

**Question for written answer E-001412/2024
to the Commission**

Rule 144

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Subject: IT outage of 19 July 2024 and possible responsibility of the Commission

Up to 8.5 million Windows devices were affected by the world's largest ever IT outage that happened on 19 July 2024. Microsoft argues that a 2009 agreement prevented it from being able to make all of the security changes that would have prevented the incidence¹. Given how wide-ranging the impact was, with flights delayed or cancelled, the UK's NHS service affected and contactless payments failing to work, it is extremely important that a prevention strategy be put in place. The outage has also made it clear that the existing rules need to be reviewed to prevent security requirements from being compromised by competition rules.

1. What does the Commission make of Microsoft's accusation that the 2009 agreement drawn up to avoid a competition investigation is the root of the IT outage?
2. What measures will it take to ensure that similar incidents are avoided in future?
3. What will it do to ensure the balance between competition rules and IT security in future?

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¹ <https://www.euronews.com/next/2024/07/22/microsoft-says-eu-to-blame-for-the-worlds-worst-it-outage>