Section VIII – Contingency Operations

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Contingency operations ensure NX accountability continues even when systems are unavailable. Downtime cannot create blind spots. If SharePoint, Power Automate, or other platforms are offline, we fall back to controlled email templates and the Uber-Tracker spreadsheet. Every request is still logged, tracked, and reconciled once systems are restored.

# Trigger

Contingency procedures are activated during outages of SharePoint, Power Automate, or any NX tracking platform. Activation is immediate — there is no gap in accountability.

# Email Templates with Unique IDs

All contingency requests must be submitted using pre-set email templates. Each template requires a standardized subject line with a unique ID. This ensures consistency, searchability, and continuity when migrating back into PADMD.

Subject Line Format: [PPM-<TYPE>-####] – <Short Description>

* PPM-ERQ-2025-0147 – New Monitor for OR
* PPM-TRN-2025-0083 – Turn-in Request, Lab Equipment
* PPM-ROS-2025-0021 – Missing Ultrasound Machine

The body of the template includes request type, EIL, CO/requestor name, IMS assigned, and a brief description of the action. This standardization eliminates the ambiguity that typically plagues email-based submissions.

# Uber-Tracker Spreadsheet

IMS log every contingency email into the Uber-Tracker. The spreadsheet is the single source of truth during outages. Each row corresponds to the unique ID in the subject line, ensuring no request can be lost.

Core Uber-Tracker Columns:

* Unique ID (from subject line)
* Request Type
* Requestor (CO)
* Date Received
* Assigned IMS
* Status (Active/Complete/Reconciled)
* Linked PADMD Folder (after restoration)

# Reconciliation

Once systems are restored, IMS migrate all logged requests into their proper PADMD folders. The unique ID ensures seamless linkage between the contingency records and permanent records. Reconciliation is required within 48 hours of system restoration.

# Compliance Tie

This process guarantees that every NX action is captured, regardless of system availability. Auditors see a complete, unbroken trail of accountability — no excuses, no gaps.

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Even when systems fail, accountability does not. Unique IDs and the Uber-Tracker keep control unbroken.