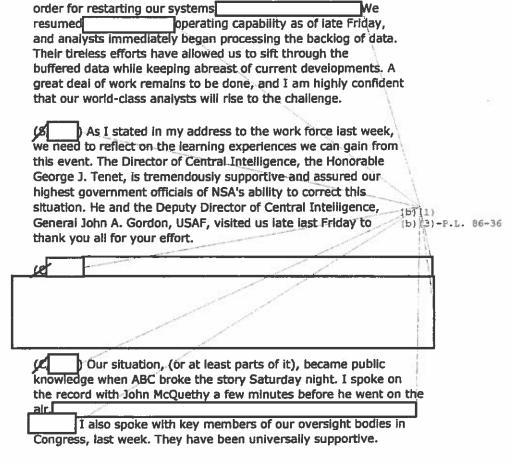
(b)(3)-P.L. 86-36

8/31/2009

DIRNSA | Chief of Staff | ! Strategic Communications Enterprise Communications (b)(3)-P.L. 86-36 Posted on: January 31, 2000 11:35 **Quick Links Format For Print**) Message from the Director re: **MAJOR SYSTEMS FAILURE Agency All Request** Posts 2000 Distribution: Director's Message to the Work Force **Previous Page** POC: Michael V. Hayden [talk_dirnsa@nsa] (b)(1) (b)(3)-P.L. 86-36 **Director's Messages** Exec Messages By now most of our SIGINT LANs are fully operational. Our technical personnel have been working hard to restore our **ODNI Messages** computing capabilities and I thank them for their commitment and tenacity to correct this situation. Likewise, our analysts have CoS Messages been working around-the-clock to act on the data that was stored in buffers since last Monday evening. I'd like to tell you what Campaign Update has transpired and where we currently stand. Search Postings Recapping the events leading up to this situation: last Monday evening, NSA experienced a major systems failure at approximately 1830 caused by a software anomaly Very little data was lost. Regarding (b)(3)-P.L. 86-36 (b)(3)-P.L. 86-36 Our Y2K contingency planning helped us determine the Approved for Release by NSA on 01-18-2012, FOIA Case # 59324 (b)(3)-50 USC 403 (b)(3)-18 USC 798



- (U) As many of you resume your routine mode of operations, I encourage your feedback via talk_dirnsa and insights regarding aii aspects of this situation. Let'stake a strategic look at lessons to be learned from this event.
- (U) In closing, I would like to thank everyone for their compliance in handling this matter with extreme caution. Your patience enabled our technical personnel to remain focused on the task at hand. I commend the entire NSA work force for your unselfish sense of duty that provides security for this great nation.

MICHAEL V. HAYDEN
Lieutenant General, USAF
Director

NOTE: (U) NSA released the following press statement on 29 January:

NSA Processing Affected Due to Computer Problems

The National Security Agency Headquarters suffered a serious computer problem at 7 p.m. EST on Monday, 24 January 2000. This problem, which was contained to the NSA Headquarters complex at Fort Meade, Maryland, did not affect intelligence collection, but did affect the processing of intelligence information. NSA

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systems were impacted for 72 hours.

Contingency plans were immediately put into effect that called on other aspects of the NSA system to assume some of the load. While intelligence collection continued, NSA technicians worked to recover the IT infrastructure. That effort comprised thousands of manhours and an investment of \$1.5 million. The backing of intelligence processing is almost complete, and NSA is confident that no significant intelligence information has been lost.

NSA is currently operating within the window of normal operations.

DRV FM: NSA/CSSM 123-2 Dated 24 Feb 1998 DECL ON: X1

Listing of Past Mailings:

2009 2008 2007 2006 2005 2004 2003 2002 2001 2000 1999 1998 Agency Mass Mailer

> DERIVED FROM: NSA/C8SM 123-2 DATED: 23 February 1998 (b)(3)-F.L. 88-38

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