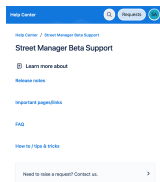




Department
for Transport

Offline guidance

Offline – Where to get information



Announcements on
Service Desk



Offline

In cases where the service is down here are some ways you can continue your work.

Partial:

Separate documentation
page with offline instructions



Track and record outages
for user recovery actions



Plan and manage roadworks

- Use this service for:
- Submit plans and work information
 - View forward plans for works

Display maintenance
page with info



Offline – Scenarios and mitigations

- Full outage – Hosting failure / Cluster down
 - Impact – All users cannot use service
 - Mitigation - Notify of unplanned downtime, display announcement on Service Desk and direct to Offline plan documentation, fall back on contingency and plan recovery
- Partial outage – Frontend unavailable
 - Impact – UI users cannot use service, API users unaffected
 - Mitigation – Notify of unplanned downtime and display maintenance page directing to Offline plan documentation
- Partial outage – API unavailable
 - Impact – API users cannot submit via own Works Management systems, UI Users unaffected
 - Mitigation – Notify admins of issue, display announcement on Service Desk and direct to Offline plan documentation
- External dependency - Map Tiling Service down
 - Impact – users cannot view and use map
 - Mitigation – display error message in application and direct to non-map journey
- External dependency – OS Names location search unavailable
 - Impact – users cannot search on map screens by street name
 - Mitigation – use alternative location search option, e.g. USRN or coordinates



Offline – Recover

- Get information from Service desk
- Inform your users about the outage and liaise with others in network about important works
- Temporary outage
 - Wait for service to recover and enter information retroactively
- Critical outage
 - Record Permit and Inspection results in offline forms
 - Send to responsible parties via Email