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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 with minimal disruption to the business.

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.

