




# **BUSINESS CONTINUITY**

**IXPs**

**euro-IX**



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So, what does that mean for Euro-IX? We very sadly have had to cancel the forum in Tampere, the health and safety of our staff, Members, Patrons and attendees has to come first and with the uncertainty around the virus, we could not take the risk.

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## Business Continuity Meetings

We held the first webinar on Friday 13th March. Among others, our three Italian Members (MIX, NAMEX and TOP-IX) joined the call and were able to share their experience on what happened in their country over the past few weeks. As Italy was the first hit and the first European country to react to the spread of the virus, the information they shared was practical and gave others a glimpse into what was coming and what to prepare for. Since then we've continued the weekly calls and the Members have been able to discuss and share issues and ideas as they arise. I'm happy to share some key points from the calls;


- You must have the correct documentation in place to allow you to access the data centres in-case you get stopped by police. This could be in the form of a government letter or your CEO.
  - IXPs in Europe have seen traffic increases between 30% and 50% already and some saw the gap between day and night traffic decrease, as there is an increase in working from home and home schooling.
  - In some African countries IXPs have seen traffic levels decrease due to the lock-down as the majority of people access the internet from work.
  - Some data-centres are offering free remote hands to limit human contact, ask your data-centre operator what options they have for when you need access.
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- Many IXPs are offering free upgrades, remote hands, working with members to coordinate critical deliveries and upgrades during the crisis.
  - Local communities are coming together so they can provide support to each other, for example UKNOF has a volunteers list: (<https://docs.google.com/spreadsheets/d/150ESj90liWd074Rbe-ZVxsBF5lbVZgwp2-JwtebTOWI/edit#gid=0>), ITNOG are holding regular webinars and have set up a chat channel for crisis support and I'm sure others around the world are doing the same in an effort to stay connected with the community.

With so much uncertainty these days over the virus and the impact it's having on our daily lives, it's been lovely to see the IXPs stay strong and not only come together to support each other but we've seen IXPs go out of their way to support their members and customers. It's wonderful to know you can rely on your Internet Exchange to support and keep the community connected at difficult times.

If you would like further information about IXPs, their members, locations or traffic, take a look at the IXPDB (Internet Exchange Point Database) - <https://ixpdb.euro-ix.net/en/ixpdb/ixps/>

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01.

Work remotely, only go on-site for critical work only.



02.

Support members where possible with remote hands.

03.

Work with government, other IXPs, NOGs and local community to share channels for critical information.



04.

Work with the postal companies and try to set up one day of the week when all deliveries can be picked up to avoid items being sent back.



05.

Ask relevant authorities or government for work permits to allow staff to access data-centres



06.

Keep a record of events related to the IXP, this could be useful in the future.



Refer to WHO for all current information :

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>