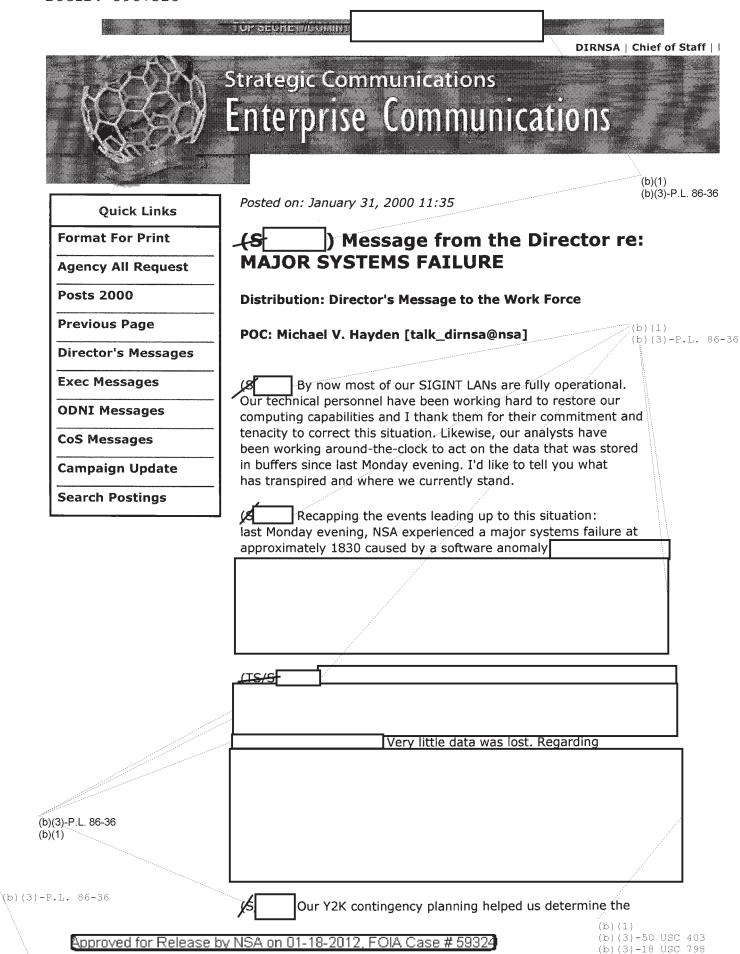
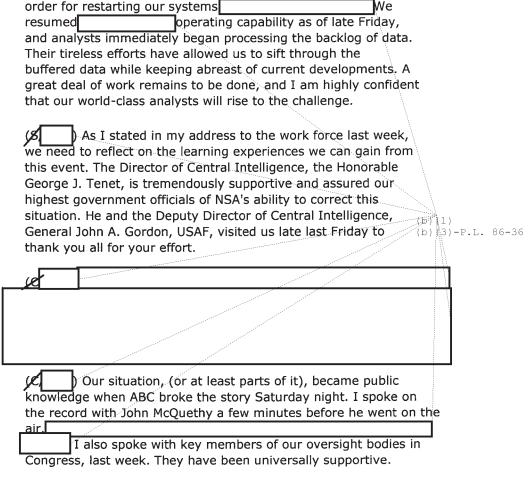
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8/31/2009

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- (U) As many of you resume your routine mode of operations, I encourage your feedback via talk_dirnsa and insights regarding all 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

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 backlog 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/CSSM 123-2 DATED: 23 February 1998

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