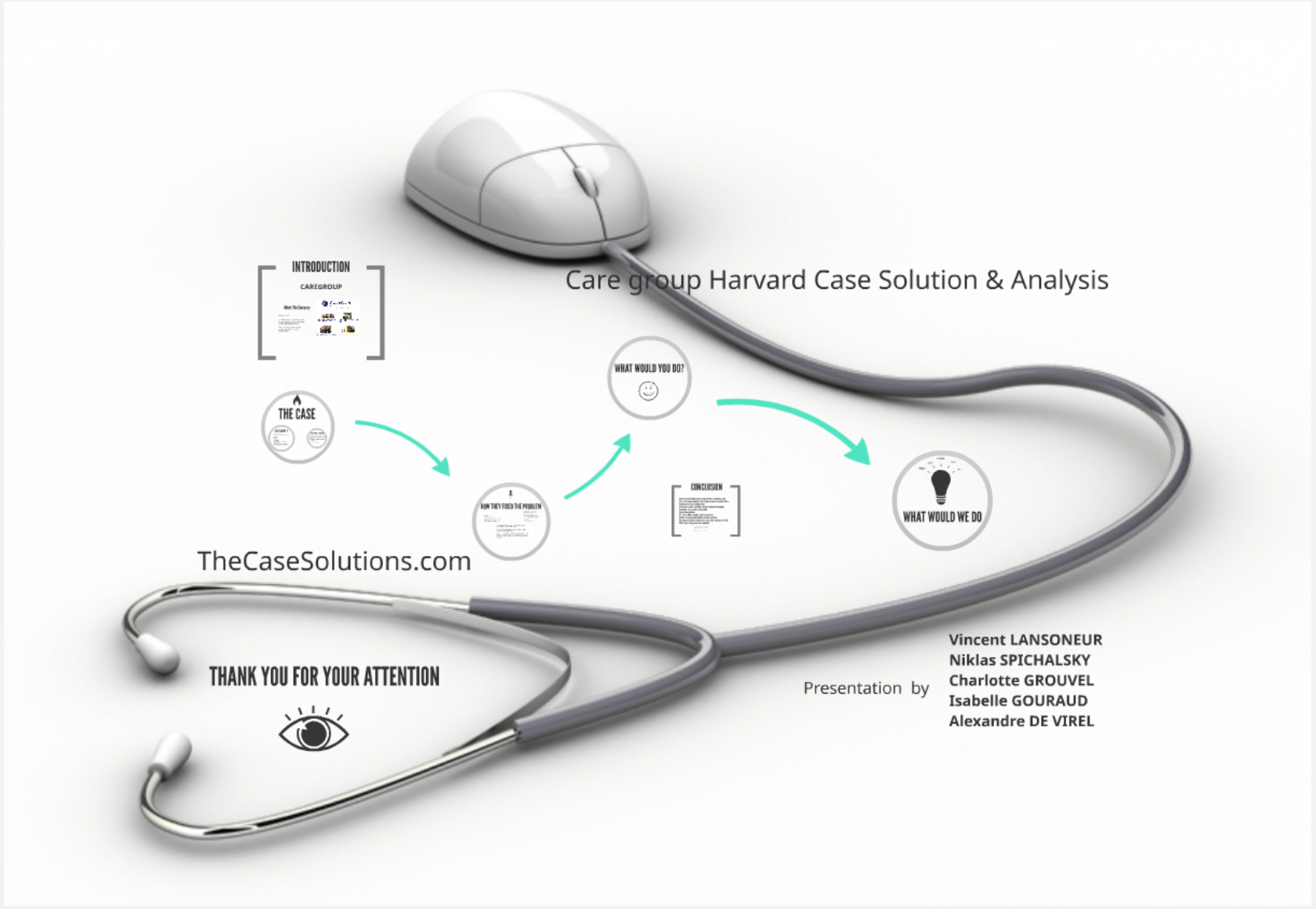
Care group Harvard Case Solution & Analysis
INTRODUCTION
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WHAT WOULD WE DO
TheCaseSolutions.com
THANK YOU FOR YOUR ATTENTION
Presentation by
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INTRODUCTION

CAREGROUP

About The Company

Merged in 1996

Team of healthcare professionals with the aim to provide the best quality care in highly personalized manner

Offer a broad spectrum of health services to residents of eastern Massachusetts

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THE CASE

CAREGROUP IT

Hospitals brought together on common system

Most advanced email, VoIP, wireless, datacentre, and web infrastructure in health care at the time

40 terabytes of data per day

900 000 patient records

The Challenge

The IT Department of CAREGROUP needed to create an IT Network that integrated each facility's numerous departments

By 2002, the hospitals were brought together on a common system and shared what was believed to be among the most advanced network systems in the United States at the time

THE NETWORK COLLAPSE

November 13th 2002: a researcher of CAREGROUP was experimenting with a file sharing application

Researcher launched the file sharing software in its original configuration too early, as his wife was pregnant and he had to leave labor

This new application began to explore surrounding networks and copied data in large volumes

The entire network went down for almost 4 days

No one in the IT Department was able to identify the problem

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