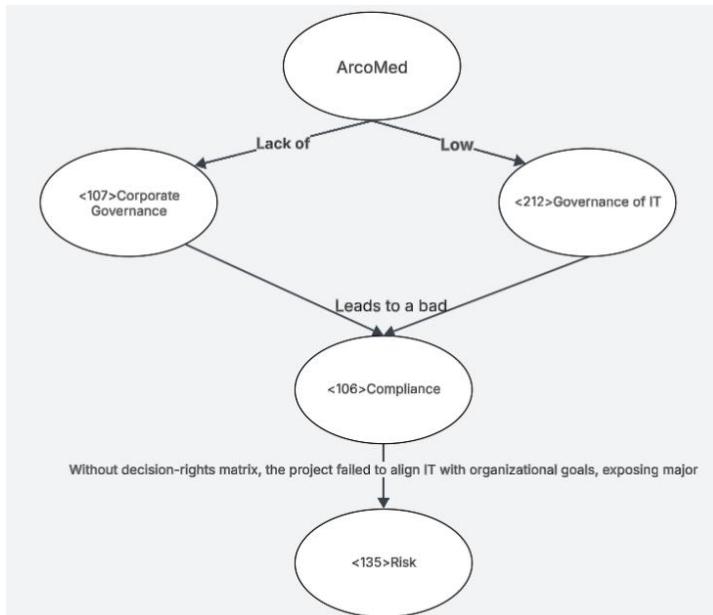
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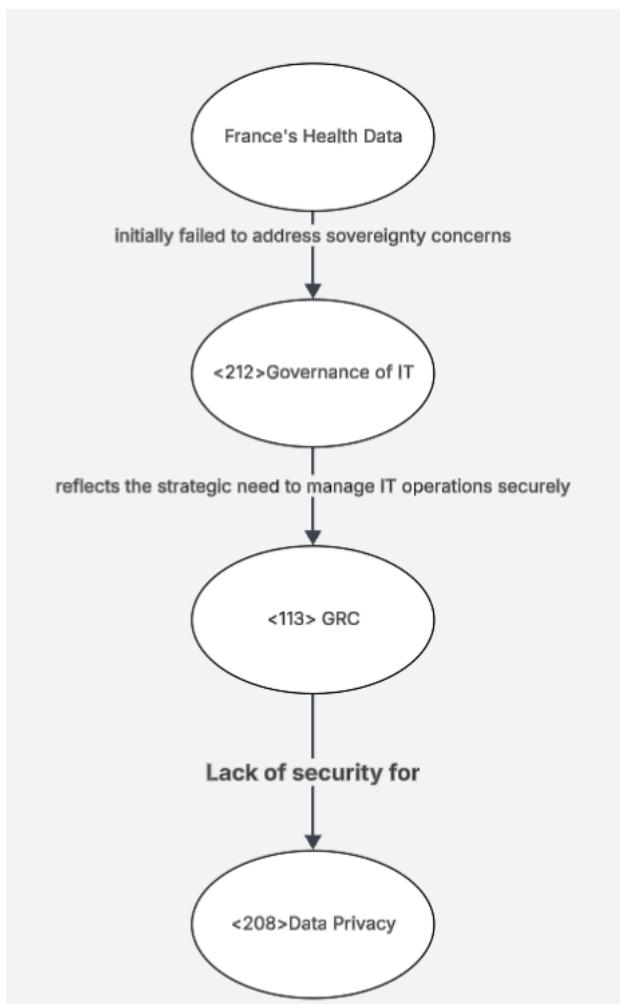
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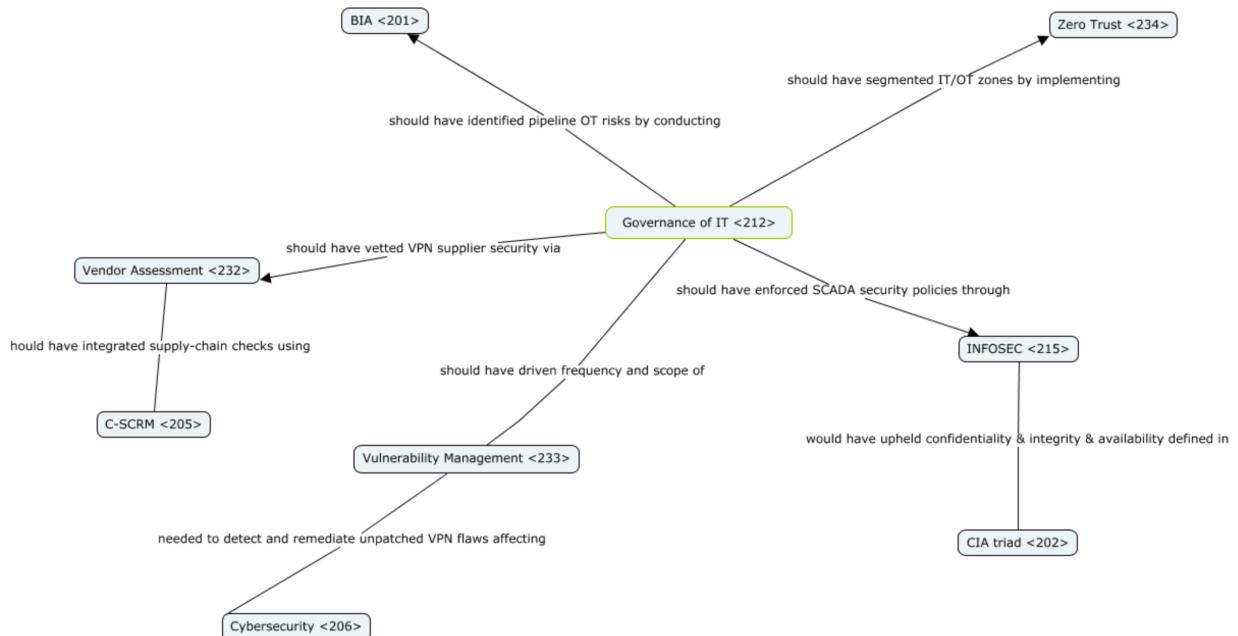
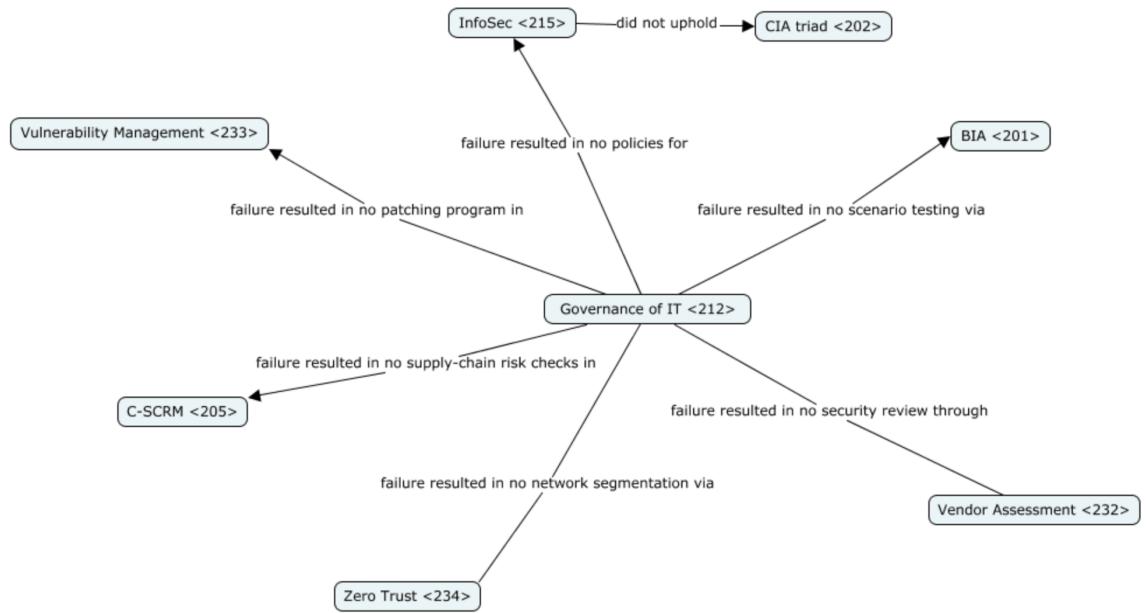


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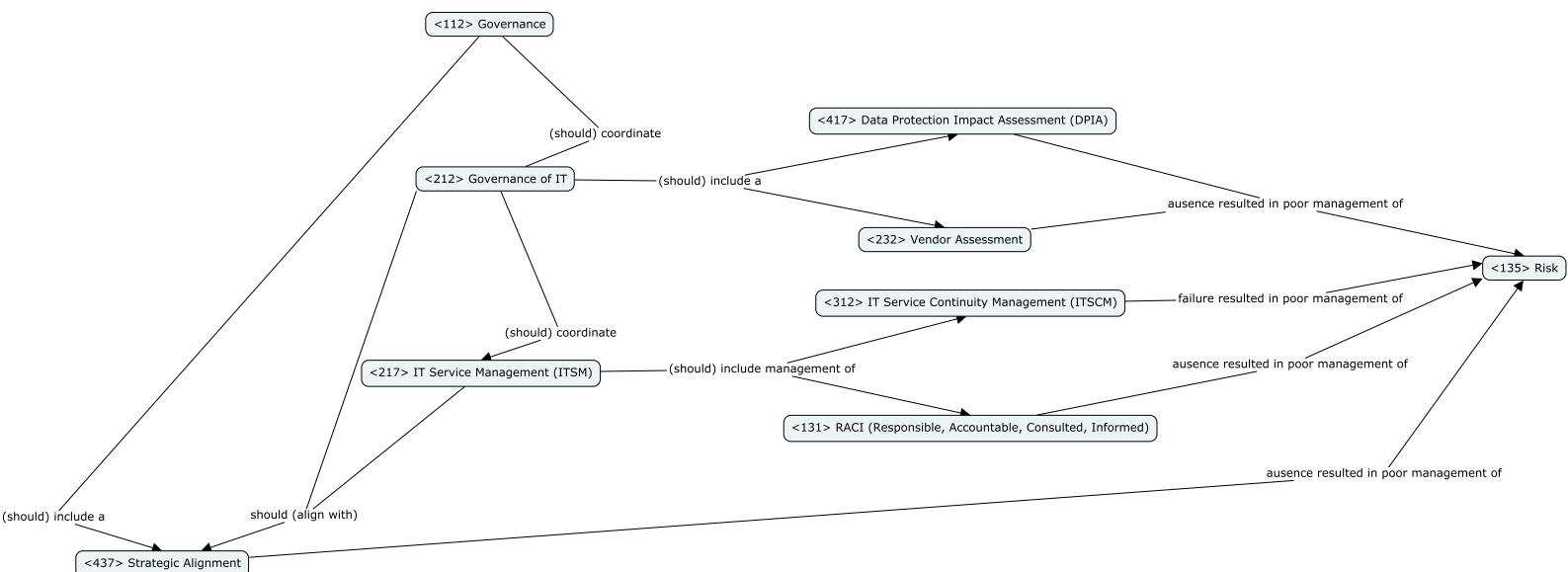


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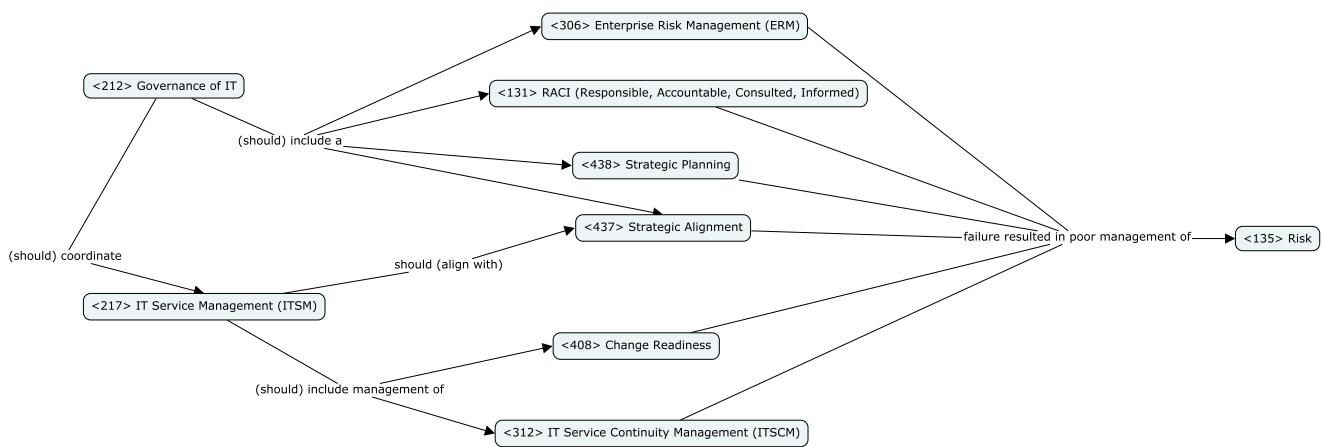


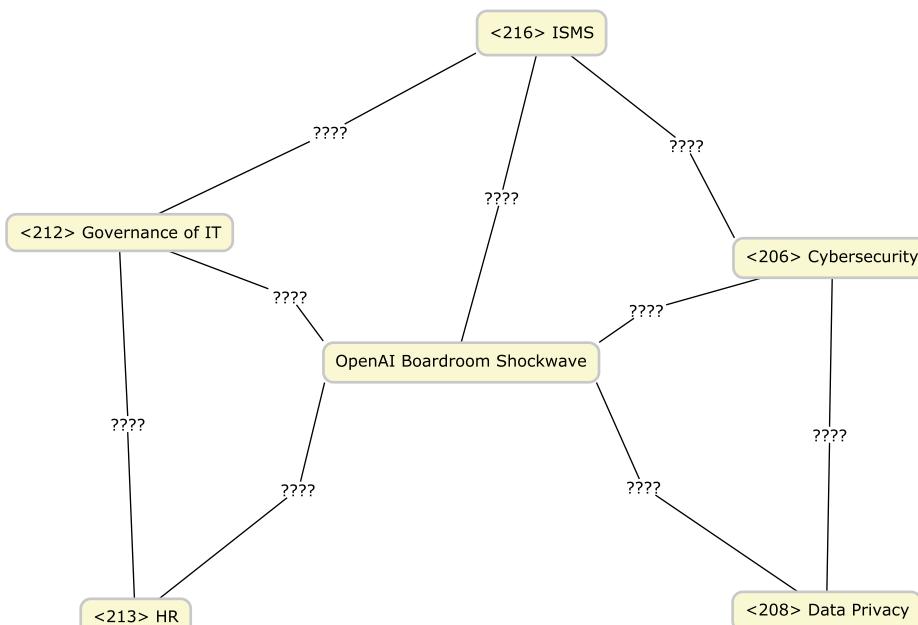
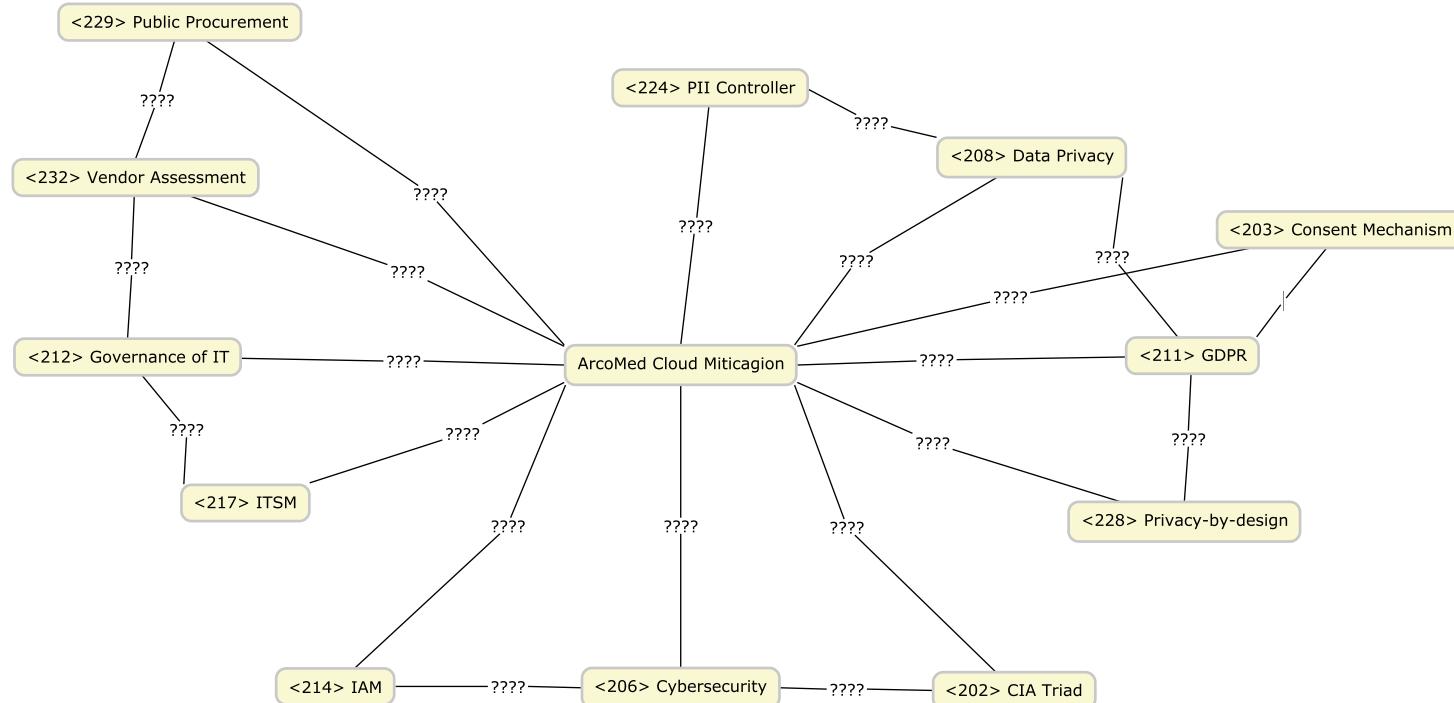


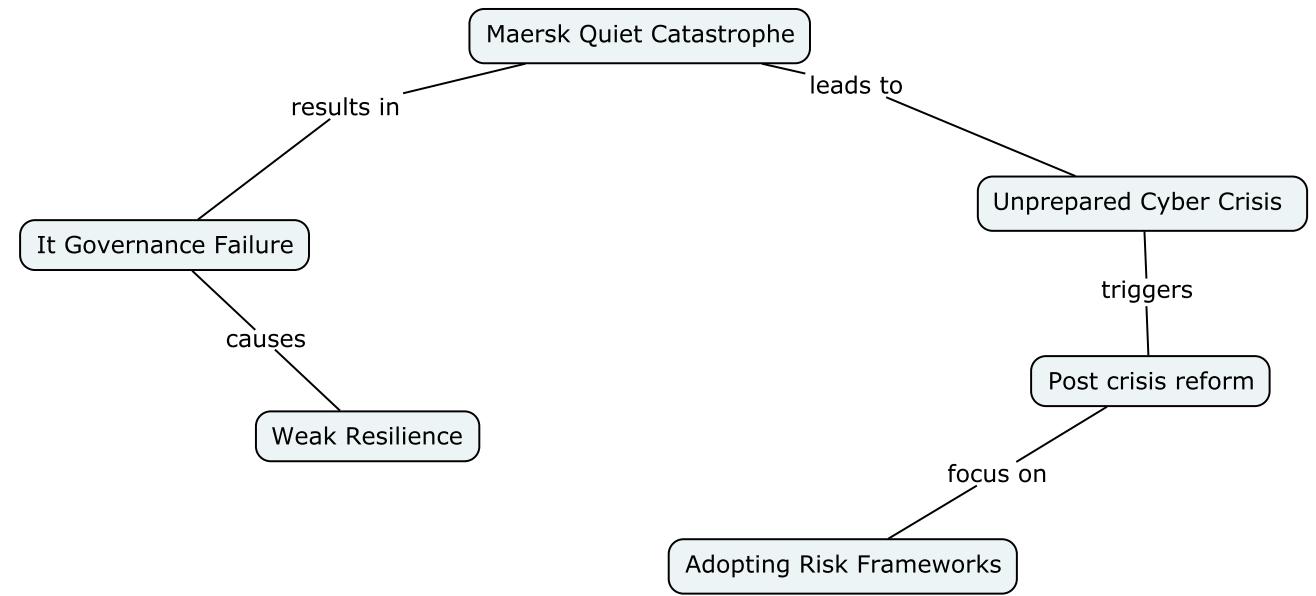
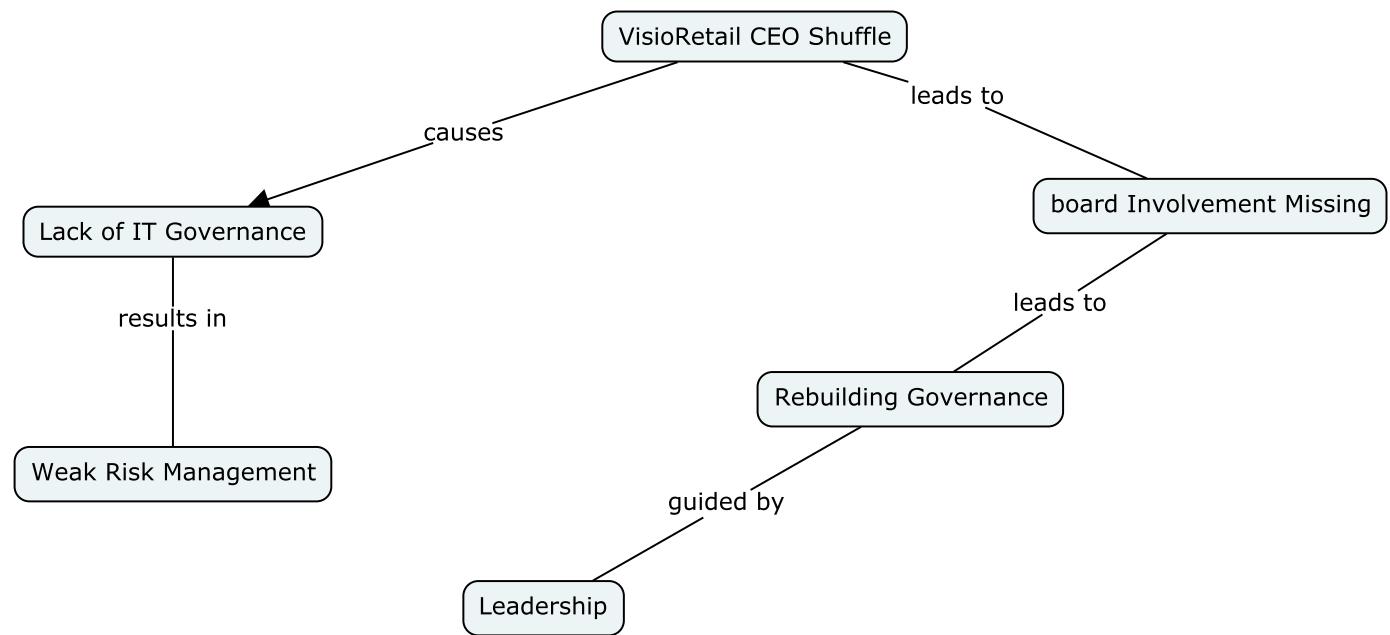
Q1.3 - Story: ArcoMed cloud migration



Q2.3 - Case: The SEF Migration Debacle



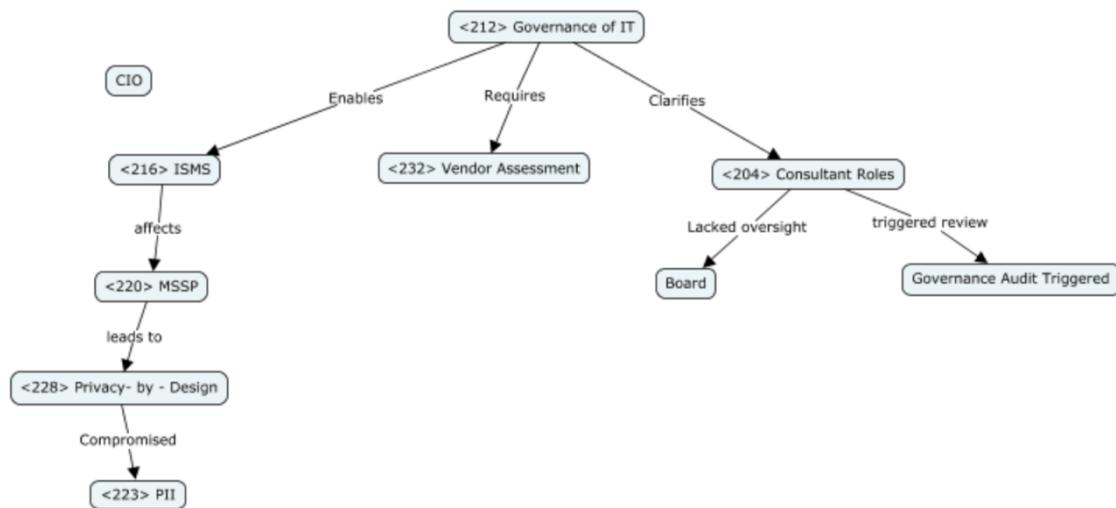




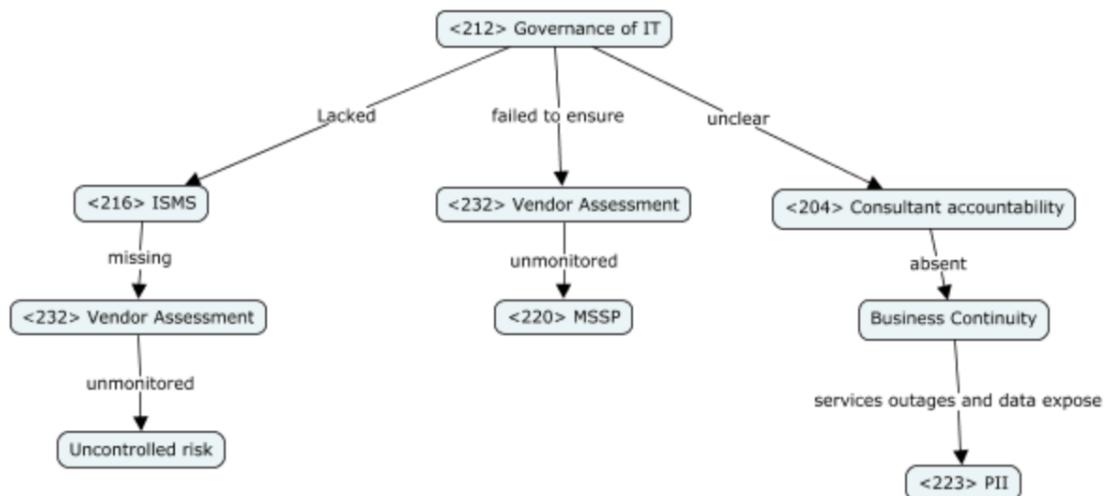
João Vairinhos

IST1113183

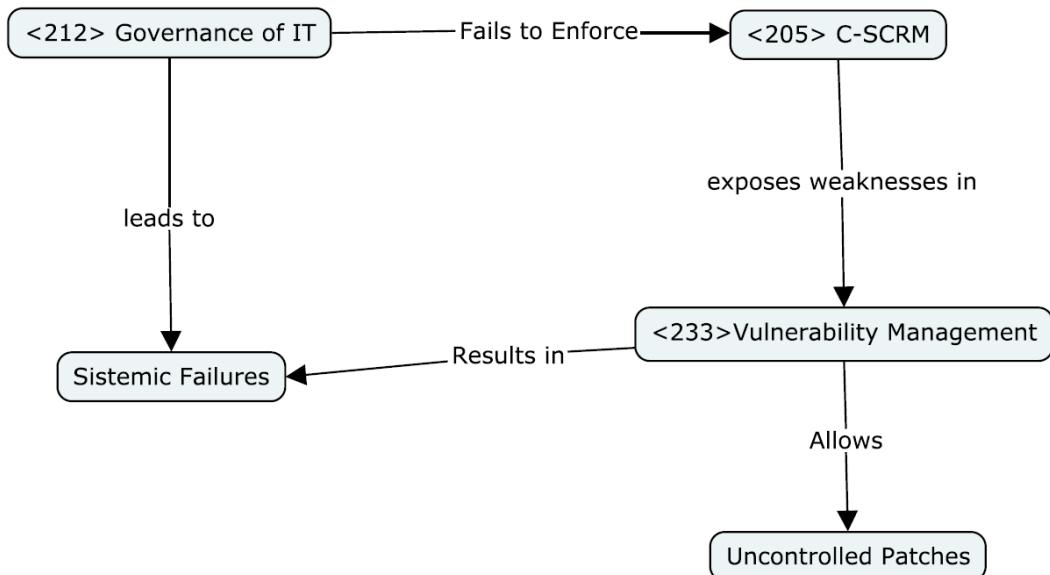
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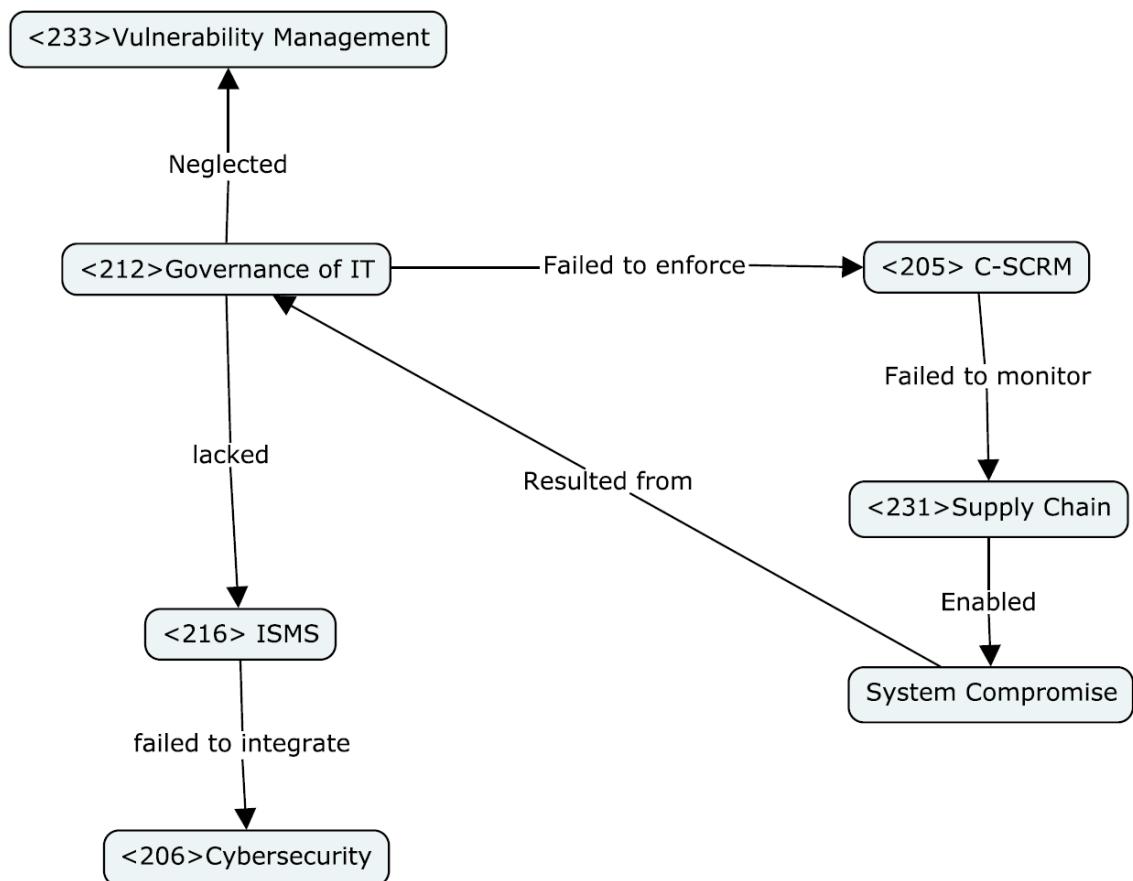
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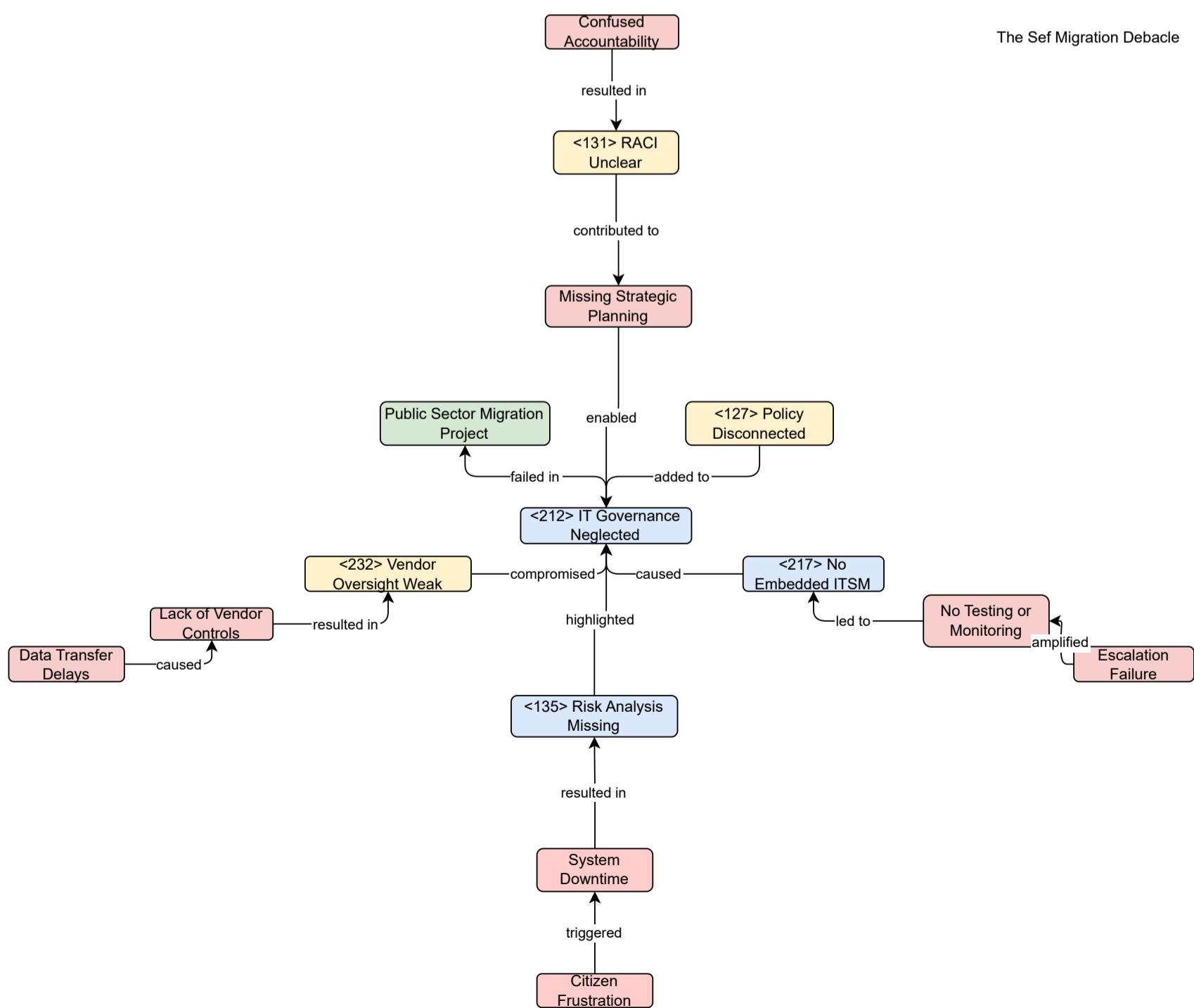
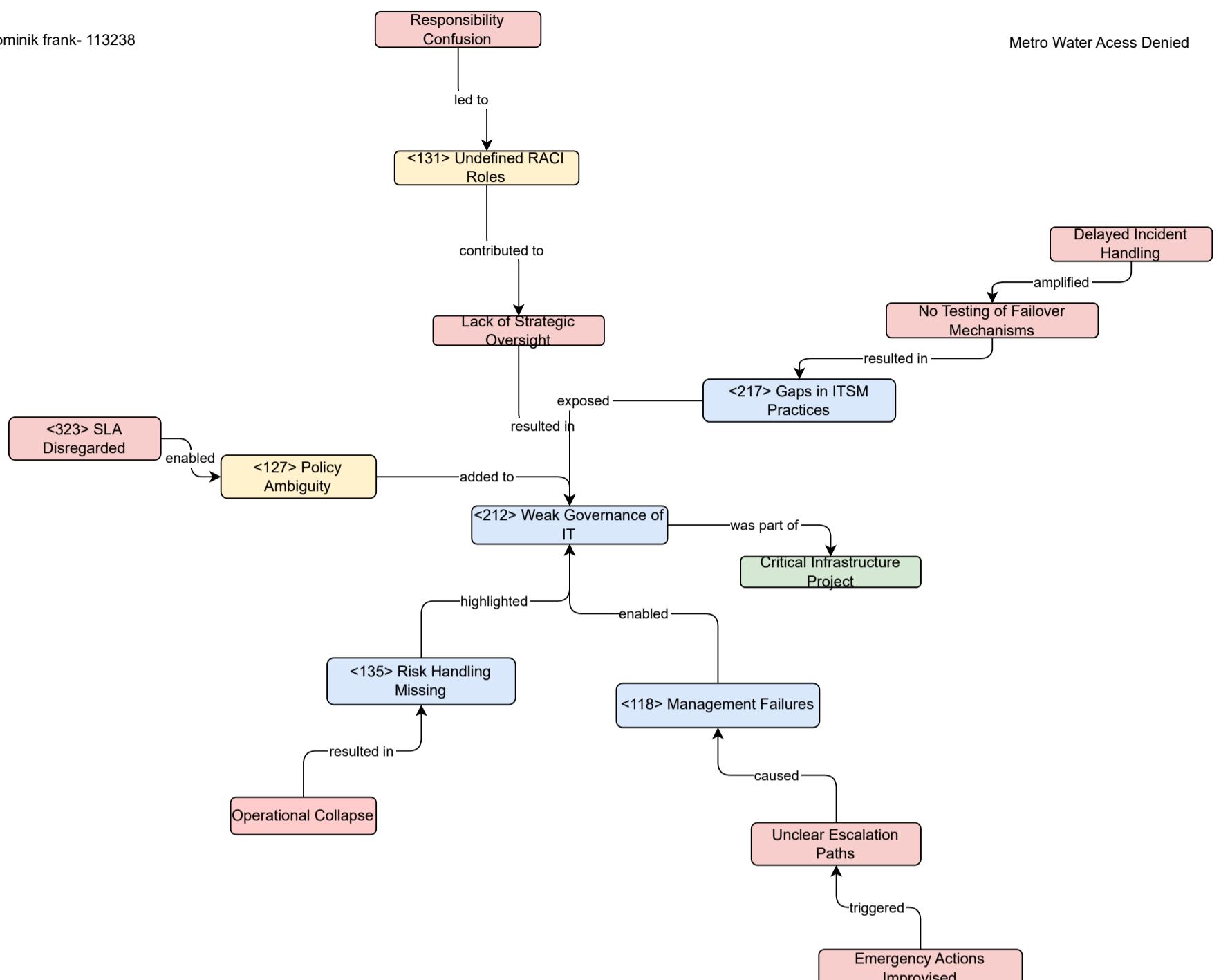


Q1.3



Q2.3

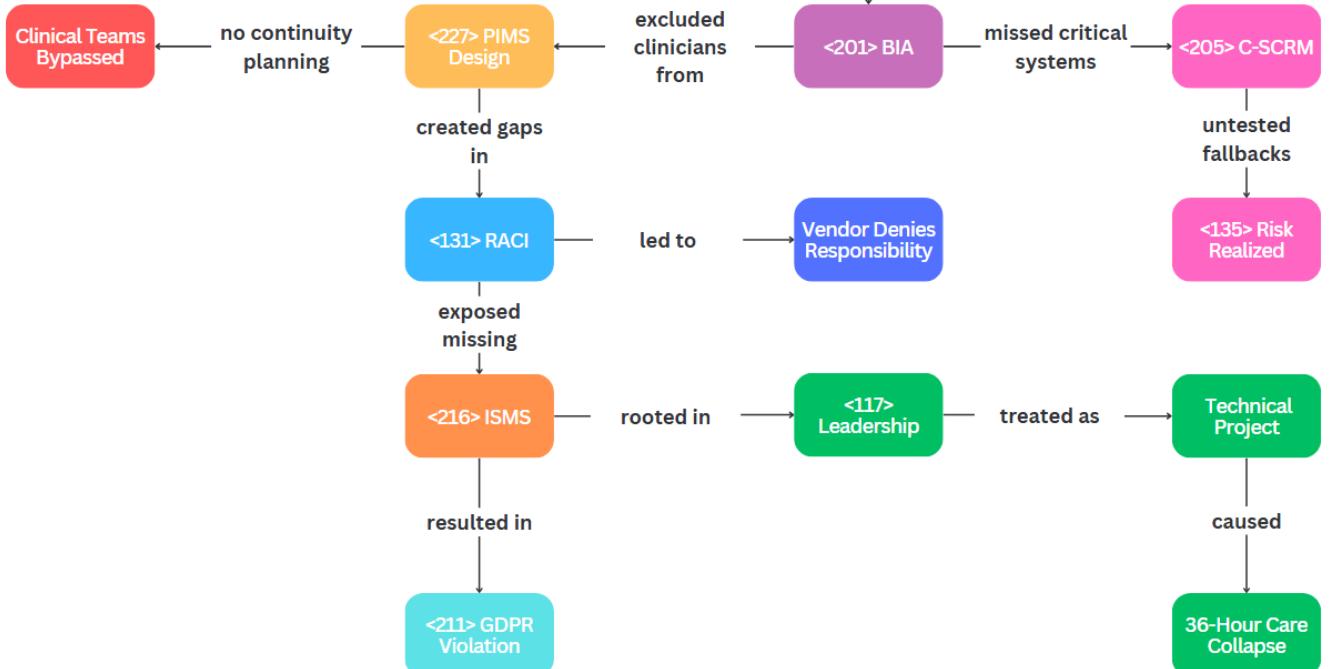




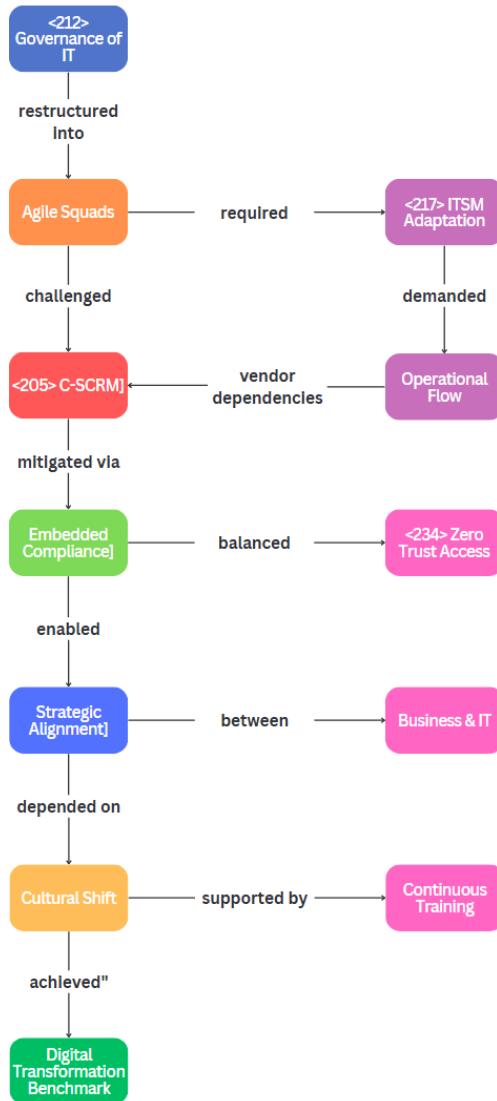
Name: André Sardinha

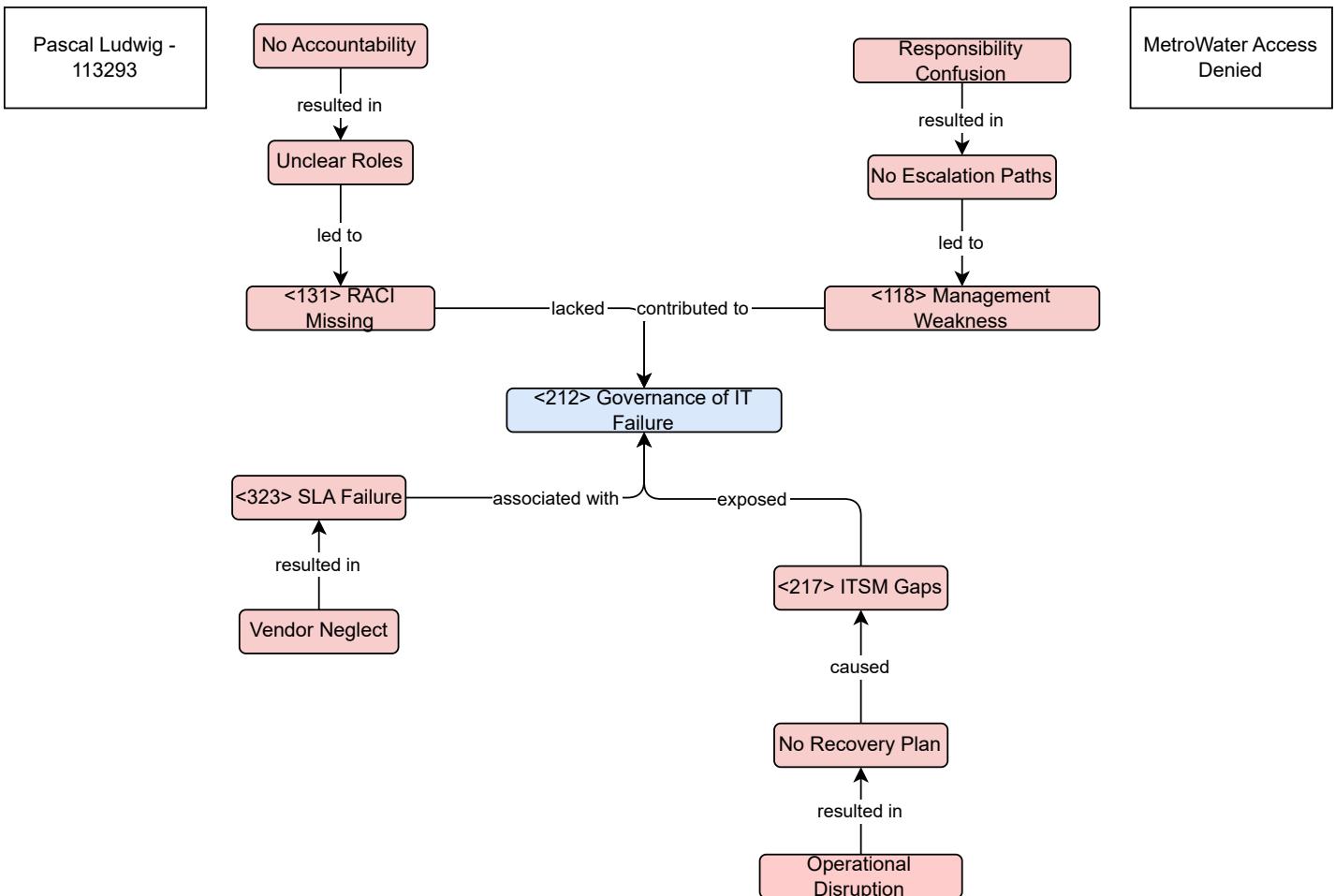
Number: 113281

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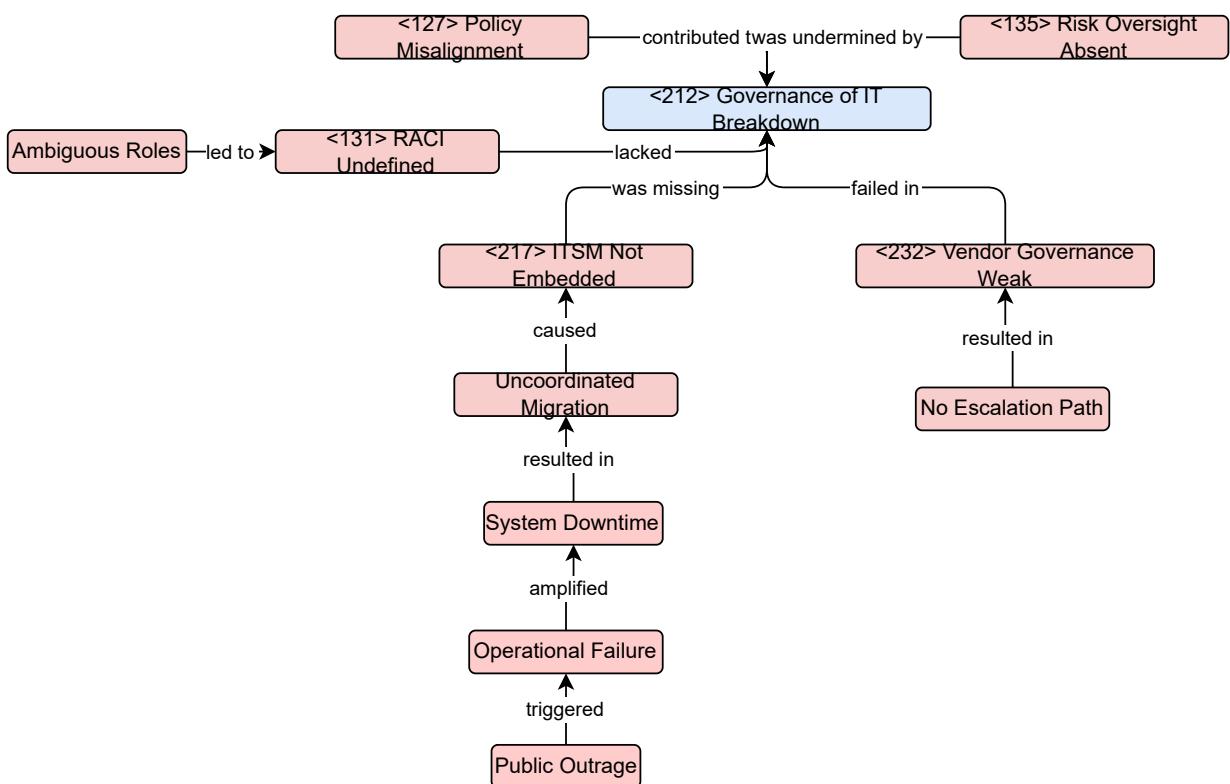


Q2



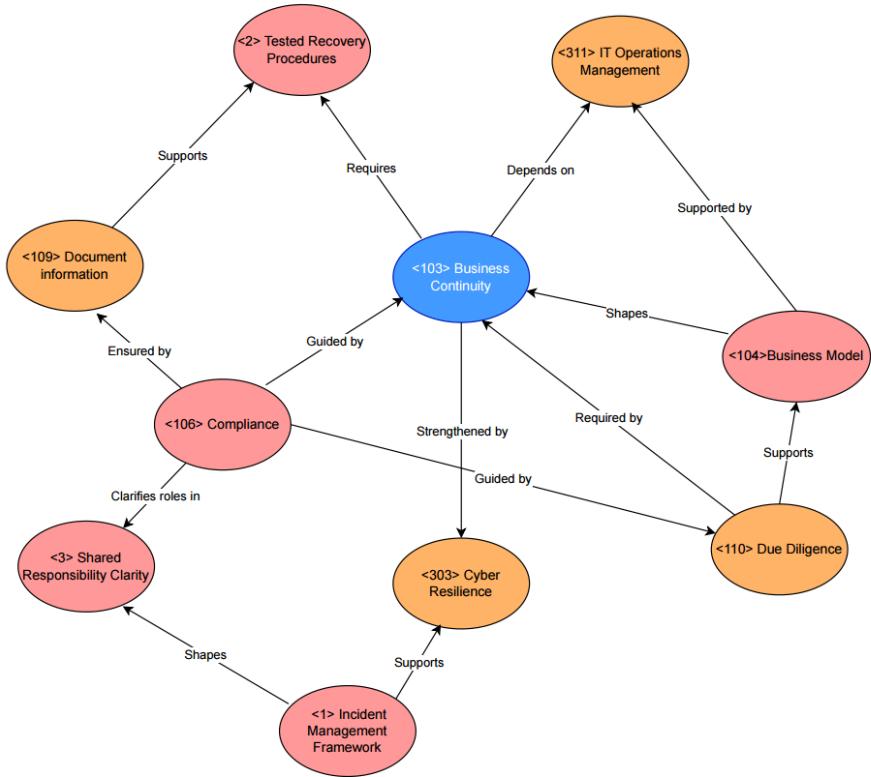


The SEF Migration Debacle

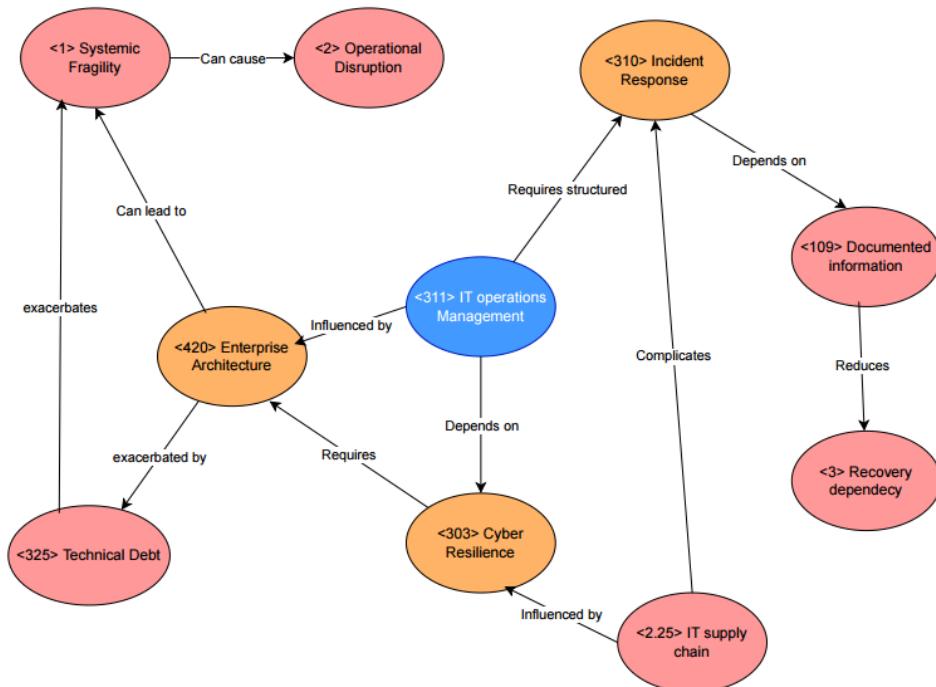


Pedro Costa (113318) - Concept maps

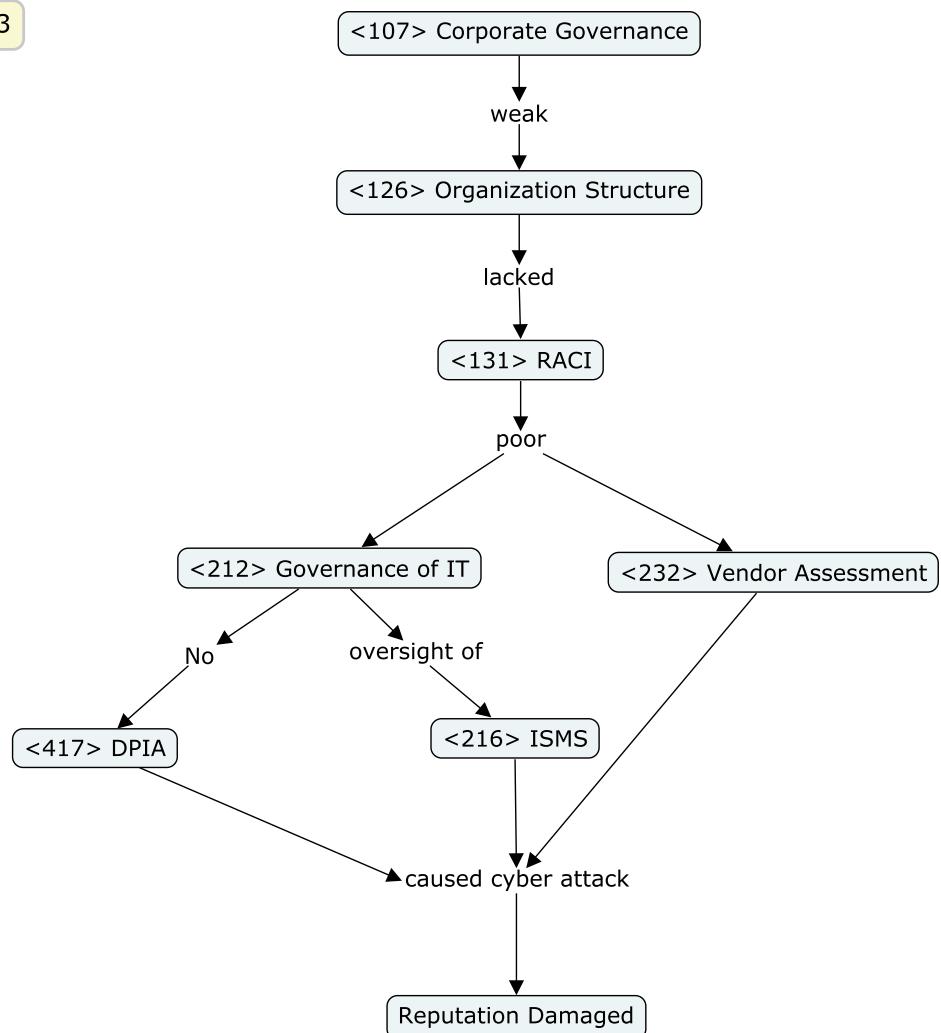
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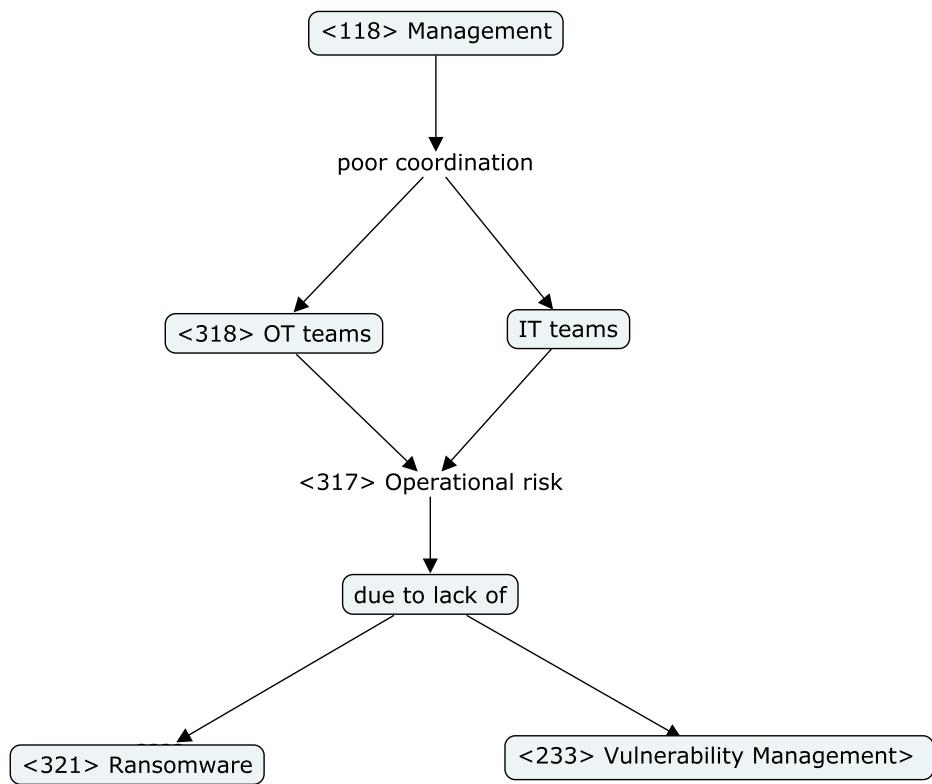
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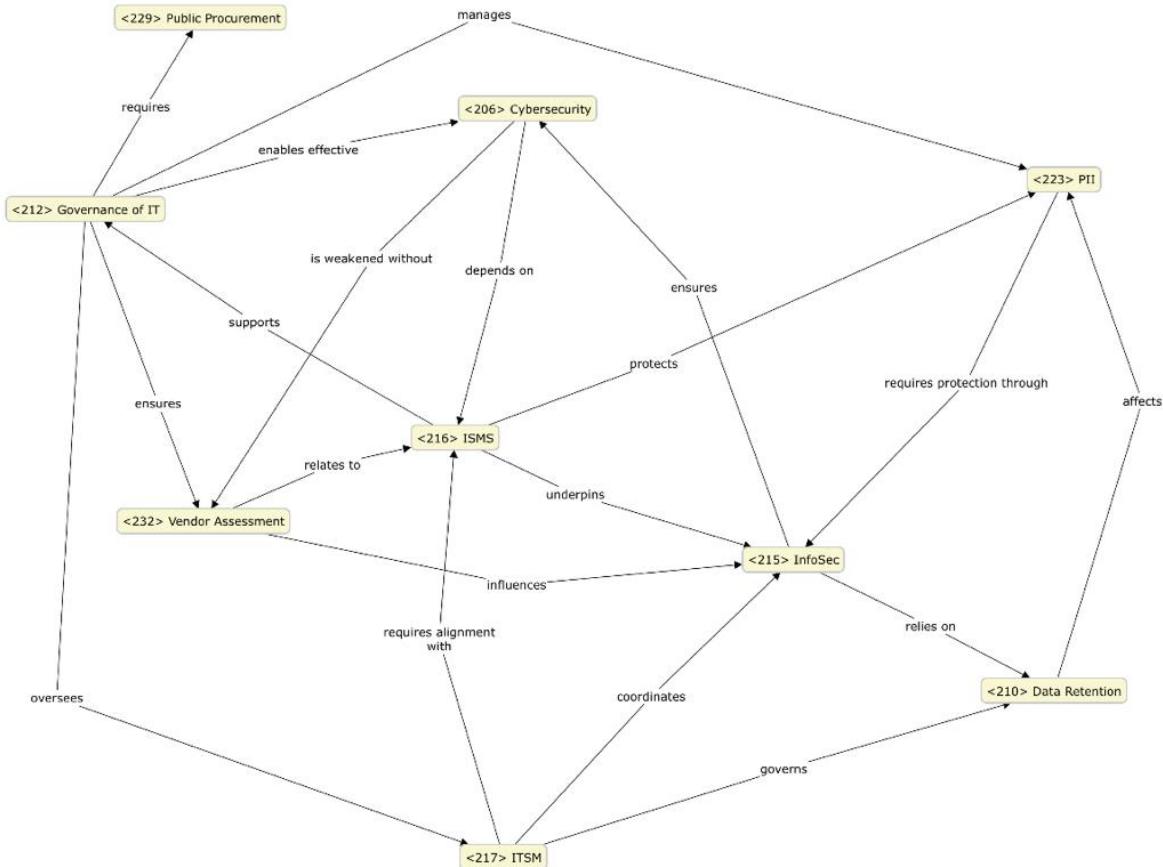
Q 1.3



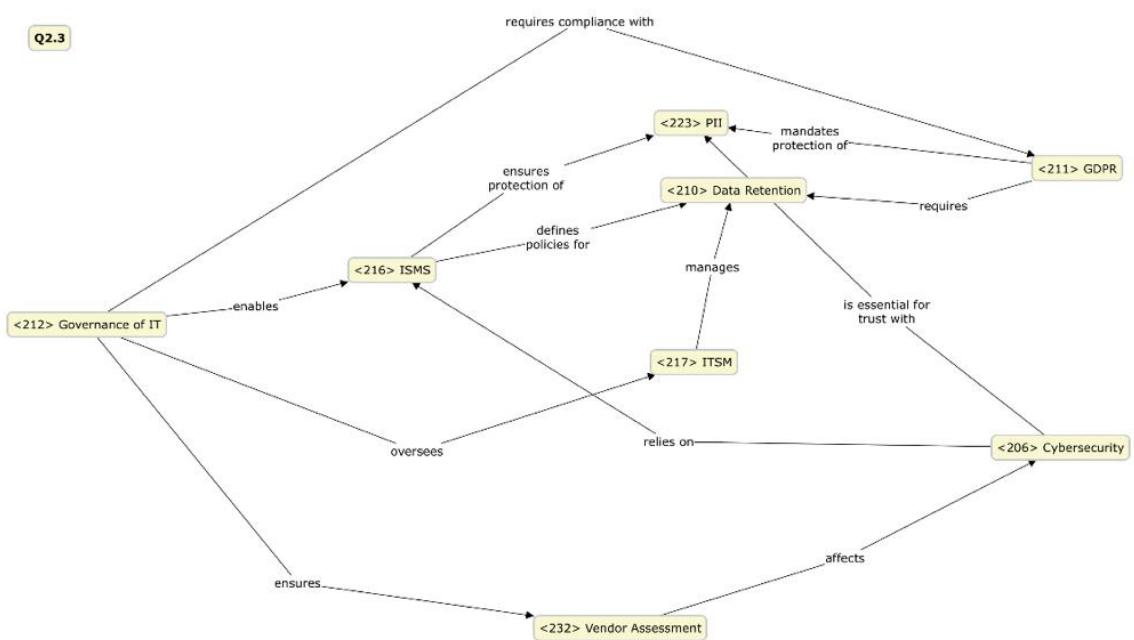
Q 2.3



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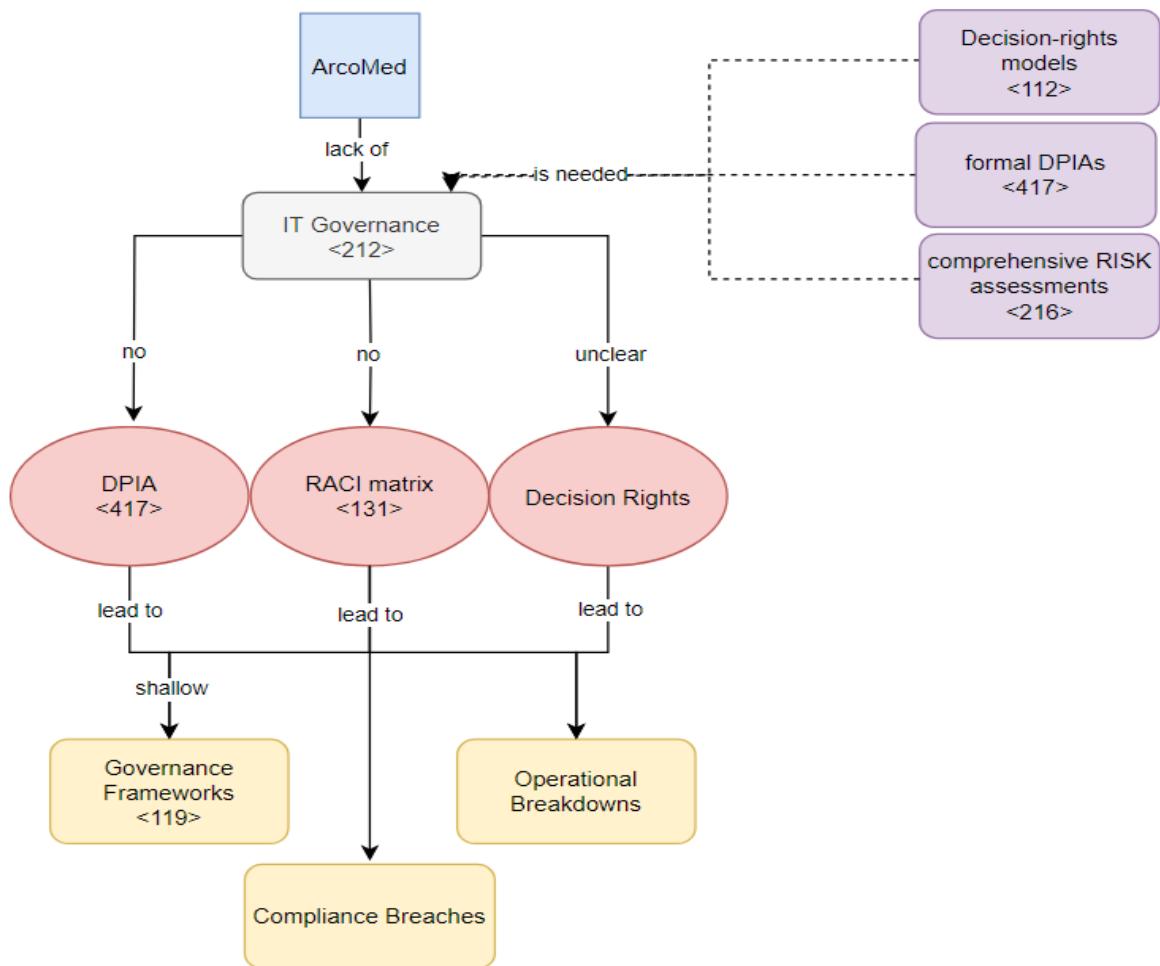


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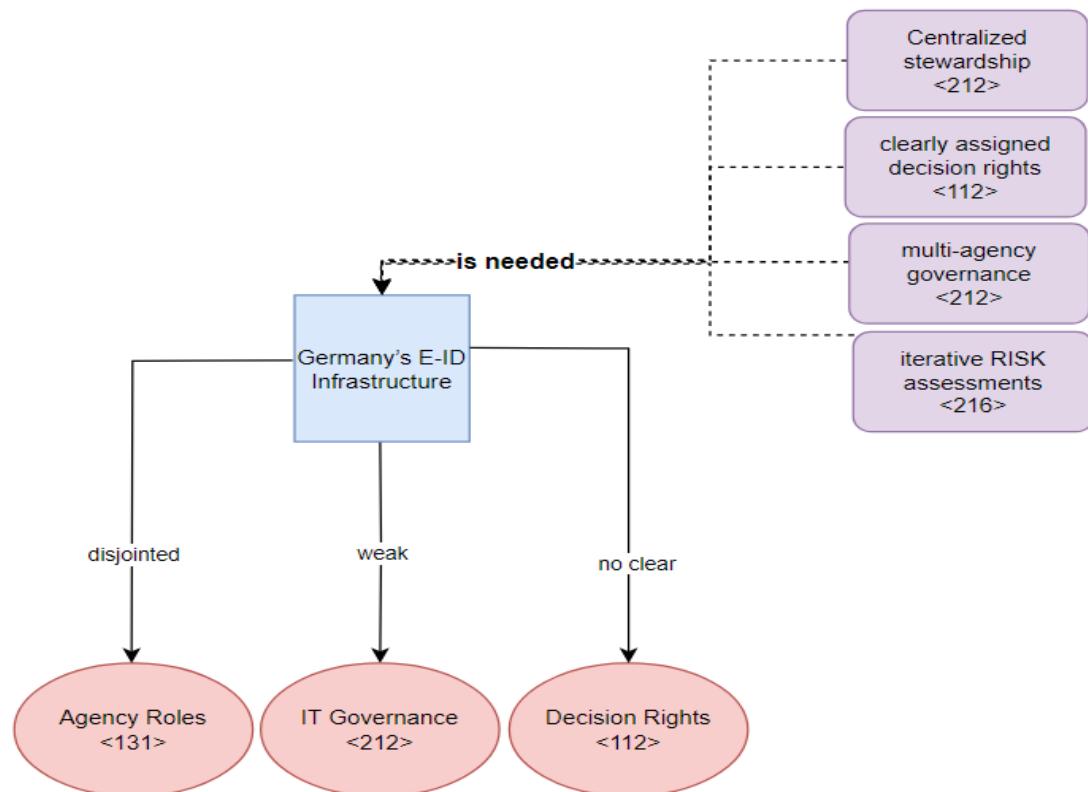


David Pires Coelho, nº 113369

Q1.3) Concept Map 1 (ArcoMed Cloud-First)

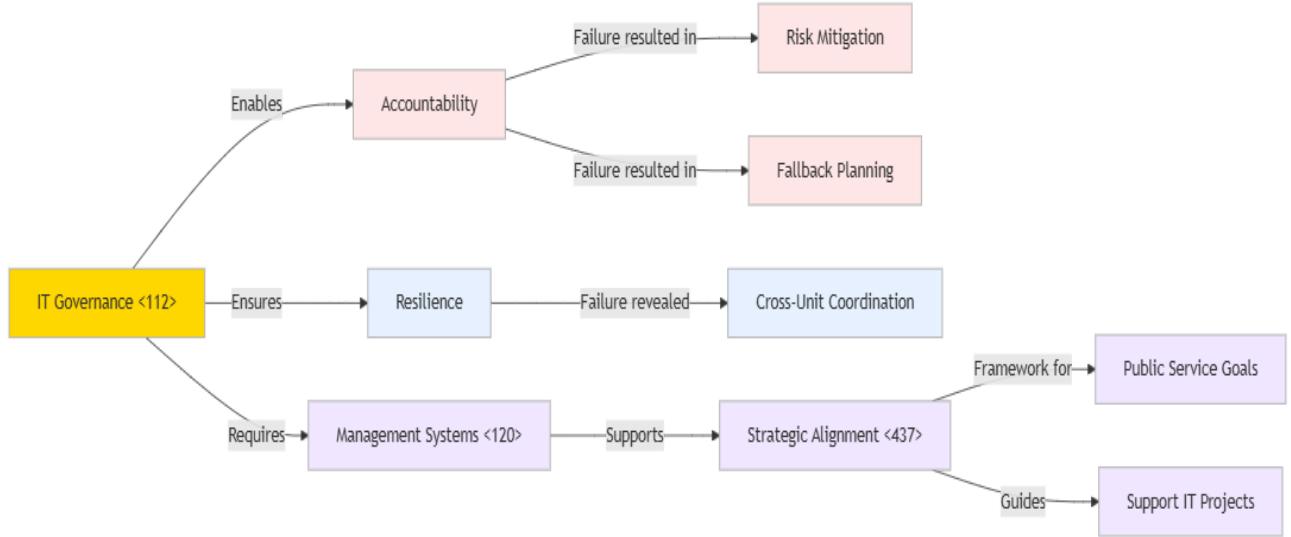


Q2.3) Concept Map 2 (Germany's E-ID Infrastructure Confusion)

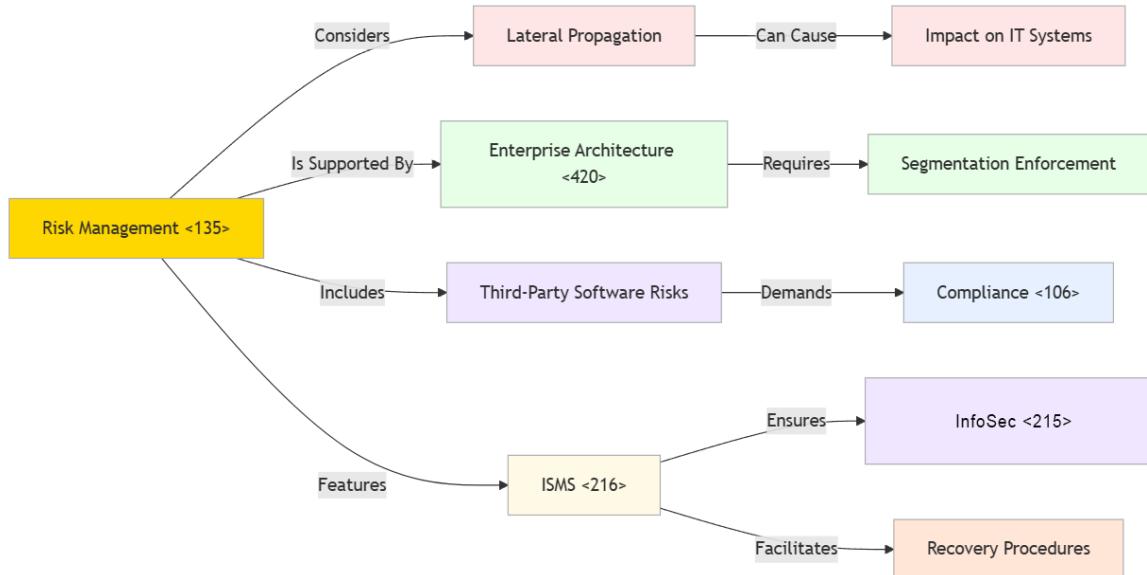


Ricardo Vieira - 113381

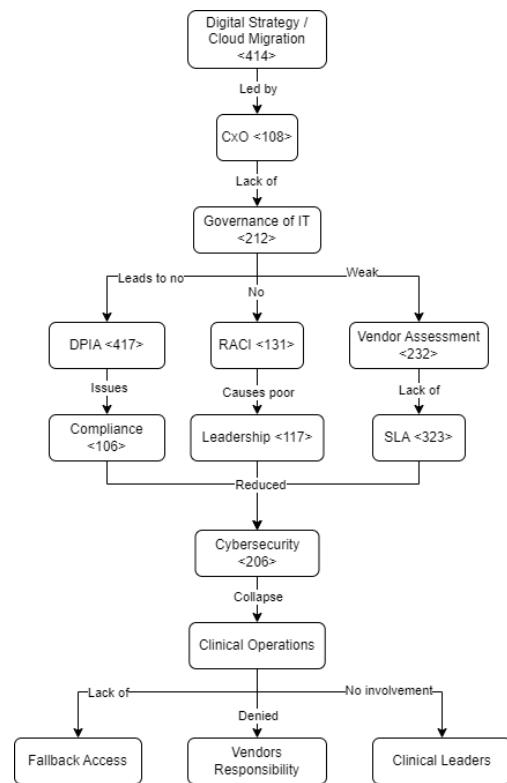
Q1.3 – Story Analysis: ArcoMed cloud migration



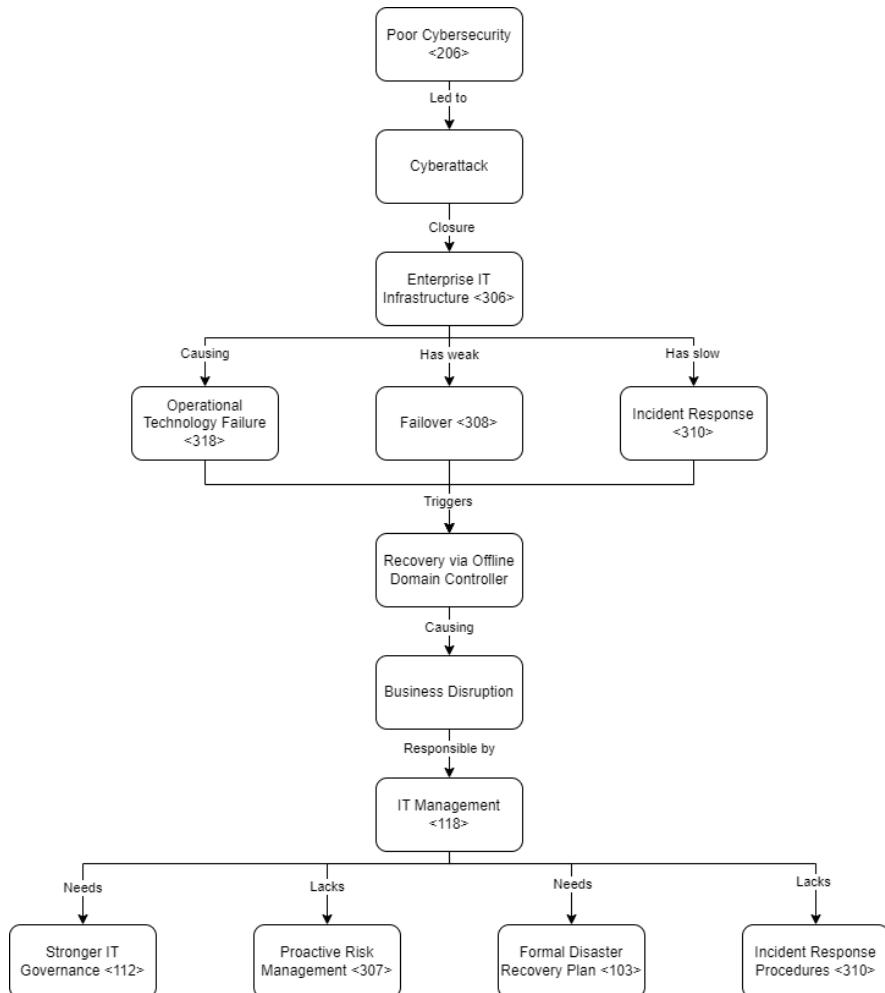
Q2.3 – Case Analysis: Maersk and the Quiet Catastrophe



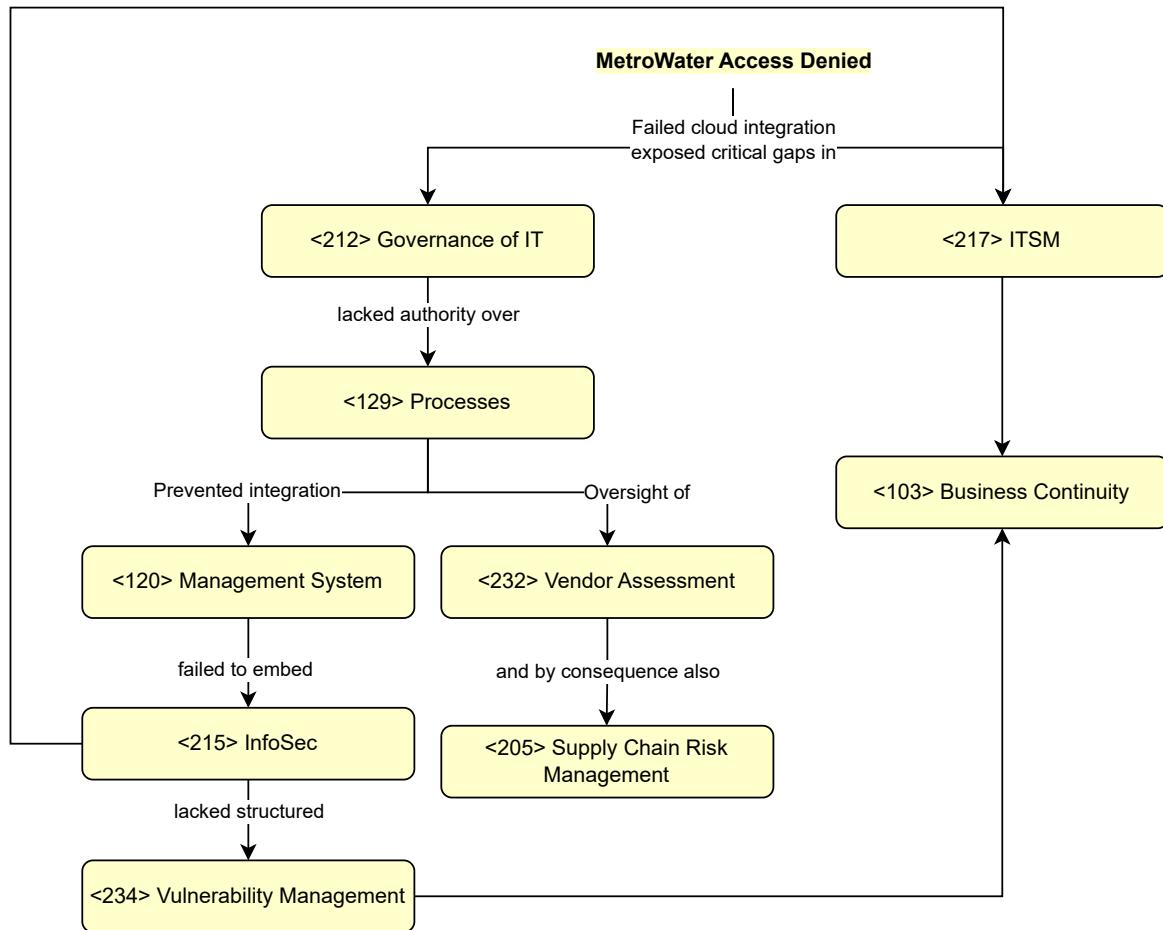
Q1.3



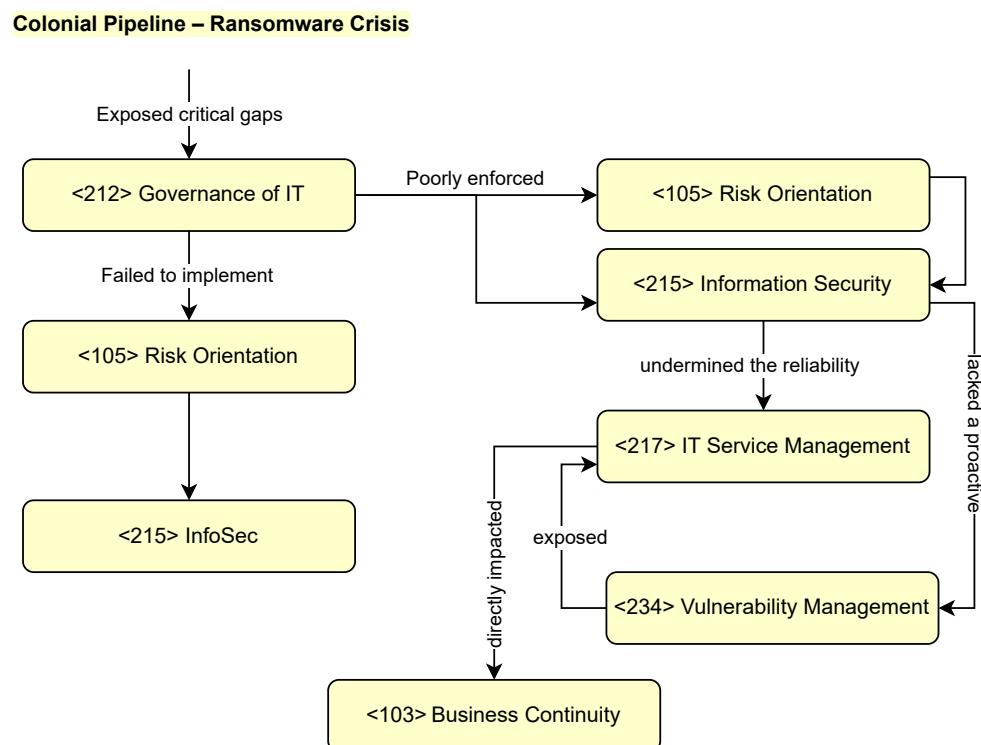
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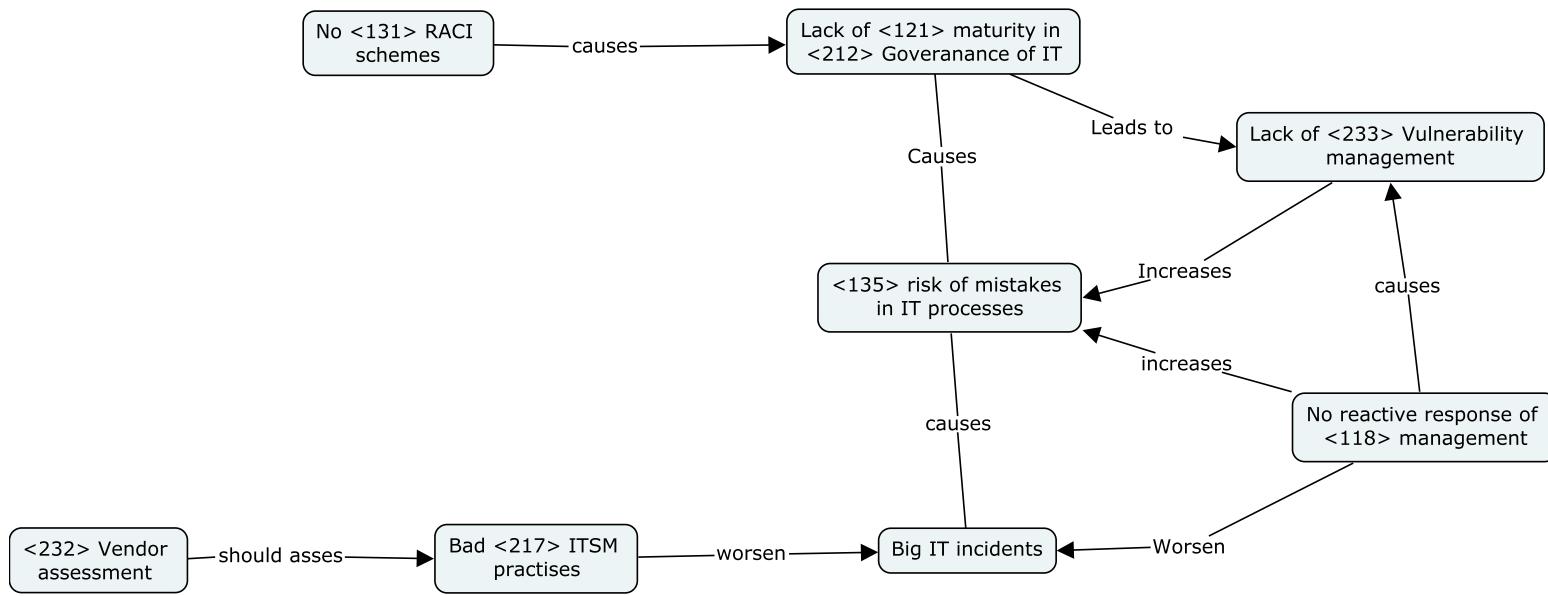
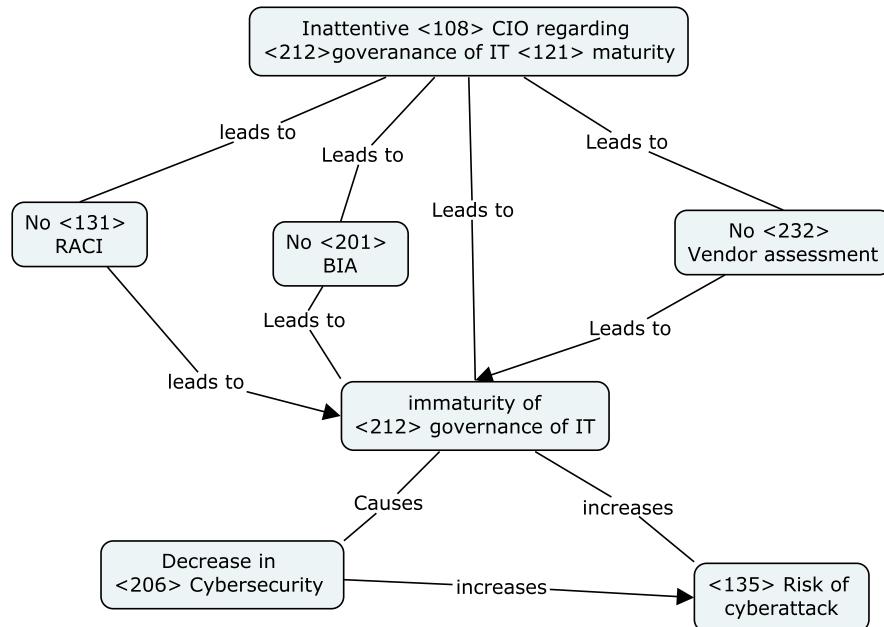


Story Glossary Coverage: <103>, <120>, <129>, <205>, <212>, <215>, <217>, <232>, <234>



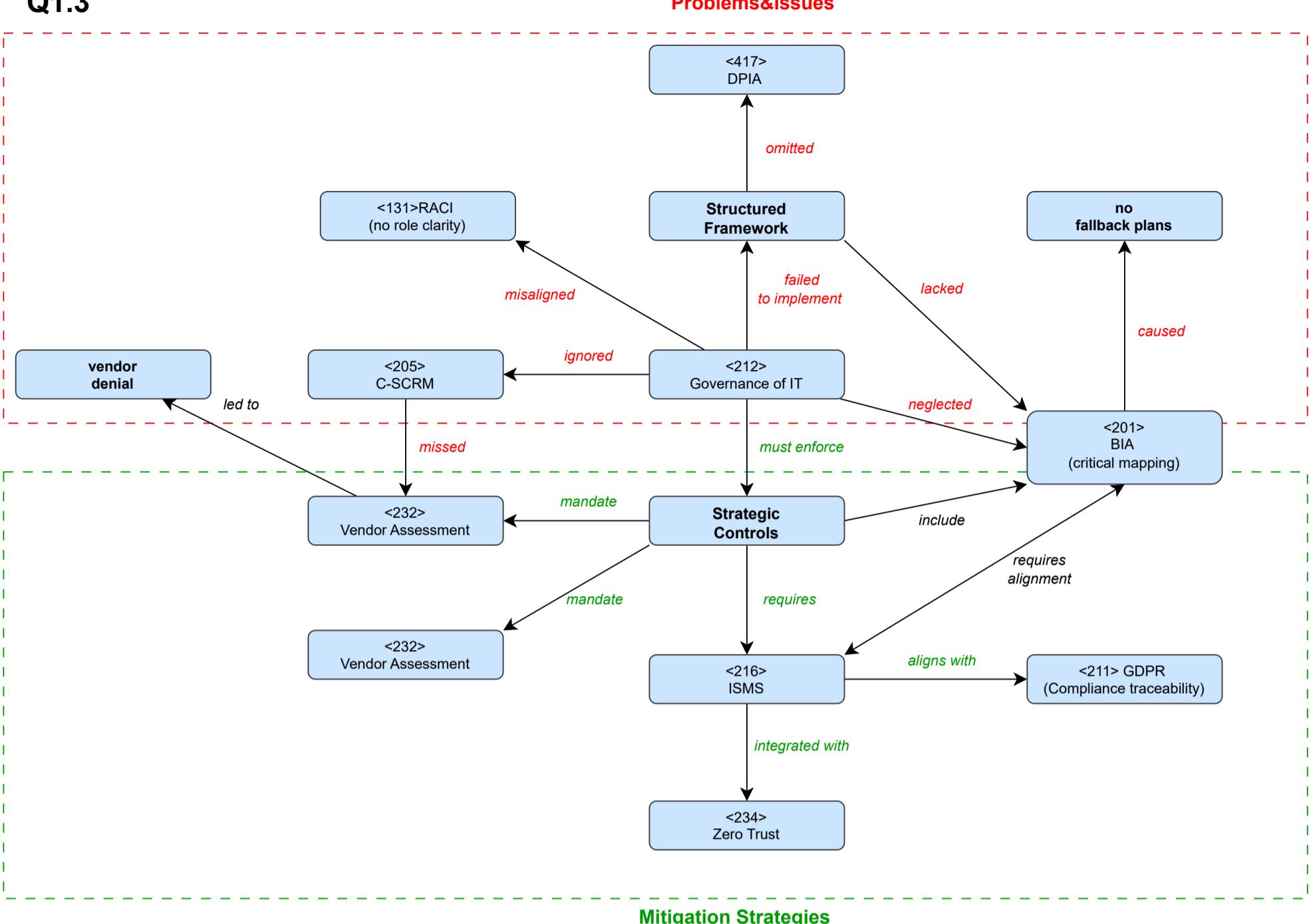
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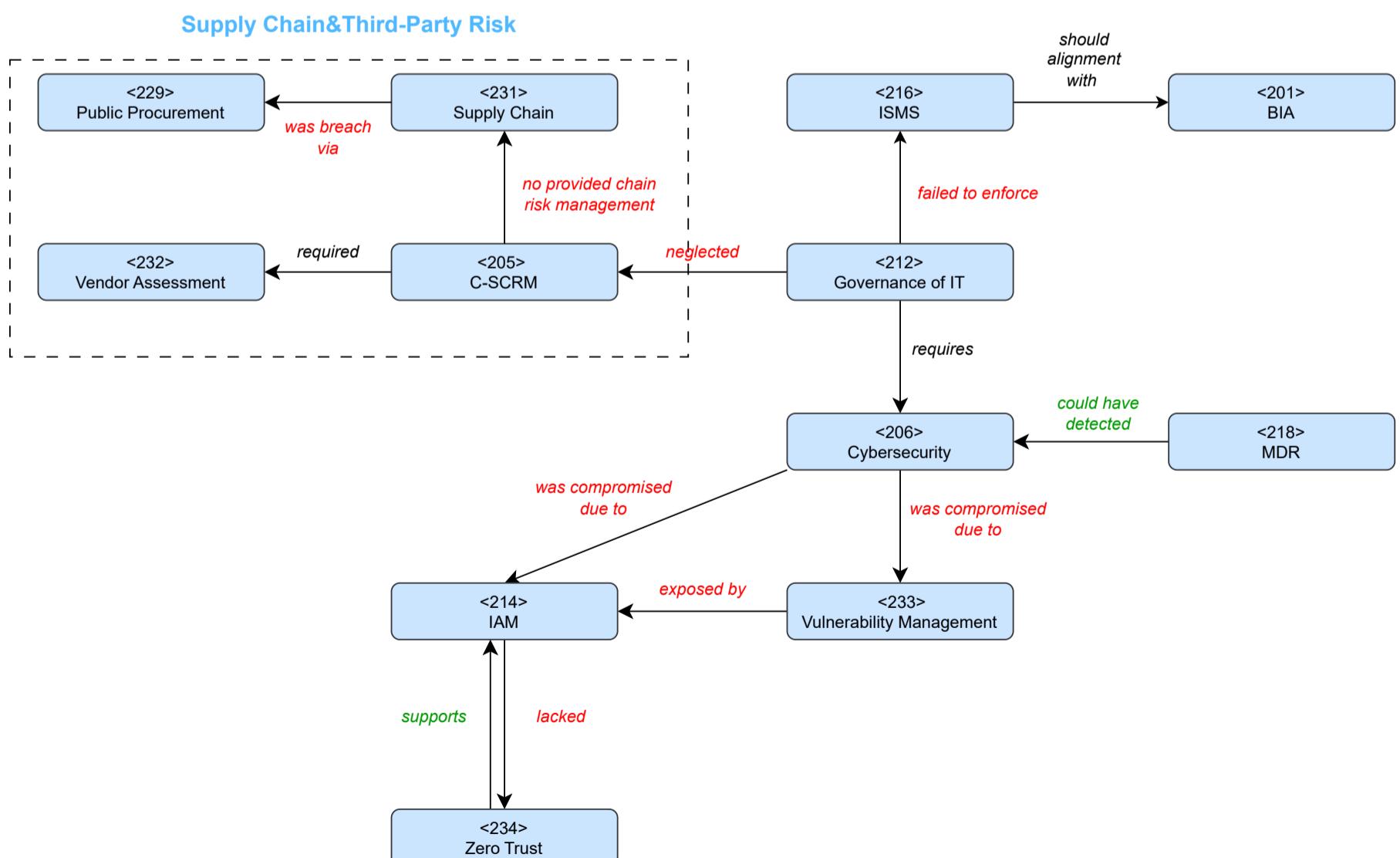


Sara Echarry 115340

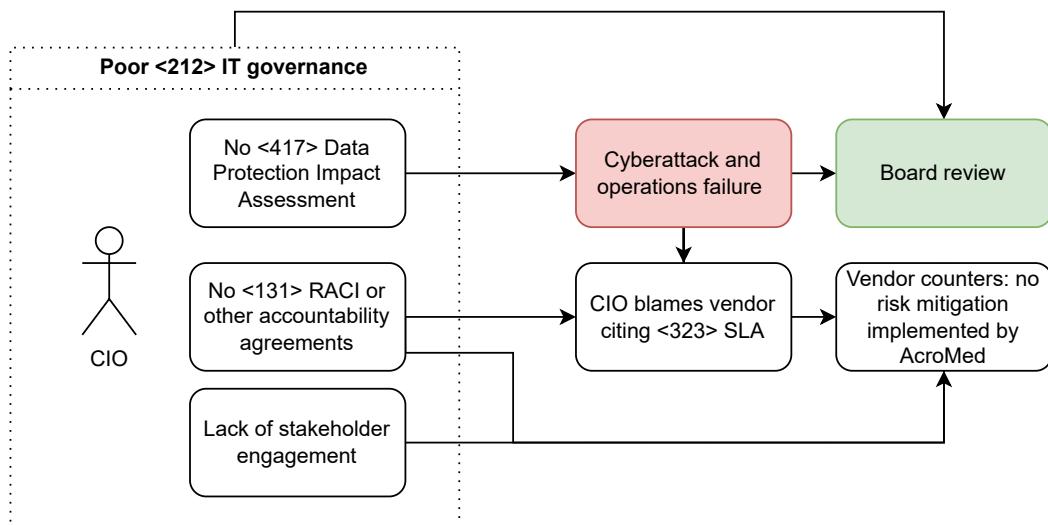
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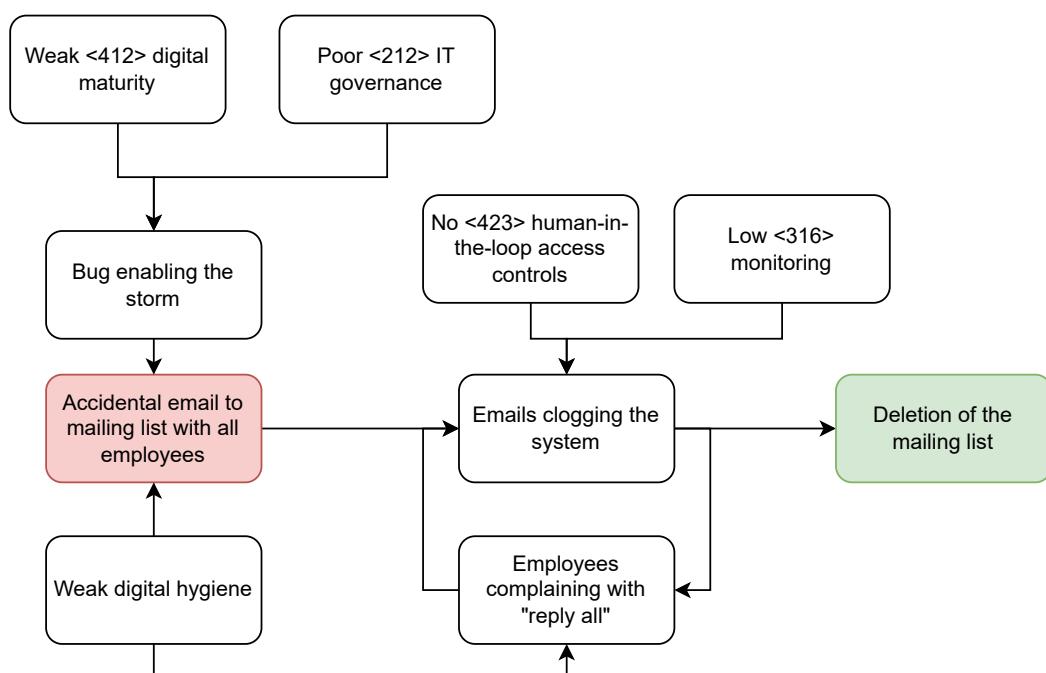
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Q1.3



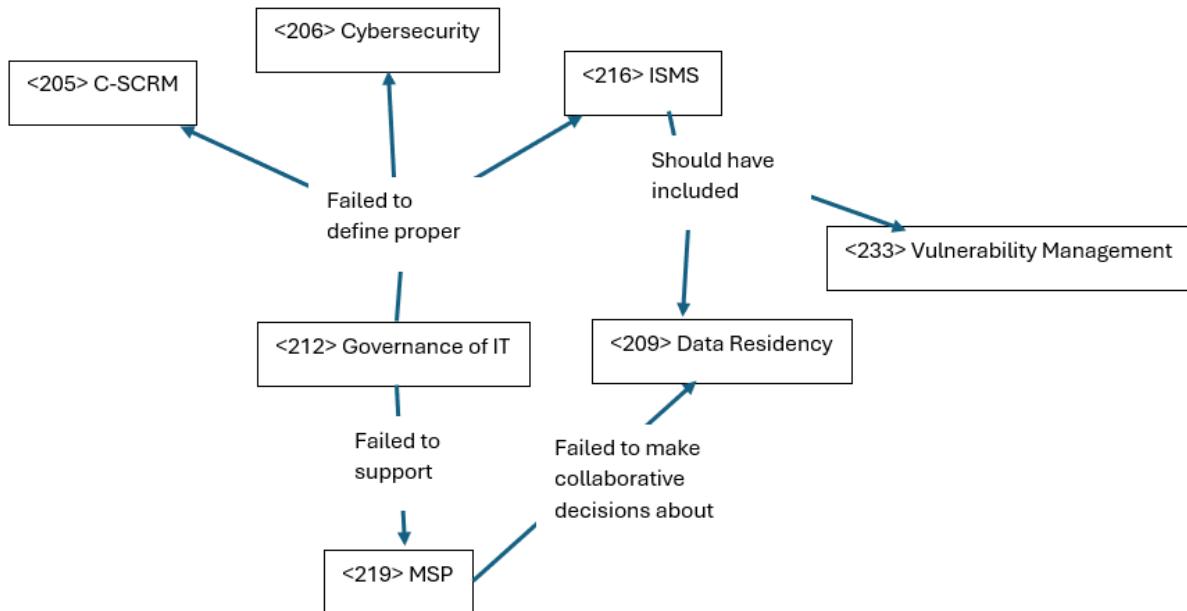
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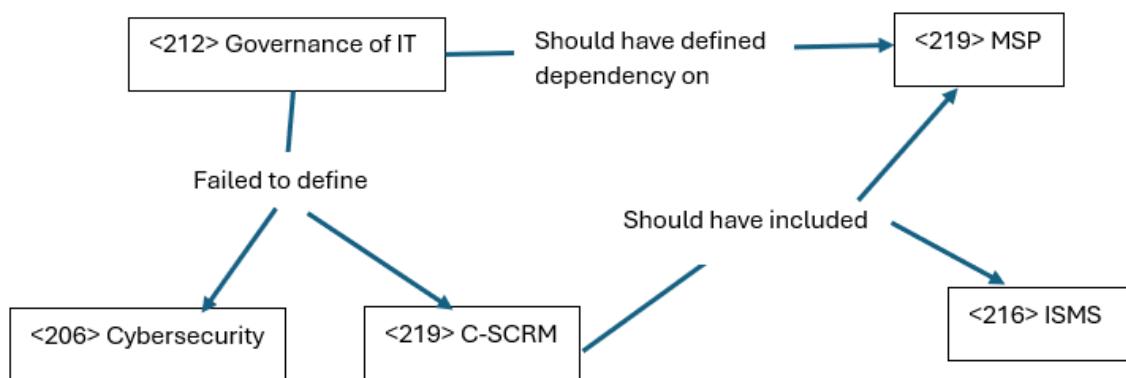
Name: Daan Ransdorp

Number: 115376

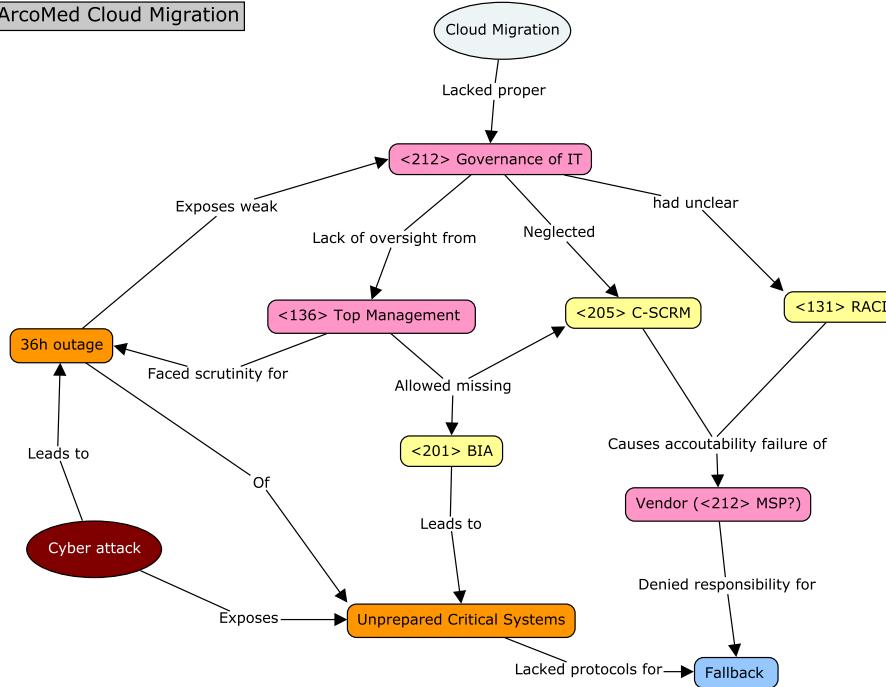
Concept map Q1.3



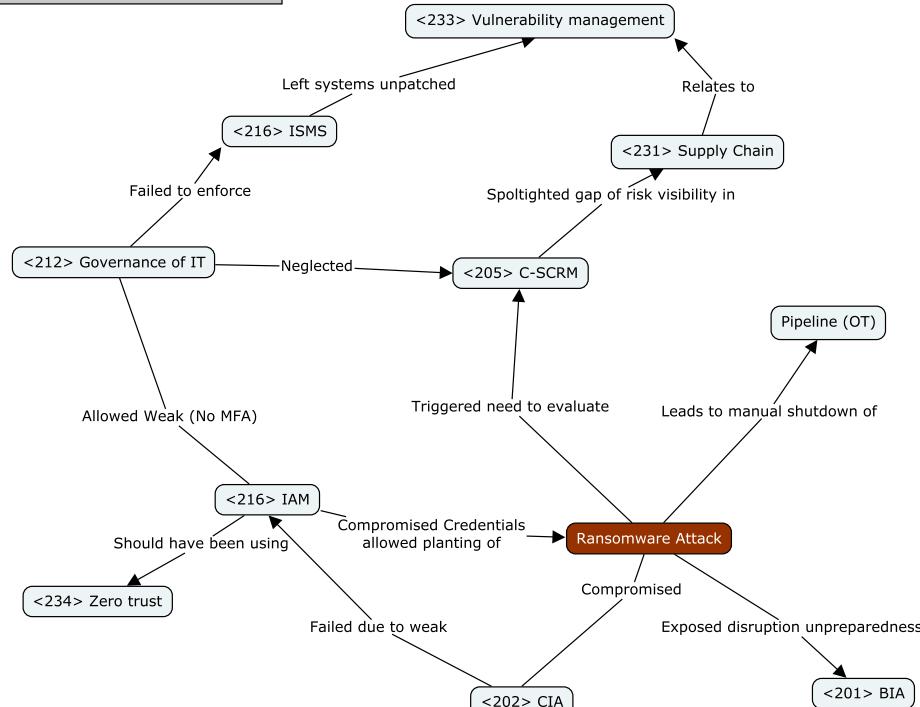
Concept map Q2.3



1.3 ArcoMed Cloud Migration



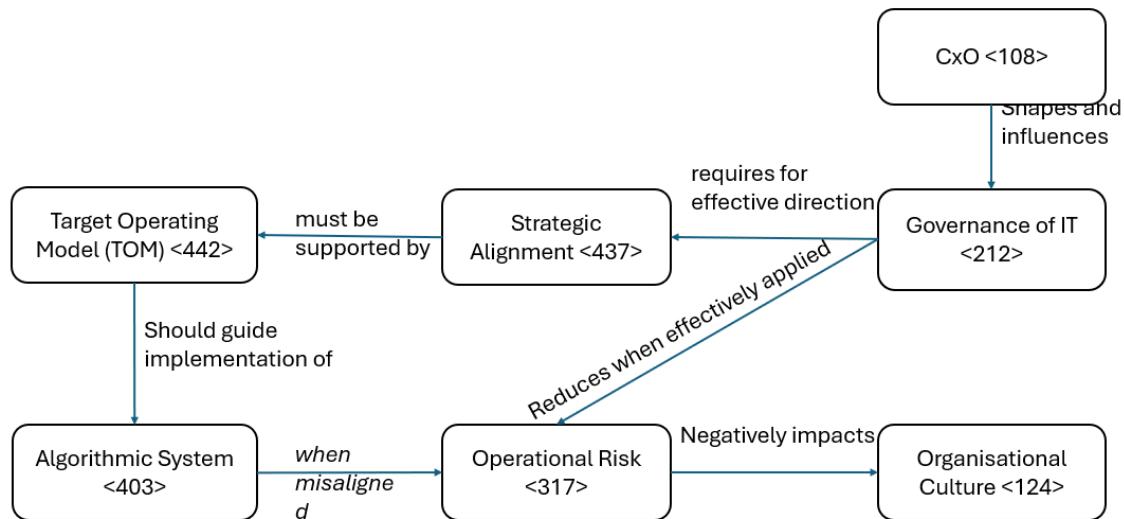
2.3 Colonial Pipeline and the Long Weekend



Tobias Machiavello - 1115393

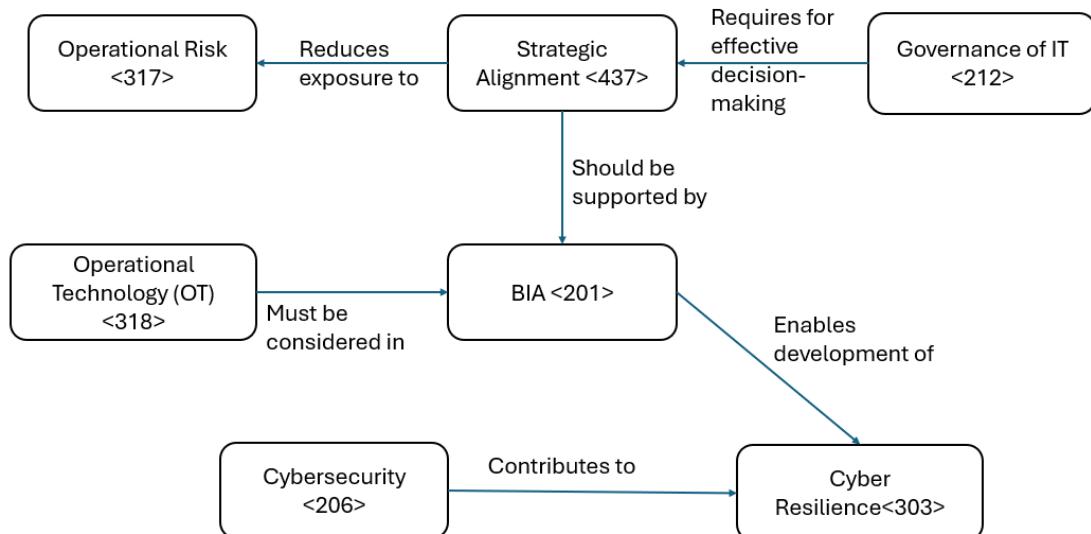
Q1.3

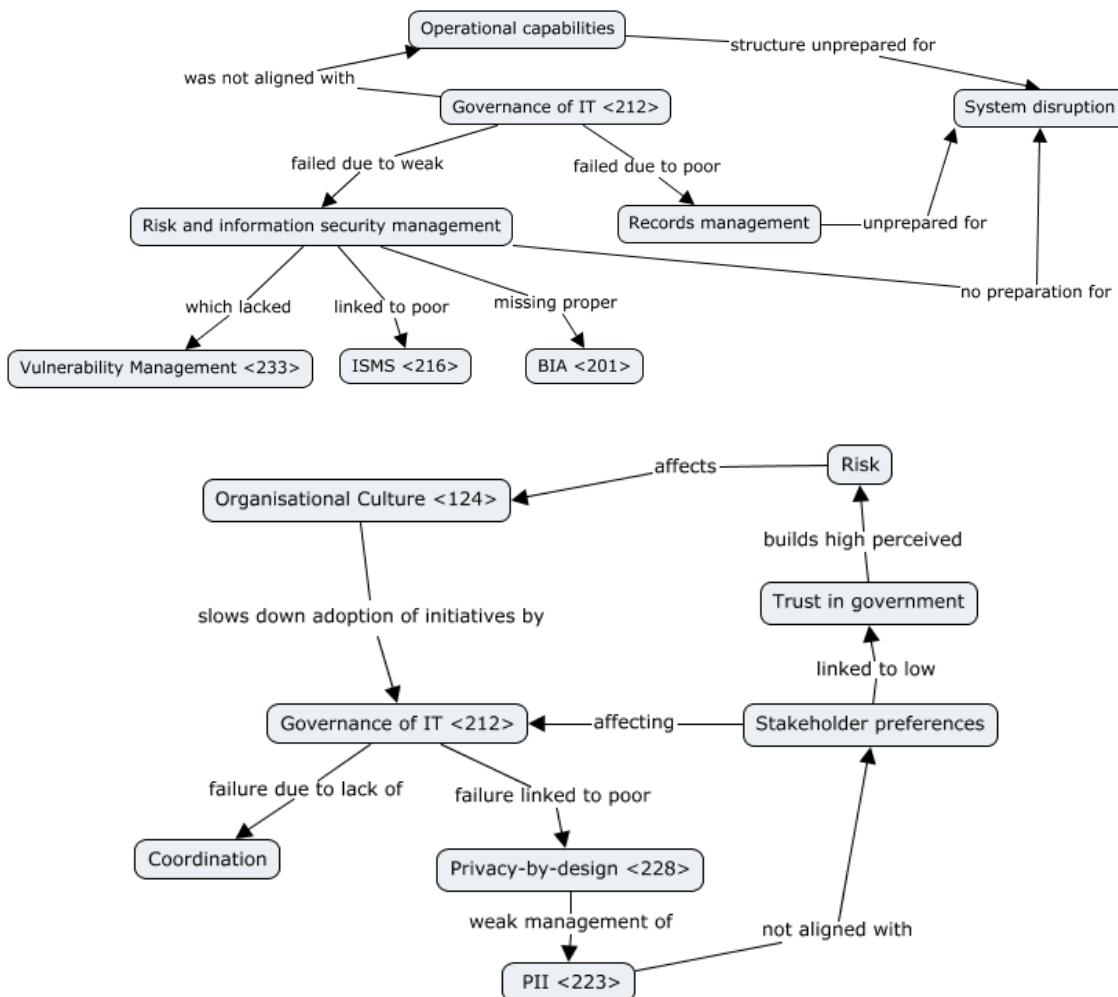
Concept map Story: VisioRetail AI Misfire



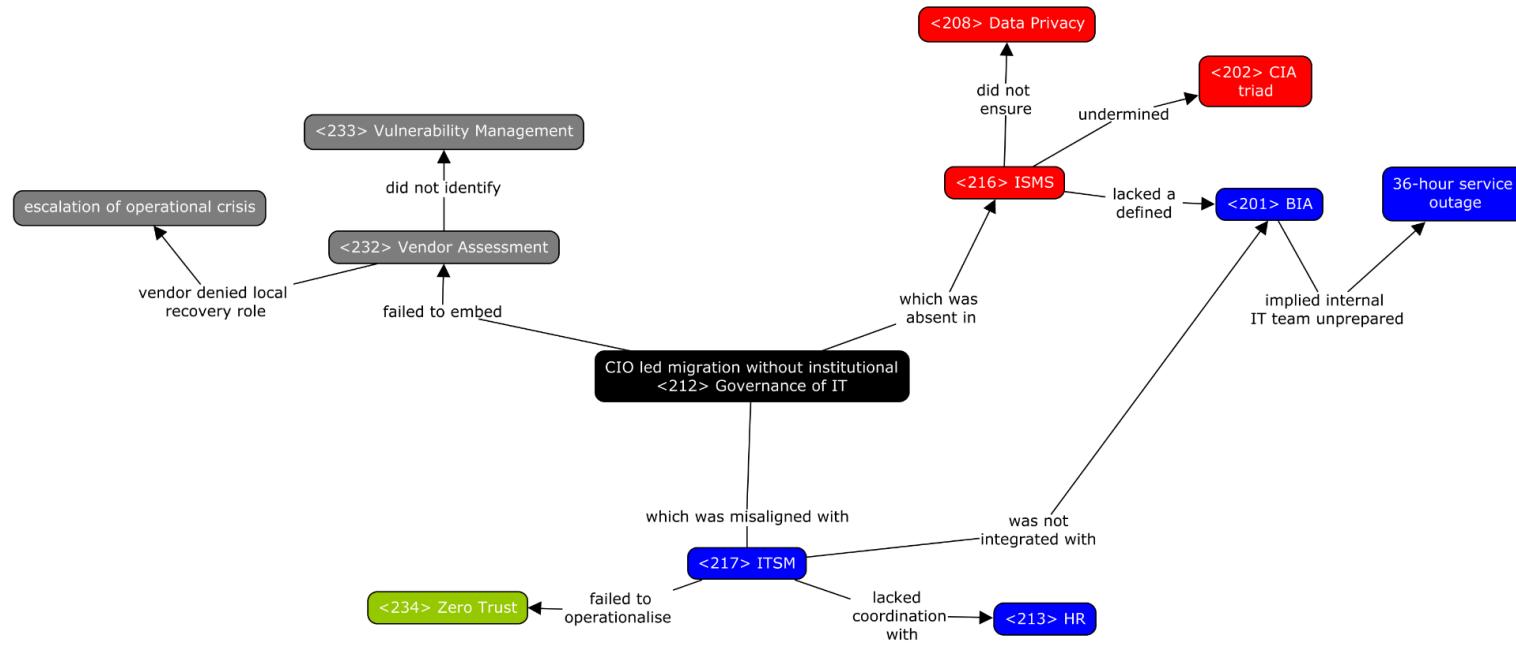
Q2.3

Concept map Case: Colonial Pipeline and the Long Weekend (2021)

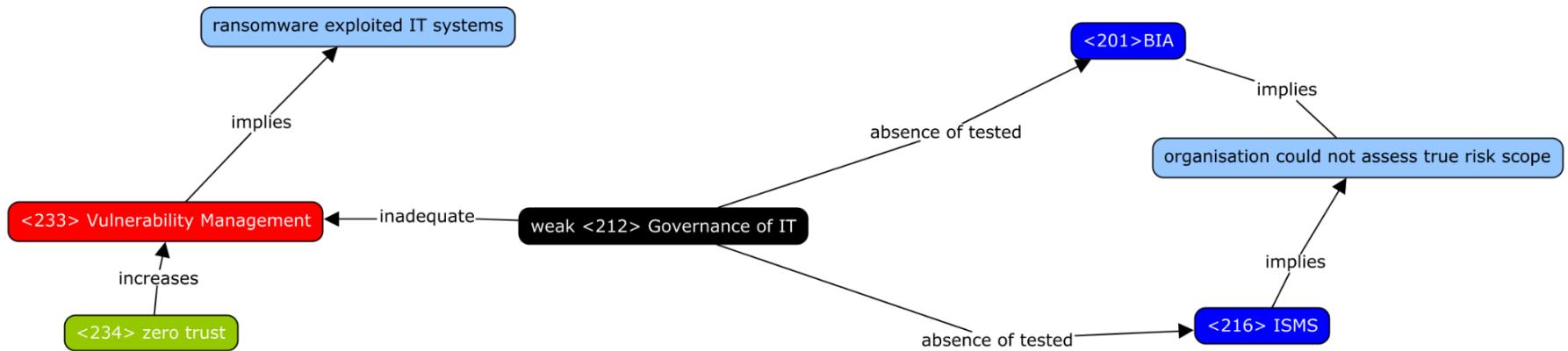


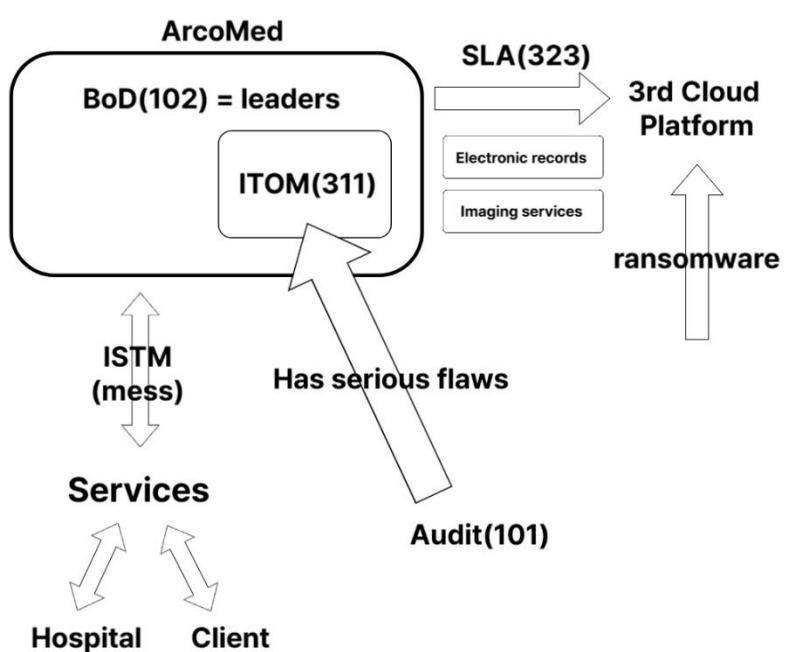
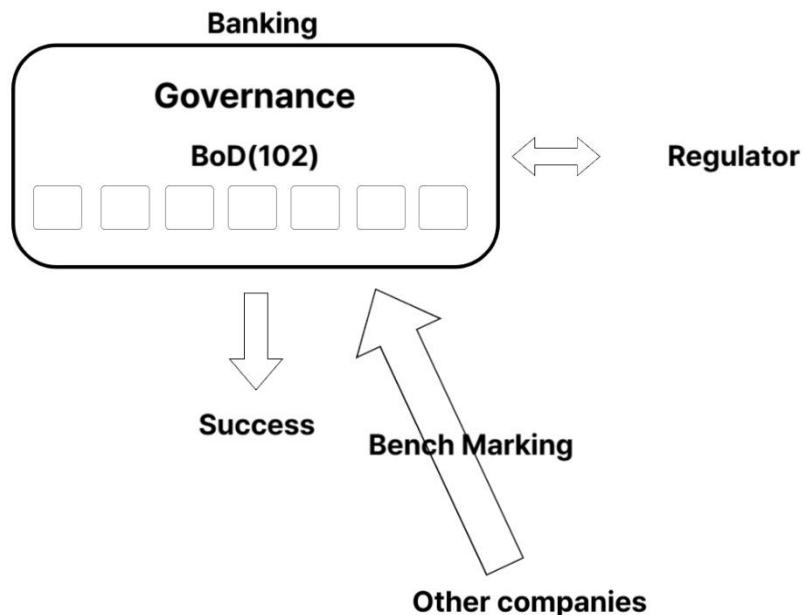


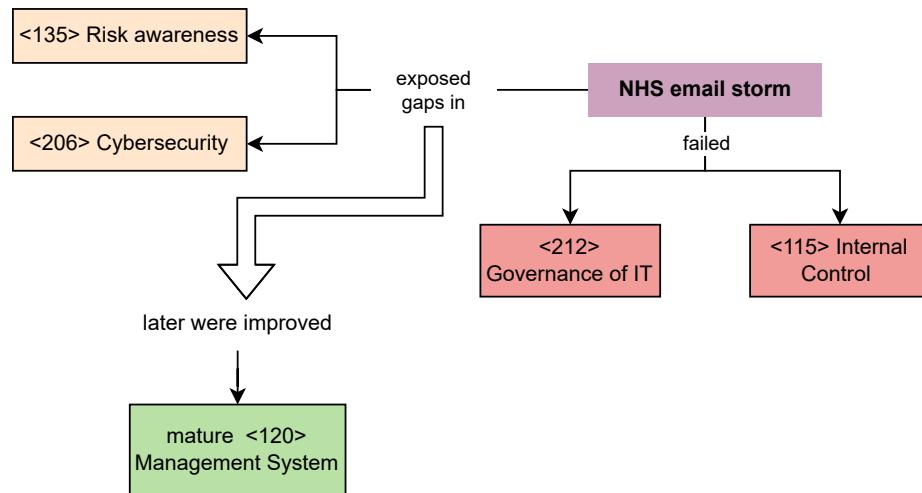
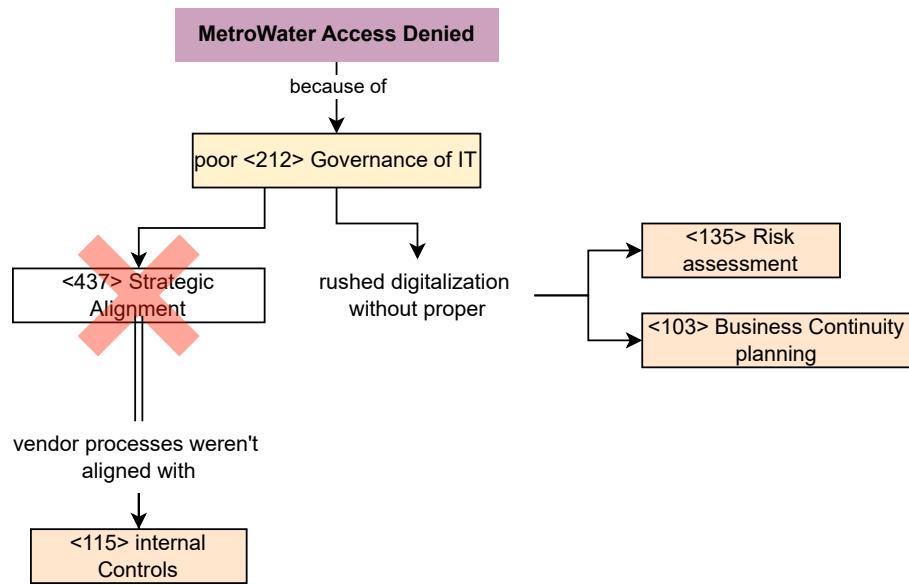
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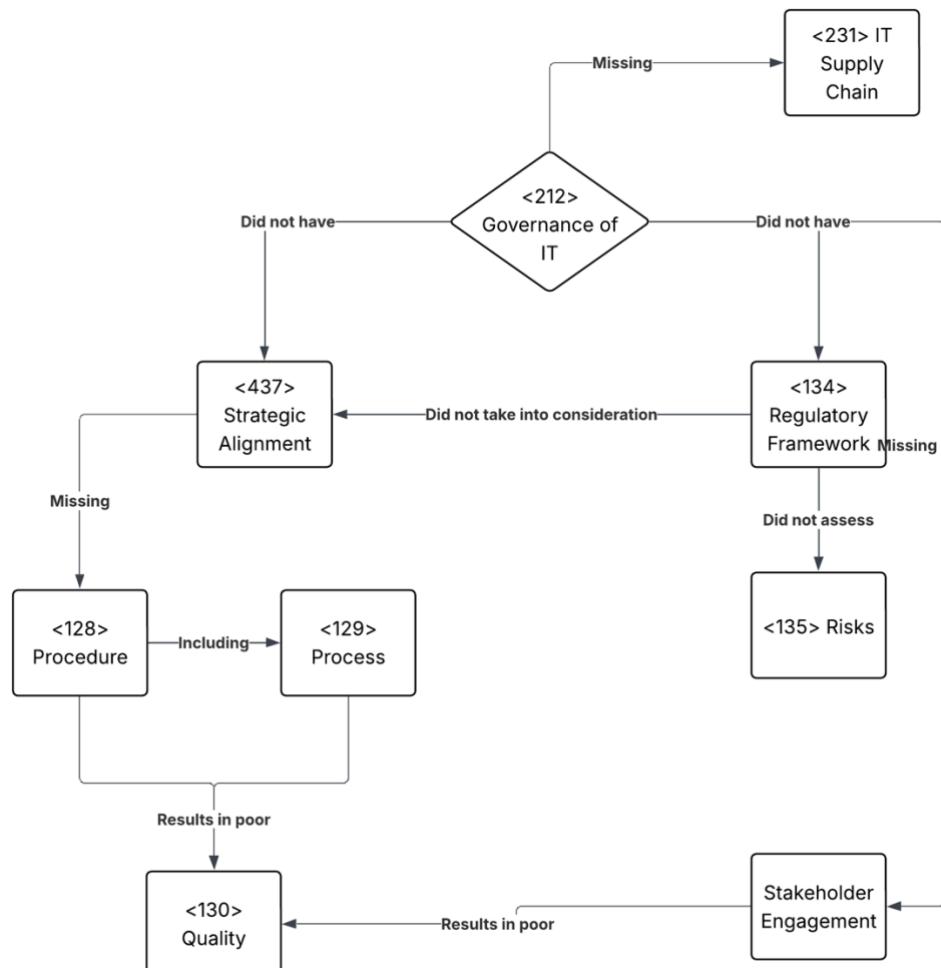
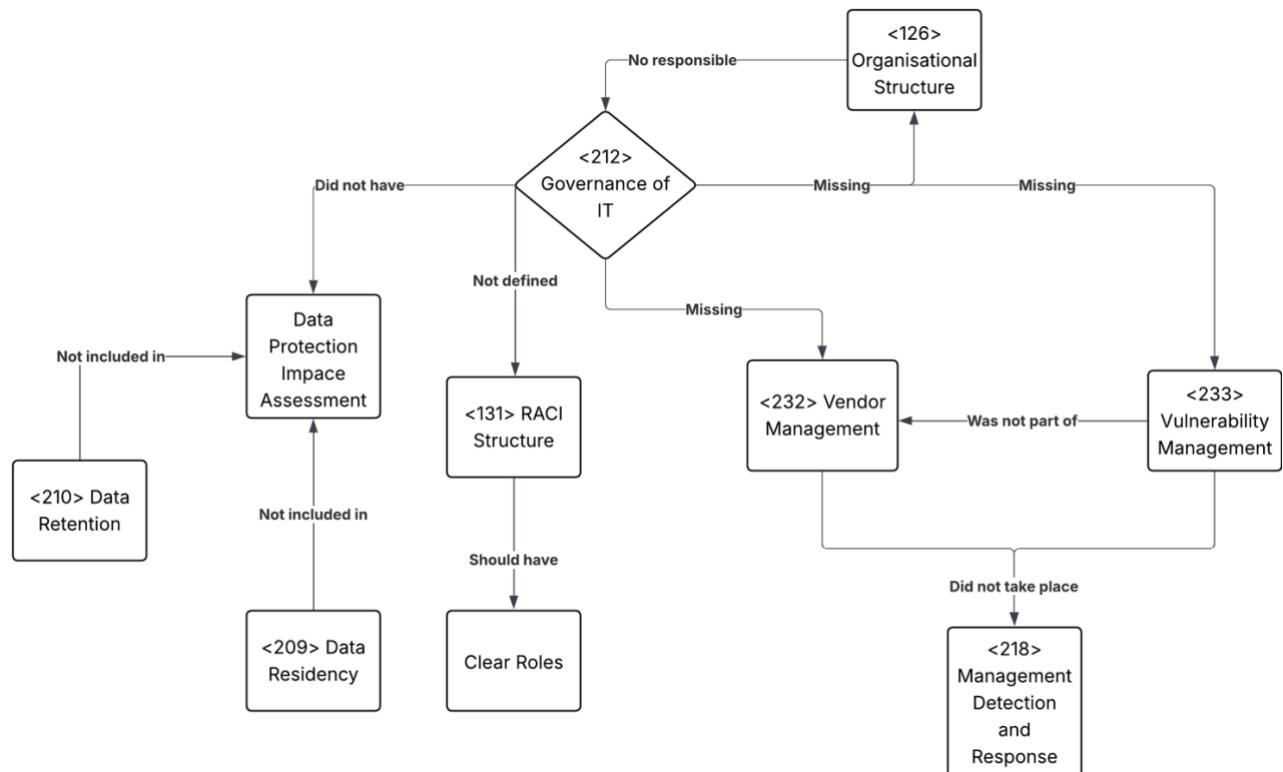


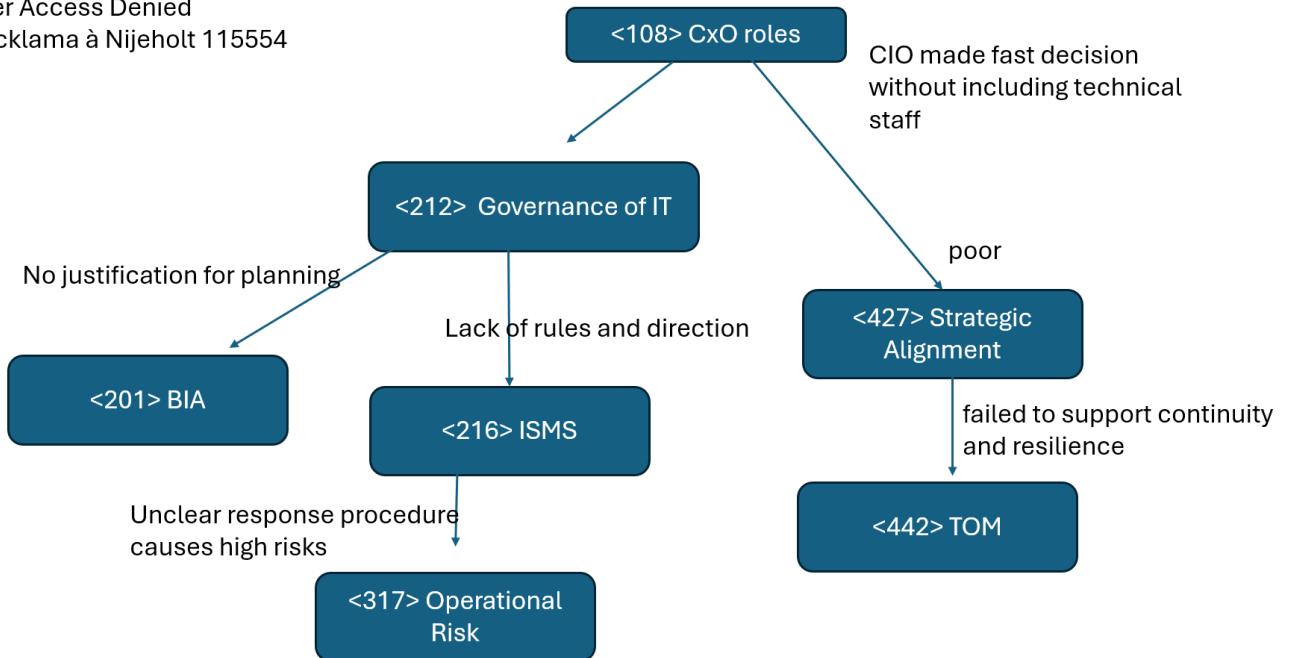
Q2.3



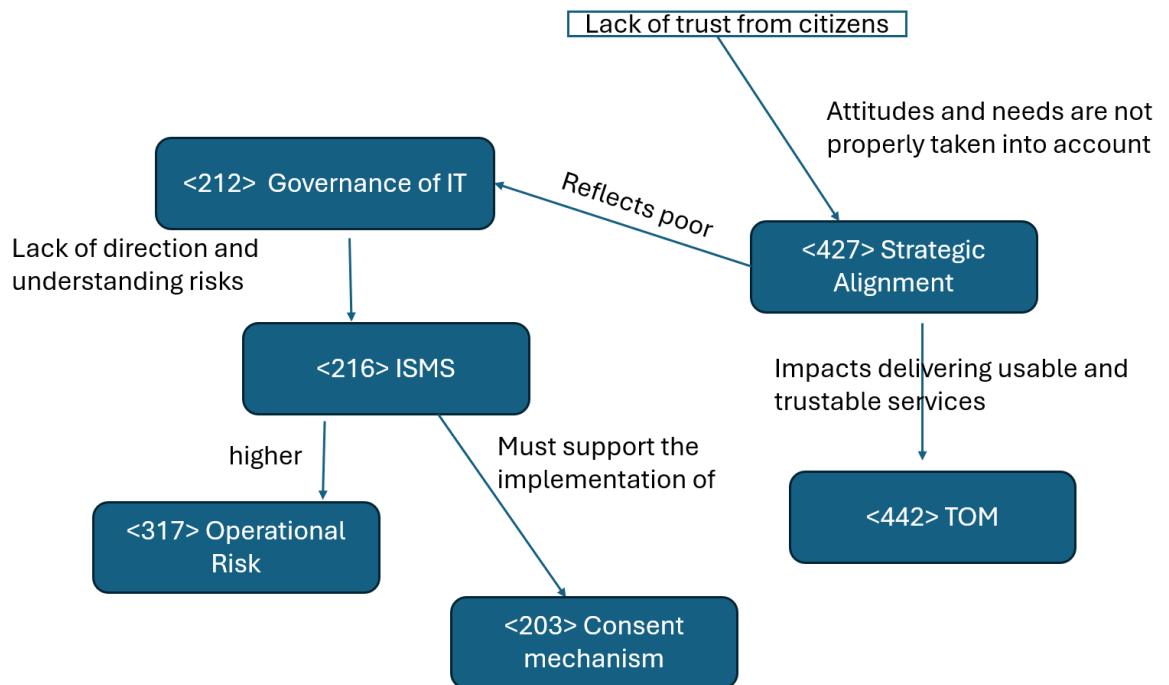








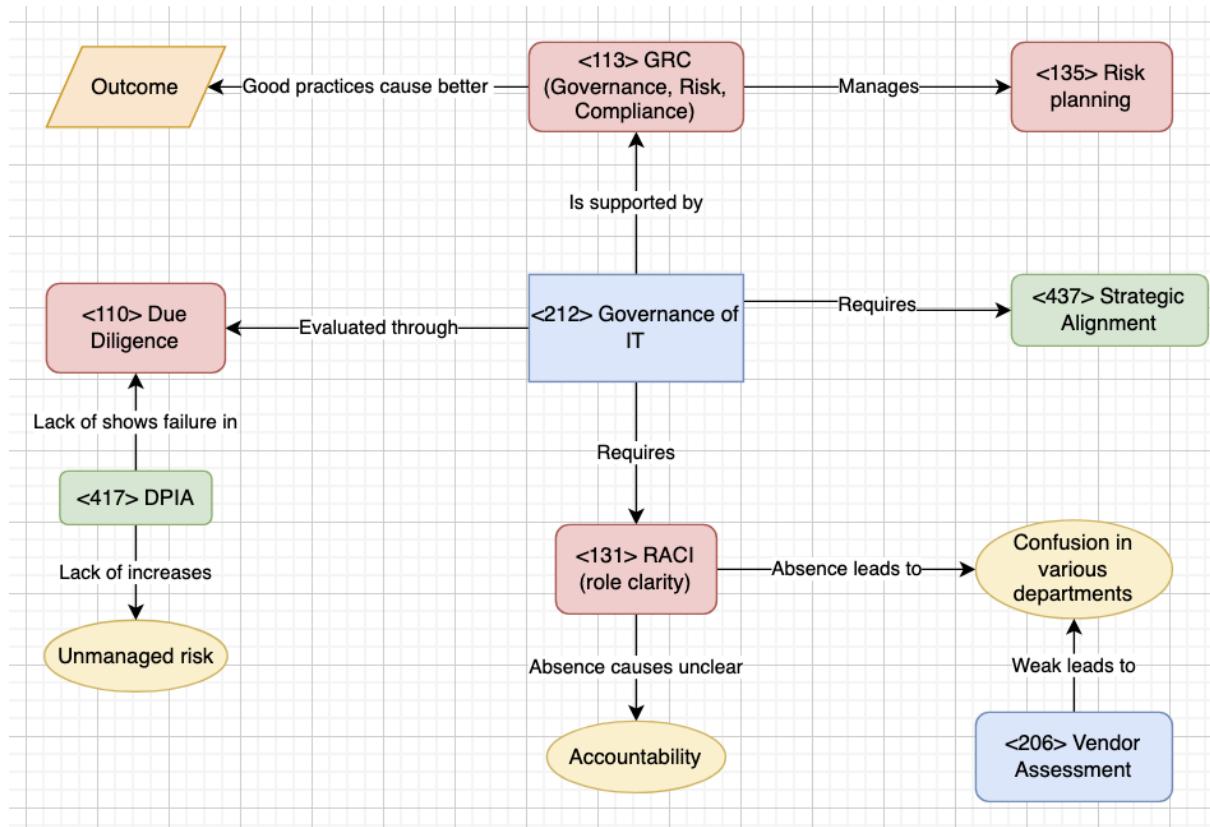
Germany's E-ID Infrastructure Confusion



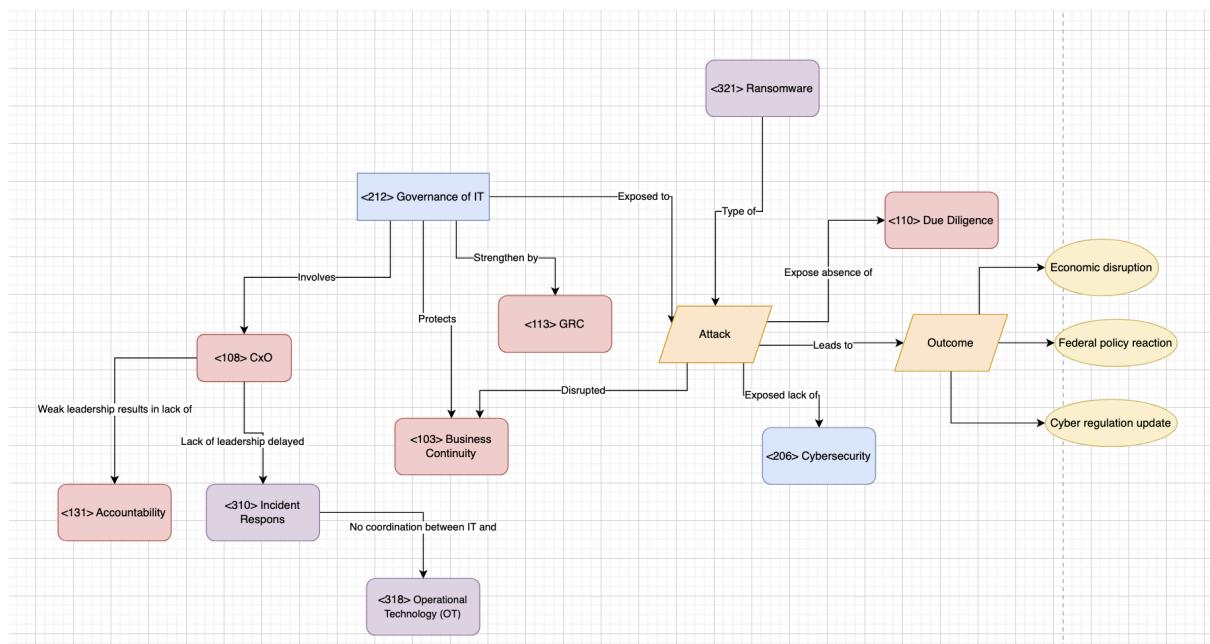
Essay 2:

ist1115562

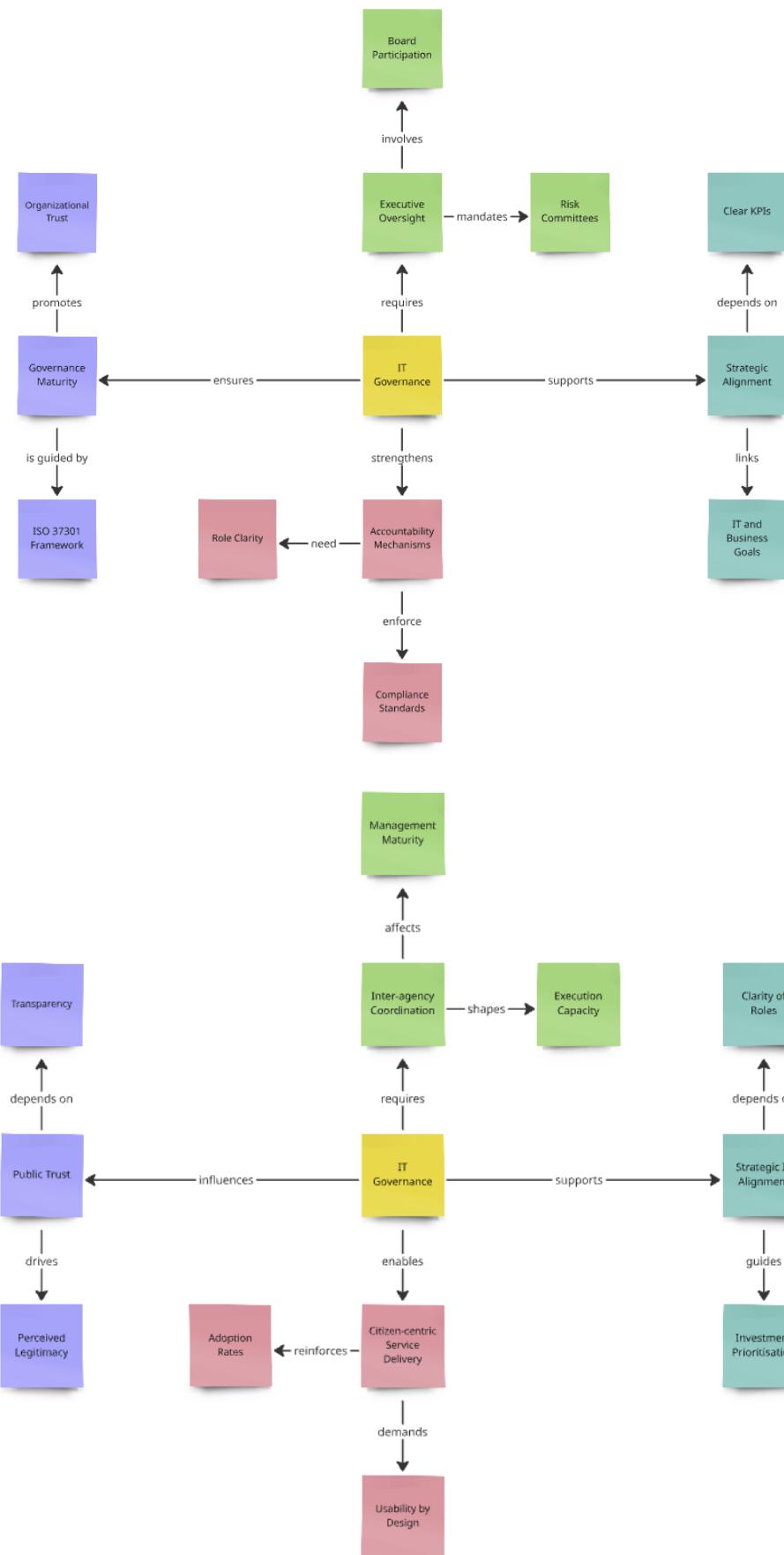
Q1.3

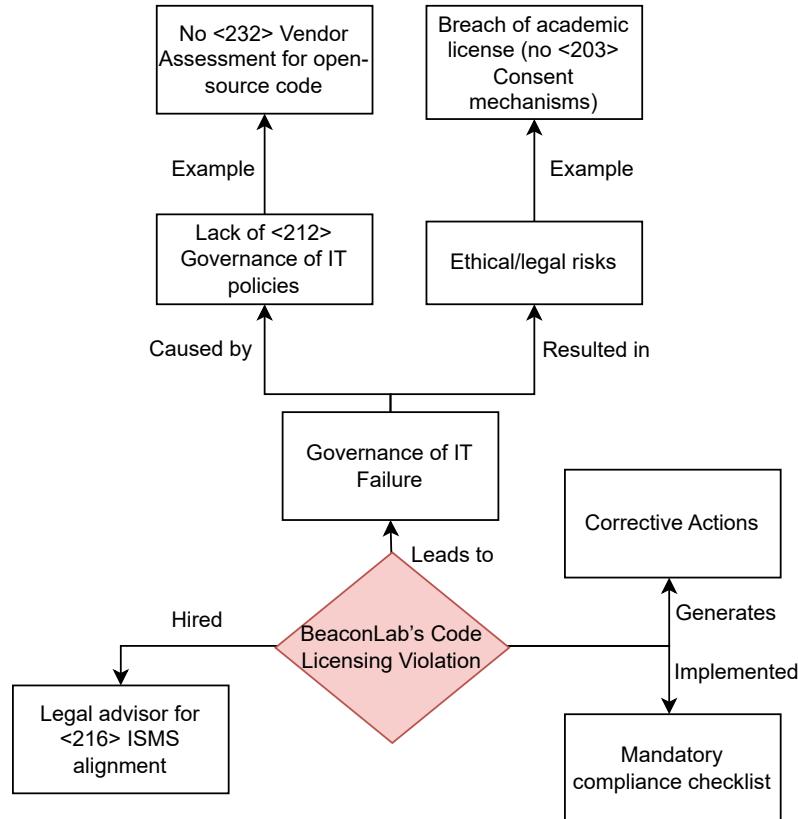
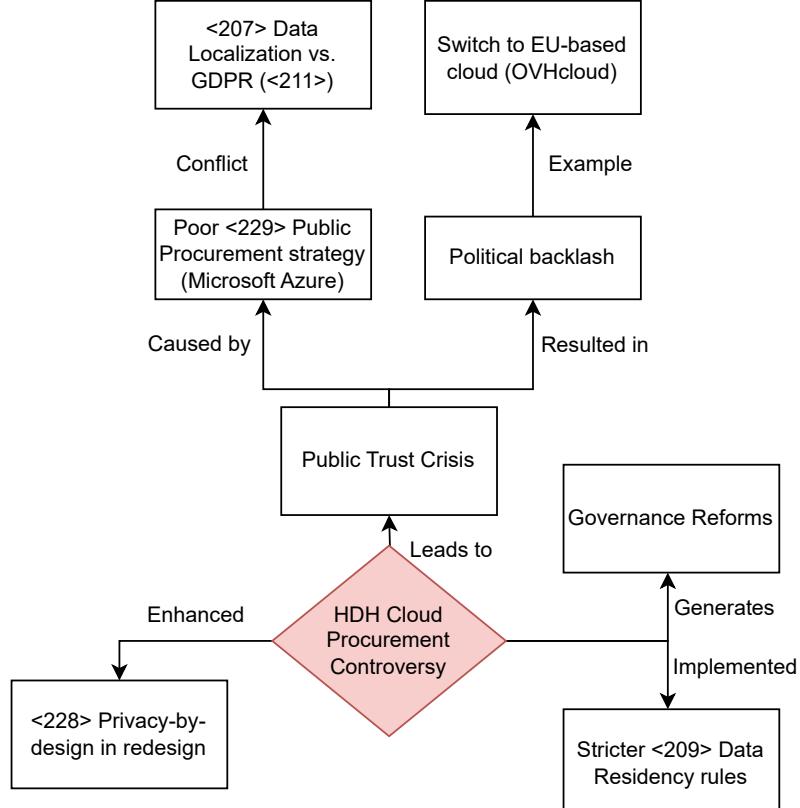


Q2.3



115587 Camila Melendez



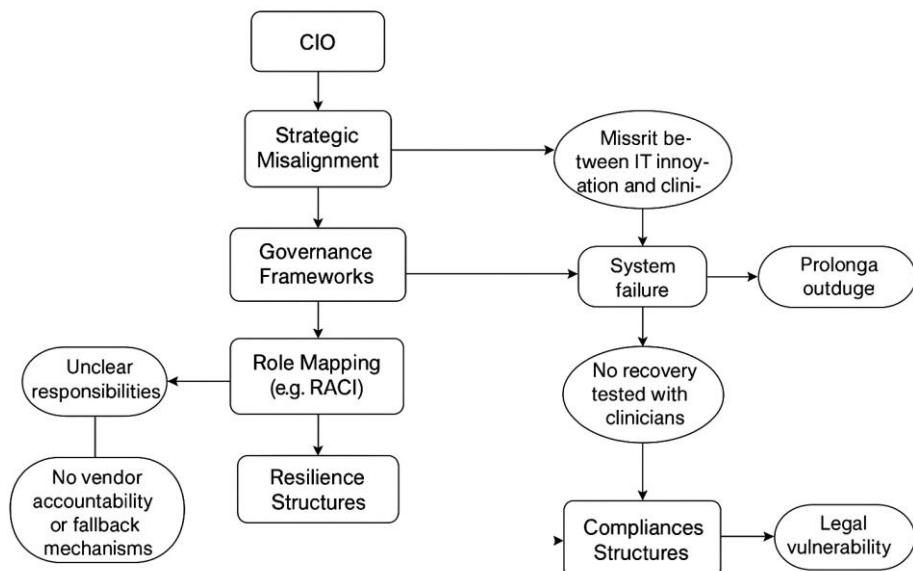
Q1.3)**Q2.3)**

<E2> (09/05/2025)

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Jiseung Choi

the concept map for Q1.3



the concept map for Q2.3.

