Referring to the blog article

<https://www.testdevlab.com/blog/2021/12/27/10-biggest-software-bugs-and-tech-fails-of-2021/> .

Go through each of the defect description and try to analyse the impact (either Financial Loss, Customer Trust, Usability, User Dissatisfaction ,Security Breach etc ) and fill the following table with your findings.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Description |  | | | | |
| Security Breach | Usability | Financial Loss | Customer Trust | User Dissatisfaction |
| **T-Mobile Data Breach**  Over 50 million customer records were compromised due to poor security, including SSNs and driver’s licenses. A 21-year-old hacker exploited an unprotected router. | Major exposure of sensitive personal data. | - | Legal costs, security upgrades, lawsuits. | Severely damaged brand image. | Concerns over identity theft. |
| **Slack Public DM Feature Backlash**  Slack allowed unsolicited invites with custom messages, which opened doors to harassment and spam. Users could not block such messages individually. | - | Poor implementation of cross-company messaging. | - | Slack’s design choices were publicly criticized. | Raised safety concerns. |
| **TikTok Glitch (Followers Reset)**  Users saw their follower counts reset to zero and experienced login issues. #TikTokDown trended on social media due to the glitch. | - | Users couldn’t engage normally. | - | Doubts about platform reliability. | Panic, frustration among content creators. |
| **Colonial Pipeline Ransomware Attack**  A VPN with no multifactor authentication led to hackers breaching the pipeline network, demanding ransom and halting gas supply on the East Coast. | National infrastructure compromised. | - | Paid $5M in ransom; broader economic impact. | Revealed serious cyber vulnerabilities. | - |
| **Toshiba Ransomware Attack**  DarkSide group targeted Toshiba’s Europe operations. Though ransom wasn’t paid, the event raised alarms. | Threat to sensitive internal and customer data. | - | Business disruption, security reinforcement. | Hit confidence in Toshiba’s tech resilience. | - |
| **Call of Duty: Warzone Glitch**  A new loadout feature caused players to spawn with powerful weapons at match start. It also introduced an infinite “Dead Silence” bug. | Unbalanced and unfair gameplay. | - | - | Questioned QA process in gaming updates. | Competitive players deeply frustrated. |
| **NHS App Outage**  A 4-hour downtime prevented access to COVID vaccination proof, leaving many UK travelers stranded at airports. | - | Blocked critical health data access. | - | Raised concerns about government tech reliability. | Travel delays and cancellations. |
| **Tesla Full-Self Driving Bug**  A software bug triggered false forward-collision alerts, causing unnecessary emergency braking. Nearly 12,000 vehicles were recalled. | - | Safety risks in driving conditions. | Cost of recalls and diagnostics. | Concerns about Tesla’s autonomous systems. | - |
| **GTA: The Trilogy – Definitive Edition Glitch Fest**  Promised remasters of GTA classics launched full of bugs, poor graphics, and broken gameplay mechanics. Players demanded refunds. | - | Game became nearly unplayable. | Outrage across gaming community. | Long-standing brand loyalty damaged. | - |
| **Log4j Vulnerability (Log4Shell)**  A critical zero-day flaw in the widely-used Java logging tool exposed millions of systems to remote code execution threats. | Global-scale vulnerability. | - | - | Mass patching efforts, security overhauls. | Widespread panic among companies and users. |