



Aga Khan University Hospital

Document Title:	Planned and Unplanned Downtime of ICT Systems		
Department / Division:	Information and Communications Technology (ICT)		
Approved By:		Document Reference/Policy No.:	ADM-P-026
Director Service Delivery		Issuance Date:	1 st August, 2018
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1.0 Policy Statement: *Ensure continuity of business operations during planned and unplanned downtime*

2.0 Terms and Definitions:

2.1 Downtime: Planned or unplanned interruptions or failures of the ICT systems supporting business operations are referred to as downtime.

2.2 Planned Downtime: It is a scheduled activity to carry out maintenance, repairs, upgrades, and other changes to the system.

2.3 Unplanned Downtime: Can occur due to unforeseen reasons such as power outages, hardware failures, cooling issues, etc.

3.0 Purpose: To ensure that business operations continue during planned and unplanned interruptions.

4.0 Scope: *All AKU users*

5.0 Responsibility:

5.1 *ICT is responsible for informing AKU users about planned and unplanned downtimes of ICT services.*

5.2 *The respective department heads manage their downtime procedures and ensure that they are followed during unavailability of ICT services.*

6.0 Process / Procedure:

6.1 ICT will inform users about the date, time, and duration of planned system shutdowns via email or telephone, at least 16 working hours in advance, if possible.

6.2 For unplanned shutdowns, ICT will inform users about the system downtime and keep them updated via telephone or email regarding the expected time of recovery.

- 6.3 Hospital department heads should initiate their approved business continuity plan and ensure that ample copies of manual forms are available in the departments/units to be used during system shutdowns.

7.0 Compliance Reference: JCI MOI 13

8.0 Measures of Compliance:

- 8.1 Every year, ICT has planned maintenance downtimes, which will be used to verify compliance within departments. ICT will keep records of these downtimes, while the departments are responsible for compliance and other audit-related documentation.

9.0 Reference: *None*

10.0 Related Institutional Documents: *Hospital Business Continuity Plans (BCP)*

11.0 Annexures: *None*

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13.0 Key Searchable Terms: *Planned, Unplanned, Downtime, BCP (Business Continuity Plan)*

14.0 Documents Change Record:

Review #	Review Date (dd-mm-yyyy)	Description Of Change	Identification of Change	Approved By
1	01-Nov-21	Addition/Deletion in policy	-	Chief Information Officer
2	09-Jan-24	Format change / Addition in policy	Italic	Chief Information Officer