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 |  | | | |
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| **1.T-Mobile Data Breach**: Over 50 million customers had their personal data compromised, leading to significant financial losses, a severe blow to customer trust, and numerous lawsuits. | Financial Loss | Customer Trust | User Dissatisfaction | Security Breach |
| 2. **Slack's Public DM Feature**: The introduction of a feature allowing unsolicited messages led to user backlash, highlighting concerns over privacy and usability. | Customer Trust | Usability | User Dissatisfaction |  |
| **3.TikTok Follower Glitch**: A glitch resetting follower counts caused user frustration and dissatisfaction, though the financial impact was minimal. | Usability | User Dissatisfaction |  |  |
| **4.Colonial Pipeline Ransomware Attack**: This attack disrupted fuel supply on the U.S. East Coast, leading to a $5 million ransom payment and significant operational and reputational damage. | Security Breach | Financial Loss | Customer Trust | User Dissatisfaction |
| **5.Toshiba Ransomware Attack**: While Toshiba did not pay the ransom, the attack affected its European subsidiaries, causing operational disruptions and raising concerns about data security. | Security Breach | Financial Loss | Customer Trust, | User Dissatisfaction |
| 6. **Call of Duty: Warzone Glitch**: A gameplay glitch provided unfair advantages, leading to player dissatisfaction and the removal of the feature. | Usability | User Dissatisfaction |  |  |
| 7. **NHS 4-Hour Outage**: An outage of the NHS app prevented users from proving their COVID vaccination status, causing travel disruptions and highlighting system reliability issues. | Financial Loss | Customer Trust | User Dissatisfaction |  |
| 8. **Tesla Vehicle Recall**: A software glitch in Tesla's Full-Self Driving beta led to a recall of nearly 12,000 vehicles, addressing potential safety concerns. | Financial Loss | Customer Trust | Usability | User Dissatisfaction |
| 9. **Grand Theft Auto: The Trilogy – The Definitive Edition**: The remastered game faced criticism for poor graphics and numerous bugs, leading to refunds and damage to the franchise's reputation. | Usability | Customer Trust | User Dissatisfaction |  |
| **10.Log4j Vulnerability**: A critical security flaw in the Log4j library exposed millions of systems to potential exploits, prompting widespread patching efforts and raising cybersecurity concerns. | Security Breach | Financial Loss | Customer Trust | User Dissatisfaction |