



October 31, 2018

Rabbi Arie Machluf Derei, MK  
Minister of Interior Affairs,  
State of Israel Government

**RE: Israel Election ArcGIS Online Public App Failure**

Dear Minister,

I was very disturbed to learn about the events on Israel's Municipal elections night, which lead to the unfortunate consequences of our cloud services failure during that crucial time.

While ESRI is the global leader in mapping and spatial analytics with millions of customers around the world making billion of maps a day, your situation is of great importance to me. I totally understand and appreciate the significant impacts that this caused, and we are very actively assessing not only how this happened but also how to prevent this in the future. I would like to assure you that we are devoting all necessary efforts in order to understand what went wrong.

We will, of course, update you with the results of our inquiry once it's completed.

In the meantime, I would like to sincerely apologize for the inconvenience and possible embarrassment to the ministry and its staff and offer any assistance we can provide in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Jack Dangermond".

Jack Dangermond,  
President, Esri

Cc:  
Mr. Mordechai Cohen, MOI Director General  
Ms. Neomi Friedman, MOI CIO