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Goodhue County Administrator, Scott Arneson, and the Goodhue County Board of Commissioners would like to formally recognize the hard work and dedication of the Information Technology Department for their response to the recent "CrowdStrike" incident.

In the early morning hours of Friday, July 19, CrowdStrike, a global cybersecurity vendor, released a faulty software update to millions of computers around the world causing them to crash with the "Blue Screen of Death", or BSOD. Goodhue County uses the CrowdStrike software through a partnership with the Minnesota Department of Information Technology, MN.IT.

For several hours, before knowing what was causing the BSOD or how widespread the issue was, IT staff worked remotely with affected systems to provide limited functionality. By 6am, the cause of the issue was known but no resolution had been identified. IT staff were in the office analyzing the county network, servers, and personal computers. By 8am, CrowdStrike had released information on how to resolve the issue and IT staff immediately began recovering network servers and computers. By Noon, all county servers were back online, and IT staff were working in all county buildings to restore individual computers.

This incident had a worldwide impact, with the story being broadcast on national news, affecting all sectors of the economy. Impacts were felt throughout the weekend and into the following week, while some industries are still dealing with the effects. Due to the rapid, professional, and knowledgeable response of IT staff, Goodhue County was fully operational less than 24 hours after the initial incident report.

While dealing with such a stressful situation, the IT staff was reassured by the positive support and encouragement from coworkers throughout the county:

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- The Recorder's Office was especially patient and understanding
- The 911 Dispatch Center and the Adult Detention Center, both 24/7 operations and the earliest to experience the BSOD, were extremely helpful in communicating and coordinating efforts throughout the Law Enforcement Center
- HHS also provided extensive support communicating with staff and prioritizing IT efforts
- Many departments provided moral support in the form of candy or refreshments
- Everyone in the county was supportive and patient, which helped ensure the fastest recovery possible

The Goodhue County Information Technology Department did an outstanding job dealing with a highly unpredictable situation in a calm, professional, and organized manner, putting the needs of the county first and foremost while working through to a full recovery.

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