

## **Update on remote access situation**

All,

While every effort has been made to extend the Reach system that allows remote access for wide spread use during this time, irrevocable firewall restrictions have meant that the system is unable to accommodate the demand for parallel access sessions at peak times. Users will have experienced a problem with systems' lock out over the last number of days.

Technology have identified alternative solutions workable for CSO corporate devices and via opening access through the Citrix system currently used for Research Data Portal access. This will give us additional concurrent capacity, however in order to enable these solutions it is necessary to limit REACH sessions to 50 concurrent users.

To enable this the Management Board has decided to introduce 4 bands for Reach access:

- 8am to 11am,
- 11am to 2pm,
- 2pm to 5pm,
- 5pm to 8 pm.

Between these hours, REACH access will be given on a priority basis to designated accounts.

As we enable these alternative solutions we will be able to migrate people off REACH access, creating additional capacity on the REACH platform for new users, while staying with the ceiling of 50 concurrent REACH users.

ADGs will determine the priority list for the various sessions available following a consultation with HODs, commencing today.

Thanks for your patience and understanding while this is worked through and particular appreciation to ICT teams, who are working all hours to develop solutions in a testing time.

Ciaran Dooly

International, Policy and Panning