



## **Database Disaster | Information for Bakery Owner, *Ballin' Brownies***

You are the owner of Ballin' Brownies, a local bakery. For many years, you had only one location. Due to a recent spike in popular demand for delicious baked goods, however, you opened two new locations. You discovered that you could no longer keep track of inventory, orders, sales, calendars, tasks, customers and employees using only spreadsheets and decided to upgrade your database. You contacted a local database design company, Krazy Kool Database Designs, and ordered a database valued at \$40,000, an enormous investment for your company. You agreed to pay \$20,000 up front and the other \$20,000 upon completion of the database.

A new, functioning, and user-friendly database was very important for your growing business. You needed it to keep track of what you had in stock, how many baked goods you were selling, what orders you had, what was going on at each store each day, what each store had to get done, who your customers were and when your employees would be at work.

Krazy Kool Database Designs delivered the database almost a month late and, within a few days of installing it, you began noticing serious problems. The database was freezing, randomly deleting information and not generating reports, among other issues. Because of these problems, you refused to pay the second \$20,000. Upon review, you noticed that the language in your contract was unclear about what effect either late delivery or glitches in the final database would have on final payment. The database designer from Krazy Kool was insistent that the database matched the specifications that they were given; and therefore, it is not their fault. The database designer became so hostile on the phone that you do not want them coming back to your bakery.

You know that your IT person, John Hacker, sent the specifications to Krazy Kool Database Designs. You have no idea if the specifications were right or wrong, but you were recently forced to fire John for poor job performance. You imagine Krazy Kool would use this information against you if they knew it. You are concerned that if you work out some deal in which Krazy Kool fixes the database, they will charge you more than the remaining \$20,000 if the initial specifications were wrong. So, you are leaning toward hiring someone else with the \$20,000. However, this will probably take much more time than Krazy Kool fixing it.

You are very frustrated with the database, which is just increasing your headaches, and with Krazy Kool Database Designs. You are wondering if you made a mistake pursuing the project in the first place. The database designer sent you an email suggesting mediation regarding the \$20,000, to which you agreed. The email alluded to "avoiding filing a lawsuit..." You really do not want to pay legal fees or have your time taken over by litigation.