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Delta meltdown reflects problems with aging technology

http://www.wsj.com/articles/delta-air-lines-says-computers-down-everywhere-1470647527

Susan Carry, August 8, 2016

Overview:

This article reports a power outage at Delta Airlines recently that disrupted thousands of passengers across the world this summer. When the power outage occurred, Delta Airlines was forced to not let any of its planes to leave the airports they were stationed at. Delta's recent reputation of being the "most reliable" airline will be threatened as well as millions of dollars the company would have made. The article then goes on to discuss how vulnerable Delta's system is and that many airlines need to update their function from old systems made in the 1990s. Since these systems control everything for the airline, tech experts explain that it still needs work. Georgia Power, the power company that serves most of the state, reports that it was a failed "switchbox" which caused all of these damages to the company and interrupted many people's holidays.

Analysis

Major Ethical Issue:

The major ethical issue in this situation would be the company relying so heavily on technology. The company should have multiple back up plans or strategies in case a problem like this occurs to minimize loss and risk of their flights and passengers. Delta Airlines is fully responsible for what happened, and the fact

that they could not solve this issue quickly, shows that any company, no matter their reputation, still has faults and things could go very wrong.

Stakeholders:

The stakeholders in this situation were both Delta Airlines and its customers. Customers experienced long delays and even cancelations on their flights that Monday morning and could have affected people's jobs as well as their vacation time with family. This caused outrage for Delta's passengers. The reason Delta Airlines held stakes in this situation was because their large reputation for being the most reliable airline service is very damaged. Delta also lost millions of dollars since many of their flights were cancelled.

Decision Makers/Who is affected:

The decision makers were obviously Delta Airlines. Although they did make the correct and most safe choice of grounding it's planes until it's systems were up and running again, the customers were heavily affected by this.

Relevant Theory:

The only ethical theory I could see applying to this scenario is Social Contract. Delta Airlines most likely outlined what to do in a situation such as this in a contract or document. They operated in the highest level of professionalism they could, given the terrible situation given to them.

Solutions:

The solution to this problem was that anyone could reschedule their flight free of charge once the systems were running again. A solution to avoiding this problem would be to set up backup systems to run if the main one fails.