



March 12, 2020

Dear SoX Community,

I am writing to address the action plan of Southern Crossroads (SoX) as concerns over the COVID-19 Coronavirus have heightened over the past few weeks. SoX is largely following the guidance and lead of Georgia Tech, as the employer of SoX Business and Technical teams. Georgia Tech is coordinating their plans with federal and state authorities as well as the University System of Georgia. They have been closely monitoring the ongoing outbreak in Asia and Europe and have offered direction to our institutions in line with guidance from the CDC, U.S. State Department, and the Georgia Department of Public Health.

In the event of a mandatory closure of Georgia Tech's Atlanta campus, the SoX business and technical teams will have full remote capabilities via VPNs to handle issues. Both teams can be reached by normal means (office phone and email) during these times.

Our NOC services are provided by the GlobalNOC at Indiana University. Please see an excerpt from their emergency plan below.

*"GlobalNOC staff are empowered to work remotely during any emergency. Most of the day-to-day work can be completed remotely via home internet connections or through our VPNs. Employees have all equipment needed for extended periods of working remotely and equipment is provided to ensure long-term success without having to be present onsite. All of our staff are designated as emergency response personnel and have greater access to campus in an emergency that would require a physical presence on campus. Our redundant configuration of equipment between our data centers means that the critical need for physical access to one of our data centers would be unlikely."*

Digital Realty (SoX's main carrier hotel located at 56 Marietta) has COVID-19 response protocols in place. They have implemented targeted cleaning and disinfecting of high-traffic and high-touch areas. They are currently allowing access to their facilities and secured floors, only after individuals have gone through a screening process in the lobby.

As of this time SoX, has not received any COVID response plans from our commercial internet service providers other than Internet2. We will continue to monitor any updates that our ISPs may disseminate. 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.

With disappointment and out of an abundance of caution SoX will be canceling the Spring Participant meeting that was scheduled for March 26 & 27. This will limit the exposure of COVID-19 to our traveling guests. We will follow up with presentations on topics of interest to the community. Our next in person meeting will be the Fall participants meeting which we will co-locate with the Internet2 2020 Technology Exchange (TechEx). TechEx is scheduled for October 5-8<sup>th</sup> in Atlanta. We will keep you all posted.

Look for updates on DDoS mitigation, IRR, and Internet2 rIPcord last resort commodity service.

Sincerely,

Cas D'Angelo, President