Information and Communications Technology – Disaster Recovery Plans Procedure

1. Guiding Principles

In accordance with Section 3.2.10 of the WA Health MP 0067/17 Information Security Policy, this procedure has been developed to ensure that all aspects of Disaster Recovery Plans (DRPs) are identified, regularly updated and reviewed by WA Country Health Service (WACHS) Information and Communications Technology (ICT) departments.

2. Procedure

- All regions are to annually review and update DRPs, including contact details.

- Consultation and agreement with the Regional ICT Manager and Area Manager ICT Operations during the annual review is required. Proof of this consultation is to be filed in the official Electronic Documents and Record Management System (EDRMS).

- DRPs are to be approved and signed by the regional Director of Business Services, regional Emergency Management Committee Chair, and Director of Information Management & Technology (IM&T).

- DRPs 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 testing and results are to be documented and filed in the EDRMS.

- DRP testing results are to be provided to the Area Manager ICT Operations annually.

- DRPs are to be referenced in regional and site Business Continuity Plans (BCPs).

- For an outage that requires restoration and assistance by Health Support Services (HSS), on contact from the business user ICT staff are to contact the HSS Service Desk. This is a 24/7 service available for all applications managed via HSS such as WebPAS, Office 365, HSS applications, Wide Area Network and other network outages.

- In the event of a crisis or disaster that will have a major impact on ICT (e.g., failure in one or more services that has or could have a serious impact on the business at a regional level), the regional Executive are to be notified and, if required, the CEO and Executive Director Innovation & Development should also be advised.

- DRPs are to contain the disaster recovery site/s to facilitate recovery in various crisis/disaster scenarios.

- DRPs are to be stored so as to be readily available to relevant regional staff during an outage.

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

Director of Information Management & Technology is responsible for:
- Approving all regional DRPs.

Regional Director of Business Services is responsible for:
- Approving the regional DRP.

Regional Emergency Management Committee Chair is responsible for:
- Approving the regional DRP.

Area Manager ICT Operations is responsible for:
- Providing consultation during the annual DRP review.
- Enabling regional ICT Managers to meet their responsibilities under the WA Health Information Security Policy and WACHS Disaster Recovery Plans Procedure.

Regional ICT Managers are responsible for:
- Initiating and providing consultation during the annual DRP review.
- Ensuring appropriate measures are in place in compliance with the regional DRP.
- Ensuring regional ICT procedures are in place as required to support regional ICT staff to meet requirements under the regional DRP.
- Tabling quarterly reports to the regional Information Governance Committee (or equivalent) and WACHS Executive.

Regional ICT Officers are responsible for:
- Adhering to regional ICT processes as required to support the regional DRP.

5. Compliance

This procedure is a mandatory requirement under the WA Health Information and Communications Technology Policy Framework pursuant to section 26(2)(k) of the *Health Services Act 2016*.

Failure to comply with this procedure may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the Integrity Policy Framework issued pursuant to section 26 of the *Health Services Act 2016* (WA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

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

6. Records Management

All WACHS corporate records must be stored in the approved Electronic Documents and Records Management System.

WACHS Records Management Policy

7. Evaluation

Monitoring of compliance with this document is to be carried out quarterly by the regional ICT Manager using the following means or tools:
- A report on the status of the region's DRP and testing results is to be submitted to the regional Information Governance Committee (or equivalent) and WACHS Executive for information and monitoring.

8. Standards

National Safety and Quality Health Service Standards – Standard 1.5

9. Legislation

Health Services Act 2016

10. References

PROC136 ITSM Incident Management Procedure
High Priority Incident Procedure

11. Related Forms

Nil

12. Related Policy Documents

WACHS Records Management Policy

13. Related WA Health System Policies

MP 0067/17 Information Security Policy

14. WA Health Policy Framework

Information and Communications Technology Policy Framework
Integrity Policy Framework

**This document can be made available in alternative formats
on request for a person with a disability**

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