









# Data#3

## COVID-19: Managed Services Weekly Status Report

Status: Wednesday 25<sup>th</sup> March 2020

Area	Status	Commentary
 People		<ul style="list-style-type: none"><li>Capacity remains at 100% across Managed Services operations.</li><li>Onsite support staff are being monitored daily by Account CXMs.</li><li>Increased online collaboration with more staff working remotely.</li><li>Risk assessment completed across our customers critical services to identify skills and technology backfills where required.</li></ul>
 Systems		<ul style="list-style-type: none"><li>All Managed Services ITSM and support systems fully operational.</li><li>Customer systems and access remain operational.</li><li>As more of our customers staff are working from home we are working jointly with them to support system change freezes to minimise the risk of changes impacting critical business services.</li></ul>
 Office Locations		<ul style="list-style-type: none"><li>All Data#3 offices remain open and all locations are not impacted by COVID-19.</li><li>Data#3 staff have the option to work from our offices or at home. The majority of our staff are working from home in-line with federal government guidelines.</li><li>Increased communication bandwidth for all staff in readiness for remote workers.</li></ul>
 Supply chain, Services and Support		<ul style="list-style-type: none"><li>Data#3 remain in constant contact with its major suppliers and will provide updates on request (if they have not already been proactively provided).</li><li>Our vendors continue to expect short term impact on production output from their manufacturing factories in the affected regions.</li></ul>

### Managed Services Updates:

- The compulsory work from home trial last week was successful, ensuring the continued effective support for our customers.
- As of this week Service Desk and Engineering staff are predominantly working from home.

### Data#3 Management:

- We continue to follow state and federal government guidelines which informs our decision process.
- Our approach is to maintain a balance between the multiple sources of information disseminated to the public, and the facts to plan to mitigate reduce any service impacts to our customers.
- As conditions or the overall situation changes, we will continue to update our staff and customers as appropriate.
- Data#3 has completed capacity planning to ensure that technology systems can service a significant increase in remote workers.

### Business Operations:

- We have implemented increased infection control protocols in line with Government advice.
- Data#3 will advise customers as soon as possible regarding any product or service which becomes limited or if any impact to customers can be foreseen.