



Information and Communications Technology – Disaster Recovery Plans Procedure

1. Guiding Principles

This procedure has been developed to ensure that all aspects of Disaster Recovery Plans are identified, regularly updated and reviewed by WA Country Health Service (WACHS) Information and Communications Technology (ICT) departments in all regions.

2. Procedure

- All regions are to annually review and update Disaster Recovery Plans (DRP) and update staff names and contact details.
- ICT Disaster Recovery Plans are to be referenced in regional and site Business Continuity Plans (BCPs).
- All Disaster Recovery Plans are to be tested on an annual basis and the processes checked using the standard WACHS Crisis and disaster Plan testing schedule to ensure the expected outcomes are achieved. All tests are to be conducted in a test environment and results documented in the DRP.
- All Disaster Recovery Plans are to be approved and signed by the Regional Corporate Services Director or regional executive, as well as the Director ICT. Annual review of Disaster recovery plans should include consultation and agreement between the Regional ICT Manager, Director ICT and Manager ICT Operations. Proof of this consultation is to be filed in the regional ICT continuity folders.
- DRP testing results to be sent to Manager ICT Operations on a quarterly basis.
- For an outage that requires Disaster Recovery restoration and assistance by Health Support Service (HSS), on contact from the business user, ICT staff are to contact the Health Information Network (HIN) Service Desk on 1300 302 536 which is a 24/7 service available for all applications housed at HSS such as WebPas, e-mail, HSS applications, Wide Area Network and other network outages.
- WACHS ICT managers are to ensure that all contact details for the HSS Enterprise ICT Crisis and Disaster Contacts register are kept up to date to ensure HSS application owners can advise regions of any crises or disasters that can or has impacted service delivery.
- Any crisis or disaster that will have a major impact on ICT (e.g. a failure in one or more services that has or could have a serious impact on the business at a regional level) is to be treated as priority one and restoration is to be, where possible, completed within four (4) hours. In the event of a priority one outage, the regional Executive are to be notified and if required the CEO and Executive Director Corporate Services should also be advised.
- WACHS Central Office will be supported by the Royal Street Division, Department of Health Information and Communications Technology.

3. Definitions

Term	Acronym	Definition
WACHS Information Governance Committee	IGC	The WACHS Information Governance Committee is the main advisory body to the WACHS Executive forum and WACHS CEO on ICT matters pertaining to WACHS and the broader reform agenda of WA Health.
WACHS ICT Networks		The WACHS ICT Networks are the main advisory group to the IGC on all Information Communications and Technology matters pertaining to WACHS.
Disaster Recovery Plan	DRP	A plan that outlines the process and timeframes, communication strategy when there is an ICT disaster or pending ICT disaster.
Business Continuity Plan	BCP	Contingency plans refer to plan developed that include actions to be taken in the event of a resource/s failure due to any cause. These plans are developed regionally and locally and should include responses at Director, Executive, Management/Operational and Health site Levels.

4. Roles and Responsibilities

This procedure is to be adhered to by all WACHS ICT Managers and ICT staff.

All Staff are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be.

5. Compliance

It is a requirement of the WA Health [Code of Conduct](#) that employees “comply with all applicable WA Health policy frameworks.”

A breach of the Code may result in Improvement Action or Disciplinary Action in accordance with the WA Health [Misconduct Policy](#) or Breach of Discipline under Part 5 of the *Public Sector Management Act*.

WACHS staff are reminded that compliance with all policies is mandatory.

6. Evaluation

A report is to be produced on a quarterly basis on the status of each of the region’s DRP and Testing results; and is submitted to the IGC and WACHS Executive for information and monitoring.

7. Standards

[EQulPNational Standards 14.9](#)

8. References

[REF009 Enterprise ICT crisis and Disaster Contacts](#)

[PROC120 ITSM Incident Management Process](#)

[High Priority Incident Procedure](#)

9. WA Health Policy Framework

[Information and Communications Technology Policy Framework](#)

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