# Top 10 Software Bugs and Tech Fails of 2021 - Extended Impact Analysis

Referring to the blog article: https://www.testdevlab.com/blog/2021/12/27/10-biggest-software-bugs-and-tech-fails-of-2021/

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| Description | Impact Analysis |
| T-Mobile Data Breach A massive cyberattack compromised the data of over 50 million customers due to poor security practices and lack of encryption on sensitive data. | Financial Loss due to lawsuits and fines, Loss of Customer Trust, Major Security Breach exposing personal identifiers like SSNs and addresses. |
| Slack Public DM Feature Slack rolled out a feature allowing users to send direct messages to anyone with an email, leading to privacy concerns and potential for harassment. | User Safety risk due to unsolicited messages, Negative Public Backlash, Potential User Dissatisfaction due to lack of control mechanisms. |
| Facebook Outage A faulty configuration change led to a global outage of Facebook and its affiliated services like Instagram and WhatsApp for several hours. | Major Financial Loss from ad revenue, Decreased User Trust in service reliability, Business Disruption for companies relying on Facebook services. |
| Microsoft Exchange Server Vulnerabilities Hackers exploited zero-day vulnerabilities in Microsoft Exchange servers, affecting thousands of organizations worldwide. | Severe Security Breach, Loss of Sensitive Corporate Data, Increased Operational Costs for incident response and patching. |
| Google Cloud Outage A misconfiguration in the network infrastructure caused an outage across many of Google Cloud's services including Gmail and YouTube. | Service Disruption impacting businesses globally, Financial Loss from halted operations, User Dissatisfaction due to downtime. |
| Apple iOS 15 Bugs Multiple bugs were reported post-release of iOS 15, affecting device performance, notifications, and security functionalities. | Poor Usability leading to frustration, Security Vulnerabilities, Decreased User Satisfaction with Apple ecosystem. |
| Amazon Web Services (AWS) Outage A fault in network devices caused a major outage affecting many popular websites and applications hosted on AWS. | Significant Financial Loss for businesses, Service Disruption, Damage to AWS's Reliability Reputation. |
| Tesla Autopilot Failures Several incidents linked to failures in Tesla’s Autopilot feature resulted in crashes, highlighting flaws in the software and sensor systems. | Safety Concerns with potential for fatalities, Legal and Regulatory Scrutiny, Risk to Brand Reputation. |
| Zoom Security Flaws Vulnerabilities in Zoom’s platform allowed unauthorized access to meetings and exposure of user data. | High Risk Security Breach, Negative Publicity, Loss of Customer Confidence especially in enterprise settings. |
| Twitter API Issues Problems with Twitter’s API caused disruptions for third-party applications and exposed user data in some cases. | Security Vulnerabilities, Developer Frustration, Reduced Trust in Twitter's API reliability and support. |