Atik Howlader

Action Item #2

07/23/20

Research and find about few software/hardware defects (at least 3) that effected the company or end users in big time, why did you choose those.

Company: TSB Bank

In April 2018, TSB Bank planned a system upgrade for their internet and mobile banking services which led to an online banking outage due to bugs. When they switched on the new system many customers experienced issues logging in and other customers were shown details from other people’s accounts or inaccurate balances/transactions on their own account. This effected TSB Bank greatly as it’s relationship with it’s parent company Sabadell would rupture. Sabadell would then consider selling TSB. I chose this company because security is something that is most important to me when considering a bank to enroll with.

Company: Nest (Google owned)

In mid January, Nest thermostats experienced a software glitch where it would force the device’s battery to drain and unable to control temperature. This left customers unable to heat their home or get hot water during one of the coldest weekends of the year so far. I chose this company because it’s owned by Google so something like this could hurt there reputation causing customer to not buy their thermostats.

Company: Nissan

Over the last 2 years, Nissan has been recalling airbags in over 1 million cars because of software failure. The software failure was due to a glitch in the airbag’s sensory detectors. This would cause the car to not recognize when someone sat in the passenger leading to the airbags not inflating. There was reported 2 accidents which lead to moderate injuries due to this software failure. I chose this company because safety when driving a car is something that everyone wants. For something like this to happen to Nissan could cause its customers to lose trust in their company and products.

Company: Starbucks

In April 2015, Starbuck encountered a software bug that caused their registers to malfunction. It was caused by ‘internal failure’ during on of its routine refresh. Which resulted in 60% percent of stores in the US and Canada to close. The affected stores were unable to process payment transactions and some store were left giving coffee away for free. I chose this company because it shows how a software bug could potentially shut down your business causing you to lose an extensive amount of money.

Company: 2K

In September 2019, 2K released the popular sports video game *NBA 2K20.* Upon release gamers were faced with a game filled with bugs. This led them to express their anger online by trending the hashtag #fix2k20. The bug caused issues like slow loading times, crashes, progression systems freezing, and allowing players to cheat. This would cause gamers to call out to 2K to get more developers for their game or replace the ones they already had in place. This resulted in NBA2K20 receiving one of it’s worst rating for the NBA2K series in it’s lifetime. I chose this company because I was one of those angry customers who had purchased their games for years and understand the harm the software bugs could do to their games and reputation.