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 | | |
| Financial Loss | Customer Trust | Security Breach |
| T-Mobile data breach affects 50 million customers | Based on lawsuits | Yes. Questions over data security | Yes. Personal data has been breached |
| Slack receives backlash over new public DM feature | Low. | Yes. Users may be concerned on their safety | No. |
| TikTok glitch resets followers to zero | No | Low. | No |
| Colonial Pipeline’s costly ransomware attack | Yes. Ransom amount of 5 million | Yes. Questions over data Security | Yes. Credentials got leaked which gives personal information. |
| Toshiba also becomes victim of DarkSide | No. | Little. Toshiba controlled by their statement | Probable. |
| Call of Duty: Warzone pulls new feature due to glitch | Low. New release may cost them. | Not clear.Some users liked it while others did not. | No. |
| NHS 4-hour outage leaves passengers stranded | No | Temporary dip – critical during travel season. | No |
| Tesla recalls almost 12,000 vehicles | Yes. Wasted on software | Affected trust – safety concerns raised. | No |
| Grand Theft Auto – The Definitive Fiasco | Yes. Must rebuild software again and release it. | High- Customers are even asking for refund | No |
| Log4j software bug leaves millions of web servers vulnerable | Yes. To fix the issue | Highly impacted. Users believed it to be most vulnerable. | Yes. allowed remote code execution. |