1998 Paper 11 Question 1

Software Engineering I

Discuss the lessons learned from the London Ambulance Service disaster under the following headings:

(*a*) capturing user requirements

(*b*) project management

(*c*) quality assurance

(*d*) testing   [16 marks]

What in your view would be the single most important measure to take in developing a mission-critical system in order to reduce the likelihood of such a disaster?   [4 marks]