

OFFICIAL-[SENSITIVE]

Message from ICT: Unfortunately OpenVPN **will not** be available tomorrow (Wednesday 24th) whilst we replace some of the hardware it is running on. It will not attempt to connect automatically in the morning, so you should be able to use virtual desktops (vdi) as normal.

We will let you know when this will be available again and apologise for any inconvenience.

If you have any issues please contact Servicedesk for advice.

We are still experiencing problems with the DDDC OpenVPN connection which has resulted in us having to disconnect any OpenVPN users to prevent you connecting in this way.

Virtual desktops are working as expected and there are still some virtual desktops available to connect to using Horizon View and your Swivel token.

Please note, we only have a limited number of virtual desktops that we can present on the resources and the more people who are connected, reduces the resources available making them slower for everybody.

We are working as a priority to resolve the OpenVPN connection so we can get those who use it back on as soon as possible and free up some of the virtual desktops and it's resources for others to use.

Please bear with us during this time, the current Virtual desktop infrastructure was implemented and resourced to provide only a percentage of people the ability to work from home. Due to covid-19, we have completed a lot of work to ensure we can get the maximum out of the resources we have and implemented new zero cost technologies very quickly to enable more people to work from home until decisions are made regarding the return to 'normal'. However, this does mean that slight technical complications can and will impact numerous people at once and we are working with CLT to establish future requirements.

Once the connection is stable again we will contact you to confirm.

Please pass on to those who do not have access to emails etc.

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