



IT outage causes widespread flight cancellations for Delta Air Lines

Description

Delta Air Lines is facing continued struggles to restore normal operations following a global cyber outage that occurred last week. The Atlanta-based airline has had to cancel approximately 1,000 flights in addition to the 3,500 flights already scrapped. This has led to chaos for thousands of Delta travelers across the country, with some having to resort to renting cars or facing significant delays in finding alternative flights.

The ongoing operational problems faced by Delta are a result of the outage's impact on its crew tracking system. Despite other U.S. airlines largely recovering, Delta has been unable to return to normal operations. United Airlines, for instance, canceled 9% of its flights on Sunday, which was the second-highest number among carriers.

Delta CEO Ed Bastian explained that the issue primarily affected the airline's Microsoft Windows systems, causing disruptions to a critical application related to crew tracking. He reassured customers that Delta is working on resolving the problem and will make tactical adjustments to ensure the safety of their operations.

Transportation Secretary Pete Buttigieg recently spoke with Bastian to emphasize the carrier's responsibilities to its customers and remind Delta of the department's enforcement role in such situations. Meanwhile, global cybersecurity firm CrowdStrike, whose software update triggered the system problems for Microsoft customers including airlines, reported that a significant number of impacted devices are back online.

Despite these challenges, Delta has not provided a specific timeline for when normal operations will resume. The airline has already canceled 137 flights for Monday, adding to the frustration of travelers affected by the ongoing disruptions.

Vocabulary List:

1. **Disruptions** /dɪsˈrʌpʃənz/ (noun): Disturbances that interrupt an event activity or process.
2. **Operations** /ˌɒpəˈreɪʃənz/ (noun): The activities involved in the functioning or management of a business or service.
3. **Alternative** /ɔːlˈtɜːrənətɪv/ (adjective): Available as another possibility or option.
4. **Significant** /sɪɡˈnɪfɪkənt/ (adjective): Sufficiently great or important to be worthy of attention.
5. **Chaos** /ˈkeɪ.ɑːs/ (noun): A state of complete disorder and confusion.
6. **Reassured** /ˌriː.əˈʃʊəd/ (verb): To say or do something to remove the doubts and fears of someone.



Comprehension Questions

Multiple Choice

1. What is the primary cause of Delta Air Lines' ongoing operational problems?
Option: Crew scheduling issues
Option: Global cyber outage
Option: Aircraft maintenance delays
Option: Weather disruptions
2. Which airline had the second-highest number of flight cancellations on Sunday?
Option: Delta Air Lines
Option: American Airlines
Option: United Airlines
Option: Southwest Airlines
3. Who reassured Delta customers that the airline is working on resolving the issue?
Option: Pete Buttigieg
Option: Ed Bastian
Option: CrowdStrike
Option: Microsoft
4. Which cybersecurity firm triggered system problems for Microsoft customers including airlines?
Option: CrowdStrike
Option: CyberArk
Option: Palo Alto Networks
Option: Symantec
5. How many flights did Delta Air Lines cancel on Monday?
Option: 137
Option: 500
Option: 900
Option: 1,200
6. What specific strategic adjustments did Delta CEO Ed Bastian mention to ensure operational safety?
Option: Updating pilot training programs
Option: Increasing ticket prices



- Option: Enhancing cybersecurity measures
- Option: Making tactical adjustments

Answer

Multiple Choice: 1. Global cyber outage 2. United Airlines 3. Ed Bastian 4. CrowdStrike 5. 137 6. Making tactical adjustments

Vocabulary quizzes

Multiple Choice (Select the Correct answer for each question.)

1. Which term refers to the failure to take proper care in doing something?
 - Option: Assault
 - Option: Negligence
 - Option: Compensation
 - Option: Advocate
2. Which term describes profound or major changes?
 - Option: Invalidate
 - Option: Transformations
 - Option: Alternative
 - Option: Disruptions
3. Which term refers to a skeptical attitude or doubt?
 - Option: Monitor
 - Option: Skepticism
 - Option: Chaos
 - Option: Reassured
4. Which term relates to rules or directives issued by a government or organization?
 - Option: Outage
 - Option: Regulatory
 - Option: Concentration
 - Option: Disruption
5. Who are the individuals or entities being sued in a legal case?
 - Option: Shareholder
 - Option: Cascading
 - Option: Disturbing



Option: Defendants

6. What term refers to the manner in which a task or activity is executed?

Option: Volatility

Option: Reinstate

Option: Performance

Option: Normalize

7. Which term describes behavior or actions that are not suitable or acceptable?

Option: Significant

Option: Inappropriate

Option: Operations

Option: Shareholder

8. What term refers to a period when a service or equipment is not operational?

Option: Monitor

Option: Alternative

Option: Outage

Option: Volatility

9. What term refers to something typically money given to make up for a loss or injury?

Option: Disturbing

Option: Compensation

Option: Dismissal

Option: Cascading

10. Which term refers to the likelihood of sudden or extreme changes?

Option: Negligence

Option: Shareholder

Option: Volatility

Option: Reassured

Gap-Fill (Fill in the blanks with the correct word from the vocabulary list.)

11. _____ can cause chaos in operations if not managed effectively.

12. When faced with challenges consider looking for _____ solutions.

13. The court _____ the contract due to legal issues.

14. After the appeal the decision was _____ by the higher court.



15. A _____ is an individual or company that owns shares in a corporation.
16. Maintaining focus and _____ is crucial for productivity.
17. A small issue can lead to a _____ series of problems if not addressed promptly.
18. Regular practice can enhance your overall _____ in sports.
19. Efforts are being made to _____ relations between the two countries.
20. It is essential to _____ the progress of the project to ensure timely completion.

Matching Sentences (Match each definition to the correct word from the vocabulary list.)

21. The horror movie had many scenes that left the audience shocked.
22. The physical on the victim led to serious injuries.
23. Witnessing the accident was a experience for all involved.
24. The lawyer will for the rights of the marginalized community.
25. The lack of coordination resulted in utter during the event.
26. The new discovery was viewed as a breakthrough in science.
27. The team was by the manager's confident leadership.
28. Efforts are being made to relations between the two countries.
29. The errors in the document could the entire contract.
30. Efficient are essential for a successful business.

Answer

Multiple Choice: 1. Negligence 2. Transformations 3. Skepticism 4. Regulatory 5. Defendants 6. Performance 7. Inappropriate 8. Outage 9. Compensation 10. Volatility

Gap-Fill: 11. Disruptions 12. Alternative 13. Invalidated 14. Reinstated 15. Shareholder 16. Concentration 17. Cascading 18. Performance 19. Normalize 20. Monitor

Matching sentence: 1. Disturbing 2. Assault 3. Traumatic 4. Advocate 5. Chaos 6. Significant 7. Reassured 8. Normalize



9. Invalidate 10. Operations

CATEGORY

1. Business - LEVEL5

Date Created

2024/07/22

Author

aimeeyoung99

ESL-NEWS.COM