Business Continuity Manual

Business Continuity Plan: D2

Traffic Control & Surveillance System, Car Park Vehicle Access Control System

		Signature	Revision	Effective Date
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A. System Description

1.0 Introduction

1.1 Traffic Control and Surveillance System (TCSS) consists of the following sub-systems,

i Incident Detection and Diversion System (IDDS)
ii Inductive Loop Vehicle Detection System (VDS)
iii Lane Usage Sign (LUS)
iv Advisory Speed Sign (ASS)
v Variable Message Sign (VMS)
vi Emergency Telephone System (EMT)
vii Departure Guidance Dynamic Signage System (DGDSS)
viii Primary Access Road Dynamic Sign (PARDS)
ix Departure Kerb Dynamic Sign (DKDS)
x Pedestrian Crossing System (PSCS)
xi Car Park Information Display System (CIDS)

1.2 Among all sub-systems, IDDS system is provided with dual redundant servers and network switches, while the rest of the above-mentioned sub-systems have no redundant backup.

1.3 The Car Park Vehicle Access Control System (CPVACS) maintains the automatic car park services and can be divided into below groups, while each group independently maintains numbers of car park services with detailed location demarcation as follows:

Item	Group	Subsystems
1	A	Car Park 1 Loading Dock 1
2	B	Car Park 4
3	C	Pre-booked Taxi & LGV (long-term) Parking Area Car Park 5 Car Park 4 EV Zone
4	E	Limousine Lounge Staging Area Limousine Lounge Pickup Area Coach Staging Area Coach Station Skylimo Pickup Area Skylimo Staging Area
5	F	SkyCity Car Park
6	G	LGV Loading & Unloading Area
7	K	South Commercial Car Park
8	Others	Monthly Motorcycle Car Park

Each group of Car Park System includes 1 central server, local industrial PC controllers at local kiosks or shroff offices and field devices (such as CCTV and barrier gates). Car Park Vehicle Access Control System has no redundant backup.

B. Contingency Procedures for TCSS and CPVACS

1.0 Criteria for activating contingency plan

1.1 In case of system failure to both primary and secondary servers and network switches of TCSS IDDS.

1.2 In case of system failure to TCSS sub-systems except IDDS.

1.3 In case of system failure to field devices, local PC controller and servers of CPVACS.

1.4 Car park barrier gate(s) fail(s) to automatically response to user operation properly.

2.0 Services and manpower involved

2.1 TCSS and CPVACS electronic engineers and technicians

2.2 AA FRT

2.3 AA System Owner

2.4 CPVACS Operators

3.0 Contingency Procedures

3.1 When irregularities are detected according to the forehead criteria

i. Any person affected by TCSS and CPVACS service interruption should immediately report the fault to IAC-LD and list out the affected area(s). Then, IAC-LD should report the fault to the System Owner and FRT.

ii. If FRT identifies the system failures, they should report to the System Owner and IAC-LD.

3.2 Follow up procedure for recovery estimation

i. FRT shall identify and record the locations of system failure and possible affected area(s).

ii. FRT should notify the relevant TSS maintenance contractor and diagnose the reason of the system failure. In addition, FRT and TSS maintenance contractor of TCSS and/or CPVACS shall estimate the recovery time.

3.3 When TCSS and CPVACS can be resumed within acceptable time

i. FRT shall report to the System Owner and IAC-LD that the TCSS / CPMS can be resumed within acceptable time.

ii. FRT shall report to the System Owner and IAC-LD again after resumption of affected TCSS and CPVACS are resumed.

3.4 When TCSS and CPVACS cannot be resumed within acceptable time

i. FRT shall report to the System Owner and IAC-LD of the situation and the estimated recovery time.

ii. TSS, maintenance contractor and FRT shall seek alternative methods to provide the TCSS and CPVACS services as far as possible. Urgent repair on TCSS and CPVACS shall also be organized concurrently.

iii. For TCSS interruption, IAC-LD and System Owner shall notify and coordinate with the relevant Government Authorities for manual traffic control.

iv. For CPVACS interruption, IAC-LD and System Owner shall notify car park management operators to maintain car park services on site with local manual operation on entry and exit of vehicles. Car park management operators shall record car park user's information for later computer data re-entry upon system restoration.

v. FRT and TSS shall closely communicate with the System Owner and IAC-LD, and update the latest situation until TCSS and/or CPVACS resume.

4.0 Interface with other operational organizations during contingency

4.1 System Owner / LD

4.2 IAC

4.3 TSS

5.0 Data preservation procedures

TCSS and CPVACS data is archived in TCSS servers, TCSS sub-system local devices and CPVACS servers. FRT and Maintenance Contractor shall retrieve the relevant logs and record the fault handling actions to maintenance team for the detailed investigation and follow up.

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