

MAJOR U.S. AIRLINE OUTAGES



2014

july 18

- Airline**
Allegiant Airlines
- Location Affected**
Nationwide
- Flights Impacted**
Dozens of flights delayed, 8 cancelled, 18 rescheduled
- Length of Outage**
8 hours
- Cause**
Computer outage due to unknown disruption
- Systems Affected**
Check-in system and operations

5 june

- Airline**
Frontier Airlines
- Location Affected**
Denver International Airport
- Flights Impacted**
20 flights delayed
- Length of Outage**
30 minutes
- Cause**
Computer issues due to a technology outage
- Systems Affected**
Departing flight operations

february 18

- Airline**
Southwest
- Location Affected**
Nationwide
- Flights Impacted**
Over 200 flights delayed
- Length of Outage**
30 minutes with sporadic failures that continued throughout the morning
- Cause**
Computer system failure of passenger service system (SHARES)
- Systems Affected**
Reservations system

SOURCES:

July 18, 2014: <https://www.usatoday.com/story/todayinthesky/2014/07/18/allegiant-computer-system-down-creates-headaches-for-fliers/12830427/>
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 February 18, 2014: <http://spectrum.ieee.org/riskfactor/computing/it/hiccups-of-the-week-southwest-airlines-computer-failure-grounded-all-flights>;
http://articles.chicagotribune.com/2014-02-18/business/chi-united-airlines-reservation-system-outage-20140218_1_reservation-system-computer-woes-flight-delays