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Assignment : 01

**Course: Formal Method in software
Engineering**

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Famous Software Bugs

February 2020: Heathrow disruption:

More than 100 flights to and from London's Heathrow airport were disrupted on Sunday 16 February, 2020, after it was hit by technical issues affecting departure boards and check-in systems, leaving passengers with little information about their flights and limiting the use of electronic tickets.

A spokesperson for Heathrow said that it could not share any more details as to which systems had been affected "due to the sensitive nature of those processes".

"Following yesterday's technical issue Heathrow's systems are stable and the airport is operating as normal. We apologise for the inconvenience this caused our passengers. Our teams continue to closely monitor our systems and will be on hand across our terminals to provide assistance to passengers," the spokesperson added by way of a statement

Nest thermostat leaves users in the cold:

In mid-January 2016 the Nest 'smart' thermostat (owned by Google) was hit with a software glitch which left users, literally, in the cold.

A software update went wrong, forcing the device's batteries to drain and leaving it unable to control temperature – so customers were unable to heat their homes or get hot water on one of the coldest weekends of the year so far.

Nest said the fault had been caused by a December 4.0 firmware update, plus issues such as old air filters or incompatible boilers. It has since rolled out a 4.0.1

software update which it says has solved the issue for 99.5 percent of affected customers

Leeds Pathology IT crash:

In September 2016, Leeds Teaching Hospitals NHS Trust, one of Europe's largest teaching trusts witnessed a pathology IT crash that resulted in a delay of operations for almost 132 patients. Leeds Teaching holds a budget of a £1 billion and employs over 16,000 staff. It serves 780,000 people in the city and provides expert care for 5.4 million patients. The outage further affected Bradford Teaching Hospitals NHS Foundation Trust, GP services in Leeds and a minor number of GP services in Bradford.

Now that's the impact!

Reference:

<https://www.computerworld.com/article/3412197/top-software-failures-in-recent-history.html#slide13>

<https://www.cigniti.com/blog/37-software-failures-inadequate-software-testing/>