**Peer responses to collaborative discussion on Information Systems Failures**

**First peer response**:

Hi <STUDENT\_NAME>,

Thank you for your post and research.

Based on your response, it is evident that you understood and appreciated how reliability and security are of the utmost importance to support the intended use of information systems, by design, and how and why they should be leveraged appropriately for real-life applications, such as to aid airlines’ operations.

Nevertheless, prior to describing the case study on British Airways, you could have provided further background to outline how reliability and security are ensured in the context of software used by airlines. Furthermore, you could have leveraged additional peer-reviewed sources, including journal articles, to corroborate the information you included in your post.

Overall, you used references well to support statements defining and quantifying the impact of the system failure you described, providing relevant and well-thought-out examples to illustrate such concepts and implications clearly. Moreover, the various types of references you added, including a book and three news articles, were useful to account for different readers and preferences adopted in their learning. Thanks for your contribution.

I hope this review is helpful for you.

**Second peer response**:

Hi <STUDENT\_NAME>,

Thank you for your post and research.

Based on your response, it is evident that you understood and appreciated how upgrading IT systems correctly is of the utmost importance to support the intended use of information systems in a business, and how and why it should be performed and monitored appropriately for real-life applications, such as to aid warehouses’ operations.

Nevertheless, prior to describing the case study on Walkers, you could have provided further context to outline the process involved in upgrading similar IT systems, the monitoring thereafter, etc., and what could go wrong at which stage of the process in the context of software used by such large-scale companies in that industry. Furthermore, you could have leveraged peer-reviewed sources, including journal articles, to corroborate the information you included in your post. Moreover, adding various types of references, including books on this and other similar case studies, would be useful to account for different readers and preferences adopted in their learning.

Overall, you used up-to-date web sources well to support statements defining the impact of the system failure you described, as well as providing a very interesting case of a five-year-old child who relied on the availability of such crisps to avoid a hospital stay. Thanks for your contribution.

I hope this review is helpful for you.