

## Crowd Strike Network Outage

### Situation

On 07/19/2024 at 0721 I was notified about a network computer outage of unknown origin affecting several businesses across the nation. It was unknown at the time just how large an impact this was going to be across the nation.

### Interventions

The WATCH Coalition was notified of the situation, and we attempted to gain as much information as possible.

The outage apparently was caused by a Windows Operating Software update that occurred overnight. This update was run automatically as any normal update would occur. The update caused computers and networks to go down after attempts to reboot. Computers systems were rendered inoperable.

### Impact

The Regional Healthcare Coordinator utilized the Readyop System, which the WATCH Coalition utilizes for instant email notifications, to message all facilities in the region to obtain status Reports and maintain contact with them until their systems were back up and running efficiently. The WATCH Coalition stood firmly to assist every facility in any way we could, from assisting in downtime processes internally to a state of readiness in case evacuation with patient tracking was needed.

