

FROM: Chris Rawson, CIO Lloyd's
LOCATION: ITG, Room 604
EXTENSION: 6353
DATE: 14 August 2003
REFERENCE: Y3117
SUBJECT: LLOYD'S TELECOMMUNICATIONS PROBLEMS
ON TUESDAY 12 AUGUST 2003
SUBJECT AREA(S):
ATTACHMENTS:
ACTION POINTS:
DEADLINE:

On the morning of Tuesday 12 August Lloyd's was affected by a virus, known as MSBlaster, which took advantage of a vulnerability in the Microsoft operating system. The virus had first been identified in the US on Monday and has since affected a very large number of organisations across the US, Asia and Europe. Preventative measures were already in place for the majority of Lloyd's IT systems, which remained unaffected, but were insufficient to protect those supporting the telephone system leading to a serious loss of service. While systems were fully recovered later on Tuesday, Lloyd's continues to work with its suppliers and will take all appropriate steps to minimise the risk of such a serious loss of service in the future. We sincerely regret the inconvenience caused.

Chris Rawson
CIO, Lloyd's