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 | Impact Analysis | | |  |
|  |  |  |  |
| |  | | --- | | **T-Mobile -** |  |  | | --- | | Massive **data breach** exposing personal data of 50M+ users. | | **-**Security Breach | - Loss of Customer Trust | Financial Loss (due to lawsuits, credit monitoring, PR damage) | Regulatory Scrutiny |
| |  | | --- | | **Slack -** |  |  | | --- | | Rolled out a DM invite feature allowing harassment via email. | | - Customer Trust Impact | - User Dissatisfaction | Usability Concerns | Reputational Damage |
| |  | | --- | | **TikTok -** |  |  | | --- | | Glitch reset follower counts and locked out users. | | - Usability Impact | User Dissatisfaction | - Temporary Loss of Engagement | Customer Trust Concerns |
| |  | | --- | | **Colonial Pipeline -** |  |  | | --- | | Ransomware attack halted major US fuel supply. | | - Security Breach | Financial Loss (ransom + economic disruption) | - Loss of Public Confidence | - National Safety Risk |
| |  | | --- | | **Toshiba -** |  |  | | --- | | European arm hit by ransomware linked to DarkSide group. | | - Security Breach | - Operational Downtime | - Loss of Customer/Partner Trust | - Financial Costs of Incident Response |
| |  | | --- | | **Activision (Warzone) -** |  |  | | --- | | Gameplay-breaking glitch in new Warzone feature. | | - User Dissatisfaction  reduction) | - Gameplay Usability Issues | - Customer Trust Impact | - Revenue Risk (due to player drop-off/in-app purchase reduction) |
| |  | | --- | | **NHS (UK) -** |  |  | | --- | | COVID Pass app outage caused travel delays. | |  |  |  | | --- | |  | | Usability Failure | User Dissatisfaction | Public Trust Impact | Critical Service Disruption |
| |  | | --- | | **Tesla -** |  |  | | --- | | Self-driving beta triggered **false braking**, led to vehicle recall. | | - Safety Risk | - Financial Cost of Recall | - Loss of Trust in Self-Driving Technology | - Negative Publicity |
| |  | | --- | | **Rockstar Games -** |  |  | | --- | | Buggy release of **GTA Trilogy** remaster with poor visuals and gameplay. | | - User Dissatisfaction | - Usability Issues | - Brand Reputation Damage | Refund/Support Cost |
| |  | | --- | | **Apache (Log4j) -** |  |  | | --- | | Critical vulnerability allowed **remote code execution** in millions of apps. | | - Massive Security | - Global Financial Impact (patching costs, business downtime) | - Customer Trust Issues | - Supply Chain Security Concerns |