



## **Database Disaster** | Information for Database Designer, *Krazy Kool Database Designs*

You are the founder and sole owner of Krazy Kool Database Designs; you are also the primary database designer. Several months ago you were contacted by Ballin' Brownies, a locally-based bakery that recently expanded from one to three stores and was looking to upgrade its database. You agreed to create a database for Ballin' Brownies, valued at \$40,000. The contract you signed specified that you would be paid \$20,000 up front and the additional \$20,000 upon completion of the project.

This was the biggest contract you had ever landed. You put a lot of time and energy into building the database. It was such a big project that you ran a few weeks over the agreed upon delivery date getting it done. A few days after you delivered the completed database, the owner of Ballin' Brownies called you and said that the database was late and wasn't working properly. The owner refused to pay you the \$20,000 you were expecting upon completion. 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.

During the call, the owner of Ballin' Brownies told you something about the program freezing and deleting information. The owner kept saying that the whole project was a waste of money and time, and it was a huge mistake. You got frustrated and raised your voice because the owner would not give you any specifics about what was wrong and would not talk about ways to fix the database. You need the \$20,000!

You believe that you built a functional database based on the technical specifications you received from the Ballin' Brownies' IT person, John Hacker. You strongly suspect that if the database isn't working it is because you were given the wrong specifications. (Note: even if you had the specifications with you, which you do not, it would still be a matter of opinion as to whether they were right or wrong as you do not have access to all of the information about Ballin' Brownies' systems to verify them.)

You are very concerned about getting paid and the reputation of your business because the owner may be telling other potential clients that you built a bad database. In fact, you had hoped to get referrals from this project since it is the largest you have ever done.

You spoke to your attorney about suing for the \$20,000 and he suggested mediation because of your concern for your business reputation. You wrote an email to the owner who agreed to mediation. You could still go to court if the mediation is unsuccessful, but you really don't want to pay the legal fees or wait for the case to work its way through the courts.