Scenario-Based Evaluation of CM³: Emergency Problem Management

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Abstract

Competitiveness and survivability of many companies today does not only depend on their products and development processes. It also strongly depends on how effective the organizations are in managing emergency software problems. Despite this, there is only one process model dealing with software emergencies. It is CM³: Emergency Problem Management. In this paper, we evaluate CM³: Emergency Problem Management using three real-life emergency case scenarios. Our results show that the emergency processes strongly vary from case to case. Despite this, they could be easily mapped on the CM³: Emergency Problem Management constituents.