

Departmental Business Continuity Worksheet (Technology) April 4 th , 2019		PARAMEDIC SERVICES		Staff	RTO
Provides emergency and non- emergency medical services to the community/public within the County of Grey. Also offer community-based programs to improve health and welfare of the community/public.				128	2-4 weeks
					7-days
					3-days
					24-hours
Critical Functions and Recovery Time Objectives					0-4 hours
Service/Process	RTO	Impact	Manual Processes/Alternatives		
EMERGENCY RESPONSE		<ul style="list-style-type: none">Inability to provide emergency response services to the public/patients and transport to the hospitals for further medical attention.	<ul style="list-style-type: none">Emergency Response: Depend on radio and cell phones for communicating calls to paramedics. Ambulance tablets will store data without being connected to the internet and can be uploaded once we have internet connection. If needed we can also use paper ACRS for calls.		
NON-EMERGENCY TRANSFERS		<ul style="list-style-type: none">Inability to provide services to the public/patients and transport to the hospitals/medical facilities for booked/special appointments (ie: CT scan at Owen Sound hospital).	<ul style="list-style-type: none">Non-Emergency transfers: delayed and or rescheduled with transfer service.		
COMMUNITY PARAMEDIC		<ul style="list-style-type: none">Inability to provide services to patients in our Community Paramedic program; visiting patients in home to improve health and welfare of.	<ul style="list-style-type: none">Community Paramedic: access to CP program RADIUS (Interdev). If needed they can utilize hot spots on cell phones or use public WIFI.		
ADMINISTRATION		<ul style="list-style-type: none">Inability to provides administration services for management and paramedic staff.Inability to provide services to municipal staff and the public.	<ul style="list-style-type: none">Procurement - Advertising and awarding of the procurement of goods and services. Could advertise in newspapers and other publications goods and services that are required.		
ACCOUNTS PAYABLE/RECEIVABLE & PAYROLL		<ul style="list-style-type: none">Inability to provide accounts payable/receivable services for the department and payroll for non-union and unionized paramedic staff.	<ul style="list-style-type: none">Could pay all staff regular hours worked and catch up on premiums/OT at another time.Could issue vendors manual cheques and make manual invoices.		
PUBLIC ACCESS DEFIBRILLATOR PROGRAM		<ul style="list-style-type: none">Inability to provide support to the PAD program; ensure maintenance of equipment is completed, tracks serial numbers, where they are located and expiry dates of supplies.	<ul style="list-style-type: none">Reporting - Completing of financial reports, ministry reporting, etc. Would need to track all expenditures and revenues manually.		
SCHEDULING		<ul style="list-style-type: none">Inability to schedule paramedic staff for the County of Grey.	<ul style="list-style-type: none">Depend on internet access for the staff schedule care program and email for last shift filled emails.		

Departmental Business Continuity Plan – Paramedic Services

SOFTWARE APPLICATIONS SUPPORTING CRITICAL SERVICES/PROCESSES

Application	Function	Location	Description	Support Contact
Great Plains	ERP solution (non-critical)	Primary Datacenter	Financial software	Information Technology
Alfresco	Enterprise Content Management	Primary Datacenter	File repository	Information Technology

VITAL RECORDS, FORMS AND DOCUMENTS

Vital Record	Description	Storage Location	Format	Updated
Financial records	Great Plains	Primary Datacenter	Digital	Daily
Various files	Alfresco	Primary Datacenter	Digital	Daily
PostgreSQL	Database (Alfresco)	Primary Datacenter	Database	Daily
MSSQL	Database (Great Plains)	Primary Datacenter	Database	Daily
Ministry of Health ADRS Data		External	Digital	Daily
Track my AED (PAD Program)		External	Digital	Daily
RADIUS	Interdev	External	Digital	Daily

TECNOLOGY REQUIREMENTS

Type	Normal	Minimal (MSL)	Comments
Telephones (VOIP/Cell)	TBD	TBD	Required within 0-4 hour RTO for critical services
EMS/OW Private Circuit	TBD	TBD	Note EMS/OW private circuit is used to connect a thick client to the FatPot cloud application. (RTO 0-4 hours)
Internet Access	TBD	TBD	Required within 0-4 hour RTO for critical services
MOH Radio System	TBD	TBD	Required within 0-4 hour RTO for critical services
Computers – Tablets for Ambulances	TBD	TBD	Required within 0-4 hour RTO for critical services (supported by InterDev)