

MAJOR U.S. AIRLINE OUTAGES

2007

november

30



Airline

United Airlines

Location Affected
O'Hare International Airport



Flights Impacted

1,662 flights delayed or cancelled

Length of Outage
7 hours



Cause

Central computer system crash

Systems Affected
Check-ins and reservations



30

august



Airline

Northwest Airlines

Location Affected
Detroit area



Flights Impacted

37 flights delayed

Length of Outage
50 minutes



Cause

Computer glitch

Systems Affected
Flight plans, check-in/boarding passes could not be printed



june

20



Airline

United Airlines

Location Affected
Nationwide



Flights Impacted

268 flights delayed, 24 cancelled

Length of Outage
2 hours



Cause

Computer malfunction due to a "human error"

Systems Affected
United's flight operations computer system Unimatic which supplies information to pilots



SOURCES:

November 30, 2007: <https://global.factiva.com/redirect/default.aspx?P=sa&NS=18&AID=9GRE007900&an=TRIB000020071201e3c100025&cat=a&ep=ASI>

August 30, 2007: <https://global.factiva.com/redirect/default.aspx?P=sa&NS=18&AID=9GRE007900&an=DTNS000020070830e38u00009&cat=a&ep=ASI>

June 20, 2007: <http://www.cbsnews.com/news/computer-snafu-snarls-united-airlines/>;
<https://global.factiva.com/redirect/default.aspx?P=sa&NS=18&AID=9GRE007900&an=APRS000020070622e36m0004s&cat=a&ep=ASI>