**Business Systems: Software Deployment Risks**

After completing this activity you will be able to:

* State characteristics of a hacker business model.

**Step 1: Form Small Teams (3-4)**

In this activity your team will represent a stakeholder in the response to a ransom demand by a hacker.

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| --- | --- | --- |
| **Stakeholder** | **Responsibility** | **Organizational Parallel** |
| 1 | SPO Leadership | Division Sr. Management |
| 2 | Pro-Ransom: Students | System users / Customers |
| 3 | Anti-Ransom: Students | System users / Customers |
| 4 | Provost Office | Company Sr. Management |
| 5 | Pro-Ransom: Administrators | Management |
| 6 | Anti-Ransom: Administrators | Management |

**Step 2: Individually**

Review this scenario and makes notes from your assigned perspective:

* The central computer used by members of the largest student professional organization at Owl Business School (OBS) has been hacked.
* Two weeks before the end of the semester, about 10% of the SPO members report that they have been locked out of their computers.
* A message on their screen says they must pay $75 to receive access to their machine again.
* The SPO officers receive an email demanding $29,500 in ransom.
* The hackers say once they receive the funds they will remove the hack from all impacted computers at OBS. And, every day that no ransom is paid they will lock out another wave of computers.
* Before they realized it was a general problem, a handful of the SPO members went ahead and paid the $75 and did, indeed, receive access to the computers again.
* Some students demand the SPO refund their $75 dues so they can pay the ransom (Option 1)
* Other students are demanding the university pay the larger ransom (Option 2)

**Step 3: As a Group**

Prepare the following as a group:

|  |  |  |
| --- | --- | --- |
| **Stakeholder** | **Responsibility** | **Prepare** |
| 1 | SPO Leadership | Statement to SPO members (re: Option 1) |
| 2 | Pro-Ransom: Students | List of arguments for SPO to pay ransoms |
| 3 | Anti-Ransom: Students | List of arguments for SPO not to pay ransoms |
| 4 | Provost Office | Statement to public |
| 5 | Pro-Ransom: Administrators | List of arguments to pay ransom (Option 2) |
| 6 | Anti-Ransom: Administrators | List of arguments not to pay ransom (Option 2) |

**Step 4: In larger groups**

* Stakeholder teams 1, 2 & 3 meet together (partner with another team or 2 left-side of room).
* Stakeholder teams 4, 5 & 6 meet together (partner with another team or 2 right-side of room).
* Pro-ransom and anti-ransom teams take turns stating their arguments. Every member of the team should present at least one argument.
* One every team member has presented at least one argument, each member of teams 1 / 4 will ask clarifying questions.
* Upon completion members of Teams 1 and Teams 4 will vote on which “side” presented more compelling arguments.

**Step 5: Discuss as a Class**

**Step 6: Answer these short-answer questions (individually)**

1. What is the most compelling argument in favor of paying ransom?

2. What is the most compelling argument not to pay ransom?

3. If you were the sole person responsible for deciding what to do, what would you do?

4. What is something you learned doing this activity?

**Step 7: Rate this activity (individually)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Ratings** | 1 Completely Disagree | 2 Somewhat Disagree | 3 Neutral | 4 Somewhat Agree | 5 Completely Agree |

|  |  |
| --- | --- |
| **Statement** | **Rating (1 to 5)** |
| This is an engaging activity. |  |
| I learned a lot completing this activity. |  |
| This activity should be included in future classes. |  |
| Anything else you want the instructor to know? | |

**Step 8: Submit completed activity sheet by emailing it to OWLbox from your temple email account to upload.Unit\_3\_.jm3kl1nb4z@u.box.com**