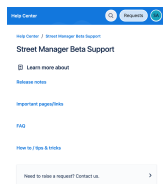




Department
for Transport

Offline guidance

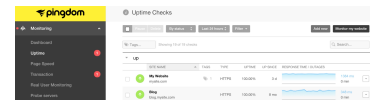
Offline – Where to get information



Announcements on
Service Desk



Direct comms via Email



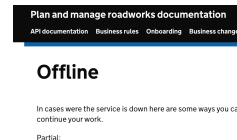
Track and record outages
for user recovery actions



Monitor and detect
outages



Display maintenance
page with info



Separate documentation
page with offline instructions



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 and Slack for details on outage
- 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