

System Failure at Japan's Mizuho Bank

Japan's Mizuho Bank repeatedly suffers ATM (Automated Teller Machine) failure. To be more precise, over the last year a temporarily collapse occurred 11 times at different ATMs for the Mizuho Bank (Japan Times, 2022). The answer to the question, whether this is related to a systematic (or deterministic) failure or to non-deterministic ones (Sommerville, 2013), should be in this case quite clear. Because of the persistence of the failure, we can assume that the former applies in this case (systematic failure). Nevertheless, following a report that was published by the bank itself in June 2021 (Mizuho Financial Group (2021), the bank emphasized that the cause of failure was more non-deterministic in that sense that an update of files/software was responsible for the first few breakdowns of the system. Hence, it is not surprising that the bank changed its structural orientation in the meantime (In other words, the president was already replaced (Japan Times, 2022)). Though, the problem still remains unsolved and customers are still waiting for reasonable explications ...

Fortunately, the damage for clients and the bank itself still remains low. Clients can always send a request for malfunction when the bank itself doesn't reach out to them. In this case, clients often get their bank card and their money fully back (Pritchard, 2021). Banks itself have at least in this case a well-functioned system which allows them to track back the clients which were involved in such an issue. However, we should not forget about other troubles related to this problem such as time-loss for the bureaucratic procedure afterwards, the fear of lost money during the first 24 hours, a temporarily not available bank card, etc. All this leads at the end to a fall in the reputation of the bank itself.

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