

Business continuity plan

How to recover from an unplanned interruption in a Teleconsultation Center (TCC)

This document provides an overview of best practice for planning business continuity.

What to consider when establishing a business continuity plan for a TCC:



Name a senior **IT Officer** as responsible for the business continuity plan



Identify the most serious **threats and vulnerabilities** to the TCC infrastructure and operation



Review previous history of outages and disruptions



Identify an **IT helpdesk** team for all critical IT infrastructure disruptions



Prepare the **TCC recovery plan** to address critical IT systems and networks



Test the plan for **validation** of the operation



Update other related documentation to reflect changes



Schedule regular **reviews** of the business continuity plan

A successful business continuity plan has:

- Easy-to-understand procedures that are regularly tested and validated
- Trained and motivated team members with specific roles when the TCC activities are disrupted
- Arrangements with third-party organizations for emergency support
- Financial arrangements for emergencies
- Team members who are aware and understand the business continuity plan
- Support from senior management
- Good documentation
- Up-to-date contact lists

An appropriate business continuity plan ensures that the TCC service is available in the event of an interruption or disaster leading to temporary or permanent loss of IT infrastructure. The TCC should be able to continue operating without losing the capability to process calls, retrieve and protect information.

Set a timeframe

When disruption occurs, the TCC staff must decide whether and when to start the recovery actions. It is important to set a fixed timeframe for response and recovery.

Communicate

During disruptions, people need to be informed of what has happened and instructed on what needs to happen. A clear line of communication should be established to reach all affected parties, including internal and external organizations.

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High-level business continuity plan procedures for a TCC

Example

It is essential to understand the importance of the following procedures in resolving an infrastructure failure.

In all types of incidents, in the first instance, the TCC staff are to contact the IT helpdesk for support.

Type of incident

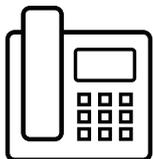
Process

Internet service is down



- The IT officer should immediately go to the TCC to troubleshoot the problem and determine whether it can be resolved internally. If not, the IT officer needs to liaise with the Internet service provider (ISP) to ensure that a viable connection can be established
- The ISP should provide a ticket or tracking number for reference
- After 48 hours, the IT officer must give an update to the TCC staff and senior managers
- The IT officer should escalate the issue to senior ISP engineers until the issue is completely resolved and update the incident log book at the TCC.

Phone system failure



- The IT officer should immediately go to the TCC and attempt to fix the technical problem
- If the problem cannot be resolved on site, the phone-line provider should redirect main numbers to a standby mobile number
- The IT officer must obtain a ticket or tracking number from the phone-line provider for reference
- After 48 hours, the IT officer must give an update to the TCC staff
- The IT officer should find out if there's a need for new equipment and, if necessary, estimate a cost so that funding can be raised.

Problems with servers, switches and workstations



- The IT officer should immediately go to the TCC to determine whether external support is required to restore the server
- The IT officer should attempt to restore the server and back up the system or make arrangement for new equipment
- In some cases, it may be necessary for staff members to work from another location. Laptops should be provided to staff members to permit this.