



DFES General Circular No: 108/2024

File: D35683

29 July 2024

GLOBAL CROWDSTRIKE OUTAGE – AFTER ACTION REVIEW

DFES has commenced an After Action Review (AAR) for the Global CrowdStrike Outage which impacted systems, hardware, and business processes on Friday 19 July 2024.

The review team is seeking **Observations** from system owners, users, and business areas impacted, and from people involved in the management of the incident, to inform the review. These observations can relate to any aspect of the incident that demonstrates where good outcomes were achieved, or where improvement is needed.

Observations should be submitted using the [Lessons Management - Observations Register](#) by **1600hrs Friday 2 August 2024**.

Guidance for writing good observations is available [here](#).

Feedback provided in the form of observations will be collected, analysed and reported on to assist with identifying system and process improvements and reviewing business continuity plans.

The purpose of Lessons Management is to provide a consistent approach for the collection, analysis, and sharing of lessons. It is to ensure action is taken to effect change and improve DFES' performance and the effectiveness of how we respond to incidents that impact continuity of service.

If you have any queries please contact Shelley Staff, Manager Risk and Capability on ext 9382, Stuart Walsh, Director ICT on ext 9570 or Gemma McLachlan, Manager Lessons Management on ext 0714.

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