3 SOFTWARE FAILURES IN THE WORLD

**Case #3: Air Traffic Control in LA Airport**

The air traffic control has the important responsibility of informing aircraft pilots about relevant information regarding weather, routes, the distance between other airplanes, and more. Failing to communicate with aircraft pilots promptly could result in catastrophe. On September 14, 2004, at 5 P.M. air traffic control at the LA airport lost voice communication with approximately 400 airplanes being tracked in the southwestern United States and many planes were headed towards each other. So what happened? The primary voice communication system shut down unexpectedly. To top it off the backup system failed a few minutes after it was turned on. The cause of the error was that the communication system had an internal timer that ticks off in milliseconds. After it reached zero, it could not time itself so it would shut down. The outage affected 800 flights across the country [4].

**Case #2: National Health Service**

I don’t know what is worse: Not taking your medicines at all or taking the wrong medication. Either way, at least 300,000 heart patients were given the wrong drug or advise as a result of a software fault. So, what happened? In the year 2016, it was discovered that the clinical computer system SystmOne had an error that since 2009 had been miscalculating patient’s risk of heart attack. As a result, many patients suffered heart attacks or strokes since they were told they were at low-risk, while other suffered from the side-effects of taking unnecessary medication [3].

**Case #3: Data Loss at Gitlab**

Two years ago a well-known code collaboration platform GitLab experienced a severe data loss which appeared to be one of the major outages in the IT world. GitLab originally used only one database server but decided to test a solution using two servers. They planned to copy the data from the production environment to the test environment.

In the process, the automatic mechanisms began to remove accounts from the database which were identified as dangerous. As a result of increased traffic, the data copying process began to slow down and then stopped completely due to data discrepancies. To add insult to injury, information from the production database was removed during the copying process

3 SOFTWARE FAILURES IN GHANA

**Bitsika**:

Bitsika is a payment platform that allows a user to send money , buy currency and perform financial transactions. Around early march this year several bitsika users complained about the use of the virtual card service since whenever they used it to purchase anything online they get credited bitsika charges the good or service doesn’t get paid for.

**THE SSNIT software scandal**:

The **Ghana** Social Security and National Insurance Trust (**SSNIT**) **software** corruption **scandal** involves the procurement of ICT infrastructure for the trust at a monstrous cost of $72 million, a price tag that was well over the initial amount estimated for the project.  the $72 million spent to procure and install the software and other hardware systems known as the Operational Business Suite (OBS) in a bid to digitise the Trust exceeded the market price.

**Two myths in software development**

1. **Software Development Comes with a Hefty Price Tag**

Perhaps this is the most popular myth about software development. It is because of this myth companies do not harness the potential that custom software can provide which can improve their organization’s efficiency. Instead, they opt for purchasing some “one size fits all” solution which, of course, doesn’t fit their requirements and they have to find other means to work around it.

Also, consider the investment loss if the company outgrows the software and it just becomes unworkable. If you combine this with hidden costs such as upgrade fees, licensing and support costs, custom software doesn’t seem so expensive

**The More, the Merrier**

Unfortunately, a myth exists that adding people to a development team makes it better and speeds up delivery. However, adding more people to a project tends to prolong the project’s timeframe and causes friction due to issues in training and collaboration.