CITY OF DORAL
Office of the City Manager
Letter to Council

LTC No. 024-2024

To: The Honorable Mayor and Members of the City Council

From: Rey Valdes, City Manager

Date: July 19, 2024

Subject: **CrowdStrike Global Issue Impacting Energov System**

This Letter to Council (LTC) is to inform the Mayor and City Councilmembers about a global issue that recently impacted our Energov system, which is part of our EPL (Enterprise Permitting and Licensing) system, due to a widespread problem originating from a Windows-based software content update by CrowdStrike.

Brief Explanation of the Global Issue:

CrowdStrike, a leading cybersecurity company, released a Windows-based software content update that inadvertently caused system-wide errors for numerous organizations globally. This issue has affected critical systems, including 911 services, hospitals, airlines, and more, demonstrating the extensive reach and severity of the problem.

Impacts to the City of Doral:

- At 6:09 AM, our first team members arriving at work received a system-wide error in the EPL system.

- The issue was reported to our IT team at 7:11 AM.

- By around 8:00 AM EST, Tyler Community members reported experiencing similar issues. Tyler representatives informed us that this was a "global issue resulting from a Windows-based software content update from CrowdStrike" and assured us that a restoration plan was in place.

- At 9:00 AM, Tyler Community reported that restoration efforts had begun, and by 10:30 AM, many systems were restored.

- As of 11:15 AM, the system is operational, though we are experiencing one error in a portion of the system that has been reported back to Tyler.

- Despite the minor ongoing issue, users are functioning and continuing their work.

This incident has been widely reported by multiple news outlets, highlighting the impact on various critical sectors including 911 systems, hospitals, and airlines.

Please contact me if you have any questions or need more information.