

CrowdStrike Outage: Impact and Recovery

From grounded flights to stalled out supply chains, the recent CrowdStrike Windows outage caused major disruptions across the globe. Read on to find out how Gartner Peer Community members were impacted, and how they're responding.

A majority of respondents to one Gartner Peer Community poll said the outage had some impact on their organizations

In another Gartner Peer Community poll, half of respondents said their organizations allowed self-service recovery for specific users, while 22% required IT support

Community members shared in a Gartner Peer Community discussion post that in order to manage and mitigate the outage they are primarily focused on employee support, recovery procedures, and incident response

Respondents and data collection period: Verified business and technology professionals participating in Gartner Peer Community polls and discussions between July 19, 2024 - July 22, 2024

About Gartner Peer Community Summaries

Gartner Peer Community is for technology and business leaders to engage in discussions with peers and share knowledge in real time.

The results of this summary are representative of the respondents that participated in each poll and/or discussion in the Gartner Peer Community. It is not market representative.

Impacts of the outage were far-reaching, though some remained unaffected

“No impact directly, however the double-whammy of a Microsoft 365 outage at the same time has exacerbated the recovery process of cloud-based servers and desktops for supply-chain services providers who have experienced outages of their Microsoft-cloud based apps.”

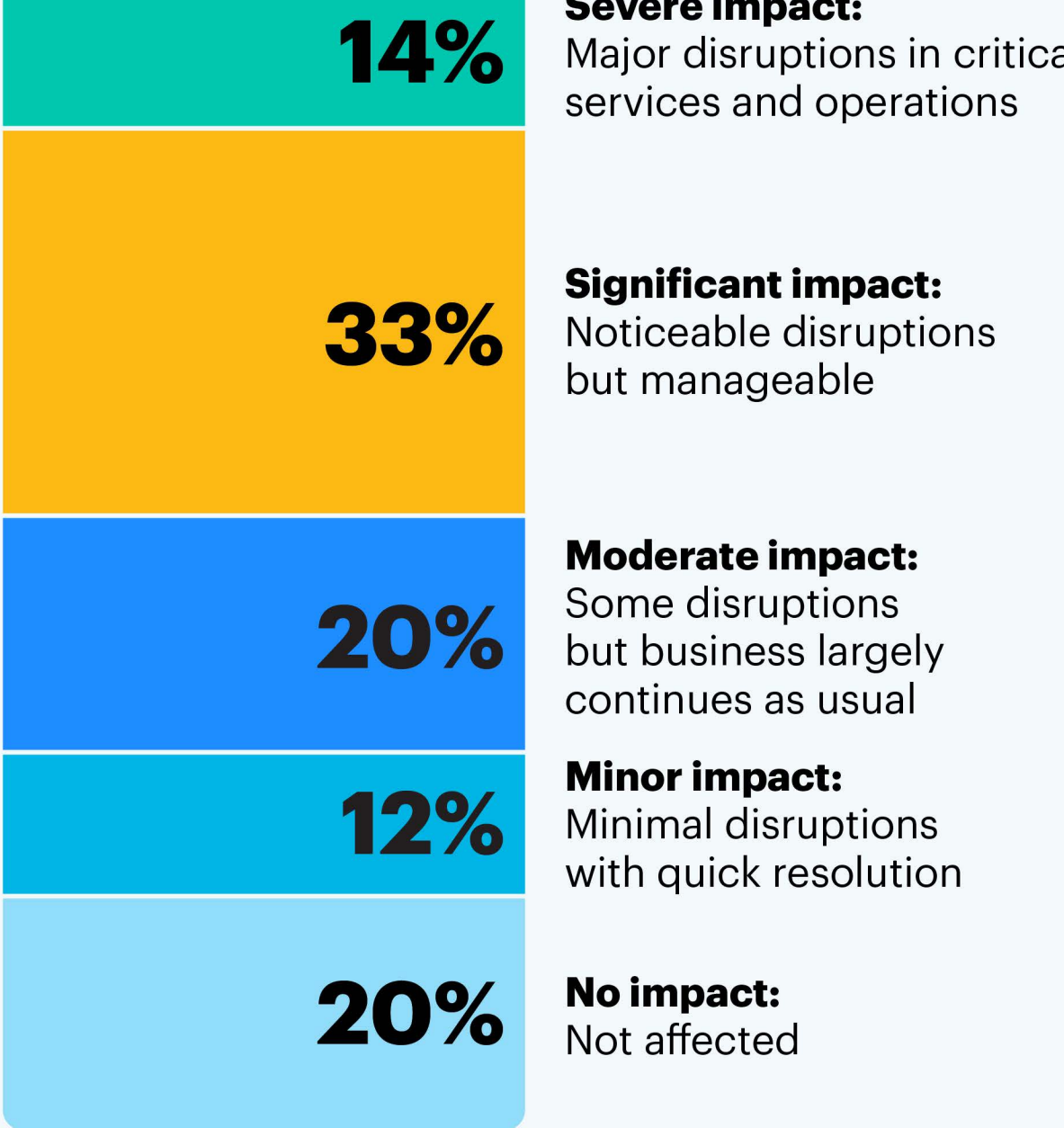
C-suite, professional services industry



Question: [CrowdStrike outage: Any quick advice for orgs affected? What immediate actions are your IT and other teams taking to mitigate the effects of the outage?](#)

In a Gartner Peer Community poll, 47% of respondents said the **CrowdStrike outage had either a severe impact (14%) or a significant impact (33%) on their operations.** Still, 20% said there was no impact.

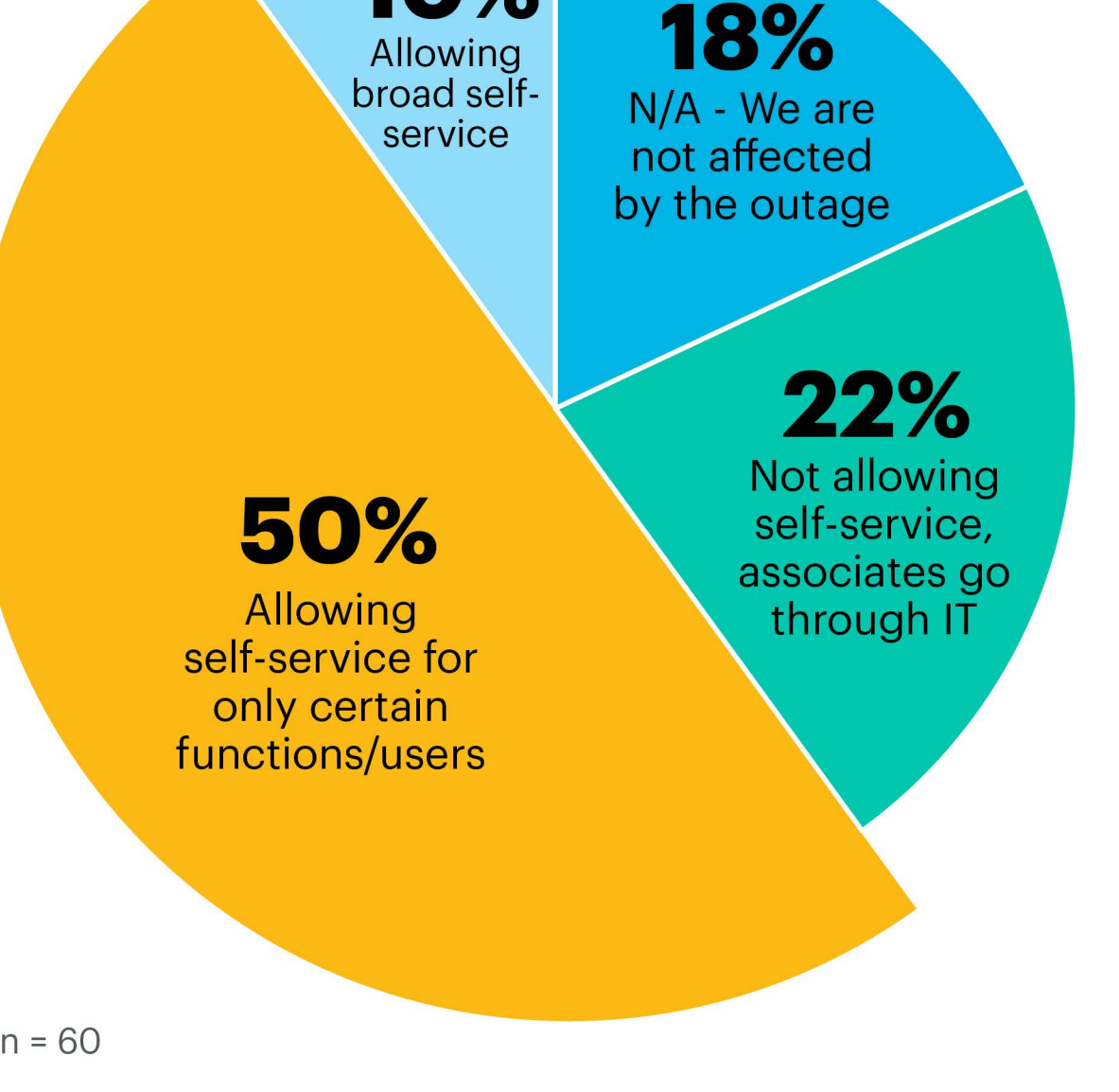
CrowdStrike outage: How much has the outage affected your operations?



n = 83
Note: May not add up to 100% due to rounding

Link: <https://www.gartner.com/peer-community/poll/crowdstrike-outage-how-much-outage-affected-operations>

Targeted self-service recovery often chosen over comprehensive IT intervention



n = 60

Half of respondents (50%) to a Gartner Peer Community poll said their **organization allowed self-service recovery operations for specific functions/users.** However, 22% said all associates were required to go through IT.

CrowdStrike outage: Is your organization allowing self-service recovery operations by associates, or are you requiring them to get IT support?

Link: <https://www.gartner.com/peer-community/poll/crowdstrike-outage-organization-allowing-self-service-recovery-operations-associates-requiring-to-get-it-support>

“We dodged a bullet last week, but if we had been impacted all user support would have been routed through IT. Regardless of the function/role of the user.”

IT operations manager, telecommunications industry

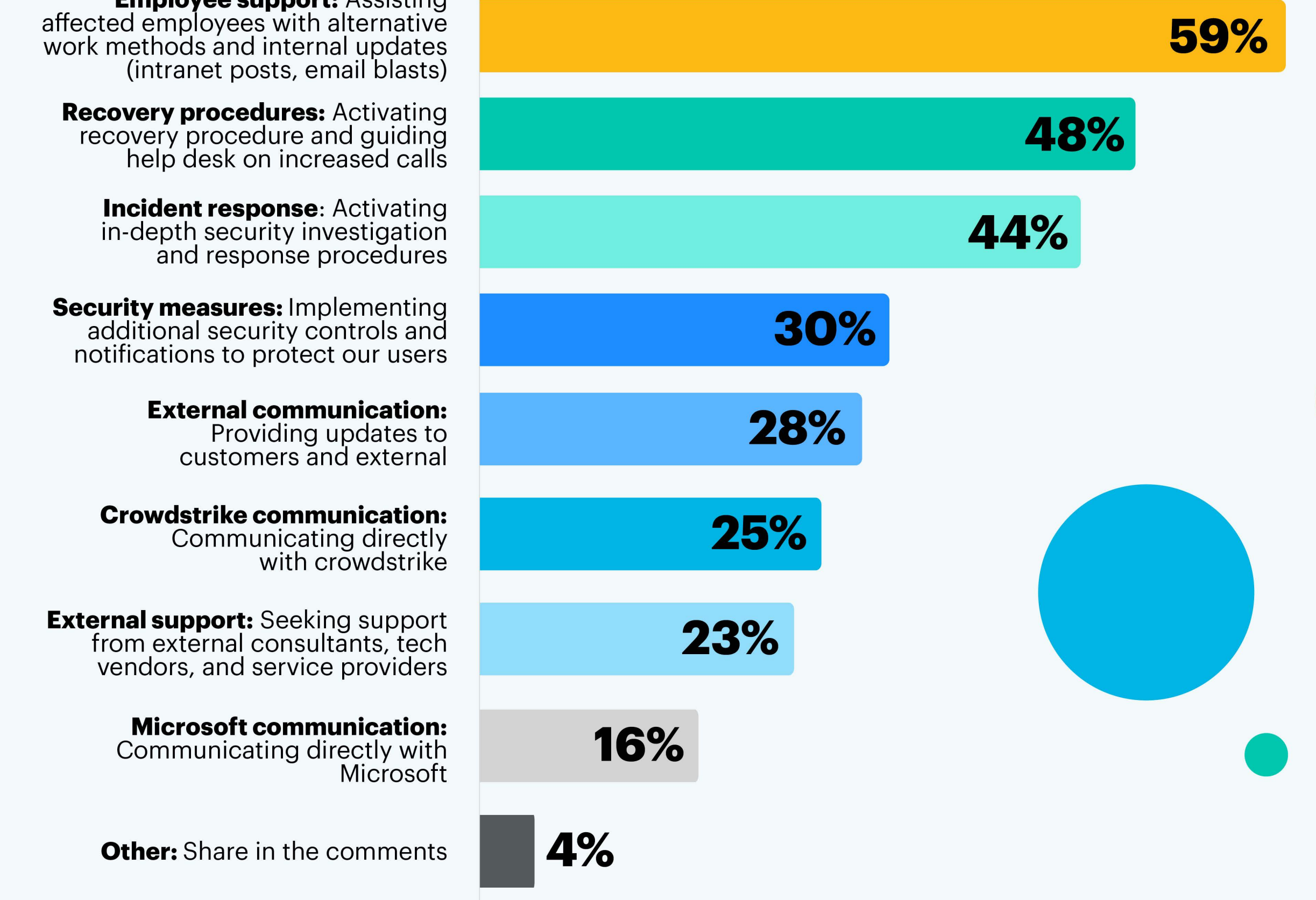


Question: [CrowdStrike outage: Any quick advice for orgs affected? What immediate actions are your IT and other teams taking to mitigate the effects of the outage?](#)

Support, response and recovery lead impact management efforts

Employee support (59%), recovery procedures (48%) and incident response (44%) were the most common actions respondent organizations were taking to **mitigate risks and manage the impact** of the CrowdStrike outage.

What actions is your organization taking to mitigate the risks and manage the impact of the CrowdStrike outage? (Select all that apply)



Link: <https://www.gartner.com/peer-community/poll/actions-organization-taking-to-mitigate-risks-manage-impact-crowdstrike-outage-select-apply-1>

n = 79

“Timely company-wide communication was/is critical. Ability to be flexible with working systems (email, text, etc.) while issues get resolved. And be patient and calm with your IT colleagues. Once they have a handle on resolution, it will work - just be patient and calm.”

VP, arts and entertainment industry



Question: [CrowdStrike outage: Any quick advice for orgs affected? What immediate actions are your IT and other teams taking to mitigate the effects of the outage?](#)

In their own words...

“Understand that reliance on vendors means needing to be prepared to address unexpected events and take that into account when negotiating agreements.”

- Director, software industry

“... We have invoked a passphrase protocol to protect our users from social engineering attempts to gain unauthorised access to our users computers or systems by claiming to be from IT support in relation to the global IT outage.”

- Director, retail industry

“Patch roll out should be in Dev / Test followed by Production. This incident shows many companies don't follow that in this era of Cloud native. We are depending on vendor / partner guidelines for change management. This needs to be reviewed. Crowdstrike (sic) should explain what testing they do before they roll out patches to gain customer confidence back. And this again proves how important [it] is to have [a] strong DR plan.”

- Director, hardware industry

“... By building applications and environments that are not tied to a single vendor, we can implement more effective fallback strategies. This approach is akin to diversifying investments across various stocks and indexes rather than concentrating all resources in one area. Diversification in IT infrastructure, just like in finance, reduces risk and enhances resilience, ensuring continuous operations despite unforeseen challenges.”

- VP, finance industry

Question: [CrowdStrike outage: Any quick advice for orgs affected? What immediate actions are your IT and other teams taking to mitigate the effects of the outage?](#)

Want more insights like this from leaders like yourself?

Click [here](#) to explore the revamped, retooled and reimagined Gartner Peer Community. You'll get access to synthesized insights and engaging discussions from a community of your peers.