

June 11<sup>th</sup> 2015



## “Six-digit ICT Disasters”

How to prevent them and avoid 6-zero business damages

# Airspace over London today and yesterday at 16:00 UTC



RETWEET  
85

PREFERITI  
40



09:01 - 12 dic 2014

# Software always caused terrible disasters ...

---

- 💣 In 1980, US NORAD fake missile attack ... <http://royal.pingdom.com/>
- 💣 1985-87, Therac-25 bombarded patients with potentially lethal doses of radiation...at least 3 deaths recognized, many named
- 💣 Incorrect measurement scales:
  - 💣 US Mars Climate Orbiter crash in 1999—\$327,000,000
  - 💣 French Ariane rocket failure—\$5,000,000,000
- 💣 Knight Trading update accesses dead code which makes \$440,000,000 in bad trades in **30 minutes** → **bankruptcy**

“We are in the era of 9-digit defects, not bits and bytes, but dollars and euros.

– Dr. Bill Curtis  
CISQ, CAST

## ... now they became «mass phenomena»

---

**Causing damages for several hundreds of millions of € every year all over the world**

- 🌍 RBS outage — > £175,000,000 fines and damages
- 🌍 ObamaCare unavailability—national humiliation
- 🌍 Target records breach— >\$200,000,000
- 🌍 UK Agricultural system abandoned after £154,000,000 investment

Also in Italy we had similar phenomena ...

# Today's Agenda

---

We'll discuss how to **prevent** what Banca d'Italia defines as «**low frequency and high impact risks**», and not simply **react** and try to contain them.

We'll ask ourselves questions like :

- Is this about **quality or risk** management?
- Are there **methods** and techniques able **to prevent** them?
- Which tools and processes should be adopted to **monitor risks** like these?
- Do **standards** exist that can assist in creating a **common risk culture** and **benchmark** for our solutions and results?

We'll hear a success case and we'll open a debate on how each of us can contribute to reach «**software risks at 6-SIGMA**»

# NEWS

## Online farm payment system abandoned after 'performance problems'

20 March 2015 | UK



A multi-million pound government IT system to process EU subs payments for farmers in England has been largely abandoned after "performance problems".

## OBAMACARE FACTS

GET COVERED Search

- > Obamacare Enrollment
- > Obamacare Cost 2015
- > ACA Insurance Agents
- > Health Insurance Rates
- > Obamacare Sign Up
- > Obamacare Requirements

Ads by HealthNetwork

Costs & Taxes

Small Business

Medicare

Related Ad Topics

- 1 Low Income Health
- 2 Free ObamaCare Insurance
- 3 Obama Health Care Plans

### The Website Glitch, IRS Glitch, Smoker Glitch, and more.

ObamaCare "Glitch"; a "glitch" in the ObamaCare website, the health insurance marketplace or healthcare.gov, follows other notable ObamaCare glitches. Other glitches have included the IRS glitch and the smoker glitch. Let's take a look at how some of ObamaCare's glitches affect you.

Listen to the President discuss ways to enroll in the Health Insurance Marketplace, give an update on the website, and discuss what the Affordable Care Act has done to benefit Americans so far:



# NEWS

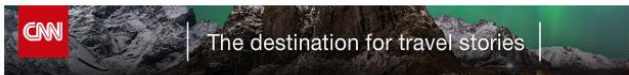
## RBS fined £56m over 'unacceptable' computer failure

20 November 2014 | Business



Tracey McDermott at the FCA said RBS "failed to manage the risks in its IT systems"

Royal Bank of Scotland (RBS) has been fined £56m by regulators after a 2012 software issue left millions of customers unable to access accounts.



# Is Knight's \$440 million glitch the costliest computer bug ever?

By Bri



Knight Capital's computer bug cost the firm \$440 million, making it one of history's most expensive software glitches.

News > World > Americas

## Grandmother, 90, denied \$41.8m casino payout after judge rules bonus was a computer glitch



Pauline McKee was playing the Miss Kitty game when a message appeared telling her she had won of \$41,797,550.16

# Trading Technology

Home UK World Companies Markets Global Economy Lex Comment  
fastFT Alphaville FTm Markets Data Trading Room Equities Currencies Capital Mkts

February 16, 2012 1:45 pm

## TSE punishes president for trading glitch



21°C CLOUDY  
TOKYO (11 p.m.)

MARKETS 123.76 ¥/\$ (5 p.m.)

The Japan Times

# NEWS

NEWS

OPINION

LIFE

COMMUNITY

CULTURE

NATIONAL ASIA PACIFIC BUSINESS WORLD REFERENCE COLUMNS

BUSINESS

Second system error of year

## 95-minute glitch halts TSE derivatives trading

BLOOMBERG

Tokyo Stock Exchange Group Inc. said a computer error Tuesday halted trading of Topix index futures, Japanese government bond futures and options trading for about 95 minutes, the second time in seven months a malfunction has forced a shutdown.

The failure lasted from about 9:20 a.m. to 10:55 a.m., the bourse operator said. Index shares were 20 percent below average for the time of day after the Topix and JGB futures were halted. Ten-year JGBs fell during the breakdown.

The exchange suffered its biggest disruption in six years on Feb. 2 as a glitch halted trading for 3½ hours in some of the country's biggest companies.

Tokyo's second major trading-system outage this year comes a week after Knight Capital Group Inc. was taken to the brink of bankruptcy after a computer malfunction spewed orders through U.S. exchanges on Wednesday, causing a \$440 million loss. Tuesday's glitch is a further setback for the Tokyo bourse as it seeks to take over its smaller Osaka rival, which dominates Japan's

AUG 8, 2012

ARTICLE HISTORY

PRINT SHARE

PHOTOS

CLICK TO ENLARGE

