My review of some IS failures shared by my colleagues

[Ariane 5 Launch Failure](https://www.bbc.com/future/article/20150505-the-numbers-that-lead-to-disaster) - Case Study by Andrey

**My Review**

This is an interesting case study with a lot of learning points.  According to the ESA (1996), the software design error could have been mitigated by allowing the system to continue to compute its best estimates of the required information rather than converting a 64-bit variable to 16-bit which eventually resulted in an overflow. To worsen the situation, there was no exception handler to handle this conversion error.

The designers of Ariane 5 created a system where a single component failure caused the entire system to fail. As a rule, single point of failure should be avoided in critical system designs (Anon, 2014).

References

Anon (2014) Ariane 5 launcher failure – why did it happen, Available from: <https://www.slideshare.net/software-engineering-book/ariane5failure-pres>. [Accessed 11 May 2021]

The European Space Agency (1996) N° 33-1996: Ariane 501 - Presentation of Inquiry Board report. Available from: <https://esa.int/Newsroom/Press_Releases/Ariane_501_-_Presentation_of_Inquiry_Board_report>.[Accessed 11 May 2021].

[Queensland Healthcare System Failure](https://www.henricodolfing.com/2019/12/project-failure-case-study-queensland-health.html) – Case Study by Solomon

**My Review**

Queensland Health’s decision to hire the services of an information technology company for the payroll system upgrade is not out of place however the first learning point here is the flaws of the selection process. Chesterman (2013) stated that the evaluation process was not properly administered, and that the decision was made in a haste.

Nonetheless IBM could have avoided this mishap by providing realistic estimates of the project from the onset. Chesterman (2013) further revealed that IBM’s pricing was unrealistically low for the scope of the project in comparison to other companies (Accenture, SAP and Logica) involved in the RFP process.

With respect to the delays encountered in project delivery, Paterno & Zhao (2018) stated that early delays were as result of several, last minute change requests made by Queensland Health. The commission of inquiry report also highlighted Queensland Health’s failure in monitoring project milestones (Chesterman, 2013). Overall, this is a clear example of poor project management from both parties.

**References**

Chesterman, R.N., 2013. Queensland Health Payroll System Commission of Inquiry. *The State of Queensland*.

Paterno, P. and Zhao, S. (2018) ‘Queensland Health: Australia’s Healthcare IT Catastrophe’, *Proceedings of the Northeast Business & Economics Association*, pp. 245–248. Available from: <http://0search.ebscohost.com.serlib0.essex.ac.uk/login.aspx?direct=true&db=bsu&AN=134109961&site=eds-live> [Accessed 14 May 2021]