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# 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.

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## Vocabulary List:

1. **Disruptions** /dɪs'rʌpʃənz/ (noun): Disturbances that interrupt an event activity or process.
2. **Operations** /,ɒpə'reɪʃənz/ (noun): The activities involved in the functioning or management of a business or service.
3. **Alternative** /ɔ:l'tɜ:rnətɪv/ (adjective): Available as another possibility or option.
4. **Significant** /sɪg'nɪfɪkənt/ (adjective): Sufficiently great or important to be worthy of attention.
5. **Chaos** /'keɪ.əs/ (noun): A state of complete disorder and confusion.
6. **Reassured** /,ri:.ə'ʃʊrd/ (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



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## 9. Invalidate 10. Operations

### CATEGORY

1. Business - LEVEL5

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