

WENDELL C. HERNANDEZ

Major Error

You were responsible for a lot of important features for the project but something happened where you lost all the user data for the last four weeks. This had really put a big setback for the project and you have suspicions that your website may have been hacked, causing these errors. You have also forgotten to back up the database but you aren't sure whether you want to communicate this to the client as it may make you look weaker. You admit that you could have done things better on your end to handle these types of scenarios but you were just busy, burned out, and frankly, you were already doing a lot of extra things for the clients anyway! The client is not that technical and doesn't even know that a database could be backed up automatically so bringing this up may only make the situation worse. The client is furious and you're afraid to speak to the client as you know the client will be upset.

- 1. Would you wait a few days, until the client cools down, to talk to the client? Would you wait until the client comes and talks to you to arrange a meeting?**

No. I will contact the client immediately to inform them about the situation

- 2. If you were to draft an email to the client now, what would you say?**

I hope this email finds you well. I am writing to address the recent issues we've encountered on our platform and to provide you with a transparent update on the situation.

Firstly, I want to sincerely apologize for the inconvenience and frustration this may have caused you. I understand the importance of the data and the setbacks this has caused for our project. I take full responsibility for the recent events, and I am committed to resolving the issues promptly.

After a thorough investigation, it appears that there may have been a breach in our security measures, leading to the loss of user data from the past four weeks. I also want to acknowledge that I could have handled the situation better by implementing proper backup procedures. I am truly sorry for this oversight.

Moving forward, I am implementing rigorous backup protocols to prevent such incidents in the future. I value our partnership and your satisfaction with our services. I am more than willing to discuss this matter further and address any concerns you may have. Once again, I apologize for the inconvenience and assure you that we are taking every measure to rectify the situation.

Thank you for your time and consideration.