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How do you prepare for a pandemic?

You don't?
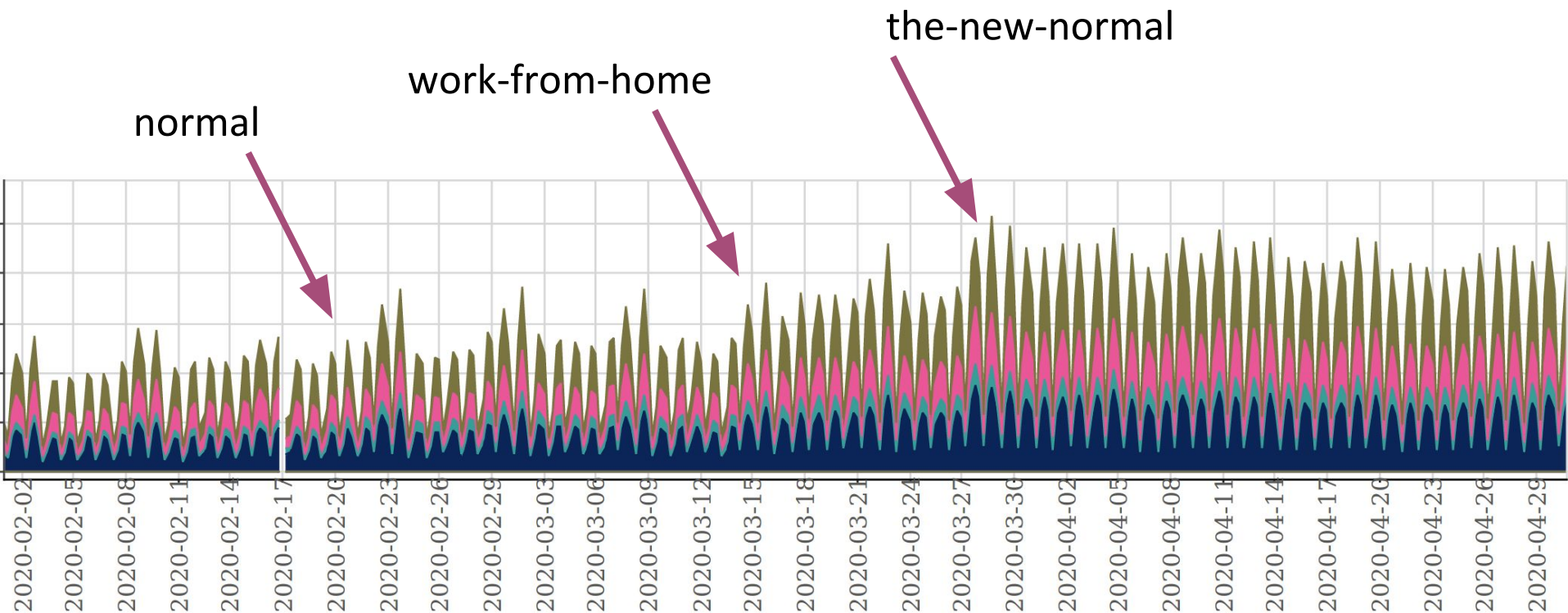
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Current Disaster Recovery Planning (DRP)

- Fibre breaks

- Equipment failures

- Fire and flood

- **What about all the other scenarios?**

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Failed Operational Assumptions

- All our PoPs are just a plane flight away

- Anything we need can be shipped in from China in 6-8 weeks

- All our equipment and sites are accessible 24/7

- Workforce remains healthy

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Traffic Trends

normal

work-from-home

the-new-normal

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What worked

- Capacity planning ensured headroom for growth

- Staff enabled for remote work adjusted quickly

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Challenges (1)

- Load-shedding / power challenges at home

- Staff with poor connectivity options

- Infections within field teams

- Limitations on movement of people and goods

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Challenges (2)

- Merging companies via online tools

- Maintaining morale

- Staff managing home life challenges while working

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Important Decisions

- Line speed "double-up"

- Soft network freeze

- Avoid risks to communities (pause build work)

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Conclusion

We weathered the storm…

but could have been better prepared.

- Will we be so lucky next time?

- How do we ensure robust networks for the future?

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Thank You

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