

The Canadian Data Centre Excellence Awards: 2020

# CDCXA20

*Celebrating excellence in the Canadian data centre/  
IT service delivery community*

The Organizing Committee for GDCS20 is proud  
to present a CDCXA20 award in the category of

## COVID-19 Crisis Response

To  
**The Region of Durham**

Canadian Data Centre Excellence Award: 2020  
*Presented on behalf of the GDCS20 organizing committee*

### COVID-19 Crisis Response



*Recognizing excellence  
in supporting  
operational responses  
to the 2020 pandemic*

**Region of Durham**



## COVID-19 Crisis Response

When COVID hit, the Durham County IT group was charged with successfully enabling over 3,000 Region of Durham employees to work remotely. In response, the Region of Durham took the following steps:

1. Ramp up of Productivity Tools and Collaboration
  - o A modernized desktop for Regional staff was enabled by previous service delivery initiatives where staff already had access to productivity tools such as O365/Windows 10. The Region of Durham saw 7,027 Teams meetings take place in March-April 2020, compared to 156 Teams meetings in January-February.
2. Response to escalating End User Support and Equipment Deployment demands. Some key steps in Region of Durham's response included: coping with more than 1,000 incremental support requests after teleworking was initiated; deploying more than 500 softphones; encrypting 1500 desktops, overnight.
3. User access and security: Despite VPN usage growing from less than 100 users/day to more than 1000 users/day, the capacity surge was managed with no disruptions. VDI and MFA kept the environment secure for remote work.
4. Application development: The crisis required Region of Durham to develop new information resources. The key step in this area was the creation of live dashboards and tools to provide the public with accurate COVID-19 statistics, including the COVID-19 live tracking dashboard and self screening tools for staff and visitors.



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Better than Live!