



13th March 2020

## DSB update regarding Coronavirus (COVID-19)

**Audience: All DSB Users and Subscribers of the DSB updates via the subscription service**

The DSB has received several queries and questionnaires in relation to the Coronavirus (COVID-19) recently characterised as a pandemic by the World Health Organization. As a result of these enquiries, an update is being provided to all DSB users to address concerns being raised about the impact COVID-19 may have on the DSB Services.

The DSB wishes to remind users that its Technology Services have been implemented in the Public Cloud with a highly available configuration in a primary region with a warm standby in a secondary region. None of the infrastructure concerned is located in any of the DSB's operational offices and hence the services themselves are divorced from the DSB's operational sites.

The DSB Site Business Continuity Plan (BCP) therefore focuses on the safety of our staff in conjunction with ensuring continuity of the services for our clients. The DSB's site BCP is for staff to work remotely during periods of office unavailability or inaccessibility, a plan which is regularly tested throughout the year. Given the recent escalation of COVID-19 to pandemic status, our annual full Site BCP tests have been expedited. The DSB sites invoked a practice run of their BCP procedures today, Friday 13th March, for the full day. This activity has been unnoticeable to users with no impact to normal service during this period.

In addition to these tests, we have also reached out to our business partners to ensure they are equally prepared.

As this is a fluid situation, we will continue to monitor developments, including guidance provided by local government. We are discussing all options to ensure we maintain continuity and will provide periodic status updates.