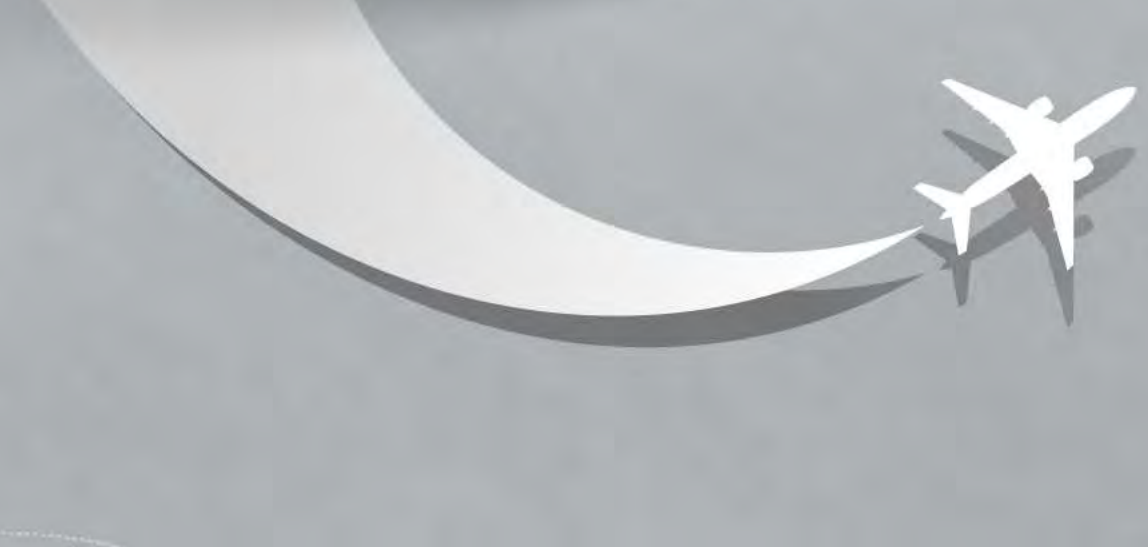


MAJOR U.S. AIRLINE OUTAGES



2012

november 15

- Airline**
United Airlines
- Location Affected**
Worldwide
- Flights Impacted**
636 flights delayed
- Length of Outage**
2 hours
- Cause**
Computer system failure due to an automation issue
- Systems Affected**
United Airlines' Unimatic software (the software used by United ground operations)

8 october

- Airline**
Alaska Airlines
- Location Affected**
West Coast (Seattle, Portland, Los Angeles, Anchorage, and the San Francisco area)
- Flights Impacted**
78 flights cancelled
- Length of Outage**
4 hours
- Cause**
A Sprint communications cable was severed and impacted Alaska Airline's computer network (operated on Sprint)
- Systems Affected**
Check-in, flight operations, and reservations systems

august 28

- Airline**
United Airlines
- Location Affected**
Nationwide
- Flights Impacted**
580 flights delayed, 9 cancelled
- Length of Outage**
2.5 hours
- Cause**
A piece of hardware in a data center failed to communicate properly with other computer equipment causing a computer outage. The backup system failed to take over for the troubled hardware
- Systems Affected**
Website, kiosks, and check-in systems

3 march

- Airline**
United Airlines
- Location Affected**
Worldwide
- Flights Impacted**
Not available
- Length of Outage**
1 hour
- Cause**
System wide outage of their passenger service system (SHARES)
- Systems Affected**
Passenger service system (SHARES), website, check-in, ticketing, and reservations systems

january 11

- Airline**
Alaska Airlines
- Location Affected**
Nationwide
- Flights Impacted**
Over 25 flights delayed for up to an hour
- Length of Outage**
About 6 hours
- Cause**
Computer outage
- Systems Affected**
Operations and flight departure

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