Hi

**10OB-exit**

**IT infrastructure move**

Thanks to Vince ‘*No sleep til we are operational’* Bixby, and despite BT’s best efforts, we have all our essential systems running.   Thanks also to Michael and Shahm for helping on Saturday morning.

We are focussing initially on getting anyone who does not have any access into the systems and we will move on to tackle the known issues.    We will let you know when the known issues are resolved.  For other issues please log a ticket with support.

Known issues:

* Web browsing – external sites are accessible but may be slow.  Some internal sites, like the intranet page and PSF are not yet available – the SQL reports are now operational;
* Outlook – this is operating normally, save that emails sent to us between midnight on Friday and midnight on Sunday have not been delivered – please access your email continuity account and “restore” those email to your account.
* The INPRO due date report is not available

To restore a number of messages at the same time you can select all the messages and use the “restore” button at the top of the screen.  Using the drop down arrows you can also customise the date range to 27 and 28 June.  Note that you might have more than one page of emails and the emails on each page need to be restored separately.

You can see from the photos of 10OB taken late last week that there is no going back but looking forwards there is every reason to think that we can find somewhere that better suits our needs for the future!



**Competition time**

This was a popular competition!  The 15 words that you were meant to find are set out below.

In case you are wondering, the website I used to generate the puzzle wouldn’t let me use the acronym “CIPA” – it said that was a banned word! What am I missing about the meaning of CIPA?!



Some of you found many more that 15 words.  I have exclude two letter words, save for IT as Nick has correctly pointed out that this is **very** important, and that leaves Becky as the winner.   Well done Becky – your prize is being arranged!

**Gill Household**

We took delivery of my desk and other bits from the office on Friday.  I was on a call so Siân signed for it.  The very nice delivery men offered to carry the desk up the three flights of stairs to the attic but Siân declined saying we would do it!  A “discussion” followed when I saw the desk in the hallway.  We managed to get the desk up one flight of stairs before another “discussion”.  The desk was then partially dismantled and lifted up the next two flights and a final, highly animated “discussion” followed!

**BC Contacts**

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| COVID-19 - At AA Thornton we are well equipped to proceed with business as usual, and to provide uninterrupted, high-quality service to our clients. Please click [here](http://www.aathornton.com/covid-19/) for our latest update. |

