



Valued Service Desk client,

Insight continues to monitor the potential impact of the Coronavirus Disease (COVID-19) outbreak on our business operations and client services. We're working tirelessly to enable the continuity of our services to best support our clients in light of this unprecedented global coronavirus outbreak. The health and safety of Insight's teammates remains our top priority. In the days following our first communication, a number of our clients have implemented their own continuity plans, including the migration of a substantial amount of their workforce into remote work scenarios. The increased demand on Service Desk requirements, mostly from these newly transitioned remote workers, is expected to spike for at least the next two to seven business days.

Insight's Service Desk continuity protocols are being initiated to maintain and support services to our clients in this highly fluid and unpredictable environment. Many state and local school systems have taken the unprecedented step to close campuses or move to remote online education platforms for varied durations of time, including "indefinitely" for some. This will undoubtedly put an additional strain on all client operations as we all attempt to navigate these shifting events in the weeks ahead. We also expect there to be additional strains on our teammates and associates in several Service Desk centers as many families navigate the impact of school, daycare and other community support services closures.

Based on this potential surge in demand and corresponding volatility and impact on resources, Insight will be enacting directed incident response measures over the course of the next week or so as we work diligently to best support our Service Desk clients. We've identified a few of our proposed adjustments below, that will be subject to further alignment with specific client scenarios, the continuous and ongoing feedback we receive from clients, and evolving CDC, WHO and federal, state and local

government guidance and requirements, as we work together to address this unique and unforeseen set of circumstances.

- On high volume queues, as average speed to answer (ASA) rises, we'll be shifting to ASA-first protocols and the team will triage calls to identify new remote worker demands.
 - Calls from new remote workers may be queued for an outbound support call, the occurrence of which will be subject to volume.
 - Priority will be focused towards callers needing credentialed support assistance.
- Additional field desk-side resources are being assessed and, subject to vetting and availability, are expected to be brought online as remote service desk workers.
 - They typically operate as outbound callers to new remote workers to step through bringing the remote worker online.
 - These resources typically won't have client system access and will try to use both voice and end-client remote screen share support.
- We will also attempt to offer basic Q&A tips for general home network concerns around Wi-Fi connectivity, standard cabling configurations and similar universal device access concerns.
 - Knowledgebase articles for Q&A assistance will be generic and limited to the most commonplace home networking and device issues that are encountered by remote workers.
 - Callers needing advanced settings support (due to ISP issues) will be redirected to their applicable ISP for assistance.
- Voice recordings for our remote workers and overflow resources may be suspended to preserve bandwidth and backup compute capacity.

Insight is continuously monitoring, updating and communicating any required changes to our coronavirus incident response plans as provided for by the CDC, WHO and local, state and federal health and governmental authorities. We'll work diligently to enable the continuity of our services to

best support our clients in light of this unprecedented global outbreak, while making the health and safety of Insight's teammates our top priority.