









# Data#3

## COVID-19: Managed Services Monthly Status Report

Status: October 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 either working from home providing remote support or onsite and being monitored by Account CXM's.</li><li>The majority of Data#3 offices are now open under COVID safe working arrangements. More staff are returning to the workplace.</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>We have adapted our processes to increase accommodation of offsite support in managing our customers critical and core systems</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 still working from home in-line with federal government guidelines.</li><li>State offices are preparing for staff return in-line with State guidelines.</li></ul> |
|  Supply chain, Services and Support |  | <ul style="list-style-type: none"><li>Our vendors continue to expect short term impact on production output from their manufacturing factories in the affected regions.</li><li>Microsoft has seen large volumes of Surface Hub 2S orders. As a result, we are seeing less and less stock on hand of Surface Hub 2S</li></ul>  |

### Managed Services Updates:

- This report has now been changed to a monthly status report. Should there be changes in the status across the key areas during the reporting month the report will be updated to show the most recent status.

### Data#3 Management:

- As part of the COVID-19 crisis, we have implemented further enhancements to WHS assessment prior to Customer, Vendor, Event (CVE) site visits. Part of this change will provide practical advice on how our staff can best protect themselves from COVID-19 health risks associated with attending non-Data#3 sites.
- Data#3 Combatting COVID-19 Together <https://www.data3.com/combating-covid-19/>

### 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.