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Operations Process Instruction Manual

Business Continuity - Internet Outage Process Instruction

Policy:

Trillium Gift of Life Network (TGLN) has two connections to the internet. Primary access is through a commercial internet service provider (ISP) and backup service offered by eHealth Ontario. These two service providers' connections to TGLN Head Office physically enter the building from two different sides to protect against a physical cut to the fiber line within the vicinity of TGLN. An internet outage would affect iTransplant users at TGLN Head Office, but would not affect TOTAL, email access or phones.

Process:

1. An internet outage may be reported to the Information Technology (IT) – Network Services department via two methods:

    - IT – Network Services receives an alert from the real-time monitoring system that internet connectivity has been lost
    - a user identifies an internet outage to the Helpdesk staff

2. Senior Network Administrator or designate receives the message and determines if the internet outage was caused by a real-time network configuration change. If so, the Senior Network Administrator or designate reverts to the previous network configuration to restore the internet connection.

3. If the cause of the internet outage is not caused by a real-time network configuration change, Senior Network Administrator or designate performs the following actions within 60 minutes (during business hours) and up to 2 hours (outside of business hours) of the problem being identified:

    3.1. Troubleshoots TGLN's systems prior to calling the Internet Service Provider (ISP) by checking logs, routing, etc.

    3.2. Switches to the backup ISP or eight laptops with two mobile hotspots (kept in TGLN's server room).

    3.3. Informs the Provincial Resource Centre (PRC) that a switch to the backup ISP has occurred and the push to TOTAL from iTransplant and TOTAL/National Organ Waitlist (NOW) communication will not work during this time. Note: The backup ISP service is slower (5 Megabits/second) than the primary ISP service (100 Megabits/second).

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4. CSC (Clinical Services Coordinator) Team Lead notifies the Manager-on-Call (MOC) that the primary ISP connection has been lost. If case activity is affected, the MOC will notify the Administrator-on-Call (AOC) of the situation.

5. If the Senior Network Administrator or designate is able to resolve the problem within 60 minutes (during business hours) and up to 2 hours (outside of business hours), the Senior Network Administrator or designate performs a load test to verify the connection has been successfully restored.

6. If the load test is unsuccessful, the Senior Network Administrator or designate calls the ISP Customer Service Representative (CSR) to report the problem. The ISP CSR opens a help ticket and resolves the issue.

7. The ISP CSR notifies the Senior Network Administrator or designate once the problem has been resolved and the Senior Network Administrator or designate performs a load test. If the load test fails, the ISP CSR is informed and testing continues until the problem is resolved.

8. If the load test is acceptable, the Senior Network Administrator or designate switches back to the primary ISP and notifies the PRC that the primary internet connection has been restored. Or revert back to desktops from those 8 laptops with two mobile hotspots.

9. The CSC Team Lead notifies the MOC that primary internet connection has been restored.

Records:

- No records.

References:

- No references.