

MAJOR U.S. AIRLINE OUTAGES

2013

october 17

- Airline**
Delta
- Location Affected**
Nationwide
- Flights Impacted**
None
- Length of Outage**
5 hours
(4 hours in AM, 1 hour in PM)
- Cause**
Overnight maintenance caused server issues affecting website and mobile app
- Systems Affected**
Customers unable to book flights or check departure/arrival schedules through website and mobile app

3 october

- Airline**
ExpressJet (operates flights as Delta, American, United)
- Location Affected**
Atlanta area
- Flights Impacted**
Over 500 flights delayed
- Length of Outage**
1 hour
- Cause**
Communications systems outage
- Systems Affected**
Communications system that affected ability to dispatch flights

june 22

- Airline**
Southwest Airlines
- Location Affected**
Minneapolis, Chicago, Phoenix, Denver, and San Diego
- Flights Impacted**
Over 250 flights delayed, 43 cancelled
- Length of Outage**
3 hours
- Cause**
System-wide computer failure due to an unknown technology issue
- Systems Affected**
Impaired ability to conduct check-ins, print boarding passes and monitor the weight of each aircraft

19 june

- Airline**
United Airlines, American Airlines
- Location Affected**
Philadelphia International Airport
- Flights Impacted**
6 United flights cancelled, several American Airlines flights delayed
- Length of Outage**
4-5 hours
- Cause**
Airport claims it was from "connectivity issues," American Airlines says it was caused by a power outage
- Systems Affected**
Ticketing systems, computers and phones

april 16

- Airline**
American Airlines
- Location Affected**
Nationwide
- Flights Impacted**
1,068 flights delayed, 970 cancelled
- Length of Outage**
4-5 hours
- Cause**
Computer outage due to a software issue
- Systems Affected**
Reservations system

SOURCES:

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- June 22, 2013: <http://spectrum.ieee.org/riskfactor/computing/it-it-hiccups-of-the-week-southwest-airlines-computer-failure-grounded-all-flights>
- June 19, 2013: <http://philadelphia.cbslocal.com/2013/06/19/technology-outage-leads-to-delays-at-philadelphia-international-airport/>
- April 16, 2013: <http://www.datacenterknowledge.com/archives/2013/04/16/it-woes-ground-american-airlines-flights/>
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- <http://spectrum.ieee.org/riskfactor/aerospace/aviation/american-airlines-still-recovering-from-software-issue-that-grounded-flights-yesterday>