



# What went wrong?

- Product roll out foreshadowed disaster
  - Last build happened just two days before caucus
  - De facto beta-testing was happening on caucus day
    - ☛ Over a hundred defect reports on caucus day
- So what were the problems?
  - Functional
    - Logging in (from certain phone devices)
    - Faulty data (sometimes partial data sent)
  - Non-functional
    - Performance (inordinate delays in data reporting)
    - Security (unencrypted data sent over open network)

# Why did it happen?

- So why did it happen?
  - No details released because “other caucuses may use similar apps”  
(Worried that hackers will take advantage of flaws)
- But what has been filtering out ...
  - Lack of stress testing (stressing system with peak expected load)
  - Lack of penetration testing
  - Lack of acceptance (beta) testing by end users
- Why haven't these problems been brought to light?
  - Party insisted on “security through obscurity”  
(The bogus idea that talking too much about the app will alert hackers)
  - Party spent only \$60,000 for the app