



COVID19 report

Arnes NOC++

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We are mostly working from home. How was the decision process in your organisation? Was it a decision taken by the Government, the company, volunteer...?

- decision to work from home taken by Arnes
 - plans set in motion on Thursday 12th
- government decision
 - from Monday 16th
 - all the schools closed,
 - most of public sector working from home
 - most of government offices closed, working from home
- was kind of expected
 - universities stopped the lectures in the week before the start of isolation efforts



What challenges and problems have you faced at the organization level since the restrictions started?

- working at home
 - setting up a home office
 - get accustomed to video conferencing
 - adopting Mattermost as a group chat tool
 - major improvement, perfect timing for changeover 😊
 - legal
 - overtime
 - upgrade of Arnes VPN and testing before going home



What challenges and problems have you faced at the **organization** level since the restrictions started?

- selecting a team that would hold a fort
 - five people on site
 - call centre, office management (1st level support)
 - helpdesk (2nd level support)
 - backbone engineer
 - access engineer (3rd level support)
 - systems and applications engineer
 - multimedia engineer
 - everybody else working from home

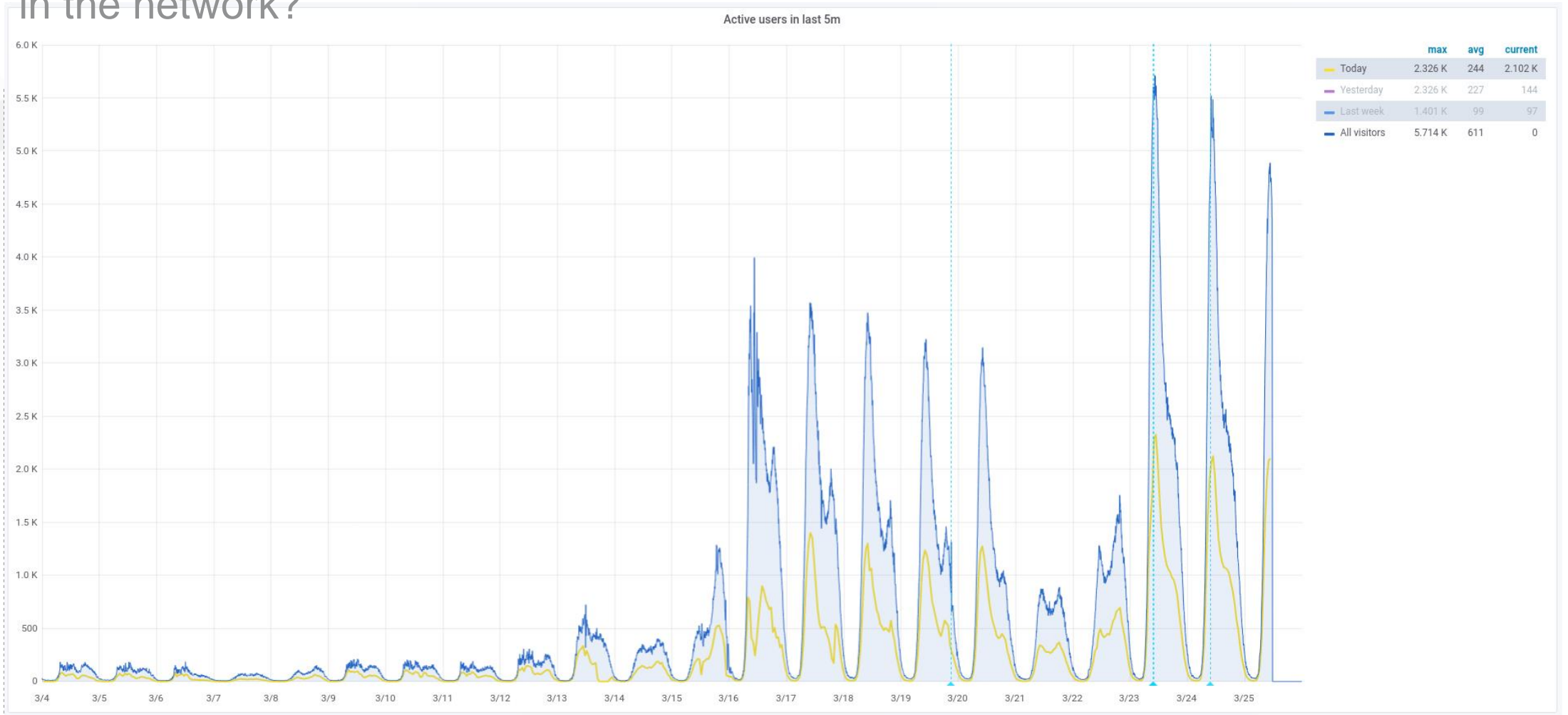


What challenges and problems have you faced at the **NOC** since the restrictions started?

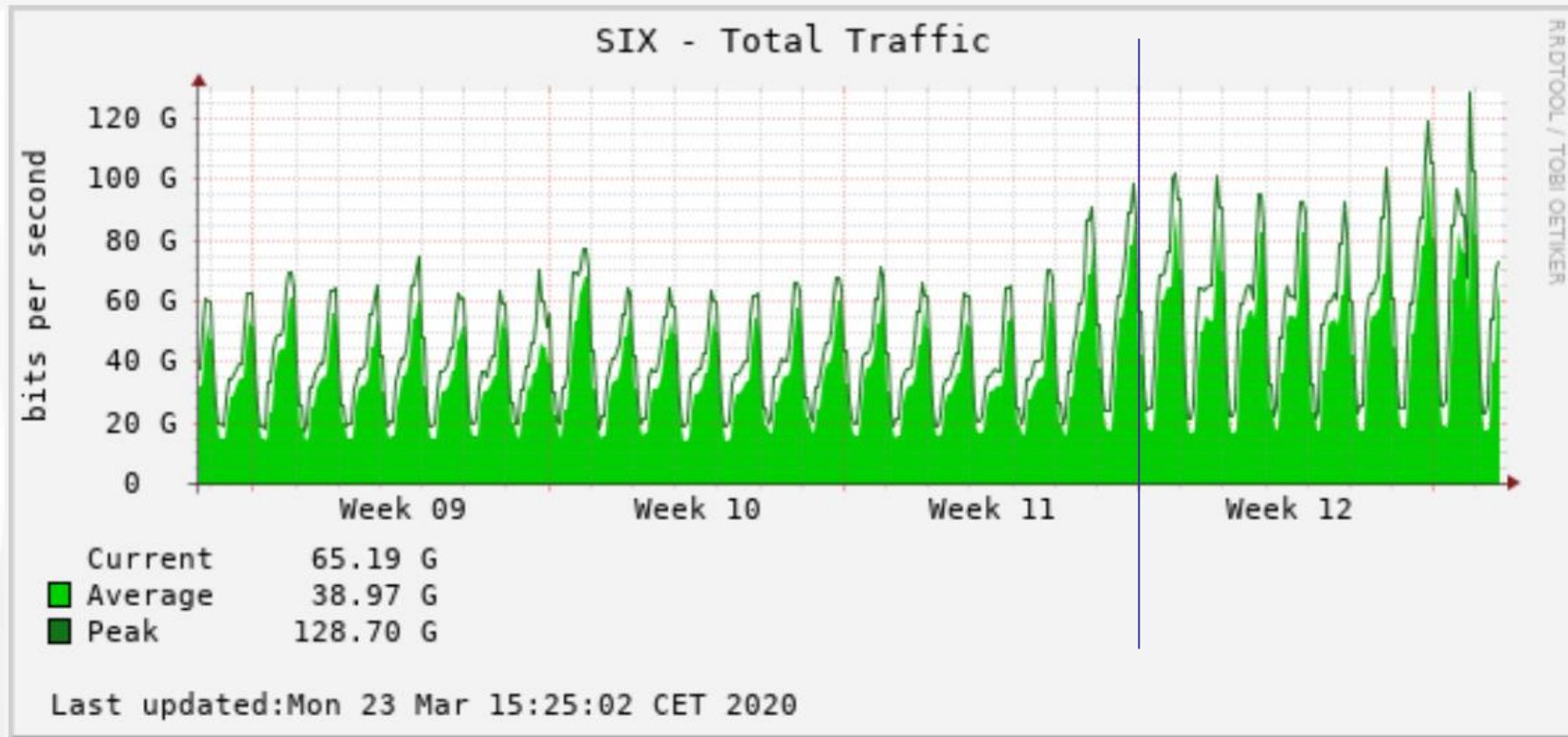
- learning to communicate via Mattermost as a primary comms channel
- vendors
 - most of them in crisis mode over COVID19 isolation efforts too
 - notices of service personnel numbers going down, delays in response and increased repair times



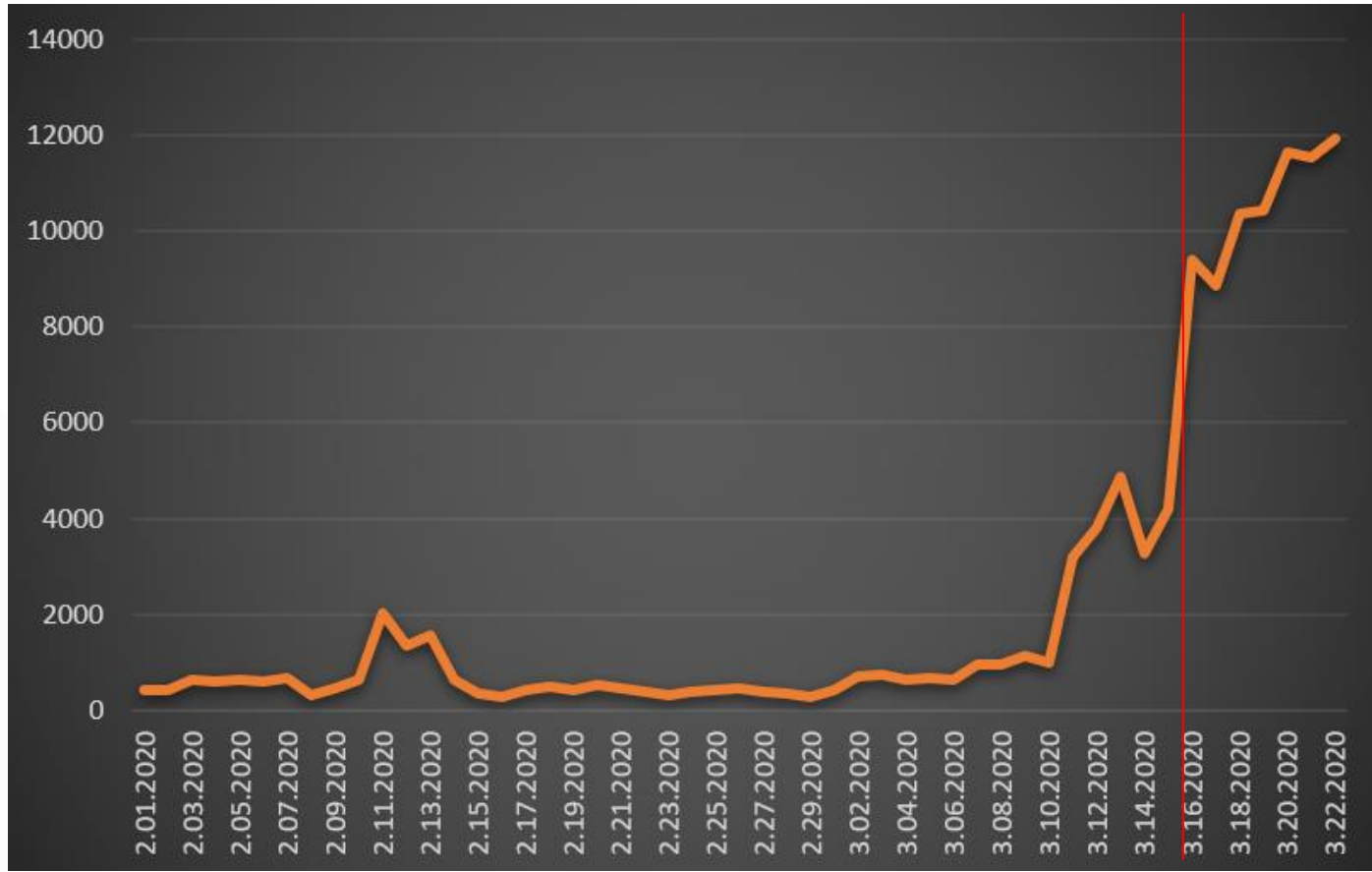
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How did you deal with them?

- Moodle

- rebuild of the service with a distributed setup over the weekend before the classes started
- a glitch in config caused a major headache, service was still not up to demand, meltdown on Monday
- problem solved Tuesday night, everything A-OK since then



How did you deal with them?

- **SIX**

- Updates from three major ISPs
- cumulatively 110 Gbit/s upgrades before the weekend
- new record traffic achieved: almost 130 Gbit/s

- **Video**

- problem in web server config
- would have run into it sooner or later
- demand increasing from day to day – possible problem



How did other institutions react to this crisis?

- most of public sector
 - work from home
 - VPN's and coworking solutions
- schools and universities
 - online lectures one way or the other
 - moodle,
 - email,
 - live video, live video conferencing



How do you communicate internally / externally?

- **internally**

- **MatterMost**

- we were already in the transition from Jabber to MM
- testing was proclaimed done on Friday 13th, Jabber shut down

- **emails**

- **internal team's videoconferences**

- **crisis management meeting each day at 9:00**

- **internal crisis comm's team meeting each day at 10:00**

- internal newsletter each day at 14:00



How do you communicate internally / externally?

- **Externally**
 - Media: email, phone
 - Ministry of Education, National Education Institute of Slovenia, Institute for Vocational Education and Training
 - joined in organising the efforts to continue the school year
 - email, phone, videoconferencing, pigeons if need be 😊



Questions...

Thank you!

