

24-028 CrowdStrike Internet Outage – Statewide-Jul

SITUATIONAL REPORT

20 JUL 2024 | 0930

Phase: FINAL



Airport delays and cancellations - Source: ABC news

INCIDENT OVERVIEW

WebEOC Incident: 24-028 CrowdStrike Internet Outage – Statewide - Jul
Activation Level: Crisis Action Team

INCIDENT OBJECTIVES

1. Ensure the integrity of Louisiana State infrastructure during event
2. Maintain GOHSEP capability during internet outage
3. Monitor, assess, and support capabilities to serve the people of Louisiana
4. Ensure the availability and efficient use of resources

OPERATIONAL RHYTHM

Parish and ESFS SITREPS Due: 0900 and 1700 daily
SITREP Published: FINAL
NEXT Coordination Call: N/A

Trend Legend:

↑ Improvement Noted
↓ Worsening Situation
→ No Change

Lifeline Color Description:

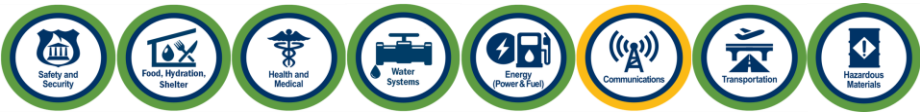
Green (GN) – Minor disruptions or limitations to the community
Yellow (YL) – Disruptions affect delivery of services and resources
Red (RD) – Severe challenges and obstacles hindering essential services
Grey (GR) – Unknown status

WEATHER

- **Today:** Showers and thunderstorms likely, mainly between 2pm and 5pm. Increasing clouds, with a high near 90. Calm wind becoming southwest around 5 mph. Chance of precipitation is 70%.
- Likely pooling of water during heavy rain in low lying areas or where drainage is poor. Do not drive through flood waters.
- **Tonight:** A 30% chance of showers and thunderstorms, mainly after 3am. Partly cloudy, with a low around 75. Calm wind.

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Lifelines Summary		
Cyber - Communications	↑	- ESF2-Cyber will continue to work remediations and assist as needed - LABEOC held partner call and will continue to monitor situation - OTS is continuing to work remediations on affected systems - Inside LAGov: 8,994 CrowdStrike endpoint systems affected out of 87,000; 90% online and operational - Outside LAGov: 4,811 CrowdStrike endpoint systems affected out of 40,000; 88% online and operational - CrowdStrike link to alert: https://gohsep.la.gov/media/kxahimau/crowdstrike_alert.pdf - SEE NEXT PAGE for expanded status update
Transportation	→	Fully operational
Health and Medical	→	- Hospitals: no changes; medical infrastructure remains intact. - Dialysis Network: No reports of any major disruptions across the state. - No clinical closures are reported as a result of the Microsoft/CrowdStrike event.

Lifelines Summary		
Energy	→	Power: - The LPSC is unaffected at this time by the outage. - Cleco is the only impacted regulated utility. Cleco's MyAccount service for customers and their public facing Outage Map are both unavailable; 0915 (7/20) via Cleco website
Safety and Security	→	DOC: - Fully operational - No impact to mission objectives
Food, Hydration, Shelter	→	LANG: - Monitoring situation with GOHSEP Operations DCFS: - Staff experiencing issues with some operational platforms but no impact to department mission objectives
Water Systems	→	No known water system impacts, monitoring.
HazMat	→	No Reports of incident



Lifelines Summary

Cyber - Communications



Government Services:

- Morehouse – IT applied fix and all centers operational
- Plaquemines – Restoration of all services are in progress
- Franklin – All systems operational
- Richland – Applied fix and all systems operational
- Madison - Sheriff's office has experienced an outage in its Motorola Flex system and the NCIC omnyx program
- Ouachita – Sheriff's office affected, 911 is operational
- Tensas – Sheriff's office outage issues
- Jackson - All systems operational