



Urgent Notification and Update on Global Microsoft 365 Application Outage

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are sharing urgent information regarding the global Microsoft 365 application outage created by the CrowdStrike disruptions.

On Thursday, July 18, 2024, the Alliance received notification of the Microsoft 365 worldwide outage. A technical issue with a CrowdStrike security upgrade created the interruption.

The Alliance uses several Microsoft services and products in our day-to-day operations and has encountered some outages due to global system failure. As of 6 am, Friday, July 19, 2024, all Alliance systems were online, and all services were operational. We continue to monitor the situation. We are not reporting a cybersecurity incident or breach at this time.

We recognize that many of our providers and members may be affected, and we ask that you promptly report any impacts to your services or Alliance members by calling the Provider Services Department at 1.510.747.4510 or emailing providerservices@alamedaalliance.org.

Please don't hesitate to contact our Provider Service Department or your Alliance Provider Services representative with any questions or concerns to ensure you get the support you need.

We appreciate and thank you for the high-quality care you give your patients and your continued partnership in making a difference in our community.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5 pm
Phone Number: **1.510.747.4510**
www.alamedaalliance.org

ALAMEDA ALLIANCE FOR HEALTH

Global Microsoft 365 Application Outage

Frequently Asked Questions (FAQs)

Overview

The questions and answers below are to support the Alameda Alliance for Health (Alliance) Call Centers when fielding calls from in response to our recent Microsoft 365 worldwide outage.

Q: What is the Microsoft 365 global outage and what caused it?

A: On Thursday, July 18, 2024, the Alliance received notification of the Microsoft 365 worldwide outage. Global systems around the world rely on Microsoft 365 applications i.e., HealthCare, Financial, Media, Supply Chain and Logistic were hit by widespread outages late Thursday and early Friday. A technical issue with a CrowdStrike security upgrade created the interruption.

Q: Were the Alliance's systems impacted?

A: The Alliance uses several Microsoft services and products in our day-to-day operations and has encountered some outages due to global system failure. As of 6 am, Friday, July 19, 2024, all Alliance systems were online, and all services were operational. We continue to monitor the situation. We are not reporting a cybersecurity incident or breach at this time.

Q: What is the Alliance doing to monitor the situation?

A: The Alliance IT team is closely monitoring the situation. All Alliance team members are instructed to:

- Restart their workstations (Laptops, mobile and desktops) before the end of day today.
- Report to the IT Service Desk immediately, if they hear any service outages from our members, providers, delegates, vendors, or other partners.
- Report to the IT Service Desk immediately, if they experience any system outage or anything unusual.

Q: What should Alliance providers or members do if they are impacted?

A: We recognize that many of our providers and members may be affected. We ask that you promptly report any impacts to your services or Alliance members by calling the Provider Services Department at 1.510.747.4510 or emailing providerservices@alamedaalliance.org. Alliance providers can contact the Provider Services Department or their Provider Services Representative to help get any support they need.

Alliance members can contact the Member Services Department, by calling **1.510.747.4567**, Monday through Friday from 8 am to 5 pm, or toll-free at **1.877.932.2738** or emailing **memberservices@alamedaalliance.org**.