

Francisco Garay

Guest Speaker 2

IT 4400

Michael Hansen – SkyWest Network Engineering Manager

Mr. Hansen didn't waste much time getting into teaching us about him and what he does. He started by telling us where he started and when he ended up at SkyWest. He first started working at Mountain America and was there for 13 years as a computer programmer. He then went on to a company called Convergent; he was there for 2 years until they went bankrupt. That is when he ended up at SkyWest in 2001 and has been there since. From there he talked about the following:

- When he first started working at SkyWest, he started out with public IPs and had to switch them all to private IPs. He said it was really rough and they only had on /24.
- Talked about if their system/network went down for just one day they would be out of business.
- Every hour of them being down, it costs them 280 thousand dollars.
- Told a couple of stories when they were down. They were down for about an hour one time and had to cancel 300+ flights. Another time was Christmas morning where they were down for about 30 minutes and they had to cancel about 60 flights. Said he thought it was joke and didn't believe them when they called him and told him.
- Network switches cost 250 thousand dollars a piece and they're really heavy.
- They have to keep up with all sorts of reports to the FAA or they'll get shutdown.
- He explained that if one center goes down, then the whole network/rest of the centers go down.
- They make VOIP a priority at SkyWest.
- He said he doesn't plan on using IPV6, but he's sure everyone will have to make a switch to it eventually.
- The main thing he loves about his job is the challenge. Going into a lot of things sometimes not knowing anything, and figuring it out and feeling accomplished/smart.

