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 | | |
|  |  |  |
| T-Mobile Data Breach  Over 50 million customers' personal data was compromised | Security Breach | Customer Trust |  |
| Slack Public DM Feature  raised concerns over potentially abusive or harassing messages | Usability | User Dissatisfaction | Customer Trust |
| TikTok Follower Glitch experienced a glitch that displayed the wrong followers/following count | Usability | User Dissatisfaction |  |
| Colonial Pipeline Ransomware Attack  A cyberattack disrupted fuel supply on the U.S. East Coast, leading to a $5 million ransom payment | Financial Loss | Security Breach |  |
| |  | | --- | |  |  |  | | --- | | Toshiba Ransomware Attack  European subsidiaries of the Toshiba Tec Group became a victim of a ransomware attack | | Security Breach | Customer Trust |  |
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| Description | Impact Analysis | | |
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| Call of Duty: Warzone Glitch  new features added after it caused numerous bugs Players could spawn in with their loadouts at the beginning of matches | Usability | User Dissatisfaction |  |
| |  | | --- | |  |  |  | | --- | | NHS 4-Hour Outage  NHS system was down for hours | | Usability | User Dissatisfaction | Customer Trust |
| Tesla Full-Self Driving Recall  A software glitch in the Full-Self Driving software bug could cause a false forward collision warning | Usability | Safety Concerns | Customer Trust |
| |  | | --- | |  |  |  | | --- | | Grand Theft Auto: The Trilogy – The Definitive Edition he remastered game suffered from numerous bugs and poor design choices, leading to refunds | | Usability | User Dissatisfaction | Financial Loss |
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