

# MAJOR U.S. AIRLINE OUTAGES

2009

july

2



## Airline

United Airlines



## Location Affected

O'Hare International Airport



## Flights Impacted

Several flights delayed,  
100 cancelled



## Length of Outage

5 hours



## Cause

Computer outage



## Systems Affected

Ticketing system

### SOURCE:

**July 2, 2009:** <http://www.cbsnews.com/news/united-airlines-computers-down-in-chicago/>;  
[http://www.cleveland.com/business/index.ssf/2009/07/computer\\_problems\\_delay\\_united.html](http://www.cleveland.com/business/index.ssf/2009/07/computer_problems_delay_united.html);  
<https://global.factiva.com/redir/default.aspx?P=sa&NS=18&AID=9GRE007900&an=TUL0000020151221e573009hu&cat=a&ep=ASI>