



SONJA DOSTI | COMMUNICATIONS DIRECTOR

PHONE: 559 | 600-1224
EMAIL: sdosti@fresnocountyca.gov

JULY 19, 2024

SEVERAL FRESNO COUNTY DEPARTMENTS ARE STILL NOT FULLY ONLINE FOLLOWING THE GLOBAL OUTAGE

FRESNO, CA – The County of Fresno has been impacted by the widespread global technology outage that was caused by the Windows update sent by cybersecurity firm, CrowdStrike.

400 of the County's servers were down but are now all running. At least 3500 workstation laptops or computers are still adversely affected. Each computer must be manually re-booted which is a time-consuming process.

The County is prioritizing the updating and re-booting of systems in mission critical areas involving emergency services, the Fresno County Sheriff's Office and jails, the Juvenile Justice Center, Hall of Records, and Child Welfare Services, among others.

Because of the time required to bring computers and systems back online, several of the County's departments will not be able to respond to the public in a timely manner. Furthermore, many of the County's information is dependent on the State's systems which are also down and undergoing updates.

Throughout this incident, the County has not experienced any breach of employee or resident information. The County appreciates the dedication of its IT staff from the Internal Services Division who have been working on this issue since almost 1:00 a.m. this morning.

The County will give another update in the afternoon.

####