Photo by Vladislav Klapin

The only constant
FAILURE
in this changing world
Recovery
It looks like Windows didn't load correctly

HI I'M ANSSI !

- Testing Specialist 20 years
- *Failure Specialist*
- Football player, coach, and fan

maventa

DNA

Qentinel

SOK

NOKIA

PHILIPS Healthcare

The only constant
FAILURE
in this changing world
Recovery
It looks like Windows didn't load correctly

FAILURE

Factors and conditions that contributed to the likelihood of failure?

FAILURE

BACKGROUND

FAILURE

BACKGROUND

FAILURE

The specific action or event that set the failure in motion?

BACKGROUND

TRIGGER

FAILURE

BACKGROUND

TRIGGER

FAILURE

The effects and consequences resulting from the failure?

BACKGROUND

TRIGGER

FAILURE

IMPACT

STORY

Photo by James Wainscoat on Unsplash

THE ONE THAT GOT AWAY

ILTA-SANOMAT TUOREIMMAT LUETUIMMAT SÄÄ

ETUSIVU UUTISET VIIHDE URHEILU ME NAISET TALOUS AUTOT HYVÄ OLO DIGI

UUTISET

Kotimaa Politiikka Ulkomaat Pääkirjoitus Tampere Turku Oulu Helsinki Espoo Van

KOTIMAA

KSML: Iso tietovuoto - DNA:n salaiset numerot julki

DNA:n salaiset numerot ovat vuotaneet julki.

JAA KOMMENTIT

STT

23.8.2011 6:51 | Päivitetty 23.8.2011 6:58

Teleoperaattori DNA:n asiakkaiden salaisia puhelinnumeroita päätyi julkiseen jakeluun kevään ja kesän aikana, kirjoittaa Keskisuomalainen tiistaina.

Liittymien numeroita oli väliaikaisesti Suomen Numeropalvelun valtakunnallisessa tietokannassa, josta numeropalveluyritykset saavat puhelinnumeronsa.

Tietovuoto tapahtui DNA:n järjestelmäpäivityksen yhteydessä.

Major data leak

yle Uutiset Areena Urheilu Valikko

Uutiset Tuoreimmat Venäjän hyökkäys Sää Kotimaa Ulkomaat Talous

Kotimaa

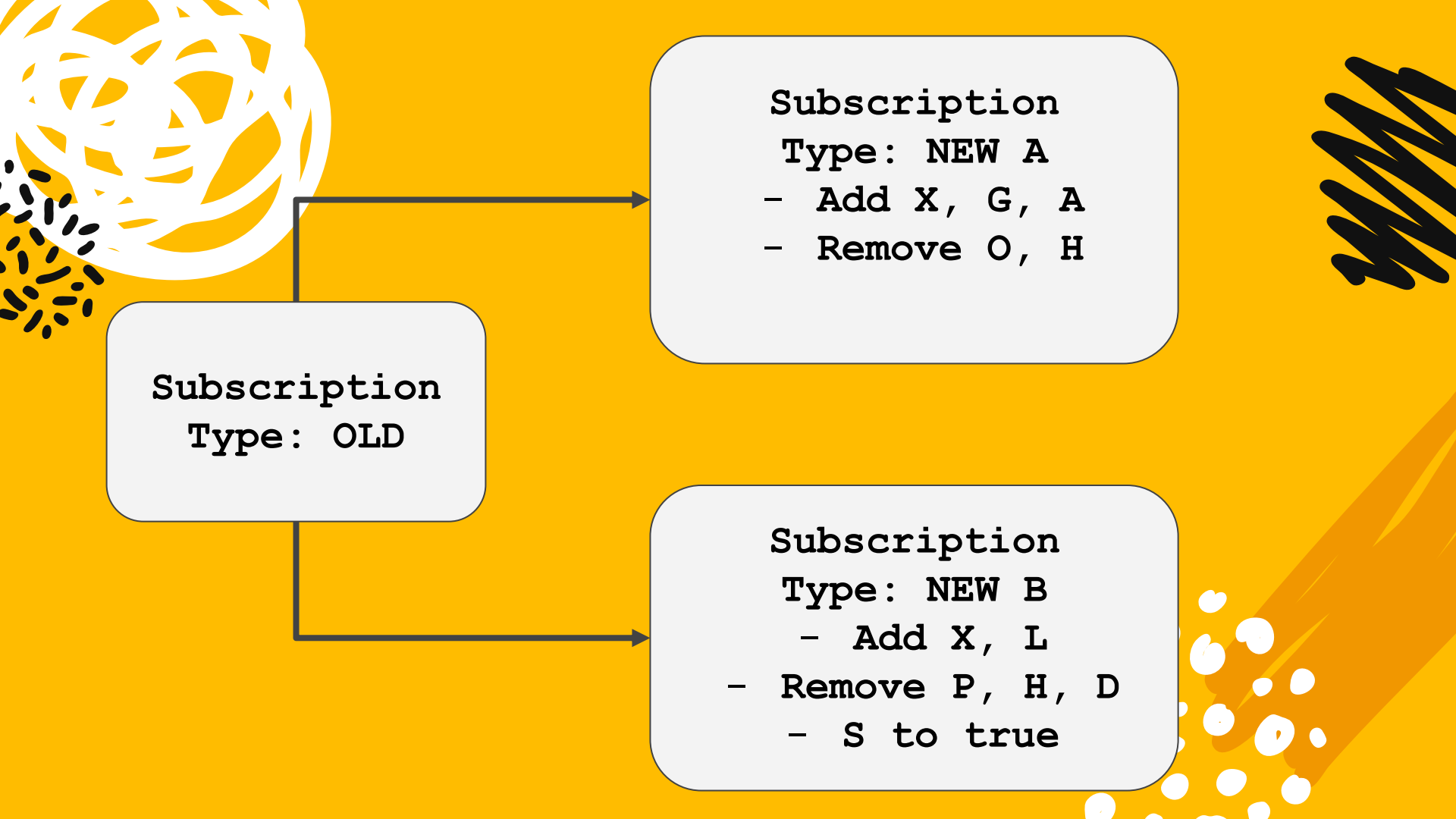
KSML: DNA:n asiakkaiden salaisia numeroita vuoti julkisuuteen

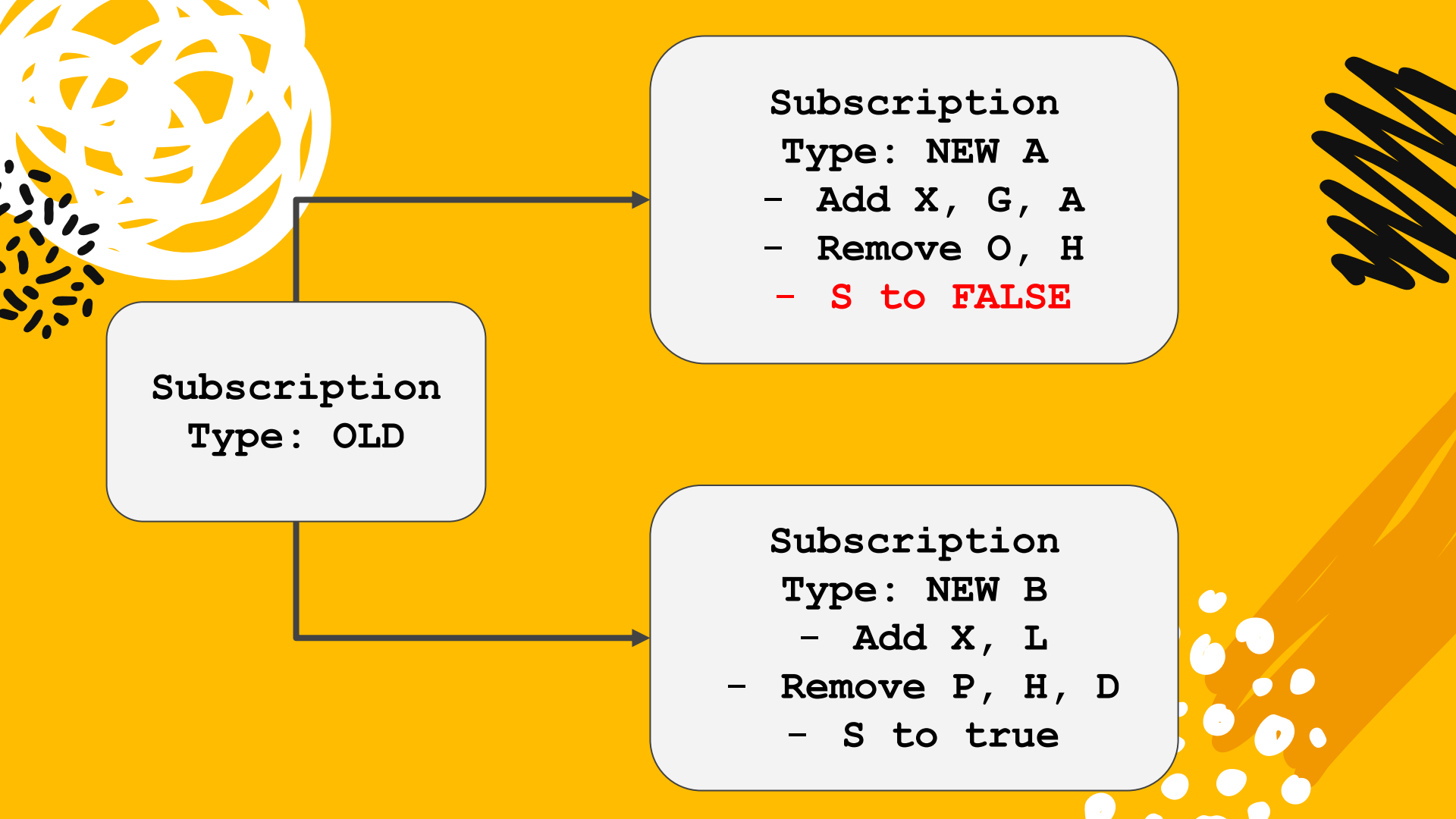
Tuhansia puhelinoperaattori DNA:n asiakkaiden salaisia numeroita on vuotanut viime kevään ja alkukesän aikana julkisuuteen. Sanomalehti Keskisuomalaisen mukaan tietovuoto sattui järjestelmäpäivityksen yhteydessä. Julki pääsi jopa yli 30 000 salaiseksi tarkoitettua numeroa.

yvissä Suomen Numeropalvelun tietokannassa, kevat puhelinnumeroita.

DNA:n mukaan virhe koski asiakkaita, jotka vaihtoivat liittymätyyppiä DNA:n sisällä huhtikuun 10. päivän ja kesäkuun 28. päivän välillä. Operaattori sanoo, että nyt kaikkien numeroiden salaisuus on tarkistettu ja varmistettu.

DNA on lähettänyt kirjeen kaikille, joiden numerotiedot ovat voineet muuttua väliaikaisesti julkisiksi. DNA lupaa myös hyvitystä asiakkaille, joita vuoto on koskenut.


Subscription
Type: OLD
Subscription
Type: NEW A
- Add X, G, A
- Remove O, H
Subscription
Type: NEW B
- Add X, L
- Remove P, H, D
- S to true


Subscription
Type: OLD
Subscription
Type: NEW A
- Add X, G, A
- Remove O, H
- S to FALSE
Subscription
Type: NEW B
- Add X, L
- Remove P, H, D
- S to true

BACKGROUND

TRIGGER

FAILURE

IMPACT

TRIGGER

Bug in code?

Incorrect unverified assumption

unnoticed during testing

BACKGROUND

Customer - Vendor

Detailed specs

Detailed test cases

Lack of shared understanding

IMPACT

Brand and Customer hit

Humility gain

IMPACT

Learning: time heals :)

NEXT STORY

FUN WITH DATA

Photo by Jakub Rostkowski on stocksnap

Web service,
For authenticated users,
Under a phishing attack

Phisher had access to many of our users emails

We did not have any MFA

In order to ensure you have rights to the email address, we have sent an email to youremailaddress@email.com with a confirmation code. Please enter the code in the email to the below field.

See that the verification code kUIaGs is shown in email to know it is sent by us.

Enter code here

Proceed

Your confirmation code

Inbox ×

The example service <theexampleservice@gmail.com> 14:21 (7 minutes ago)

to me

Hi test user,

Your confirmation code is H0lId

You are getting this message because you are trying to log in to the service. This email is sent as a confirmation that you are the one actually trying to login.

To complete the login, please enter the confirmation code to the login page.

Make sure the login page contains this verification code kUlaGs.

The code is valid for 30 minutes. If you were not trying to login to the service, your account might have been compromised. In this case change your password, or contact customer care if that is not possible.

In order to ensure you have rights to the email address, we have sent an email to youremailaddress@email.com with a confirmation code. Please enter the code in the email to th below field.

See that the verification code kUIaGs is shown in email to know it is sent by us.

Enter code here

Proceed

Your confirmation code Inbox ×

The example service <theexampleservice@gmail.com>
to me

Hi test user,

Your confirmation code is H0lId

You are getting this message because you are trying to log in to t confirmation that you are the one actually trying to login.

BACKGROUND

TRIGGER

FAILURE

IMPACT

BACKGROUND:

(Weak login process)

(Phising attack)

Hurry in development

Lack of knowledge

TRIGGER

Poor implementation

IMPACT

Customer confusion

Some unable to use the service

For a very limited amount of time

BACKGROUND

We were able to react and fix quickly

The cost of defects

Is the cost of their impacts

And being able to release
quickly and regularly
is often the
cheapest option

Then again...

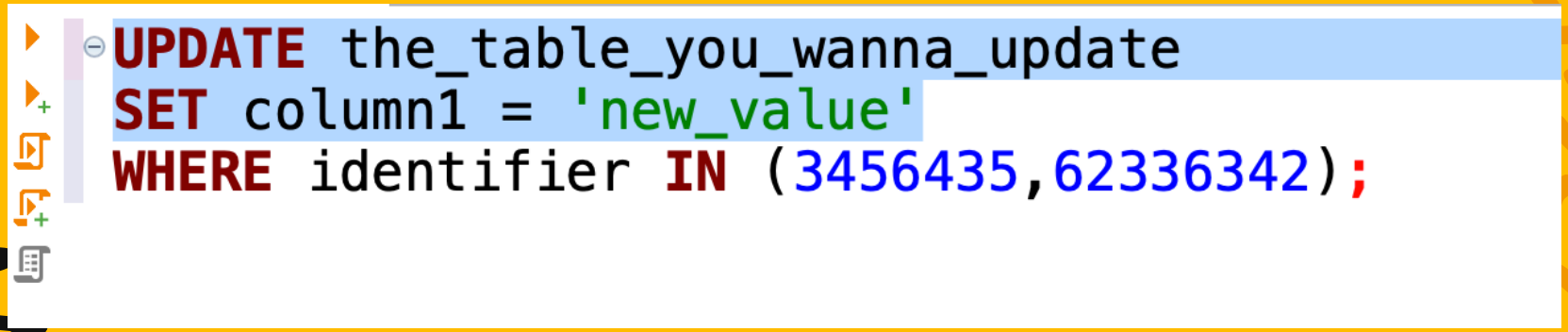
Big problems are often "easy"

Spend time to
Thoughtfully explore
the Product

LAST STORY

Photo by Jeremy Bishop on StockSnap

HANDS IN PROD


UPDATE the_table_you_wanna_update
SET column1 = 'new_value'
WHERE identifier IN (3456435,62336342);

Connection failed!

Unable to connect to host [redacted], or the request timed out.

Be sure that the address is correct and that you have the necessary privileges, or try increasing the connection timeout (currently 10 seconds).

MySQL said: Can't connect to MySQL server on '[redacted]' (61)

OK

Photo by Kindel Media at Pexels

For three long days...

BACKGROUND

TRIGGER

FAILURE

IMPACT

TRIGGER

The update...
And an update...
And an update...

Photo by Viivi Lehtelä

BACKGROUND

Photo by Cindy Tang on Unsplash

BACKGROUND

Risk prevention, important

Practicing reaction to risk, even more so

IMPACT

Huge customer impact

Also lots of learning and improvement!

But addressing one key impact was still missing

Photo by Daniel Reche
pexels.com

BLAMELESS POSTMORTEMS

Photo by Jason Goodman on Unsplash

FINAL WORDS

FAILURE

I your-name-here am a Failure Specialist

With that I:

- Fail. And I'm open of my failures
- Avoid blaming myself or other people on failure, and instead take responsibility and look forward
- Effectively use different means to minimize the impact of failures
- Study and seek to understand failures of all kind, and use this learning to improve the system

#TestingAssembly2024
https://testingassembly.fistb.fi/

THANKS!

Slides Carnival

Pexels and Unsplash

Testing Assembly

Find me at:

linkedin.com/in/anssil

Questions, comments?

Question 1

Have you identified any key things in background that enables to avoid big failures?

Question 11

Any other resources about failures you would recommend?

THANKS!

Slides Carnival

Testing Assembly

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