PRESS RELEASE – City of Douglas Computer Systems Issues

DOUGLAS, AZ (October 14, 2019) On Tuesday October 1 the City experienced a cyber-attack that affected all City computer systems including email and financial systems. Information Technology staff was able to isolate the virus and prevent any system hardware or data loss. Due to the virus affecting all systems, it took several days to get systems back up and functional. Payroll was affected in that direct deposit files were not transmitted; however, paper checks were issued late Friday to all employees. Computer use at the Douglas Public Library has been interrupted while other services such as payments have continued even during times that our financial system was down.

To date, the City continues to experience technology issues and is not completely rid of the virus within its systems. Despite having firewall and security systems in place, the invasion occurred. We have contracted cyber experts and also working with consultants to remedy the issue as quickly as possible. The goal is to affect City services as little as possible without compromising the City's infrastructure and data systems.   We will keep the public informed as we have information that we can release. We apologize for any inconvenience this may cause.

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