**1. “The computer system did it” is an easy excuse for a multitude of problems. Clearly WellPoint’s system consolidation effort went poorly, but is it fair to say that this incident raises other more fundamental areas of concern about the management of WellPoint?**

Ans: Yes, since this scenario will not be happened if and only if the management of the WellPoint is open-minded enough to think what will happened to the business if the consolidation happened. At the first place, the WellPoint management is responsible with this problem. Also there system was encounter several problems like large-dollar claims had been submitted but not yet paid. Because these large claims were not visible in WellPoint’s systems.

**2. What can be done to improve the quality of information technology projects at healthcare organizations? Should such system efforts be classified as safety-critical systems and be subjected to more rigorous implementation standards and processes? Should there be oversight of such efforts by either the government or some industry organization?**

Ans:  Standards , Monitoring bodies , Government Agencies etc. HealthCare is a safety-critical system,

its implementation and testing should be of the utmost importance, its standards should also be the highest , well maintained and reviewed.

**3. Implementation of electronic healthcare records is a national priority, and much emphasis is being placed on the importance of adopting new information technology. Meanwhile, the fundamental processing systems are falling into disrepair. How should healthcare organizations such as WellPoint prioritize their scarce resources?**

Ans: WellPoint as such had no previous experience in such an IT project. It should have handed over the project to an external entity. It wasted its resources trying to built an in-house system.