AGEM BCDR External Process

NIVS COVAX

Document Control Table

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Section	NHS Arden & GEM – Business Intelligence
Edit History	02/12/2020 – Version 1.0

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Purpose

This document provides the Business Continuity and Disaster Recovery (BCDR) process detail and information essential for users who are external to Arden & GEM.

Objective

To provide assurance to external users that the Arden & GEM BCDR covers the minimum requirements to restore an operational NIVS COVAX infrastructure and service in 4 hours and to demonstrate a long-term solution in the event of a disaster to effectively re-establish critical business operations within the shortest possible period of time with minimal loss of data.

To provide a shareable copy of the BCDR which contains the requirements and instructions external users will be provided with in the event of incidents and catastrophic failure.

Scope

Demonstrates the high-level incident responses and incident ratings Arden & GEM CSU use to manage business continuity and disaster recovery, alongside out of hours processes and escalations.

Process for incident notification

Service Desk Operational Opening times:

The NIVS Covid service operates a manned service desk:

        Monday to Friday: 8:00am to 6:00pm (excluding bank holidays)

        Saturday & Sunday: 8:00am to 4:00pm

Incidents observed during these hours should be notified immediately to the NIVS Covid service desk by email or phone call:

        Telephone: 0121 611 0187

        Email: nivs@england.nhs,uk

Out of Hours Service:

The Arden & GEM ICT Service Desk operates a 24-hour service 365 days a year. Incidents witnessed outside of the NIVS Covid Service Desk operating hours should be reported to:

Telephone: 0300 123 1020 / 0300 123 1243

Email: agcsu.itservicedesk@nhs.net

Incidents are triaged to the relevant senior managers following set, internal processes. This includes escalation paths and contacts.

The NIVS Covid service model which forms part of the Service Design Package can be seen below:
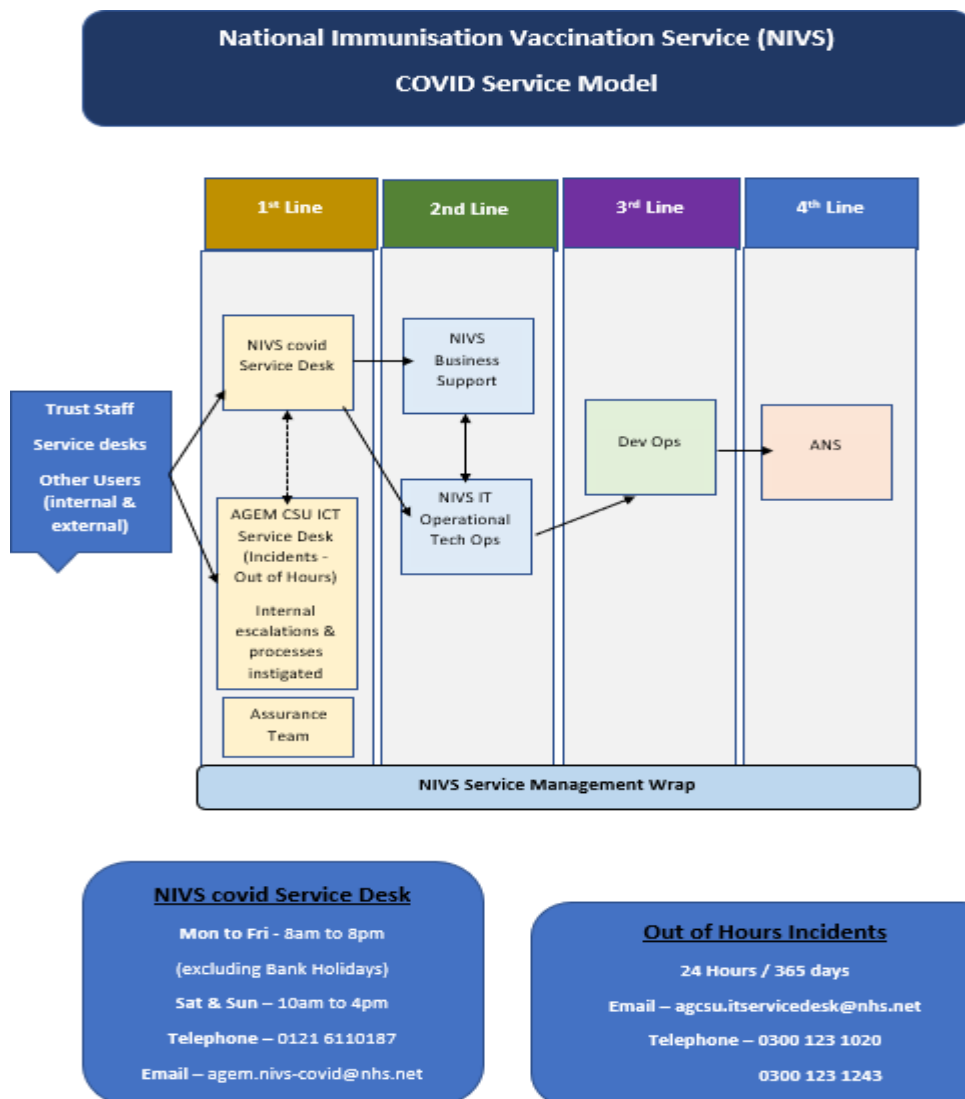
Incident and Escalation Process

The incident escalation process can be found below. Each priority level invokes a higher lever of senior management involvement to ensure resolutions can be expeditated and any blockers resolved rapidly. Key individuals will be notified of escalations related to the NIVS COVAX live service following agreement that the BCDR plan needs to be initiated as described in the NIVS COVAX BCDR Plan - Internal.

Business Intelligence Incident Process
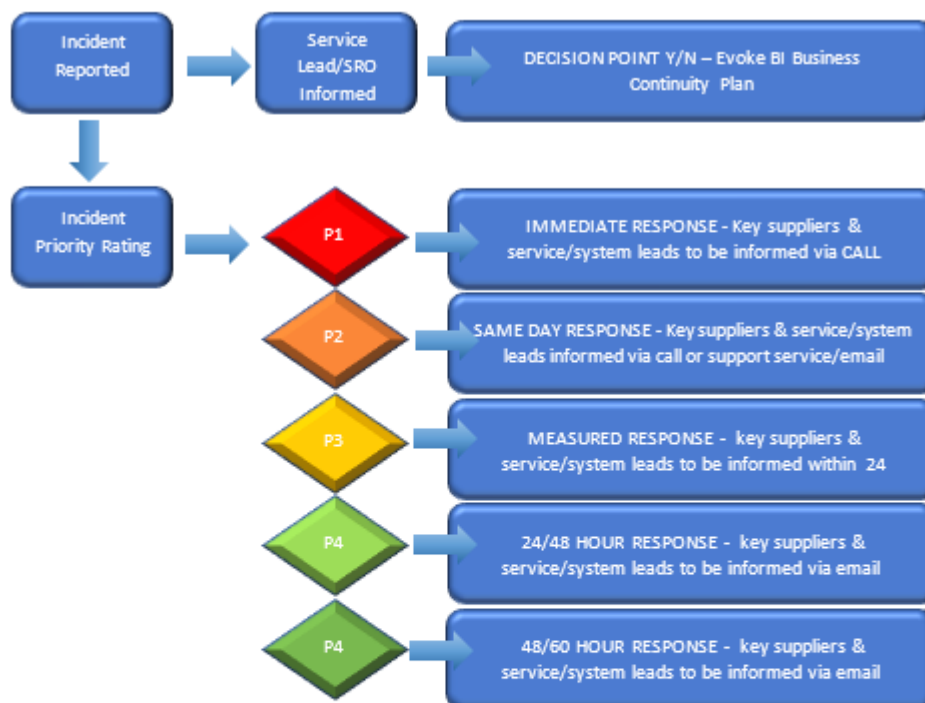
Incident Priority Table

INCIDENT	BUSINESS IMPACT		
	Minor	Moderate	Major
System/Service Down	P3	P2	P1
System/Service Affected	P4	P3	P2
User Down/Affected	P5	P4	P3

Testing Requirements

The following requirement have been agreed for the NIVS COVAX BCDR Test:

- **Baseline Functional Test**
  - A complete functional test of the environment prior to any other activities to show that the environment is functional
- **Application Resilience**
  - To be proven by moving App Service to another pre-existing App Service Plan.
  - Application functional test to be completed to prove functionality is maintained
- **Data Recovery**
  - Database restored using Azure SQL Managed Instance Point-in-Time Backup & Restore service
  - Database functional test to be completed to prove functionality is maintained
- **Event Monitoring and Alerting**
  - To be proven by using of event monitoring tools (New Relic & Logic Monitor) that testing events were captured and alerted to NIVS COVAX Support Teams and 3rd Party Cloud Service Provider's Service Support Team
- **Service Restoration**
  - To be proven by restoration of App Service to original App Service Plan.
  - Application functional test to be completed to prove functionality is maintained
- **Evidence Gathering**
  - During each stage of testing, the NIVS COVAX Infrastructure and Testing team will gather evidence of the test results.
  - The test evidence results will be collated after the test and made available to key stakeholders

Catastrophic Failure of NIVS Covid

In the unlikely event that the NIVS Covid service cannot be restored whilst on-site vaccinations are being undertaken the link to the attachment below can be used for the manual capture of data until the service is restored and can be updated with vaccination data.

https://www.ardengemcsu.nhs.uk/media/2438/nivs-covid-vaccination-form-v6-4-june-21.docx