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# The Blessing of Technology Is to Serve Humanity, Not Exploit It

**News:**

Over 1,000 Delta flights were delayed Sunday (23/11/2026) after an automated system that calculates an aircraft's weight malfunctioned during a busy time for travel ahead of the Thanksgiving holiday. The airline said Sunday morning that its teams were using manual workarounds to get flights off the ground while they sought to restore the automation system that ensures an aircraft isn't too heavy to fly. Hours later, Delta said that system was once again working, though flights were still not back to normal. (Associated Press).

**Comment:**

This disruption is the latest in a series of disturbances affecting American air traffic. United Airlines suffered a widespread systems failure this past Monday, leading to delays in departing flights, coming just days after a communications failure at a Federal Aviation Administration (FAA) facility caused nationwide flight stoppages. The disruption on 13 November of this year forced airlines to cancel nearly 18,000 flights and increased financial pressures on a sector already suffering from high fuel costs.

This air traffic disruption coincides with disruptions in electronic services across the United States, raising questions about the digital infrastructure's ability to function continuously, the efficiency of managing its updates, and the transparency of the government and companies when failures occur—in addition to the possibility of a cyber breach. The disruptions have included the FAA's communications network, systems at airline companies, Microsoft services, and some banking services that users have had difficulty accessing, as well as internal systems at the National Security Agency. These are separate incidents, and it is not unlikely that their cause is security-related.

Just as the civilizational aspect in America is hollow and corrupt, being the product of human minds, recent events have confirmed that its technological and digital development is also illusory and below the expected standards. Experts observe that digital systems have become so complex and interconnected that a fault in one can extend to broader services. David Woods, Professor Emeritus of Integrated Systems Engineering at Ohio State University, was quoted as saying that institutions are pushing to operate these systems faster and at a lower cost, without sufficient concern for their potential failure—meaning daily efficiency is inadequate if the system cannot tolerate errors or quickly resume operation. Problems related to updating these aging systems have also emerged, alongside internal software issues and server pressures, which prevent technical updates from being carried out without disasters occurring. Replacing old technology is necessary, but the method of transitioning to new technology is also part of the problem.

Compounding the issue was the media blackout and governmental deception regarding its true nature, leaving people uncertain where the real problem lies. Eric

O’Neill, a former counterintelligence official at the FBI and a cybersecurity expert, criticized the lack of information provided by the affected entities. He stated that the investigation should examine three possibilities: simultaneous internal failures, external interference, or a flaw in a tool or technology shared between institutions. Meanwhile, Lindsay Moran, a former officer at the Central Intelligence Agency, criticized the absence of clear explanations, viewing the repeated attribution of incidents to human error or mismanagement as insufficient to reassure the public. She also linked the problem to the competence of management and appointments. Consequently, it remains unresolved whether the failure was technical—including issues stemming from system obsolescence—or the result of a cyber breach, or a combination of both, alongside questions regarding the role of artificial intelligence and the possibility of its involvement in these malfunctions.

The alleged American technological superiority has revealed its flaws in these incidents, confirming that America does not employ the technological advancement achieved by the human mind with genuine efficiency that serves humanity. Instead, it uses only that which serves the interests of the capitalists and enables them to amass immense wealth in corrupt societies and a corrupt, criminal economic environment. Therefore, it is no surprise that many technical jobs evaporate and artificial intelligence replaces the workers in them, while cybersecurity expert positions remain vacant, and the market continues to be able to absorb them no matter how many there are.

Technological advancement is a blessing that Allah (swt) has bestowed upon humanity, but it requires a ruling authority that employs it to serve people’s interests and achieve their caring guardianship, rather than restricting its use to generating profits for capitalist companies. Moreover, technological advancement is a double-edged sword; just as it is a blessing in the hands of those who care for people’s affairs, it is a curse in the hands of those who use it against them—by hacking accounts and causing sabotage, as happened in European markets. This is due to the nature of the secular ideology, which is entirely distant from true spirituality and lofty human values. Therefore, it is inconceivable that humanity would enjoy this technological advancement except under the guardianship of Muslim rulers caring for its affairs, in the state of the Khilafah Rashidah (rightly-guided Caliphate) on the Method of the Prophethood, and within a Muslim society that is self-disciplined by the Shariah rulings which create responsible subjects who fear Allah—not merely deterred by fear of the law and cybersecurity experts.

**Written for the Central Media Office of Hizb ut Tahrir**

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