

On July 19, 2024, a mass computer outage affecting a large section of both private and public sector Windows-based computer systems caused major interruption of service globally, notably presenting issues in which both timeliness and accessible communications with the public are at stake to ensure both past and future mistakes do not occur. The cause of the outage was a faulty update to CrowdStrike's Falcon sensor cybersecurity software creating constant crashing on affected systems, rendering them unusable. By examining both official and unofficial reports and correspondence from CrowdStrike, we aim to highlight both potential areas of poor communication and proper resourcefulness in their diligent work ensuring a reassuring response. We consider both this perspective in combination with the perspectives of those affected in this incident, such as businesses, to consider if both the effectiveness and appropriateness of CrowdStrike's remediation response are suitable for their target audience.