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 data breach | Customer Trust | Legal and Financial consequences | Increased security costs |
| Slack | Backlash | Feature adjustments | Increased focus on spam prevention |
| Tik Tok | Increased need for software testing (glitches can be removed) | Reputational damage | User frustration (loss of followers and account) |
| Colonial Pipeline ransomware attack | Infrastructure collapse | Increased the need for security testing | Financial loss |
| Toshiba | Risk to customer and employee data | Strengthening security | Improve security protocols (cybersecurity) |
| Warzone pre-match | Player frustration | Importance of game testing and quality assurance | Lead to feature removal |
| England NHS | Disruption to public and travel | Public frustration | Risks of single centralized system |
| Tesla Self driving software glitch | Massive recall of vehicles | Vehicle malfunction (false information) | No injuries but affected public trust on Tesla |
| Grand theft auto (GTA game) | Damage to another brand product (Rockstar) | Numerous bugs (testing failures) | Long term recovery for rockstar to gain back its image |
| Log4j software bug | Global security threat (since used by amazon, etc.) | Risk of exploitation of data by hackers | Shows up open-source security risk |