



Network
Information
Center
Mexico, S.C.

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 Monterrey.
 - ... 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.

