Question 1) Situation: You are a small business firm wanting to seek the services available from a medium sized telecommunication company. The telecommunication company has been know for their bad customer service, but because you are a small business, their cost vs. quality fits your needs. The package of services you are seeking from the company are high-speed internet access and long-distance telephone service. Your boss has assigned you the task of writing up a service level agreement contract. What factors (including metrics) should you make note of when making the contract (i.e. bandwidth allocation, equipment)? List at least 8 more, not including two examples mentioned. What damages should you be aware of given the telecommunication company’s background? (i.e. What can go wrong and how should you deal with it?)

Question 2) Consider the following situation:

A small business has only one IT professional that deals with all of the computer hardware and software issues. There are 50 computers that this person is responsible for. There is a commercial of the shelf software package in use on all of the computers. The commercial software company has just released a patch that fixes a flaw which could allow a remote user to format the hard drive of the system. However, as of this moment there are no know exploits for the bug. Assume there are no firewalls or other boundaries between the 50 computers and the internet. The business does not own automated patching software. Also to make things simpler lets assume that the only damages the business would suffer from an attack would be paying the IT professional to re-image every computer.

Important information:
- IT professional makes $40 an hour
- Patching procedure takes 20 minutes per computer
- 2% of the patching attempts fail and must be patched again
- The re-image process take 2 hours and 30 minutes but can be done on 10 computers at once
- Also re-imaging must take place after hours so the IT professional must be paid time and a half
- For part b only: A 1-year license for automated patching software costs $2,000 but cuts down patching time to a total of 1 hour for all 50 systems

a) Should you patch? Briefly explain your answer.

b) If this situation occurs 4 times a year should the automated patching software be purchased? Very briefly explain your answer. (Yes/No because…)
c) Explain the following elements of loss by giving an example of how each might occur:
   - Lost productivity for the end user
   - Lost productivity for the IT personnel
   - Legal/regulatory costs
   - Intellectual property loss

Are any of these losses easily quantifiable before they occur?