



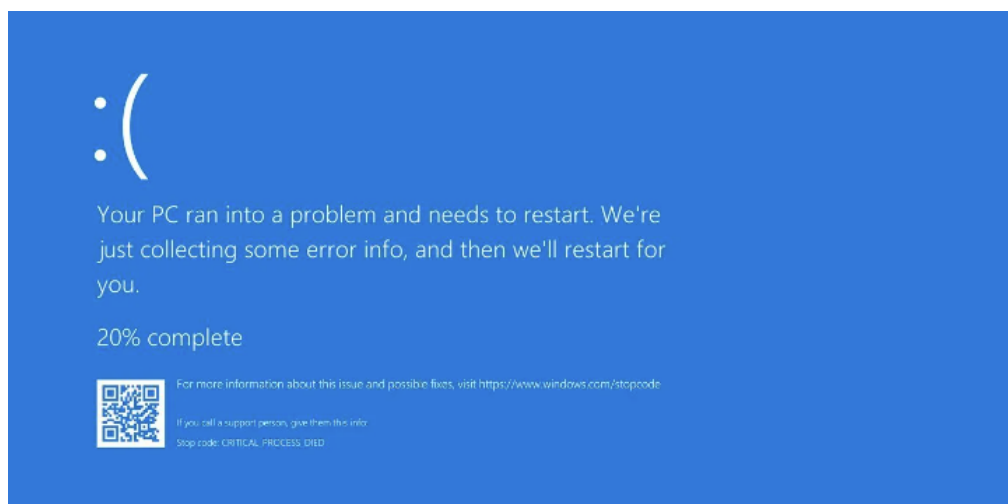
ATENEO DE MANILA UNIVERSITY

OFFICE OF THE VICE PRESIDENT FOR DIGITAL INFORMATION AND TECHNOLOGY SERVICES

19 July 2024

MEMO TO	The University Community
FROM	(Sgd) Janice S. Bello <i>CIO and VP for Digital Information and Technology Services</i>
SUBJECT	Update on the Global Microsoft and CrowdStrike Outage

As you are aware by now, there has been a worldwide outage of systems that run on Microsoft and CrowdStrike. This problem is due to a conflict between CrowdStrike's recent software update and Microsoft's platform. This causes Microsoft computers to encounter the "blue screen of death," or BSOD, causing them to restart repeatedly. CrowdStrike is a security company that offers endpoint protection and other services.



Rest assured that this outage has not affected any of our crucial systems or our university-issued computers. All our important systems are up and running as

expected. We are still monitoring our systems, and we will update the community if there is any critical development.

For any questions or concerns, feel free to reach us via email at itsupport@ateneo.edu or call us at 8426 6001 local 4242 from 8am to 5pm on Mondays to Fridays and 8am to 12 noon on Saturdays.

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