

Course Assignment

System FAILURE kicks Heathrow baggage system offline

- The computerized baggage handling system in Heathrow Airport's Terminal 4 was kicked offline for about two days due to software problems. As a result, carriers in the terminal were forced to sort baggage manually and 6000 passengers experienced delays, cancellations, and hassle.
- Cancellations caused by snags in the 4.3 billion-pound (\$8.5 billion)



THE PROJECT FAILURES ANALYSIS

- On April 5, 2008 a system update was performed to upgrade the baggage handling:
 - 50 flights were canceled on the day of the update
 - A “Bag Backlog” of 20,000 bags was produced

Course Assignment... *Due March 23*

Having the Heathrow baggage system failure case reviewed
write a report discussing the following issues:

- 1) Heathrow baggage system problem
- 2) Causes and explanation of the failure
- 3) Heathrow Luggage System Requirements
- 4) How to avoid related problems by changing the System Requirements
- 5) Your refined version of Heathrow baggage system Requirements

You must complete your report by **04:00pm on March 23, 2016**