



### **CENIC Planning for Pandemic Response**

CENIC management provided the Board of Directors during its last meeting an assessment of how the declaration of a pandemic, requiring CENIC staff to work remotely, would affect network operations. Fortunately it has been determined that network operations would be able to continue without major disruption, although network deployments may be deferred, depending on their nature.

The major change that would be noticed by CENIC members if a pandemic evacuation of CENIC office were to occur would be via phone interaction with our NOC. Specifically, since network engineers would support the network from their homes in such case, calls coming into the NOC would not be automatically answered as they are when CENIC staff are in the office. Instead, callers would be sent directly to voicemail and asked to leave messages. CENIC engineers would regularly monitor phone messages remotely and return calls. Generally, we think this minor inconvenience is an acceptable change to normal operating circumstances in the case of a pandemic.

To allow us to provide the most effective service to our members during their pandemic declarations, CENIC would also like to be notified of declarations at any sites we serve. Such notification serves multiple purposes. First, if a network event should arise at a site, CENIC NOC staff will know whether or not to expect site staff to be on site and able to provide assistance. Second, if we know that employees of one of our members will be working from home, we can be on the lookout for overloaded connections from local Internet providers and may, in some cases, be able to make network changes to work around potential bottlenecks. Last, we hope that sites declaring pandemic evacuations would let us know of alternative means of contacting campus networking staff should it be necessary to do so. The CENIC Board is helping get the word out to our member sites about our requests to notify the CENIC NOC if a pandemic is declared.