



LINX Technology

LINX114 Update

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CTO

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Agenda

- 1 Service Issues
- 2 Significant Projects 2021
- 3 Understanding SAFe at LINX
- 4 Investment Plans for 2022

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Service Issues

Service Issues

Since our last meeting and presentation, we have seen high service availability and minimal service issues affecting members. Significant events to note:

- LON1, Equinix, Slough, 28th June
 - An FPC stopped sending keepalives which caused the RE to drop the connection to the FPC and interrupting service for 11 members.
 - The FPC restarted automatically, and the errors were cleared by the reboot.
- LON1, THN, 28th July
 - Broadcast storm whilst troubleshooting member Fastweb port
 - Affecting core3-thn with locally connected members impacted

Service Issues

Since our last meeting and presentation, we have seen high service availability and minimal service issues affecting members. Significant events to note:

- LINX NoVA, 5th November
 - 10GE members down due to fiber service issue between The Digital Reality PoP and Equinix Ashburn
 - Update on current situation

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Significant Projects 2021

Significant Projects for 2021

- We will be launching our new portal service with self-service features
 - Mike to update on this
 - Collaboration across our internal and external software teams, marketing, an external design agency and in integration of our automation tooling
- We will be launching 400GE member Services
 - Mariano, our lead architect will make his first presentation at LINX to review our progress and explain the go-live plan
- ISO27001 Readiness and Certification
 - We will complete our readiness phase for ISO27001 certification, building towards end of year certification
- Automation
 - We will enable full network automation for JEDIX taking the last of our IP Infusion / Edgecore exchanges under network automation

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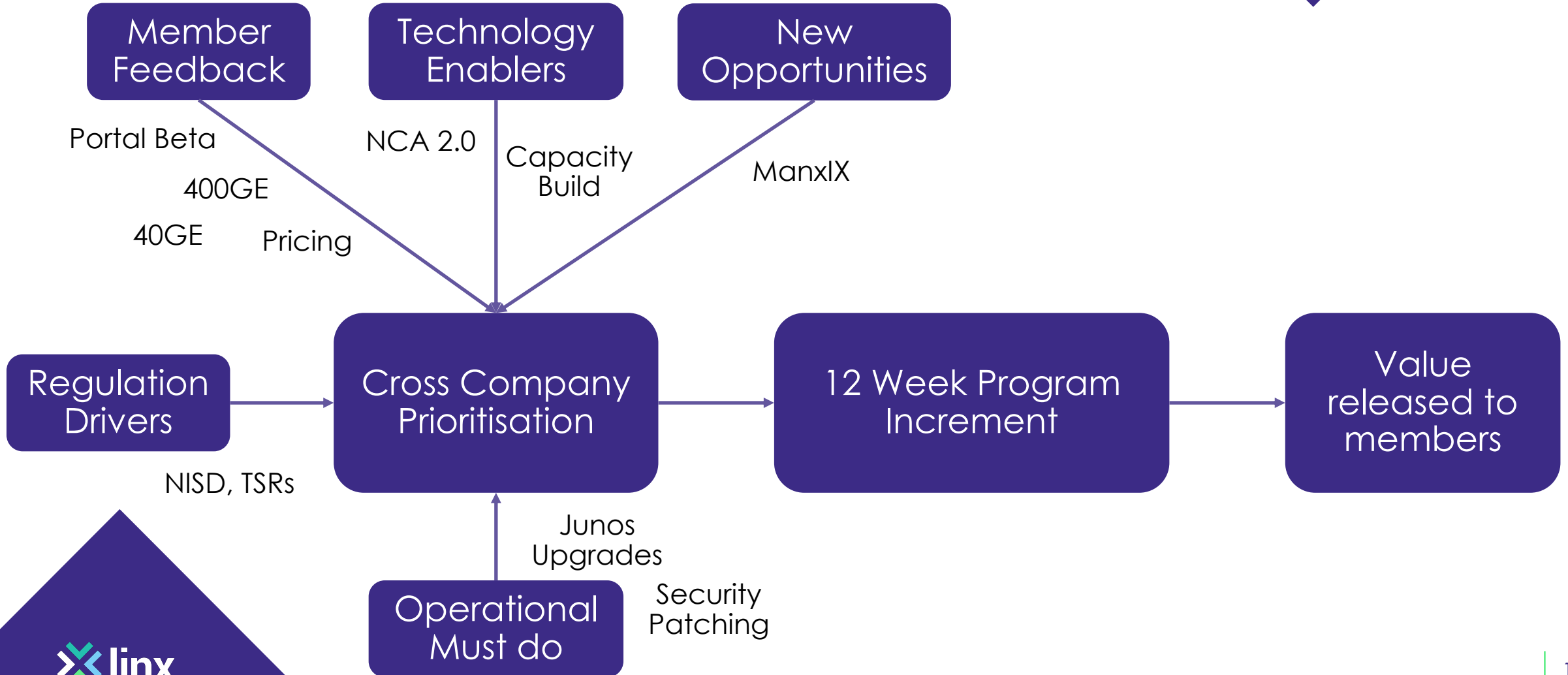
Understanding SAFe at LINX

Understanding SAFe at LINX

LINX uses an scale agile framework (SAFe) approach to project management, taking in portfolio controls to access our priority and investment value.

- Input from members
- Opportunity to grow the membership and reach
- Technology enablers to help optimize, remove technical debt and improve our technology investment rate
- Operational needs to keep the exchanges running

SAFe Portfolio View



Understanding SAFe at LINX

We then plan on a 12-week cycle, consisting of six, two-weekly sprints. Each team in works on their sprint, systematically getting together to co-ordinate cross team dependencies

- Projects are broken down into 'Features', these are given success criteria
- Each feature will result in an objective for a team and often an individual
- All objectives are tracked to measure the value we deliver to the membership
- We hold a company wide review at the end of each 12-week cycle to review how we are going and how to improve

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Investment Plans for 2022

Investment Plans for 2022

Investment plans are high level, directional investments that will go through the portfolio process and in turn access against priority of other competing needs

- **400GE**; general expansion, ISL design and multi-exchange coverage
- **Cloud Compete Strategy**; using public, private and hybrid cloud models
- **Digital Transformation**, Portal and Engineering UI development, API rationalisation, workflow improvements, including order management
- **Security** Assurance and meeting the Telecoms Security Requirements. Building on the ISO27001 work and CIS18/20 controls

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- **Monitoring, observations and machine-driven ops;** Review of our operational support services, tooling platform and use of cloud-based, machine-driven analytics systems.



Thank you



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