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.

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| --- | --- | --- | --- |
| Description | Impact Analysis | | |
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| A hacker broke into T-Mobile's system and stole personal details (like names, phone numbers, ID numbers) of 50 million people. This happened because of a weak spot in their security. | **Security Problem:** The system was not safe, and a hacker got in. | **Lost Trust:** People may stop trusting T-Mobile to keep their data safe. | **Money Loss**: T-Mobile may lose money from court cases and fixing the issue.  **Unhappy Customers:** People are angry and upset their private info was stolen. |
| Slack made a new chat feature to message people outside the company. But people could send messages before the other person agreed. | U**sability**: Users couldn’t stop spam emails without blocking all invites. | **Security Risk**: The feature could be misused for harassment.  **Customer Trust**: Users didn’t trust Slack anymore due to safety concerns. | **Financial Loss**: Losing users could impact Slack’s revenue.  **User Dissatisfaction**: People were upset with unwanted messages. |
| On May 3, TikTok users logged in to find their follower count reset to zero due to a glitch. Some users couldn't access their accounts. | **Customer Trust**: Trust in TikTok was shaken due to the glitch. | **Usability**: Some users couldn’t access their accounts.  **Reputation Damage**: The glitch caused negative attention and affected TikTok’s image. | **Security Risk**: Account issues raised concerns about data safety.  **Financial Loss**: Loss of users or advertisers could affect revenue. |
| In October, the NHS had a 4-hour outage affecting both their app and website, leaving passengers stranded at airports as they couldn't prove their COVID vaccination status. | **User Dissatisfaction**: Passengers were frustrated by delays and being unable to board flights.  **Customer Trust**: People lost trust in the NHS system's reliability. | **Usability**: The outage caused problems accessing important health information.  **Reputation Damage**: The NHS's reputation suffered due to the long outage. | **Security Risk**: The single centralized system became a vulnerability during the outage.  **Financial Loss**: Flight delays or cancellations could have financial impacts on airlines and passengers. |
| Warzone caused serious glitches, like players starting matches with powerful weapons and silent footsteps, so it was removed the same day. | **User Dissatisfaction**: Players were unhappy with unfair gameplay.  **Customer Trust**: Trust in the game's quality was affected. | **Usability**: The glitch made the game unbalanced and frustrating.  **Security Risk**: Bugs like infinite Dead Silence made the game feel unfair and unsafe. | **Reputation Damage**: The quick removal of the feature hurt the game's image.  **Financial Loss**: Players might stop spending money on the game or leave it. |
| In November, Tesla found a bug in its self-driving software that made some cars stop suddenly for no reason. This could cause accidents, so Tesla recalled about 12,000 cars and fixed the issue with a software update. | **Security Risk**: Sudden stops could lead to rear-end crashes. | **User Dissatisfaction**: Drivers were worried and unhappy about the bug.  **Financial loss:**   * Fix the problem (test, update, and re-release software), * Send notifications to car owners, * Spend time and money on support and quality checks | **Customer Trust**: Trust in Tesla’s self-driving system was affected.  **Reputation Damage**: A recall made Tesla look less reliable. |