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 Hacker stole data of 50M customers via unprotected router. | **Customer Trust:** Eroded. | **User Dissatisfaction:** Lawsuits filed. | **Security Breach:** Major vulnerability exposed.  **Financial Loss:** Legal costs and fines. |
| Slack Techologies Feature allowing external DMs caused spam and privacy issues. | **Usability Issues:** Managing external communications. | **User Dissatisfaction:** Negative feedback. | **Reputation Damage:** Forced to retract feature. |
| TikTok Glitch led to incorrect follower counts being displayed. | **User Dissatisfaction:** Confusion over inaccurate data. | **Reputation Damage:** Affected reliability. | **Operational Costs:** Fixing the issue. |
| Colonial Pipeline Ransomware attack led to pipeline shutdown, fuel shortages. | **Financial Loss:** Paid $5M ransom. | **Security Breach:** Exposed infrastructure vulnerabilities. | **Operational Disruption:** Fuel shortages, damaged trust. |
| Toshiba Tec Group Ransomware attack on European subsidiaries by Dark Side. | **Security Breach:** Exposed system vulnerabilities. | **Reputation Damage:** Public concern over security. | **Operational Disruption:** Affected operations during investigation. |
| Raven Software (Activision) Glitch in Call of Duty: Warzone allowed unfair gameplay with loadout spawns. | **User Dissatisfaction:** Unfair play, frustration. | **Reputation Damage:** Reduced credibility. | **Operational Costs:** Resources used to fix. |
| National Health Service (UK) NHS COVID Pass outage delayed flights and caused cancellations. | **User Dissatisfaction:** Inconvenience to travellers. | **Reputation Damage:** Reduced reliability. | **Operational Disruption:** Affected airlines, delays. |
| Tesla Full-Self Driving software had a glitch causing false collision warnings and abrupt braking, leading to recalls. | **User Safety:** Increased accident risk. | **Reputation Damage:** Concerns over vehicle safety. | **Operational Costs:** Recall expenses and updates. |
| Rockstar Games GTA trilogy remaster had bugs and performance issues, leading to refunds. | **User Dissatisfaction:** Disappointment from fans due to game performance. | **Reputation Damage:** Rockstar’s credibility affected. | **Financial Loss:** Refunds and lost sales. |
| Various (Amazon, Apple, etc.) Log4j vulnerability affected numerous systems across industries. | **Security Breach:** Exposed millions of devices and services. | **Reputation Damage:** Widespread concerns about security across multiple platforms. | **Operational Costs:** Costs for patching and mitigating the. |