

## Coronavirus COVID-19 and Resolution IT's Response UPDATED 25th March 2020

With the latest States of Guernsey announcement that we have now entered an initial 14-day lock-down, coupled with the advice about restrictive movements now being in place, we have taken the decision to only make site visits where strictly necessary and essential to support critical island infrastructure as outlined by the States of Guernsey. We will continue to work on all other issues remotely.

We appreciate these are unprecedented global times but wish to reassure you we have the full capability to work remotely and have fully tested all our systems and solutions. Our main telephone number is routing through to Microsoft Teams and we have full video conferencing facilities which can also help with diagnostics. We currently anticipate very limited impact in our ability to support and protect your IT estate, however, we do ask that requests, where possible, are emailed to [helpdesk@resolution-it.co.uk](mailto:helpdesk@resolution-it.co.uk) so we can track and act on requests in a timely manner.

We would like to highlight that as Guernsey's workforce have moved to home working, core infrastructure and home broadband may have issues at times, these could be seen as performance issues and lagging on typing when accessing work systems remotely.

We ask that if you identify an employee with confirmed case of COVID-19 coronavirus or is being tested, who has had close contact with any Resolution IT employee(s), or who was onsite with a Resolution IT employee that you email immediately [coronavirus@resolution-it.co.uk](mailto:coronavirus@resolution-it.co.uk) with the details, so we can prevent any further spread. Likewise, we will notify clients immediately if we have a case where our employee(s) have been in close contact with your employee(s).

As always, our paramount concern is the health and wellbeing of all of us and we thank you for your understanding in the current situation.

As your IT partner please do ensure you contact us with any questions, concerns or requirements which may help you work as well as possible from home. We want to help where we can. Further information and assurance can be found at <https://www.gov.gg/coronavirus>

Thank you.