

Contingency Plan Roles & Responsibilities

Overview

Purpose

The purpose of this document is to describe the roles and responsibilities of CliniComp and the medical treatment facility in the event of a disaster or failure that brings down the Essentris system.

Intended Audience

The intended audience of this document is System Administrators at the facility for the CliniComp, Intl. Essentris application. This information resides as part of the CliniComp System Administrator's Training Manual.

Referenced Documentation

Document Name
CliniComp Reliability, Availability, & Maintainability Plan
CliniComp System Administrator's Training Manual

Roles & Responsibilities Overview

The purpose of this section is to describe the roles and responsibilities of CliniComp and the medical treatment facility in the event of a disaster or failure that brings down the Essentris system. The emergency response scenarios identified and planned for in this section include:

- Catastrophic, All Servers Failure
- Sabotage
- Extended Power Failure
- Air Condition Failure

These scenarios include CliniComp supporting actions if the emergency response scenario were to take place at the facility.

Emergency Scenarios

Catastrophic, All Servers Failure

All server failure requires patient data to be restored from the site's backup. The roles and responsibilities for resolution of a catastrophic, complete all server failure are as follows:

- Upon notification and confirmation of a failure (e.g., auto-page or phone call from facility), CliniComp System Support works with System Administrator to assess and coordinate the restoration of the system.
- If all patient data is lost CliniComp System Support will restore the data from the customer's backup.
- Or, if the site has an Essentris Disaster Recovery System operations continue without user intervention.

Sabotage

Sabotage is a deliberate act of destruction or disruption in which equipment or a system is damaged. The support actions performed by CliniComp Support are dependent upon the type of sabotage. In the event of an act of sabotage, the roles and responsibilities for resolution are as follows:

- System Administrator and personnel at the facility determine the extent of sabotage.
- System Administrator notifies CliniComp Support (Phone: (800) 350-8202) to access and determine actions necessary to repair the system. The support would be similar to the resolution discussed for other types of system failures described in this document.
- Or, if the site has an Essentris Disaster Recovery System operations continue without user intervention.

Extended Power Failure

The Essentris system architecture contains a minimum of two (2) Uninterrupted Power Supply (UPS). Each UPS provides at a minimum 100 minutes of power at full load. In the event all power is lost to the Essentris system, the Essentris system continues to be fully operational for up to 100 minutes. Power loss that is greater than this requires a graceful shutdown of the

system to prevent the possibility of corruption to patient files. In this event, the roles and responsibilities for resolution are as follows:

- System Administrator and personnel at the facility determine the extent of power loss.
- System Administrator notifies CliniComp Support (Phone: (800) 350-8202) and communicates the estimate of time to restore power to the system.
- If it is determined that the power will not be restored before exhausting the UPS run time, CliniComp Support gracefully shuts down the Essentris system.
- When power is restored, System Administrator contacts CliniComp to coordinate the restoration of the Essentris system.
- Or, if the site has an Essentris Disaster Recovery System operations continue without user intervention.

Air Condition Failure

A comprehensive system check of environmental temperature is included as part of the continuous monitoring mechanisms of the Essentris System. If a problem is detected, the system immediately notifies specified CliniComp on-call support personnel via auto-pages. CliniComp Support will then notify the facility. If the Essentris system detects excessive temperatures, the system will gracefully shut down. In the event an excessive temperature triggers a graceful server shutdown, the roles and responsibilities for resolution are as follows:

- System Administrator and personnel at the facility determine the extent of failure.
- System Administrator contacts CliniComp Support (Phone: (800) 350-8202) to coordinate the restoration of the Essentris system.
- Or, if the site has an Essentris Disaster Recovery System operations continue without user intervention.