



**UGANDA NATIONAL COMPUTER EMERGENCY RESPONSE TEAM AND  
COORDINATION CENTER (CERT.UG/CC)**

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**Mass IT Outage – CrowdStrike Update**

A significant IT outage has impacted global institutions, including banks, media outlets, airlines, and emergency services. While the precise cause is under investigation, initial reports link the outage to issues with Microsoft PC operating systems. Microsoft's updates indicate recovery for most services, but disruptions persist globally.

**Impact on Uganda:**

Although the primary effects are international, Ugandan organizations using Microsoft services may experience indirect impacts such as delays, connectivity issues, and reduced service availability. It's crucial for Ugandan entities to remain vigilant and prepared.

**Recommendations:**

1. **Stay Informed:**
  - Monitor official communications from Microsoft and relevant service providers.
  - Follow updates from National CERT.UG/CC and other cybersecurity agencies.
2. **Incident Response Plans:**
  - Review and update incident response and disaster recovery plans.
  - Conduct regular drills to test your plans.
3. **Cybersecurity Posture:**
  - Ensure systems and software are up to date with the latest patches.
  - Enhance monitoring to detect and respond to anomalies quickly.
4. **Third-Party Dependencies:**
  - Assess the reliability and security measures of third-party vendors.
  - Develop contingency plans for critical services relying on third-party platforms.
5. **Stakeholder Communication:**
  - Inform customers and stakeholders about potential disruptions and mitigation steps.
  - Provide regular updates on service status and any anticipated downtime.
6. **Report Incidents:**
  - Report any incidents or suspicious activities to CERT.UG/CC for analysis and support.

CERT.UG/CC urges organizations and individuals to remain vigilant and only follow instructions from [legitimate sources](#). CERT.UG/CC recommends organizations to remind their employees to avoid clicking on phishing emails or suspicious links.