Baobab Health Trust PO Box 31797, Lilongwe 3, Malawi

Department	**Operations Support & Deployment**
SOP Title	**Data recording during downtime**

DATA RECOVERY DURING DOWNTIME SOP

Purpose

The purpose of this document is to assist in the recording of data in the case of an extended period of downtime.

All members of the department are responsible for regularly reviewing the SOP. Any individual affected by the SOP may bring forward recommendations for the additions and revision of the SOP.

Targeted users

This SOP is aimed at all personnel within the department.

ABBREVIATIONS & ACRONYMS

BDE – Back Data Entry

HDD – Hard Disk Drive

MySQL - My Structured Query Language

HTTP – Hypertext Transfer Protocol

fsck – File system check

1) DATA RECORDING DURING DOWNTIME

Items needed:
For data recovery the following equipment is needed

- Monitor
- Keyboard
- Flash drive with Ubuntu desktop and Clonezzilla
- Laptop
- Screw drivers
- Network cable
- Manual records
- BDE clerks
- Workstations for BDE
- Registers
- Manual Forms

Steps to be taken:

1) **TO THE USERS**

- Having confirmed that the system is down
- Communicate with the users of the downtime and estimated time when system will be up
- Users should be told to maintain manual records (Registers in the department, forms, mastercards, For ART – use Downtime form(refer to SOP), use the hardcover/papers that were manually).
- These documents should be filed separately for preparations of the BDE

2) WITHIN BHT

- Through the facility incharge, Identify manual records not captured into the system.
- Make preparations for BDE to be conducted.
  - Identify personnel to conduct BDE (application literate facility staff).
  - Identify number of days to conduct BDE (based on missed manual records).
  - Communicate gathered information to immediate supervisor.
  - Write requisition for BDE process.
- Conduct BDE.