

MAJOR U.S. AIRLINE OUTAGES

2011

august

3



Airline
American Airlines



Location Affected
John F. Kennedy International Airport



Flights Impacted
Several flights delayed



Length of Outage
1 hour



Cause
Internet outage due to a broken internet line



Systems Affected
Reservation system

20

june



Airline
United Airlines



Location Affected
Charlotte/Douglas International Airport



Flights Impacted
Several flights delayed



Length of Outage
3.5 hours



Cause
Computer failures due to technology issues (also possibly due to a storm that happened June 19)



Systems Affected
Self-help kiosks used for check-in and computer systems used by agents

june

17



Airline
United Airlines



Location Affected
Nationwide



Flights Impacted
Several flights grounded



Length of Outage
6-7 hours



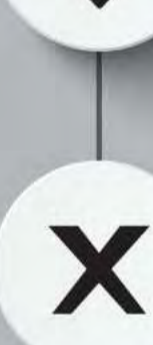
Cause
Network connectivity issue due to computer failure



Systems Affected
Scheduling, reservations, and processing passengers systems

10

june



Airline
U.S. Airways



Location Affected
Nationwide



Flights Impacted
Several flights grounded and delayed



Length of Outage
Several hours



Cause
Computer system outage due to a power outage near one of the airline's data centers in Phoenix



Systems Affected
Website and airport computer systems down

march

26



Airline
Alaska Airlines



Location Affected
Northwestern U.S.



Flights Impacted
Several flights delayed, 60 cancelled



Length of Outage
6 hours



Cause
Computer system failure due to a blown transformer when installing backup power supply for the computer system



Systems Affected
Flight scheduling

1

march



Airline
Southwest Airlines



Location Affected
Nationwide



Flights Impacted
None



Length of Outage
Not available



Cause
Technology problem potentially linked to new frequent-flyer mile program that was unveiled earlier in the day



Systems Affected
Website and flight operations



Airline
Southwest Airlines



Location Affected
Nationwide



Flights Impacted
300 flights delayed



Length of Outage
90 minutes



Cause
Telecommunications servers went down causing phone and computer outages



Systems Affected
Inability to scan boarding passes upon boarding

april

13



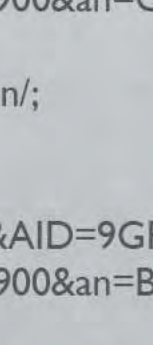
Airline
Alaska Airlines



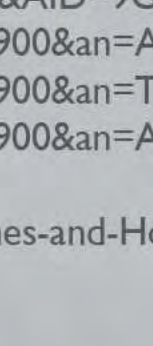
Location Affected
Northwestern U.S.



Flights Impacted
150 flights cancelled



Length of Outage
Not available



Cause
Computer system outage

Systems Affected
Computer systems and operations

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April 13, 2011: <https://newsroom.alaskair.com/2011-03-27-Alaska-Airlines-and-Horizon-Air-Operations-Nearly-Normal-After-Computer-System-is-Restored>