Contingency Actions for the Operation of .MX

ccNSO Meeting
Sydney 2009
Chronology

• April 24th (Friday)
  - Emergency declared for Mexico City
    • Only schools and government offices

• April 26th (Sunday)
  - Emergency declared for Monterrey
    • Where NIC Mexico facilities are located.
    • Emergency only for schools and government offices

• April 27th (Monday)
  - 11:00am decision to suspend activities at NIC Mexico facilities and do Home Working.
    • Because we could and we wanted to test our ability to attend this contingencies.
Chronology

- **April 28th (Tuesday)**
  - Emergency was extended to all commercial activities.
    - No on-site work.
    - Reduce/eliminate the face to face contact.
  - No staff showed up at the office during that week (except for May 1st)

- **May 1st.**
  - .MX Reopening!
  - 20% of the staff showed-up.

- **May 6th**
  - Commercial Activities resumed in Monterey.
  - ... sort of
Actions from the IT

- Remote System Administration
  - Critical and Operational Systems in two separated IDC (outside our facilities)
    - Appropriate not only for emergencies but for day to day operations (considering we don’t have 7x24 onsite sysadmin staff).
    - Monitoring and alerting systems in place (automatica and redundant).

- DNS operation
  - Anycasted since 2004, no problem at all.

- Remote Work
  - Accessing VPN’s
  - VoIP conferences
  - Mobile phones
Actions from Customer Service

• Customer Service
  - Was offered through all the contingency
    • Email
    • Live Chat
    • Decision: Not to attend telephone calls.
  - Mobile equipment allocation to Customer Service Staff (laptops)
    • Triggered the need to have only laptops for this areas (instead of PCs).
  - Due dates for the payment were moved ahead.

• Issues
  - Technological
    • Broadband needed to attend telephone calls
  - Homeworking is not for everybody.