

MANAGERIAL ECONOMICS

Presented by: Rishabh Verma
Bill Gates 2024-26

THE MICROSOFT WINDOWS 'GLITCH' IS ACTUALLY A WARNING FOR TODAY'S TECH



Without backup plans, global IT outages will happen again

July 21, 2024 8:53 am

Experts warn of a repeat unless contingency plans and redundancies are implemented. The incident also raises concerns about market concentration in the cybersecurity industry.



Microsoft says about 8.5 million of its devices affected by CrowdStrike-related outage

July 21, 2024 8:46 am

The impact was widespread due to CrowdStrike's use in enterprises running critical services.



CrowdStrike IT outage affected 8.5 million Windows devices, Microsoft says



- Microsoft says it estimates that 8.5m computers around the world were disabled by the global IT outage.
- It's the first time a figure has been put on the incident and suggests it could be the worst cyber event in history.
- The glitch came from a security company called CrowdStrike which sent out a corrupted software update to its huge number of customers.
- Microsoft, which is helping customers recover said in a blog post: "We currently estimate that CrowdStrike's update affected 8.5 million Windows devices."

INDIA TODAY

Biggest IT outage in history? Microsoft glitch hits flights, banks, broadcasters

A major IT outage affecting systems globally, including in India, Australia, Germany and other countries was reported on Friday.

- **Widespread outages in Microsoft cloud services have affected several countries**
- **Flights grounded, emergency services hit, health sector disrupted**
- **Outage hits flight operations, trading and other services in India as well**



Was this Microsoft outage the biggest in history?

Cybersecurity researcher Troy Hunt said in a post on X, "I don't think it's too early to call it: this will be the largest IT outage in history" He was quoted by CNBC as saying, "Ongoing tech disruption is set to be the largest IT outage in history."

Meanwhile, an opinion piece on Sky news.com read, "It's possible we are looking at the largest IT outage in history."



Troy Hunt · Jul 19, 2024

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Products like this need to auto-update as they're continually evolving to respond to emerging threats. New attacks need new defences, so these products need to regularly update on your PC.



Troy Hunt

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They also usually operate in what we'd call a "privileged" space on your machine, that is they have very broad-reaching control in order to detect and mitigate risks. That also means that if something goes wrong with an update, it's able to catastrophically nuke your machine.

12:27 PM · Jul 19, 2024



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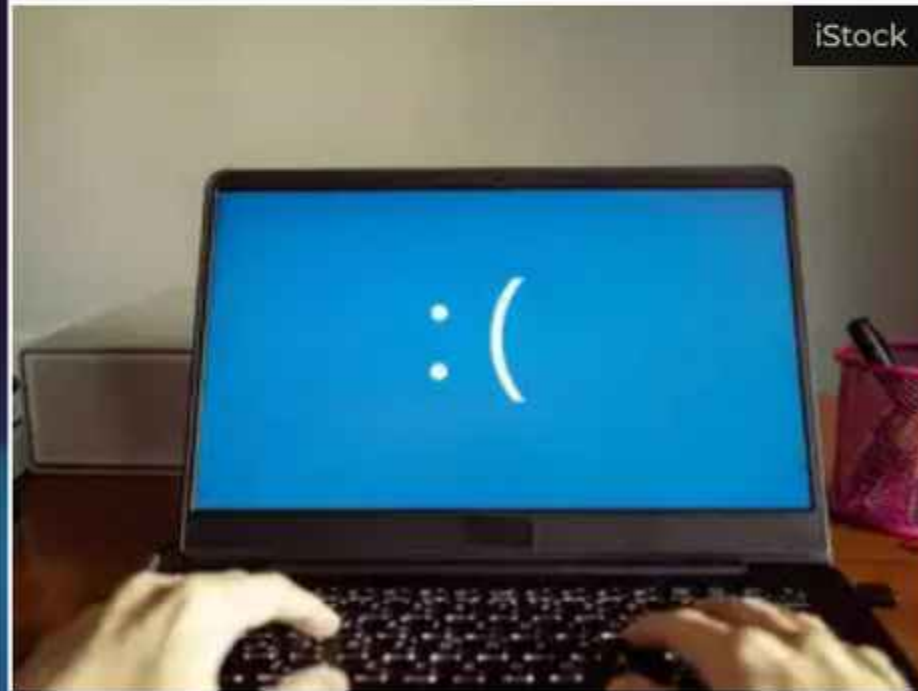
CrowdStrike-Microsoft outage: Was this a cyberattack? How did the outage happen? What are CrowdStrike and 'BSOD'ing? When will the glitch be fixed? And can we call it the largest IT outage in history? Here's all you need to know about the global outage on July 19.



THE ECONOMIC TIMES | News

Synopsis

Microsoft CrowdStrike glitch: In a catastrophic IT failure, a botched software update by CrowdStrike crashed Microsoft Windows systems worldwide, affecting industries from banking to healthcare. Businesses faced disruptions as tech workers manually rebooted systems. The incident highlights the vulnerability of global supply chains to IT failures and cyber threats. Airlines, banks, and hospitals were among the severely impacted sectors, with ongoing repercussions.



In what will go down as the most spectacular IT failure the world has ever seen, a botched software update from cybersecurity firm [CrowdStrike Holdings Inc.](#) crashed countless [Microsoft Windows](#) computer systems around the world on Friday.

Microsoft Corp. and CrowdStrike have rolled out fixes, and systems are gradually being restored

Microsoft Cloud Outage: From ATMs to stock trading and flights, epic IT crash leaves trail of chaos

There have been outages before, but none that approached the scale of CrowdStrike's, which hit airlines, banks and health-care systems, and whose repercussions are still being felt. In 2017, a series of errors within Amazon.com Inc.'s cloud service affected the operation of tens of thousands of websites. In 2021, issues at content delivery network Fastly Inc. took out the websites of several media networks, including Bloomberg News. Disruptions also incapacitated Amazon's AWS cloud service.

Microsoft outage: What services were impacted?

- **Stock Broking Disruptions:** Shares of firms like Angel One and 5paisa Capital fell as traders faced operational issues amid a global IT outage affecting financial sectors from Hong Kong to London.
- **Airline Impacts:** Worldwide flight delays and cancellations were reported. In India, IndiGo cancelled 200+ flights, while SpiceJet, Air India, and others issued advisories.
- **Financial Sector Strain:** The RBI noted Microsoft Services outages affected 10 banks and NBFCs, causing minor disruptions being resolved.
- **Health Systems Disrupted:** Global health systems cancelled procedures and used handwritten records. NHS in England faced appointment and record disruptions, but emergency services remained unaffected.
- **Media Outages:** Britain's Sky News resumed with limited capacity after an outage. Australia's ABC also reported a "major network outage."



LESSONS LEARNED

- 1. The Interconnectedness of Cyber Ecosystems**
- 2. Critical Patch and Change Management**
- 3. Comprehensive Vendor Risk Management**
- 4. Business Continuity and Disaster Recovery Planning**
- 5. Enhanced Monitoring and Incident Response**



THANK YOU