One large website. Complex.

One small software upgrade. Easy.

One 90 minute outage. Priceless?

No! It was estimated to cost $2.8M in lost revenue.

This is not safety-critical, but it is financial-critical.

This team needed a better understanding of the process for developing a critical system, and how to bring an upgrade on-line without taking the system down.

Software development process
Let’s think about a process question.

• What should be the differences in the way a team approaches developing the following systems?
Software engineers need to understand the best development methods for creating quality software.