

From: **"Levitt, Karen"**

To: **"Direct to Mayor and Council - DL"**

Date: 2024-07-19 7:33:57 AM

Subject: Global IT Outage, Implications for the City

---

Dear Mayor and Council,

You likely have already heard the news about a [global IT outage](#) this morning, which appears to have been caused by a software update by an anti-virus company called crowdstrike that has affected machines running Microsoft operating systems.

Fortunately, it appears the City does not have a large deployment of crowdstrike, so at this point our Chief Technology Officer is indicating that we will likely be minimally affected. Our cyber team is already working to resolve a few of the internal applications that have been affected.

If this situation changes throughout the day, we will keep you apprised of developments.

Thanks,

Karen

---

**Karen Levitt**, Deputy City Manager (she/her)

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x"məθk"əyəm/Musqueam, Skwxwú7mesh/Squamish and səliwətaʔ/Tsleil-Waututh nations