COVID-19 Communications - COMMUNITY

This page is for sharing ideas and best practices in communication plus other resources around the COVID-19 pandemic, how it is affecting the NREN and R&E communities, and how GÉANT and NRENs are responding / can respond to provide each other with support and information.

PLEASE KEEP US UP-TO-DATE WITH YOUR COMMUNICATIONS PLANS / NEEDS / OUTPUTS IN THIS AREA - CONTACT laura.durnford@geant.org

For an overview of all COVID-19-related activities in the GÉANT Community Programme see COVID-19 community activities and resources

RELATED ACTIVITIES / TOOLS / INFORMATION:

1) Academic Conferences Cancelled or Postponed due to COVID-19 Caution: bit.ly/cancelledcons (crowd-sourced overview started by an Assistant Professor of Library Services, University of Northern Iowa, USA.

2) A CEO Forum survey has gone to all CEOs and GNA-G members to understand their actions in terms of the following areas:
   A. General B. Organization C. Network & Services D. Community E. Closing remarks

3) A page has been created by CHEITA to enable higher education and research institutions around the world to share current activities: https://paper.dropbox.com/doc/ReadMe-Summary--Awa~DZn_ZuuWe9cPjG3iXTzAg-j9xGgSc0utDeaL1TsWU4

4) TF-EDU has a Wiki page to share information about tools and support for education: https://wiki.geant.org/display/NE/COVID-19+-Remote+educational+tools+and+supporting+information

MESSAGING
IF YOUR ORGANISATION IS PREPARING MESSAGING AROUND THIS SITUATION, PLEASE FEEL FREE TO USE THIS COLLECTION OF INFORMATION AS A RESOURCE - use the filters to sort content by date, audience, delivery channel (medium), topic (category), world region and organisation.

<table>
<thead>
<tr>
<th>DATE</th>
<th>AUDIENCE</th>
<th>MEDIUM</th>
<th>CATEGORY</th>
<th>BY WHOM</th>
<th>REGION</th>
<th>TEXT</th>
<th>LINK</th>
<th>COMMENTS / CONSIDERATIONS</th>
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<tbody>
<tr>
<td>24 March 2020</td>
<td>external, public</td>
<td>website</td>
<td>GENERAL</td>
<td>GÉANT, Marcomms</td>
<td>EUROPE</td>
<td>Following the UK Prime Minister’s announcement, we will be closing the Cambridge Office on 24 March 2020. This means that both our Amsterdam and Cambridge locations are now closed and all GÉANT staff are working from home. We are confident that we can do so with minimal disruption. You can contact us as always via the established email addresses and telephone numbers. GÉANT Operations Please see here for updates.</td>
<td><a href="https://www.geant.org/News_and_Events/Pages/GEANT-and-COVID-19.aspx">https://www.geant.org/News_and_Events/Pages/GEANT-and-COVID-19.aspx</a></td>
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</table>
| 18 March 2020 | external, public | website | GENERAL  | AARNet (Australia) | ASIA-PACIFIC | Information from around the web: Coronavirus  
- Coronavirus data reveals how COVID-19 is spreading in Australia (abc.net.au)  
- Novel Coronavirus: advice for public (World Health Organisation)  
- Our world in data: Coronavirus  
- COVID-19 (The Conversation)  
Teaching & Learning online resources  
- Understanding network impacts of increased online learning (Internet2)  
- Teaching online in the present crisis What you need to know now (Campus Morning Mail)  
Running virtual conferences and sessions  
- RDA suggestions for running remote sessions (Research Data Plenary)  
Working from home  
- Why virtual Co-working Rocks  
- GitLab’s Guide to All Remote  
Quick, work remote! A guide on how to set up your remote working strategy | https://news.aarnet.edu.au/responsi...to-the-global-challenges-of-the-new-coronavirus/                                                                                                                                 |                                                                            |
I would like to say again, how glad I am that we have a standing H&S committee in
email, Slack
2020
17 March
2020
17 March
internal, staff
email, Slack
GENERAL
GEANT
EUROPE
GEANT Exec / Health & Safety Committee (International, based in Netherlands & UK)
Home working
We have to get prepared for a scenario in which we will all have to work from home
over a longer period of time.
• Home office set up
A subgroup of the H&S committee and IT will meet to discuss how we can improve
home office environments, where necessary. Note that we are not only considering
monitors, but also general ergonomics, ie chairs, etc. Please watch this space.
• Taking care of each other – collecting ideas for a Buddy System
Coming to the office is an important part of our daily routines. Humans are social
animals and working in isolation does not come natural to many of us. Please
make sure to stay in touch with each other. We would like to invite ideas on how to
best develop a “buddy system” to ensure that we all have somebody else to check
on us – please speak to me.
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best develop a “buddy system” to ensure that we all have somebody else to check
on us – please speak to me.

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Dear Kantara Members,

I am writing to you on behalf of the Board and Staff to say that we have you in our
minds and in our hearts as we face this global COVID-19 crisis together.

Our extended community is spread around the world and we are present in every
continent. For many of us, working from home and in physical social isolation for
short periods is not unusual nor uncomfortable such is the nature of “hot
communications that we are so familiar with. To many of us, it is uncomfortable and
we must use our powers of understanding to build the same confidence we have in
ourselves, in others around us.

Kantara’s staff are located in Italy, Spain, the UK, Argentina and the US. We will
continue to serve you “business as usual” to the best of our ability, leveraging the
timezone differentials that is so advantageous to an international organization like
ours.

Even before the full extent of the pandemic was known, we were seeing significant
changes in our industry due to emerging economic realities. It is going to be tough
for all of us without doubt, but the Kantara community has weathered economic
storms before and it will weather this one with your unflinching support – just as
Kantara’s support will be unflinching in helping you or your organization.

Stay safe and empowered. You, and Kantara everywhere, will get through this.

Best wishes

Kantara Initative (Internation al, based in USA)
North America

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A reminder what to do, if you or somebody you live with has symptoms
In the event that you suspect that you may have contracted, or been exposed to, COVID-19, it is important that you contact the correct people in GÉANT to discuss your situation.

Every day there is a designated Exec Team Member and HR representative who will deal appropriately with the matter and communicate as required with GÉANT staff. You can find the rota on the COVID-19 wiki space: https://wiki.geant.org/display/CC/COVID-19+Contact+Rota

In the Netherlands:
All advice is summarized here: https://www.rivm.nl/en/novel-coronavirus-covid-19

In detail, this states:

**Do you have symptoms of a cold, or a fever of up to 38.0 degrees Celsius?**

If so, stay at home, allow the illness to run its course and make sure that you do not infect others. You should therefore distance yourself from other people. You do not need to call your GP. Your symptoms are mild.

**Are your symptoms worsening?**

- Do you have a fever (more than 38 degrees Celsius) and are you coughing or having difficulty breathing?

If so, you should call your GP or the out-of-hours medical centre. Get in touch immediately if you are experiencing severe symptoms.

In the UK:

Current UK advice is to use the online services at https://111.nhs.uk/covid-19

Avoid calling NHS111 directly wherever possible.

Many thanks again for reading and let’s keep working together and ensure we come through this as one!

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16 March 2020

Can you tell me more about CANARIE's response to COVID-19?
National Research and Education Network

Together with our partners in Canada’s National Research and Education Network (NREN), we are working to ensure that NREN infrastructure continues to support the needs of Canadian research and education communities as the COVID-19 situation evolves. Our network teams are on alert and sharing information as they monitor network operations across the country. Normal network escalation protocols remain in effect. Should you need to contact a member of our network team, please see:

Network Operations Centre
- For network outages and scheduled maintenance please visit our Network Support page.
- 24/7 Telephone – 613.944.5512
- On-call Engineer – 613.944.5611

Escalation Procedures
In the event of an unscheduled problem or outage, contact our Operations Centre during weekdays between 08:00-17:00 Eastern Time (UTC-5) as follows:
- Engineering Team: noc@canarie.ca – 613.944.5611
- Chief Engineer: Thomas Tam – thomas.tam@canarie.ca – 613.944.5609
- Chief Technology Officer: Mark Wolff – cto@canarie.ca – 613.943.0460

Provincial and Territorial NREN Partners
- Alberta – Cybera: J.F. Amiot | 403.210.5314 | jamiot@cybera.ca
- British Columbia – BCNET: Clarence Lee | 778.782.7764 | clarence.lee@bcc-net.ca
- Manitoba – MRnet: Gerry Miller | 204.224.4988 | mmrnetran@gmail.com
- National Capital Region – Federal GigaPop: Bruce Wood | 613.299.3941 | bruce.wood@fsc-spc.gc.ca
- New Brunswick – ACORN-NS: David Totton | 506.447.3386 | dtotton@unb.ca
- Newfoundland and Labrador – ACORN-NL: Bruce Wood | 709.864.8329 | lvgagnores@mun.ca
- Northwest Territories – Aurora College: Jason Panter | 867.872.7010 | jpaanter@auroracollege.nt.ca
- Nova Scotia – ACORN-NS: Todd Williams | 902.453.2351 | todd.williams@itsharedservices.ca
- Ontario – ORION: Mark Grant | 416.420.4592 | mark.grant@orion.on.ca
- Prince Edward Island – PE GigaPop: Dana Sanderson | 902.566.0552 | dsanderson@upei.ca
- Quebec – RISQ: Nancy Rancourt | 514.845.7181 | nancy.rancourt@risq.qc.ca
- Saskatchewan – SRNET: Chad Coller | 306.261.9425 | ccoller@srnet.ca
- Yukon – Yukon College: Katie Tuck | 867.456.8554 | ktuck@yukoncollege.yk.ca

Canadian Research Software Conference

Heeding the guidance of Quebec Ministry of Health, we’ve made the decision to cancel this year’s Canadian Research Software Conference, originally scheduled for May 26-27 in Montreal.

We thank our confirmed speakers and those of you who had registered to attend. All registration fees will be fully refunded. All hotel room bookings in the conference’s room block at the Omni Mont Royal can also be cancelled without penalty, up to 24 hours before the expected arrival date.

Local Research Software Support – Funding Call 1

In response to logistical challenges that members of Canada’s higher education community may be facing, we are extending the deadline for proposals to this funding call.

- The new deadline for submissions is March 31, 2020 at 1:00 p.m. ET.
- The new date for notification of selections is May 7, 2020.
Dear all,

Following up from my announcement at the meeting this morning, I would like to repeat the following two messages:

- Cambridge Office: The Exec team and the Health & Safety committee would like to make it crystal clear to all of you that you can work from home if you have any concerns about coming to the office. We ask you to discuss the arrangement with your line-manager. As Execs, we have all looked into the matter and we are convinced that most of you should be able to work from home with minimal disruption. Your welfare is our main concern. Equally, we appreciate that some of you wish to come to the office “while you can”, so please and either way – discuss with your line manager the best option for you.

- Amsterdam Office: We aim to close the office on 18 March 2020. All Amsterdam based staff is asked to take what they need from the office and be ready to work from home until at least 6 April 2020. If you are in the office or collecting your things from the office today (Monday, 16 March), please ensure that you drop off your original receipts for expenses claims as well as any outstanding credit card slips and receipts – the courier will come around between 15:00 and 17:00 (Monday, 16 March).

In general, for all working from home now:

- Try and keep to normal working hours if you can
- Feel free to shift working hours if you need to accommodate taking care of children and/or other family members (please discuss arrangements with your line-manager)
- Make sure to take regular breaks, spend some time outside (if you are allowed – ensure to follow national government advice)
- Try and get some exercise in, practice stress-relief measures, eat healthy, stay hydrated – just make sure to take care of yourself

And one item that I did not announce, but again to make it very clear:

Travel: No one should be traveling across borders for work purposes at this point in time. If an exception is needed for business continuity, please speak to your line manager and ensure to involve your Exec!

All, we are in this together – for better, for worse. None of us knows what is next and what will happen tomorrow or next week. The important bit is to get through this together, with calm, support to each other and the realization that this situation poses diverse complications in each and every one of our lives. Let’s be there for each other and help each other out. Stay safe!

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The National Research and Education Networks (NREN) of Latin America, together with RedCLARA, are coordinating actions to support our member organizations and the health authorities of our countries in the fight against the Coronavirus (Covid-19). The capacity of our network supports Universities and Research Centres that are vital in the fight against the disease, and they count on our unrestricted support in this circumstance. Check out our support initiatives and get the information you need in order to access them.

Among the measures taken jointly at regional level are:

- With the support of companies dedicated to the provision of desktop videoconferencing services, provision of free licenses to facilitate videoconferencing services to hospitals, health centres, health professionals and researchers who require it. As well as the Universities and Research Centres that decide to implement measures to contain the pandemic COVID-19, indicating to their staff and / or students the tele/remote work / classes.

- Provision through Scalac (Advanced Computing Service of Latin America and the Caribbean) of computing capabilities, in all its computing centres at the regional level, for research activities associated with the virus.

- Development of webinars and seminars with our Telehealth networks in Latin America to facilitate that our community is adequately informed.

- Coordinating actions with other regional networks worldwide, to facilitate cooperation among all in the joint fight against the Coronavirus disease.

If your organization is a University, Research Centre, Health Centre or governmental health entity and requires our help, do not hesitate to contact us to put the necessary resources in this regard.

For this, in the subject of your email write: Coronavirus Help - Name of your institution - Country from which you write. And in the body of the message explain your need and we will contact you as soon as possible.

Send your request for help to the email: RedCLARA_Comunicacion@redclara.net.

If you work in the provision of online services that can contribute to the fight against the Coronavirus and the control of the pandemic, and you want to add your services for free to this initiative, please write to RedCLARA_Comunicacion@redclara.net, indicating “Pandemic Control” in the subject of your email and we will contact you shortly.
### Australian Access Federation (AAF) Support

**Our Network, Services and Supply Chain**

AAFNet is working to maintain our services in order to support continuing business operations for customers. We have implemented a senior management response team which meets daily, are working with our key suppliers, and are continuously developing plans specific to this incident. These actions are in addition to the usual measures we have in place to ensure the high level of service we offer, including operating a diverse domestic and international network, as well as designing our services and operations to withstand disasters, including a pandemic.

Further, in response to COVID-19, AAFNet has taken the following actions:

1. We have tripped direct network capacity between China and Australia and continue to optimise traffic routing in collaboration with customers. We are working closely with our global research and education network partners to meet the increasing demand for international bandwidth and capacity.
2. We have doubled the capacity of our Zoom service in response to increased demand as our customers shift course delivery online.
3. We are working with our suppliers (such as of optical fibre and network equipment) to prepare for and minimise impact of supply-chain interruptions.
4. We are reviewing our inventories of equipment and materials as well as the distribution of those inventories.

We do not foresee any interruptions to AARNet services and we will work closely with you to keep you informed of how our plans are progressing as the situation changes.

**Help & Support**

If you are an AARNet customer requiring assistance with connectivity, Zoom or other services, please contact the AARNet Operations Centre Help Desk:

- Call the AARNet Operations Centre Help Desk on 1300 275 662
- Alternate number for international callers: +61 2 6222 3555
- You can also log a support ticket.

** Availability of our Teams**

The AAF is a dynamic team with the capability for employees to work remotely while supporting our customers. As the AAF is a national organisation all AAF employees are equipped to seamlessly and securely connect, while working remotely at any time. We feel confident in our ability to continue to support your identity, access and authentication needs, regardless of our physical work locations.

** Availability of our Technology**

The AAF Technology is architected to be highly available, automated and monitored daily to ensure we meet the needs of our subscribers and respond to any issues in a timely and efficient manner.

**Rapid Identity Provider - AFF Cloud Service**

Subscribers using the AAF’s cloud-based Identity Provider (IdP) service called Rapid IdP will receive continued support during this period.

For subscribers not yet using Rapid IdP, the service can eliminate single points of failure for connecting to the federation. Rapid IdP is supported by Shibboleth experts who configure and secure the IdP on your behalf. AAF manage all aspects of the deployment and configuration for you, so the server is always at the latest appropriate version. Rapid IdP is in a high availability and fully backed up configuration that undergoes annual penetration testing, including an assessment of common vulnerabilities. Should you need further information please contact enquiries@aaf.edu.au

**ORCID**

Working with ORCID

ORCID have advised us that they are continuing to operate out of their virtual offices on every continent and as such they are well positioned to serve the community during this time. Researchers will continue to access the Registry as normal, member integrations will continue to work as normal, and the ORCID support desk will remain in operation as normal.

For more information visit the [ORCID blog](https://news.aarnet.edu.au/responding-to-the-global-challenge-of-the-coronavirus/).

### Table: ORCID users

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### Table: AARNet Support Details

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13 March 2020

While COVID-19 presents unprecedented uncertainty, Research and Education Networks (R&E Networks) will play an important role in supporting our campuses and K12 schools as they move online. Infrastructure usage patterns are already changing greatly from traditional campus learning environments, in part because of the shift of users from purpose-built educational networks to consumer-oriented home networks. Keep checking back at this page for news and information about broadband support and the latest news for this changing environment.

- NET+ Zoom Program Updates Amid COVID-19
- Update on Internet2 Online Event Programming Plans
- EDUCAUSE: COVID-19 Resources
- Housebound Italian Kids Strain Network With Fortnite Marathon
- Comcast Speeds Up Low-Income Internet Service for Students Stuck at Home
- Broadband Providers Brace for Coronavirus Stress Test
- House Members Press ISPs on COVID-19 Readiness

For more information about Internet2’s response to the coronavirus, please check this page for regular updates.

13 March 2020

Internet2 is ready to assist as you are preparing your own organization for the coronavirus (COVID-19) situation. Whether you need extra network bandwidth and capacity to support your increased video demands or additional services, we are here to help. Our network capacity policy related to emergencies is available to you as well.

March 13, 2020 Updates
- Understanding Network Impacts of Increased Online Learning Activities
- NET+ Zoom Program Updates Amid COVID-19
- Cloud Computing Resources and Steps Internet2 is Taking to Support the Research and Education Community
- Update on Internet2 Online Event Programming Plans
- InCommon Academy Moves Online
- Using The Cloud to Surge VPN Capacity
- COVID-19 News Roundup

March 11, 2020 Updates

Internet2 continues to track the current situation around the spread of coronavirus (COVID-19). As such, the following is meant to provide an update on Internet2’s preparations as concerns about the outbreak continue to progress. Internet2 continues to closely monitor events nationally and globally. We are monitoring the latest news and updates from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), as well as local news in the areas where we have offices among others.

Internet2 is in close contact with many of our higher education members and regional network partners and we are tracking their communications and actions related to coronavirus. We are also collaborating closely with many of our Global National Research and Education Network partners.

Internet2’s plans include contingencies for crisis situations. Internet2 is prepared to maintain our services in order to ensure smooth business operations for our member and partner organizations. We will maintain network connectivity and work hand-in-hand with regional network partners, the Indiana Global NOC and key suppliers to maintain resources and adjust to circumstances as needs emerge in the community. We have verified headroom in our connections to collaboration tools (e.g. Zoom, Webex, course management services) to assure communications are fully functional, are increasing threshold alarming and have reviewed plans to address capacity if there are unexpected usage swings between our network, campuses and the commercial internet.

We are in close contact with our major vendors and service provider partners regarding any potential impact to both operations and ongoing programs. InCommon Federation and eduroam operations are being closely monitored to ensure the continued availability of those services for our members and subscribers.

Many Internet2 staff already work remotely and our remote access and remote work protocols and procedures are well-tested. We are prepared to continue operations if our offices are closed and our employees need to work from home.

As previously communicated, in light of the current circumstances related to the rapidly evolving coronavirus outbreak, we’ve made the difficult decision to cancel the 2020 Internet2 Global Summit. The safety and well-being of our community colleagues, members, and staff is our top priority, and we felt that it would be impossible to provide a safe environment for Global Summit attendees.

We will continue to monitor this rapidly evolving situation and provide updates as more information becomes available. We will provide an update soon regarding our peering arrangements for critical services.

If you have any additional questions, please contact covid-response@internet2.edu.
URAN operating schedule during the coronavirus quarantine

Given the coronavirus pandemic and supporting the efforts of the world and national communities to contain the exposure, part of URAN staff will be operating mainly remotely. This in no way will affect the operation of our services. To implement additional network and service stability during quarantine, we suspend any Network Architecture changes and upgrades except service critical changes only. Our technical department will continue to provide customer support. We still receive calls on +380 44 204-9816 and respond promptly to messages sent to boss@uran.ua.

The administrative staff will mainly work at home and communicate with clients online – via emails, messengers, etc. For any organizational or administrative questions, please contact boss@uran.ua.

Human health is the highest priority. We monitor daily the WHO and the Government of Ukraine on the development of the pandemic and act on their recommendations. The issue of holding an annual general meeting will be resolved later, depending on the situation.

We stay in touch and wish you good health!

Page of links to messages sent to various stakeholders, e.g. University of Malta students

Website: https://www.reannz.co.nz/news-and-events/internet-burst-capacity
As the spring 2020 semester opens, and in light of the uncertain and changing guidelines for gatherings and quarantine, the need to prepare for sustained online learning, either partially or in full, is clear.

MEITAL, the Inter-University Center for E-learning, has prepared a technical and pedagogic guide to several synchronous and collaborative learning tools that can facilitate distance learning and recording. The guide can be found on MEITAL's website (in Hebrew).

Useful information? Share with a friend

We do not believe that this outbreak will have a direct impact on the services we provide to clients.

The HEAnet Network has multiple resilient connections to the General Internet and there is sufficient capacity to cope with a shift to remote working and teaching. We are working with our connectivity partners to ensure that extra bandwidth can be provided at short notice in the unlikely event it is required.

HEAnet are closely monitoring the evolving impact of the Novel Coronavirus (COVID-19) in Ireland. We are following Irish government and World Health Organisation advice regarding both internal and international travel.

In addition, normal service upgrades and changes are continuing, however should the situation worsen temporary change freezes may be implemented in order to reduce disruption to services. Work involving physical access to sites will be carefully considered and all client or commercial site restrictions will be observed.

Should there be any restrictions on movement within Ireland, the most likely service to be impacted is the HEAnet network and our connectivity services. If a network fault occurs, restrictions on movement may mean that we are unable to visit a site to provide a fix. If this was to occur, we will communicate directly with affected clients.

The situation is not currently affecting existing network services to the NREN and R&E community in Europe and we are remaining in contact with the GÉANT Operations Centre.

We will continue to meet with clients on your sites, where there are no specific risks. We are encouraging colleagues with meetings at different locations to double-check there are no specific restrictions in place before travelling. We have also advised colleagues to explore other options for meetings, such as online.

HEAnet will continue to monitor the situation, are regularly in communication with key suppliers of equipment, logistics and engineering services, and will inform clients of any significant changes to the current approach. We will also update you if the outbreak starts to impact on the operation of our services to clients. Please check this page regularly to ensure you always have the latest information.

If you require further information on our response to coronavirus you can contact us at noc@heanet.ie

Useful links
- HSE – coronavirus: overview
- HSE – coronavirus: guidance for educational settings
- Department of Education & Skills – coronavirus: overview
- Irish Government – coronavirus: what is happening


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general, public website GENERAL HEAnet (Ireland) EUROPE

general, public website GENERAL CSC (Finland) EUROPE

CSC’s coronavirus bulletin 12th March

Dear visitor,

Due to the coronavirus (COVID-19) spread and the recommendation of the Finnish Institute for Health and Welfare (THL) and the Finnish Government (Valtioneuvosto), CSC is suspending all visits to CSC premises until further notice.

In addition, CSC’s employees will not travel or attend any external meetings for the foreseeable future.

According to this decision CSC is cancelling all customer and stakeholder meetings as well as customer trainings and events until further notice. CSC will make attempts to organize these meetings using virtual tools whenever feasible. Customers will be informed separately.

For more information, please contact:

CSC Customer Service

servicedesk@csc.fi

Open Monday to Friday

from 8.30 a.m. to 4 p.m.

(09) 457 2821

or your CSC contact person

Media:

Minna Lappalainen, Marketing and Communications Director, 050 3150 235

Nina Lundahl, Marketing Communications Manager, 050 5962 298

https://www.csc.fi/hyvavierailaita?redirect=https%3A%2F%2Fwww.csc.fi%3Fp_p_id%3D101_NSTANCES%26p_p_lifecycle%3D0%26p_p_state%3Dnormal%26p_p_mode%3Dview%26p_p_col_id%3Dcolumn-2%26p_p_col_count%3D3
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<td>Submitted by</td>
<td>03/10/2020 - 14:34</td>
<td>In response to the current situation of the Corona virus R&amp;E networks are moving to procure additional capacity on existing international links and server farms ahead of demand to ensure universities continue to have the bandwidth and services they need to meet the growing demand for video conferencing, remote learning and personal communications. Please read more here</td>
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<th>Covid-19 emergency: GARR continues to ensure the functioning of the network</th>
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<td>From Tuesday 10 March, GARR staff have been operating mainly remotely (smart working) following the evolution of the COVID-19 emergency. In this way our support to the research and education community continues with an even greater commitment, given the importance of the network for communicating and collaborating particularly at this time. For support requests, you are kindly invited to privilege e-mail communications and visit the Services web page for all information and documentation. In case of necessity, the mobile numbers of GARR staff are available in the Directory. We invite you to follow us for updates on this website or on the official social media channels.</td>
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<th>RIPE NCC Services and Covid-19</th>
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</thead>
<tbody>
<tr>
<td>The RIPE NCC is striving to provide its services to members as normal. However, the situation with covid-19 has meant that we have had to postpone face-to-face training sessions in our service region for Q1 and Q2. We have also postponed some RIPE NCC-organised events and member lunches. A full list of our events and their status is available from our dedicated webpage. We are aware the situation is changing quickly and we might need to adjust our internal operations to be in line with recommendations regarding covid-19. So members might experience some delays in dealing with us but we will ensure all standard service requests are completed as soon as possible. We will at all times keep the well-being of our staff and members as our top priority as we provide support to the membership and the wider community.</td>
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</table>
Coronavirus
Help and information for members around planning for coronavirus (COVID-19)

Jisc and coronavirus
We do not believe that this outbreak will have a direct impact on most of the services we provide members. We are continuing to monitor the situation, particularly with respect to suppliers who are critical to our services.

In line with current advice, Jisc events are going ahead. We will continue to review in line with the latest guidance and will update event information and delegates accordingly.

Read our statement on coronavirus in full.

Official advice
- COVID-19: guidance for educational settings - via UK government
- UK government response to coronavirus (COVID-19)
- NHS information on coronavirus (COVID-19)

Practical tips to ensure continuity
We've developed a guide to help you with continuity of learning and teaching during situations of enforced absence.

It contains practical tips to maintain teaching, learning and business operations during circumstances where staff or learners are unable to physically spend time on campus.

Read the guide on ensuring continuity of learning during enforced absence.

Planning for coronavirus - join a free online briefing on 16 March
We're holding a free one-hour session for members on 16 March. We'll explore the areas that you're telling us are worrying you most, regarding how to ensure continuity during the current situation. We'll also explore how you can make best use of the technologies you already have.

Find out more and book your place on our planning for coronavirus (COVID-19) online briefing

Get support - join our community
We've created a Microsoft Teams community space for those who are responsible for ensuring strategic and operational continuity during a potential coronavirus epidemic.

Designed as somewhere to collaborate, ask questions and share experiences, it has four themed channels, focusing around business operations, remote working, student experience and wellbeing, and teaching and learning.

Request to join the planning for coronavirus community

Access essential online content
Whether you work in FE or HE, you can support learners studying remotely by making the most of our online content.

If your researchers and learners need unrestricted access to the full text of millions of research papers from around the world, or content from over 36,000 journals available via your desktop, we can help.

Looking to support A-level or vocational students to continue learning from home? ebooks for FE provides access to over 500 highly rated titles, all matched to the curriculum and available as a benefit of your Jisc membership.

We're here to help
If you have any questions, contact your account manager.

Find your account manager

RedCLARA (International, based in Uruguay, Chile)
United against coronavirus
The National Research and Education Networks (NRENs) of Latin America, together with RedCLARA, are coordinating actions to support our member organizations and the health authorities of our countries in the fight against the Coronavirus (Covid-19). The capacity of our networks supports Universities and Research Centres that are vital in the fight against the disease, and they count on our unrestricted support in this circumstance.
<table>
<thead>
<tr>
<th>general, public, website</th>
<th>OPERATIONS</th>
<th>Jisc (UK), Marcomms</th>
<th>EUROPE</th>
<th>Jisc statement on coronavirus (COVID-19)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>We do not believe that this outbreak will have a direct impact on most of the services we provide members.</td>
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<td></td>
<td><strong>Coronavirus information for members</strong></td>
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<tr>
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<td></td>
<td></td>
<td>Guidance for members around planning for coronavirus (COVID-19).</td>
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<tr>
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<td>We are continuing to monitor the situation, particularly with respect to suppliers who are critical to our services.</td>
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<td>Should there be any restrictions on movement within the UK, the most likely service to be impacted is Janet and our connectivity services. If a network fault occurs, restrictions on movement may mean that we are unable to visit a site to provide a fix. If this was to occur, we will communicate directly with affected members.</td>
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<td>We will continue to meet with members on your sites, where there are no specific risks. We are encouraging colleagues with meetings at different locations to double-check there are no specific restrictions in place before travelling. We have also advised colleagues to explore other options for meetings, such as online.</td>
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<td>We will monitor, update and revise this guidance as the situation and government advice develops. We will also update you if the outbreak starts to impact on the operation of our services to members. Please check this page regularly to ensure you always have the latest information.</td>
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<tr>
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<td>We have created a new guide offering practical advice on how digital technologies can help your organisation ensure the continuity of teaching, learning and business operations when staff or students are unable to attend campus. We will keep iterating this based on your feedback.</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>This page was updated on 6 March 2020.</td>
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</tbody>
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<table>
<thead>
<tr>
<th>general, public, website</th>
<th>EVENTS / TRAVEL</th>
<th>Jisc (UK), Marcomms</th>
<th>EUROPE</th>
<th>How does this affect the events that Jisc organises?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>In line with current advice, Digifest and other Jisc events are going ahead. We will continue to review in line with the latest guidance and will update event information and delegates accordingly.</td>
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<td>We are providing advice to all event attendees including guidance on how to avoid catching and spreading viruses like coronavirus. This includes providing additional hand sanitizers at registration, food stations, exhibitions and other areas where washing with soap may be inconvenient. We are asking attendees not to come if they:</td>
</tr>
</tbody>
</table>
|                         |                   |                     |        | • Are feeling in any way unwell  
• Have recently travelled from one of the countries affected  
• Have been in contact with someone affected by coronavirus |
|                         |                   |                     |        | If you require further information on our response to coronavirus you can contact your account manager. |
|                         |                   |                     |        | This page was updated on 6 March 2020. |

<table>
<thead>
<tr>
<th>general, public, website</th>
<th>GENERAL</th>
<th>SURF (Netherlands) &amp; Marcomms</th>
<th>EUROPE</th>
<th>Preventive measures SURF around coronavirus/COVID-19</th>
</tr>
</thead>
<tbody>
<tr>
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<td>SURF is monitoring the situation regarding the coronavirus. We follow the National Institute for Public Health and the Environment (RIVM) advice on health and Ministry of Foreign Affairs with regard to travel advice. This leads to a number of concrete measures to limit the spread of the virus.</td>
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<td>This page is intended to provide information around the coronavirus and any impact on the activities of the GÉANT Association. We will update the page as needed.</td>
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<td><strong>12 March 2020 Update</strong></td>
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<tr>
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<td>The GÉANT Association continues to closely monitor advice and recommendations from the World Health Organisation (WHO) and from Dutch and UK governments regarding the coronavirus.</td>
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<td>GÉANT’s Health and Safety Committee utilises this information in decision-making regarding international travel and other considerations.</td>
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<td>We will continue to support our partners in the most effective way possible whilst ensuring the safety and wellbeing of our staff and the wider GÉANT Community.</td>
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<tr>
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<td><strong>Health and Safety of our Staff and Contractors</strong></td>
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<td>The Health and Safety of our staff and contractors, their families and communities are our first concern. GÉANT’s Health and Safety Committee has worked together for many years and we now see the benefits of this well-established trusted relationship between the Health and Safety Officer, representatives of GÉANT’s Executive Team, the Dutch PVT and members of staff from our locations in Cambridge and Amsterdam. Together with the Health and Safety Committee, GÉANT’s Executive team and CEO monitor the situation and communicate in a transparent way with staff and contractors.</td>
</tr>
<tr>
<td>Date</td>
<td>Type</td>
<td>Website</td>
<td>GEANT Marcomms</td>
<td>EUROPE</td>
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<tr>
<td>12 March 2020</td>
<td>EVENTS / TRAVEL</td>
<td>general, public website</td>
<td>GÉANT Marcomms (International, based in Netherlands &amp; UK)</td>
<td>EUROPE</td>
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<tr>
<td>12 March 2020</td>
<td>OPERATIONS</td>
<td>general, public website</td>
<td>GÉANT Marcomms (International, based in Netherlands &amp; UK)</td>
<td>EUROPE</td>
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<tr>
<td>12 March 2020</td>
<td>internal, staff</td>
<td>email, slack</td>
<td>GENERAL</td>
<td>EUROPE</td>
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</table>

**EUROPE**

- **Today, March 12**, both the UK and the Dutch governments announced new recommendations in light of the Corona virus. GÉANT follows those recommendations (The UK one for the Cambridge office and the NL one for Amsterdam office).

**UK Government update 12 March 2020**

The only key change in the UK is that people are advised to stay at home for 7 days if they have mild symptoms.

https://www.gov.uk/government/speeches/pm-statement-on-coronavirus-12-march-2020

**NL Government update 12 March 2020**

The Dutch prime minister, Mark Rutte, held a press conference today and announced new recommendations that will now be in place for all of the Netherlands.


Major points:

1. Across the country, people with colds, coughing or sore throat and possibly fever should stay at home; they should avoid social contacts as much as possible until they are restored

2. All events with more than 100 people throughout the Netherlands should be cancelled

3. The Government asks people to work from home as much as possible

4. The group of people who are vulnerable (WHO defines this group as older persons and persons with pre-existing medical conditions (such as high blood pressure, heart disease, lung disease, cancer or diabetes)) should avoid large gatherings and public transport.

- Universities should move to online teaching and no longer have in courses
- Schools and child care will remain open
- All this until March 31st 2020.

**GÉANT Health and Safety Committee Update 12 March 2020**

Given the above announcement GÉANT has reviewed it’s position which is now as follows:

- NL based staff are encouraged to work from home as much as possible in line with the recommendation from the Dutch government. GÉANT agrees that any NL based employee who wishes to work from home may now do so given the escalation in the situation. Dutch based staff is also encouraged to follow the other recommendations from the Dutch government.

- Employees in the UK should discuss the situation with their line managers if they are concerned about coming into the office. Line managers will contact the HR Team in the UK if there are work related reasons as to why they need team members to come into the office and an employee is concerned about coming in. HR, the relevant line manager and the employee will work out a solution together. Employees in the UK showing even mild symptoms should stay at home and work from home for at least 7 days.
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Type</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>11 March</td>
<td>event</td>
<td>email</td>
<td>Dear participant, speaker, session chair, staff member, stakeholder of the EuroHPC Summit Week (EHPCSW) 2020, thank you for your registration.</td>
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<td>Close to 500 of you were planning to participate during one or more days of the week-long event, showing that the sessions and speakers we lined up as well as the networking possibilities we included in the programme suited your interests and needs.</td>
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<td>One topic that has been on everyone’s mind these past weeks – and will do so for the foreseeable future – is the COVID-19 pandemic.</td>
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<td>New outbreaks and the spread of the coronavirus causing this illness are on the news daily, and we are all worried and unsure how the situation will develop and how it will affect us personally and professionally.</td>
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<td>As the health and well-being of everyone involved in the EuroHPC Summit Week 2020 is of the utmost importance to us, we have been keeping a close eye on the situation and regularly consulting the official guidelines of the European Centre for Disease Prevention and Control, the World Health Organisation, and the Portuguese government. Considering the current situation with many organisations putting travel bans in place, and local and national governments ordering quarantine perimeters around clusters of infections, we have come to the conclusion that continuing the conference is untenable and have therefore decided to cancel the event.</td>
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<td>We apologise for any inconvenience caused, these are exceptional and regrettable circumstances and we do hope for your understanding. We will update this page with more information and answers to frequently asked questions as we go forward. If you have any further questions, please contact us by e-mail. We will do our best to answer you as quickly and completely as possible.</td>
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<td>A number of sessions will be transformed into virtual / all-digital meetings, and we will list these on a dedicated page to be created here.</td>
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<td>We can already tell you that EHPCSW 2021 will take place in Porto, Portugal, in March next year - stay tuned for more details to come!</td>
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<td>Thank you again for your support and looking forward to meeting you next year, The EuroHPC Summit Week Organisation &amp; Programme Committee</td>
</tr>
<tr>
<td>9 March 2020</td>
<td>external, public</td>
<td>website</td>
<td>AARNet provides critical communications infrastructure for the research and education sector and has quickly boosted capacity on its international network as part of the global rapid response to the recent novel coronavirus disease (COVID-19) outbreak.</td>
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<td>During the past few weeks, usage of AARNet’s international network has grown significantly.</td>
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<td>AARNet CEO Chris Hancock says the recent impact of the novel coronavirus on the Australian research and education community has been both unexpected and devastating.</td>
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<td>“AARNet moved immediately to procure additional capacity on our existing links into North Asia to meet the increased demand for video conferencing, remote learning and personal communications,” he said.</td>
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<td>Traffic to and from China over the AARNet links has more than doubled in recent weeks. AARNet is closely monitoring traffic across the network and will be making further upgrades should they be required.</td>
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<td>Usage of Zoom videoconferencing has also doubled over the past few weeks as Australian universities turn to delivering courses online for the tens of thousands of international students impacted by the disease and associated travel bans. AARNet has added capacity to its Zoom infrastructure with plenty of headroom to further scale up on demand to meet the needs of the universities.</td>
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<td>In recent years, AARNet has invested in long term international network capacity through projects such as Indigo, connecting Sydney to Perth and Singapore, and C AE-1 which continues this link on to London. In addition, the new JGA-S cable system, connecting Sydney to Guam, will further support the growth of the AARNet network into North Asia, and will provide additional options to connect to China.</td>
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<td>With these projects, and in partnership with research and education networks worldwide, AARNet ensures Australian universities and research institutes continue to have the robust and resilient connectivity they need to Asia, the Middle East, Europe and the United States. This networking infrastructure supports not only teaching and learning, but also participation in global collaborations undertaking new research around the rapidly evolving COVID-19 disease.</td>
</tr>
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</table>
**EVENTS / TRAVEL**

**GEANT** Finance (International, based in Netherlands & UK)

**EUROPE**

**Dear Colleagues**

In light of recent developments regarding COVID-19 we are anticipating a significant number of travel and events (organised internally, by GEANT Association) to be cancelled or postponed.

In all instances steps need to be taken to mitigate the financial impact on GEANT.

In order to manage the process of claiming (or via insurance) “cancelled” costs (i.e. costs relating to activity that will not take place, which ordinarily would not be claimable from an EC funded project), it will be extremely helpful if colleagues could assist in the following way:

- **Cancelled events / workshops / meetings** that the Association has organised and is paying for directly – NAMES.
  
  **This is mainly aimed at Event organisers**

Please provide the PO’s that have been allocated for the event.

If a separate contract was signed after the PO (i.e. venue hire) please send a copy of the signed document.

A list of expected attendees will also be required.

- **Cancelled travel** – In most cases it should be possible for you to cancel travel arrangements and obtain a full refund. If that is not possible please contact NAMES to provide the document numbers raised for conference fees where applicable.

This request has no impact on those working outside GEANT Association, i.e. those working for NRENs.

I appreciate that this is adding a little more overhead at a time when due to COVID-19 things are already pretty stressful. Your help in this respect is much appreciated and will ensure that the financial impact to GEANT from COVID-19 will be mitigated to as large an extent as possible.

Thanks,

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**GENERAL**

**GEANT Marcomms**

(International, based in Netherlands & UK)

**EUROPE**

The GEANT Association continues to closely monitor advice and recommendations from the World Health Organisation (WHO) and from Dutch and UK governments regarding the coronavirus.

GEANT’s Health and Safety Committee utilises this information in decision making regarding international travel and other considerations.

We will continue to support our partners in the most effective way possible whilst ensuring the safety and wellbeing of our staff and the wider GEANT Community.

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**EVENTS / TRAVEL**

**GEANT Marcomms**

(International, based in Netherlands & UK)

**EUROPE**

GEANT and Jisc remain committed to TNC20 with unchanged enthusiasm and dedication. To provide additional time before registering, the Early Bird registration has been extended to 31 March 2020.

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**OPERATIONS**

**GEANT Marcomms**

(International, based in Netherlands & UK)

**EUROPE**

GEANT operations are closely monitoring the situation in all countries where GEANT network POP locations exist. We are following WHO advice regarding international travel relating to these locations. Network Operations Centre activity in the UK is unaffected and all non-essential travel by NOC staff has been suspended.

The situation is not currently affecting existing network services to the NREN and R&E community. Fault rectification and associated first line maintenance activities are outsourced and performed by in-country resources and therefore are not reliant on GEANT engineering staff to travel.

Until more clarity exists, planned physical Network Architecture changes and upgrades have been largely suspended. Only service-critical changes will be performed using GEANT operations staff who will observe all advice regarding minimising risk of exposure.

Should in-country travel by 3rd party engineering resource be restricted by the respective national government authorities or otherwise, then GEANT operations will inform the local NREN and discuss any mitigation measures.

GEANT operations continue to monitor the situation and are regularly in communication with key suppliers of equipment, logistics and engineering services and will inform users of any significant changes to the current approach.

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There has been close liaison between marcomms and the operational teams regarding this messaging. The ops team has also sent its own messages to its contacts.
<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Content</th>
<th>Details</th>
</tr>
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</table>
| 2 March 2020 | internal, staff | Slack internal GENERAL GEANT Exec / Health & Safety Committee (Internation al, based in Netherlands & UK) EUROPE UPDATE TO ALL STAFF REGARDING CORONAVIRUS Sent on behalf of the Health and safety Committee: We previously communicated on the Coronavirus on 3rd February as per the original mail below, the H&S Committee met today to agree on an update to all staff. Whilst advice from the World Health Organisation has not substantially changed it is clear that many have concerns regarding the virus and how it may affect us and the recent outbreaks in Europe have added to these concerns. In response to concerns about the safety of travel, whether by air or public transport, we would like to share the following information from the WHO website on the current understanding of how the virus is transmitted and suggest that you review the sections highlighted below https://www.who.int/news-room/q-a-detail/q-a-coronaviruses - How does COVID-19 spread? - What can I do to protect myself and prevent the spread of the disease? - How likely am I to catch COVID-19? - Should I worry about COVID-19? This also provides some general information on travelling during the coronavirus outbreak: https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice/Wi h immediate effect all staff are to conduct a Travel Risk Assessment for all European Travel – the purpose of this step is to ensure that staff are considering the very latest information on travel safety location by location as recommended by their respective Government. In addition to conducting a travel risk assessment, there is also a need for staff to continue to monitor the advice on safety of travel right up to the date of travel. Staff will also be required to consider the risks to return travel should an outbreak of the virus occur in their location. There is no expectation that staff will be required to travel on business unless they feel entirely comfortable and safe with the arrangements for the travel required. The Travel Risk Assessment form and information can be found here https://geant-app.box.com/folder/12434086610 Staff who decide to travel must be in good health and not in any of the health risk groups identified (see https://www.who.int/news-room/q-a-detail/q-a-coronaviruses – Who is at risk of developing severe illness?), Travellers should pay particular attention to regularity and thoroughly cleaning their hands with an alcohol-based hand rub or wash them with soap and water, particularly before eating – small bottles of hand sanitiser are in our offices and staff can take one with them for travel. For staff who have already booked European travel and not conducted a risk assessment they should now complete a travel risk assessment and consider all risks appropriately up to the day of their travel and as above consider the implications on return travel to establish whether or not travel remains safe and appropriate for them. Given that a significant number of organisations are now choosing to cancel international events, even outside of affected areas, staff are advised to consider their planned participation very carefully, and where there may be uncertainty of an event going ahead. Where relevant it would give consideration to cancellation costs of flights etc. and possible use of flexible booking terms where available. Whilst considering how these measures may affect GEANT, staff are advised that any initial concerns about the impact of Coronavirus on business travel or travel to work by public transport or attendance in our offices should ideally be discussed first with their line manager, however HR staff and members of the H&S Committee can also be approached if required. These arrangements will remain in place until further notice and are subject to change. The H&S Committee will continue to monitor and evaluate any changes in advice from National and International bodies monitoring the Virus. The Committee are also considering how best to ensure business continuity should the affects of the Virus become more serious or widespread. Further updates from the H&S Committee will follow as forthcoming days. (edited) who.int Q&A on coronaviruses (COVID-19) WHO is continuously monitoring and responding to this outbreak. This Q&A will be updated as more is known about COVID-19, how it spreads and how it is affecting people worldwide. For more information, check back regularly on WHO’s coronavirus pages. https://www.who.int/emergencies/diseases/novel-coronavirus-2019/who is continuously monitoring and responding to this outbreak. This Q&A will be updated as more is known about COVID-19, how it spreads and how it is affecting people worldwide. For more information, check back regularly on WHO’s coronavirus pages. https://www.who.int/emergencies/diseases/novel-coronavirus-2019/who is continuously monitoring and responding to this outbreak. These changes will follow as forthcoming days. (edited) who.int Information on COVID-19 Whilst advice from the World Health Organisation has not substantially changed it is clear that many have concerns regarding the virus and how it may affect us and the recent outbreaks in Europe have added to these concerns.

In response to concerns about the safety of travel, whether by air or public transport, we would like to share the following information from the WHO website on the current understanding of how the virus is transmitted and suggest that you review the sections highlighted below. Advice from WHO
- How does COVID-19 spread?
- What can I do to protect myself and prevent the spread of the disease?
- How likely am I to catch COVID-19?
- Should I worry about COVID-19?

There is further information on travelling during the coronavirus outbreak GEANT is actively monitoring the WHO advice and the situation in general in locations where GEANT meetings are planned and will keep in contact with participants if the situation changes. Please do talk to your own organisations about their advice to employees on travel. |
<p>| 1 March 2020 | external, NREN community | meeting registration pages EVENTS / TRAVEL GEANT staff (various) (Internation al, based in Netherlands &amp; UK) EUROPE Information on COVID-19 |
| 1 March 2020 | external, NREN community | meeting registration pages EVENTS / TRAVEL GEANT staff (various) (Internation al, based in Netherlands &amp; UK) EUROPE Information on COVID-19 |
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| 1 March 2020 | external, NREN community | meeting registration pages EVENTS / TRAVEL GEANT staff (various) (Internation al, based in Netherlands &amp; UK) EUROPE Information on COVID-19 |</p>
<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Email Address</th>
<th>Subject</th>
<th>Body</th>
</tr>
</thead>
<tbody>
<tr>
<td>28 Feb 2020</td>
<td>internal</td>
<td>email</td>
<td>EVENTS / TRAVEL</td>
<td>Dear Colleagues,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>GEANT Finance (International, based in Netherlands &amp; UK)</td>
<td>Given the developing situation with the outbreak of the Coronavirus (COVID-19), with immediate effect, and until further notice, all new travel bookings (all modes of travel, including by train and plane) will be suspended to provide a duty of care to all staff and avoid unnecessary cancellation costs in the future. Although at this time, there are no formal reasons not to travel, we note that many people in our community are cancelling travel to various meetings and asking for VC alternatives. Therefore, travel planning for future meetings is to be suspended until we have more clarity on developments. Our account with our travel agency has been temporarily suspended. Please note, this temporary travel ban applies to all future bookings. If you have already made a booking, please ensure that you monitor the <a href="https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice">https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice</a> to determine if it is safe to continue with your travel plans/meetings. Please remember that risk assessments for all visits that have already been booked to all destinations must be undertaken. There is no expectation that staff who have already booked their travel will be required to travel on business unless they feel entirely comfortable and safe with the arrangements for the travel required. Staff will continue to be informed regarding the impact of Coronavirus on GEANT operations, and specifically in relation to forthcoming events. Please let me, or your manager or any member of the Exec know if you have any queries regarding the above.</td>
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