Items in yellow are my comments or items that should be changed in some way. Items in red should be deleted.

The vendor has been unable to repair the corrupted software on your computer, and you cannot complete a job without buying a more expensive software package.

Good Work Inc.

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TO: Marko Nogič, Project Coordinator

FROM: Edward Auttonberry, Developer

DATE: July 23, 2019

SUBJECT: Project Progress Blocked Due to Memory Corruption from Engine Package

**Type of Incident**

My computer’s internal disk memory and external memory, including the system partition, have experienced corruption. This corruption has been caused(,) at least partially(,) due to write errors in our custom Fisex Engine distribution. A new engine utility will have to be installed to meet sprint deadlines.

**Description of Incident**

The incident occurred at 1:30 p.m.(give date) while carrying out the development tasks defined on user story GW-1492 on our team’s collaboration board. This story involved importing a new bundle of graphical assets into the engine solution for our project. Just before beginning the import task, the system’s resource monitor reported average read/write activity to disk memory with no apparent anomalies. During the import task, while the Fisex Engine application generated the necessary header files for the assets, a sudden increase in write activity to disk occurred followed by the engine crashing. Windows Explorer began reporting errors when attempting to perform normal file browsing and manipulation tasks, such as deleting files. I performed a soft reset from the start menu, after which the system failed to boot again.

At 2:10 p.m., our company’s helpdesk began the process of salvaging as much unsaved work as possible. The imported assets and metafiles were recovered and checked into the project’s online repository, allowing work depending on these changes to continue. Diagnostics run on my computer show that the operating system will require a full reinstall and setup, which will take approximately two days. Our team lead(,) Somic Cans(,) began communication with our vendor product service representative at Fisex, Anisah Alahmed, at 3:36 p.m. for an explanation to why this incident occurred. Based on her response, our team will require a new distribution of the Fisex Engine software package in order to meet sprint deadlines. The vendor sales team at Fisex has provided an initial quote of $82,000 to port our companies required functionality onto up-to-date versions of the Fisex Engine. (Will this cause a work delay? How long? How will the work be made up?)

**Causes of Incident**

After a brief investigation into our custom product, Ms. Alahmed informed us that the base version of Fisex Engine distributed to our company utilizes a deprecated filesystem library that is reported to have been causing this issue in Windows systems versioned 8 and greater. All company machines have utilized Windows 10 since 2017, therefore all company machines are potentially vulnerable to this software bug. Newer base versions of the Fisex engine include a patch that prevent(s) this error from occurring on new Windows systems.

**Actions Taken**

Currently, the following steps have been carried out since the incident: (Who carried out these steps?)

* Any use of the current version of Fisex Engine for development has been stopped to prevent further damage to company computers. Non-production instances of the engine have been uninstalled.
* Negotiations for a new distribution including required custom extensions have been passed on to the director(who?) and accounting for further handling.
* All salvageable work has been recovered from my computer, with a corruption rate of 13%.
* Initial reinstall of Windows on my computer has begun.

(Nice job overall. Note items I marked)