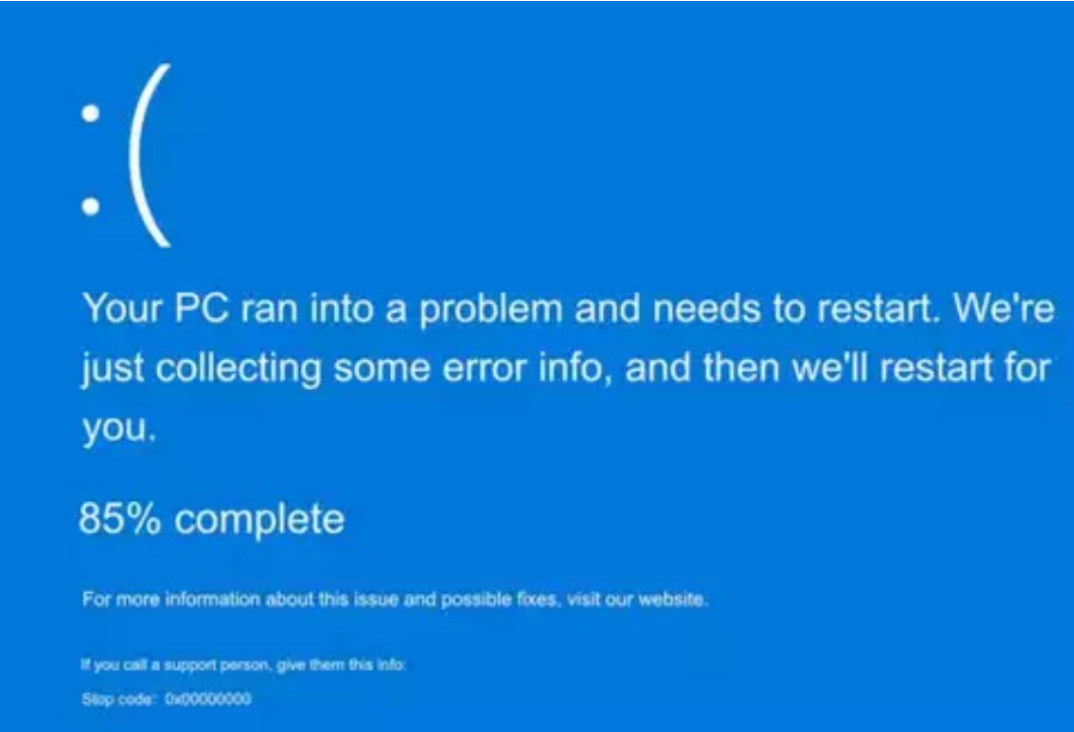




24-028 CrowdStrike Internet Outage – Statewide-Jul
SITUATIONAL REPORT
19 JUL 2024 | 1000

Phase: Initial



OPERATIONAL RHYTHM

Parish and ESFS SITREPS Due: 0900 and 1700 daily
SITREP Published: 1100
NEXT Coordination Call: TBD

INCIDENT OVERVIEW

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

INCIDENT OBJECTIVES

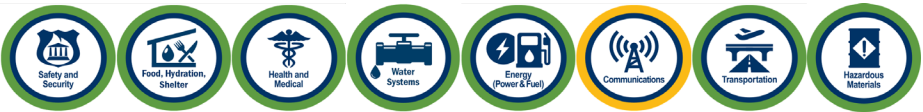
- 1. Ensure the integrity of Louisiana State infrastructure during event
- 2. Maintain GOHSEP capability during internet outage
- 3. Monitor, assess, and support capabilities to serve the people of Louisiana
- 4. Ensure the availability and efficient use of resources

WEATHER

- High rain chances are expected for several days...today through at least Tuesday of next week Timing each day will be greatest mid/late morning through the early evening hours.
- Although not a particularly high probability, there will be a threat for flash flooding in the region each day

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Lifelines Summary	
Cyber - Communications	• The LABEOC internet connectivity has not been affected. We are monitoring private sector partners' limitations. The most significantly affected areas are the transportation and healthcare sectors. • CrowdStrike is aware of Windows hosts crashes related to the Falcon Sensor • GOHSEP security and interoperability has identified remediation plan and will publish to all parishes and ESFs • OTS has published guidance to its customers • Statewide helpdesk will be setup by 1700 today • 13,980 CrowdStrike endpoint systems affected out of 87,000 • SEE NEXT PAGE for expanded status update
Food, Hydration, Shelter	<u>LANG:</u> • Monitoring situation with GOHSEP Operations
Health and Medical	• Hospitals: ESF8 has canvased the Hospital Regional Network – no major issues reported. All systems appear to be operational and no diversions have been reported as a result of the Microsoft/Crowd strike event. • Pre-Hospital: LERN has also reported that there are no interruptions in service at this time. • LDH Agency platforms: Individual users experiencing issues; Villa and Central 24-hour Facilities have reported some network and computer issues but no critical infrastructure challenges identified yet; There are some outwardly facing platforms that are experiencing network and access problems. Some offices/bureaus are planning to switch to paper by 11 am if not up and running.

Lifelines Summary	
Energy	<u>Power:</u> • 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.
Safety and Security	<u>DOC IMC:</u> • Monitoring the situation for any potential unforeseen impacts to Departmental operations and mission
Transportation	• No Reports of incident
Water Systems	• No known water system impacts, monitoring.
HazMat	• No Reports of incident



Lifelines Summary

Cyber - Communications

Government Services:

- Caddo—GOHSEP websites offline
- Bossier—GOHSEP websites offline
- Webster—Webster 911 is back up but all GOHSEP websites are offline
- Red River—GOHSEP websites offline
- Acadia – only Acadia SO having issues and City of Rayne, no others; 911 still functional
- Evangeline – only Evangeline Parish SO having issues, and Ville Platte City Hall
- Lafayette –LUS fiber only phone issues and working towards resolution, Lafayette SO impacted
- St Martin – was impacted, IT getting things back on line
- West Feliciana - 911 is down, all servers down at EOC and WFPSO, Grocery stores, hardware stores, gas stations and most restaurants have also been affected and are down; Cash only payments being accepted
- Orleans – agencies having to use paper reports due to databases down. Sharepoint and WebEOC down.
- Plaquemines – affected by all platforms supported by CrowdStrike
- Kenner –LA Driver, E-Crash, MobileCop, AFIS and NCIC down
- St.James - random computers throughout the parish that went into recovery mode with CrowdStrike
- St. John the Baptist' - Utility Dept has issues logging into a third party vendor for billing
- Lafourche Parish - Verizon based GPS system not working and time clock system down. 911 is operating, cannot access their regular files. Sheriff's Office Dispatch went down last night, but they are operating on a work around
- Assumption - 911 is having issues retrieving state information
- St. Helena-experiencing internet issues
- Washington- experiencing internet issues
- Morehouse – Sheriff's office and 911 centers outage issues
- Franklin – Sheriff's office and 911 centers outage issues
- Richland – Sheriff's office and 911 centers outage issues
- Madison - Sheriff's office and 911 centers outage issues
- Ouachita – Sheriff's office and 911 centers outage issues
- Tensas – Sheriff's office and 911 centers outage issues
- Union - Sheriff's office and 911 centers outage issues
- Jackson - Sheriff's office and 911 centers outage issues
- Lincoln - Sheriff's office and 911 centers outage issues
- City of Youngsville - operating network was affected by this morning's outage. Utility billing, permits, back office accounting, etc.; able to log-in again for the first time as of 10:20am