

**Business Continuity Action Sheet for insert name of event** Complete as many as required:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| DisruptiveEvent | IT Network Failure | | | | | |
| RiskRating | Likelihood(1-5): |  | Impact(1-5): | Majo | OverallRisk-Rating | 4 |
| DescriptionofNature/Extentof ImpactofthisEventonService | Inability to review patient results/records; radiographs, schedule patients for theatre, dictate letters to GP and other specialist providers  Inability to request radiographs | | | | | |

**Immediate Actions (0-2 Hours):**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Description of necessary action** | **By whom** | **Using (staff, resources, etc)** | **Inter-dependencies** |
| **1.** | Contact IT department to establish extent of the issue/likely timescales | Clinic lead / department sister | Telephone/face to face if telecoms down |  |
| **2.** | Inform patients of likely delay and offer option to rebook if appropriate | nursing staff | Face to face |  |
| **3.** | Escalate to appropriate managers ( Surgery management team on call manager CSM) | NIC/ Matron | Telephone/face to face |  |
| **4.** | Inform clinical team of delay in order that alternative options can be considered | NIC/ Matron/ manager | Telephone/face to face |  |

**Subsequent Actions (2-6 Hours):**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Description of necessary action** | **By whom** | **Using (staff, resources, etc)** Clinicians /department leads / resilience team | **Inter-dependencies** |
| **1.** | Implement alternative system e.g. paper based , centralized viewing | All Staff |  |
| **2.** | Complete a Datix incident form | Clinic lead/ NIC | IT services |  |
| **3.** |  |  |  |  |
| **4.** |  |  |  |  |

Version 2.0 Page 43 of 49