

UKCloud and Coronavirus

(BCP update on 14th April 2020)

How is UKCloud operating under the current Coronavirus restrictions?

UKCloud has been operating remotely since Monday 16th March, in accordance with UK Government requirements. The whole business was fully prepared for this change, each department has previously tested its resilience and home working capabilities through regular and thorough testing of our business continuity framework, which is led by our experienced Business Continuity Planning (BCP) Team.

The Team meets by video link on a daily basis, to

- assess the current state of health, wellbeing and availability of UKCloud personnel
- understand the activities of the very few personnel who come to site for authorised tasks
- assess UKCloud's continued remote working proficiency
- ensure that business communications, both internally and externally, are effective
- understand how UKCloud's core suppliers and their personnel are continuing to perform
- receive updates from UKCloud Senior Leadership, and issue reports to them
- review any new or changed guidance issued by the Government during the last 24 hours

The BCP Team continues to use a selection of trusted information sources to inform its decisions and support its ongoing response plans, including:

- NHS:
<https://www.nhs.uk/conditions/coronavirus-covid-19/>
- Foreign and Commonwealth Office:
<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>
- Public Health England:
<https://www.gov.uk/government/organisations/public-health-england>
- Restricted information sources from specific HM Government departments

What arrangements have been put in place to ensure UKCloud's services continue to operate?

- UKCloud's workforce is mobile and is working normally from remote locations (including from authorised home locations). There are a small number that are required to work onsite occasionally for as short a period as possible - these individuals have been specifically briefed on additional measures to be taken to ensure their segregation within the workplace, minimise their exposure and the associated risks to the business. Full tracking of any UKCloud employee attending any UKCloud location during the current lockdown period is being maintained.

- All our core activities are securely cloud-based, which means normal business can be conducted from any location with internet connectivity, using a UKCloud asset which has secure VPN connectivity. Our Technology and Networks Teams continually monitor the underlying technical components to ensure there are no resource limitations or capacity issues, and in all operational areas we are not exceeding 60% of available resources.
- All normal support services delivered to customers (including support, service management, compliance, sales engagement, professional services, finance and billing etc) continue to be delivered as normal. Our Service Delivery Managers and Partner Team continue to make regular contact with all customers and partners to provide whatever assistance is necessary.
- All technical, assurance and audit activities are continuing as planned, using secure, remote resources as required. These include a periodic IT security health check test of our cloud platforms and services, and surveillance audits of UKCloud's ISO management systems.
- We have received specific requests from customers to make additional capacity and resources available, to support increased remote working capabilities and in some cases to underpin the vital work which NHS organisations are currently undertaking to research, understand and counter the Coronavirus pandemic. If a UKCloud customer or partner requires such resources or specialist assistance in making use of them, they should reach out to their Service Delivery Manager or contact UKCloud by telephone on (01252) 303 300 to reach the most appropriate individual.

Has UKCloud been affected by staff sickness absence?

- No. As we have been following the Government's requirements on workforce segregation, home working and 2-metre separation, we have not recorded any levels of personnel absence which are different to the same week (mid-April) in previous years.

How long can UKCloud maintain this method of working?

- There is no reason why UKCloud cannot maintain this method of working indefinitely.

How is UKCloud maintaining engagement with its staff?

- All Departments are undertaking video conferences each morning to understand current workloads and ensure that appropriate resources and prioritisation are being implemented.
- At the current time, whole Company video conferences are taking place on a weekly basis, with the UKCloud Senior Leadership Team available to provide updates and take Q&A.
- Additional information security and data protection training and guidance is being issued every few days to all personnel, with enhanced system and management monitoring to ensure that our high levels of security continue to be upheld in these unusual circumstances. Specific guidance on emerging threats is being identified and shared on a daily basis – e.g. specific intelligence on Coronavirus related phishing emails.

Prepared by:
John A Godwin MBCI
Director of Compliance & IA
UKCloud Ltd