

CMMS DOWNTIME PROTOCOL

1. Purpose

1.1.1 To define the downtime protocol for the CMMS.

2. Definitions

Acronym or Word	Definition
BCBME	British Columbia Biomedical Engineering
CMMS	Computerized Maintenance Management System that houses all assets and associated records
HA	Health Authority
Database Administrator	A BCBME person assigned the responsibility of database administrator for the CMMS. There is at least one database administrator for each Health Authority
Downtime	Any duration longer than 60 minutes where CMMS is inaccessible or is suffering from performance issues hindering staff's ability to use full functionality of the system.

3. Scope

Any problems related to the CMMS where one or more BCBME users cannot login to the application, or continually get kicked out of the application, and so are unable to perform their work.

4. Background

There are times when BCBME staff cannot login to the CMMS or when they repeatedly get kicked out of the CMMS. When this happens, they are unable to effectively perform their work. It can affect one or many or all users. Whenever that occurs, this protocol takes effect.

Typically, if the problem is not widespread (i.e., affecting all HAs), then the problem is not with Accruent. However, this is not always true.

Typically, if the problem is affecting more than one user in an HA but not affecting other HAs, then the problem is related to network or internet access, and the NTT Help Desk will need to be engaged.

5. Procedure

Step	Action	Who
1	<ul style="list-style-type: none"> Try logging out of TMS and log back in Try a PC Shutdown and Restart Check the Internet Explorer settings against Appendix A – TMS Internet Explorer Browser Settings Contact Database Administrator Consult manufacturer documentation for PM and II procedures Record work manually, and then input that work into TMS when you have access again. Appendix B - Data to Record 	User
2	<p>Determine the scope of the problem i.e., is it one user, local, or widespread.</p> <ul style="list-style-type: none"> If one user, work with the user to resolve the problem If local, investigate and work to resolve the problem. This may involve contacting the NTT Help Desk If widespread, contact Accruent Tech Support to determine if they are having any problems If yes, communicate to other DBAs and all BCBME as soon as possible while awaiting a resolution by Tech Support If no, then investigate and work to resolve the problem. This will likely involve contacting the NTT Help Desk. 	Database Administrator
3	<p>If problem persists greater than 1 day, take escalation steps to resolve.</p> <ul style="list-style-type: none"> NTT Help Desk and HealthBCIT have a specific escalation process in their Service Catalog on the Intranet. Accruent Tech Support also has a specific escalation process. 	Database Administrator /Director
4	Provide regular status reports to all affected users and all system administrators. The frequency will depend on the duration and severity of the problem	Database Administrator
5	Communicate resolution to all affected users and all system administrators. Include the original problem and the resolution	Database Administrator

Table 1 - Downtime Procedure

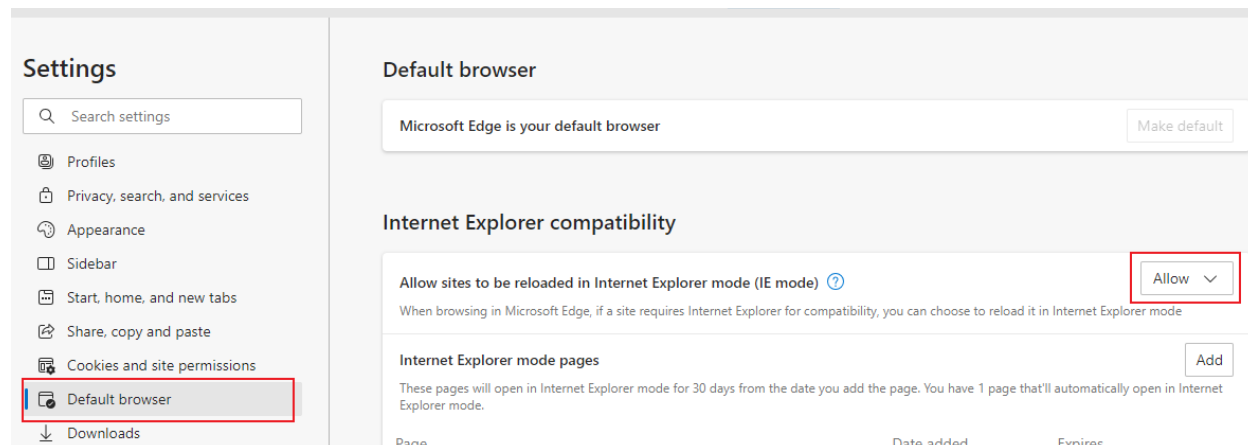
CMMS Downtime Protocol: Biomedical Engineering
SOP # P-14-16-40004

Effective Date:	15-JAN-2024			
First Released:	02-NOV-2015			
Last Revised:	15-JAN-2024			
Last Reviewed:	15-JAN-2024			
Approved By:	BCBME Federated Directors			
Owners:	BCBME Federated Directors			
Revision History:	Version	Date	Description/ Key Changes	Revised By
	1.0	23-Mar-2015	First Draft	LM Manager
	1.1	02-Nov-2015	Final Draft for BCBME Directors	LM Manager
	1.2	15-JAN-2024	Revised with Tech downtime processes	NH Engineer/FH Director

This material has been prepared solely for use at Fraser Health (FH), Interior Health (IHA), Island Health (IH), Northern Health (NHA), Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH). FH, IHA, IH, NHA, PHC, PHSA and VCH accept no responsibility for use of this material by any person or organization not associated with FH, IHA, IH, NHA, PHC, PHSA and VCH. A printed copy of this document may not reflect the current electronic version.

APPENDIX A - MICROSOFT EDGE IE MODE

TMS Online is accessed through Microsoft Edge in Internet Explorer mode (IE Mode). From Edge, click the three dots in the top right corner > Settings> Default Browser



Settings

- Search settings
- Profiles
- Privacy, search, and services
- Appearance
- Sidebar
- Start, home, and new tabs
- Share, copy and paste
- Cookies and site permissions
- Default browser**
- Downloads

Default browser

Microsoft Edge is your default browser Make default

Internet Explorer compatibility

Allow sites to be reloaded in Internet Explorer mode (IE mode) Allow

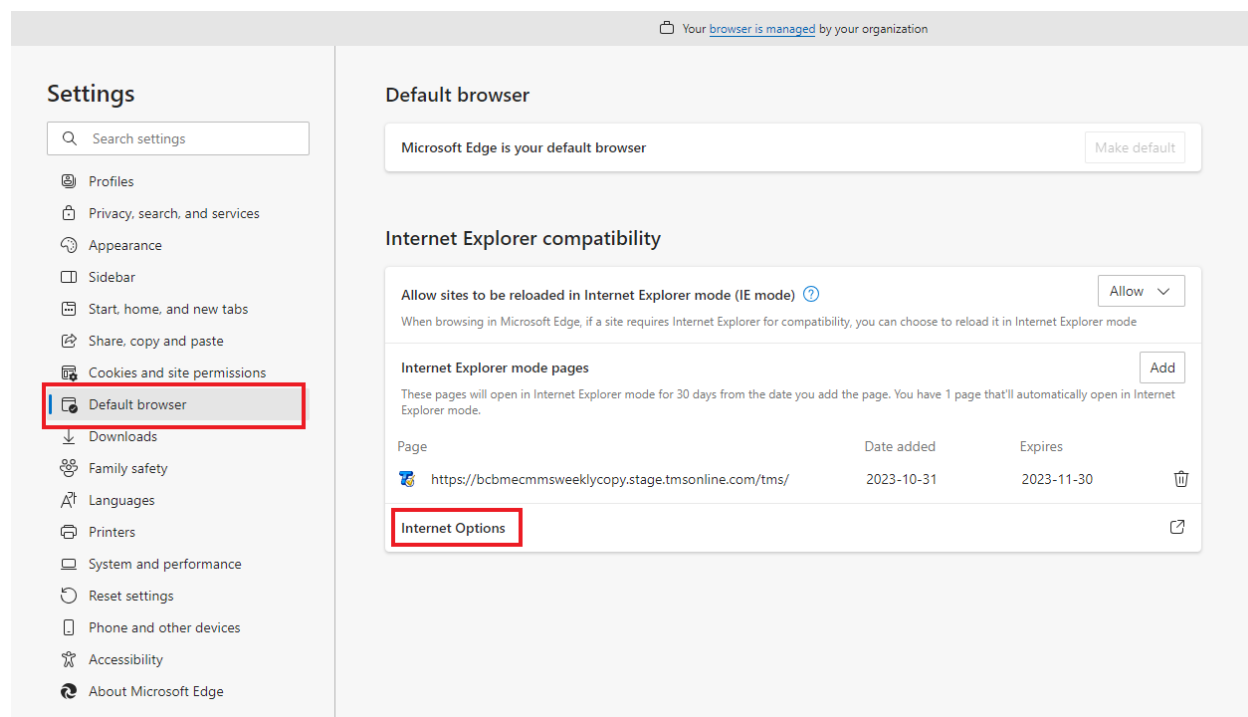
When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you can choose to reload it in Internet Explorer mode

Internet Explorer mode pages Add

These pages will open in Internet Explorer mode for 30 days from the date you add the page. You have 1 page that'll automatically open in Internet Explorer mode.

Page	Date added	Expires
https://bcbmecmsweeklycopy.stage.tmsonline.com/tms/	2023-10-31	2023-11-30

Set to 'Allow'



Settings

- Search settings
- Profiles
- Privacy, search, and services
- Appearance
- Sidebar
- Start, home, and new tabs
- Share, copy and paste
- Cookies and site permissions
- Default browser**
- Downloads
- Family safety
- Languages
- Printers
- System and performance
- Reset settings
- Phone and other devices
- Accessibility
- About Microsoft Edge

Default browser

Microsoft Edge is your default browser Make default

Internet Explorer compatibility

Allow sites to be reloaded in Internet Explorer mode (IE mode) Allow

When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you can choose to reload it in Internet Explorer mode

Internet Explorer mode pages Add

These pages will open in Internet Explorer mode for 30 days from the date you add the page. You have 1 page that'll automatically open in Internet Explorer mode.

Page	Date added	Expires
https://bcbmecmsweeklycopy.stage.tmsonline.com/tms/	2023-10-31	2023-11-30

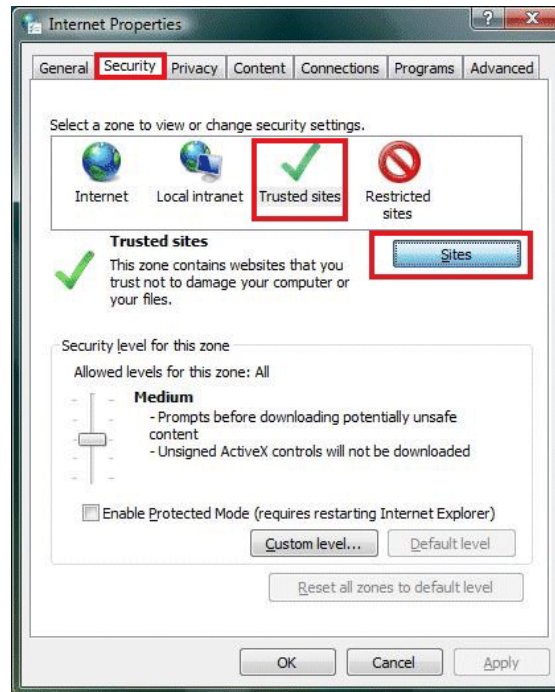
Internet Options

This material has been prepared solely for use at Fraser Health (FH), Interior Health (IHA), Island Health (IH), Northern Health (NHA), Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH). FH, IHA, IH, NHA, PHC, PHSA and VCH accept no responsibility for use of this material by any person or organization not associated with FH, IHA, IH, NHA, PHC, PHSA and VCH. A printed copy of this document may not reflect the current electronic version.

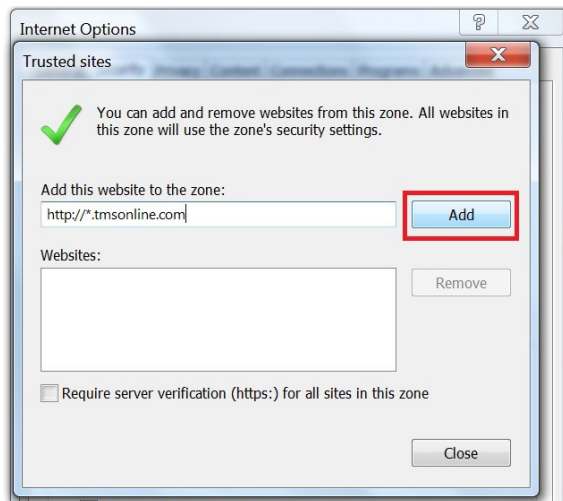
CMMS Downtime Protocol: Biomedical Engineering

SOP # P-14-16-40004

Select 'Internet Options'



First Add the Trusted Site "http://*.tmsonline.com"

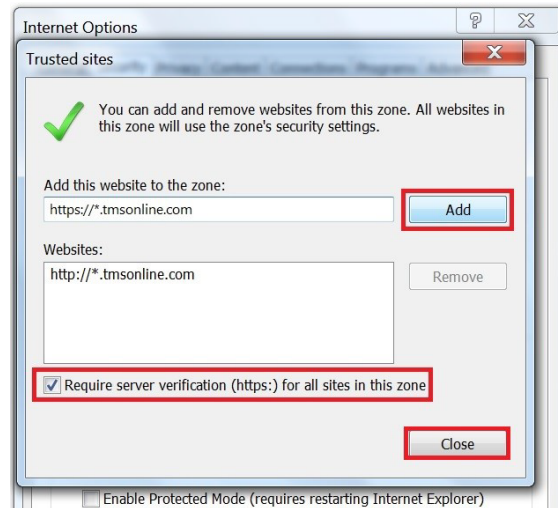


This material has been prepared solely for use at Fraser Health (FH), Interior Health (IHA), Island Health (IH), Northern Health (NHA), Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH). FH, IHA, IH, NHA, PHC, PHSA and VCH accept no responsibility for use of this material by any person or organization not associated with FH, IHA, IH, NHA, PHC, PHSA and VCH. A printed copy of this document may not reflect the current electronic version.

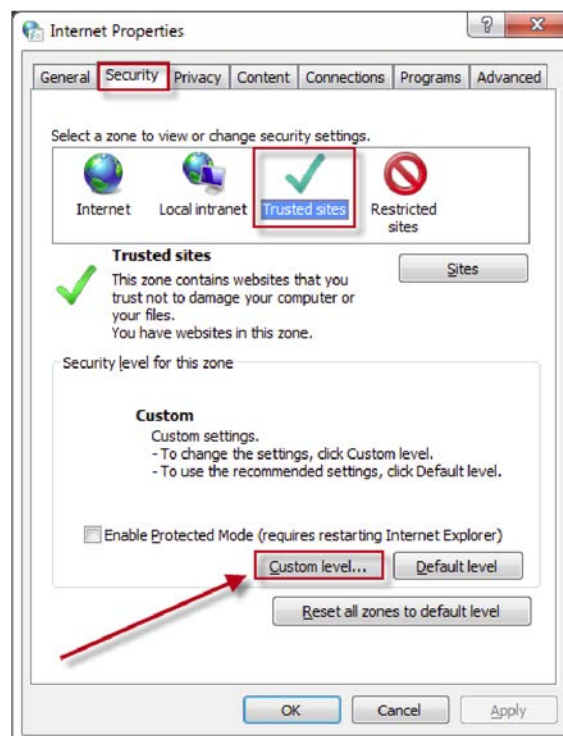
CMMS Downtime Protocol: Biomedical Engineering

SOP # P-14-16-40004

Next Add the Trusted Site "https://*.tmsonline.com". NOTE: Require server verification tick box must be selected for this url, click Close



Click Custom level...

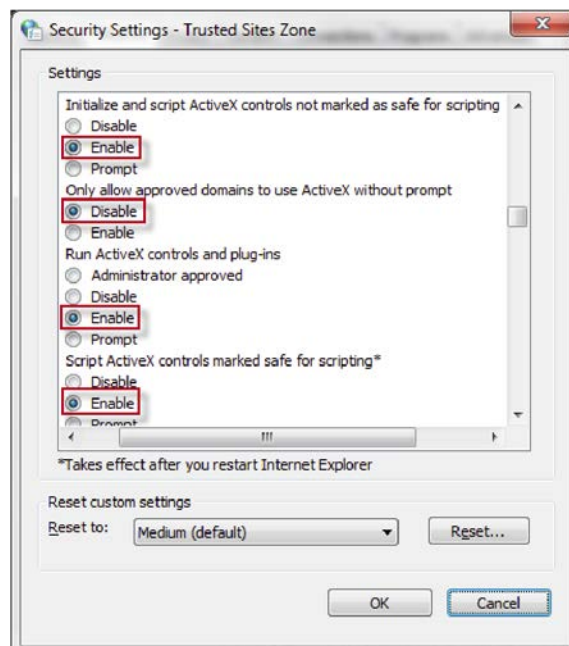
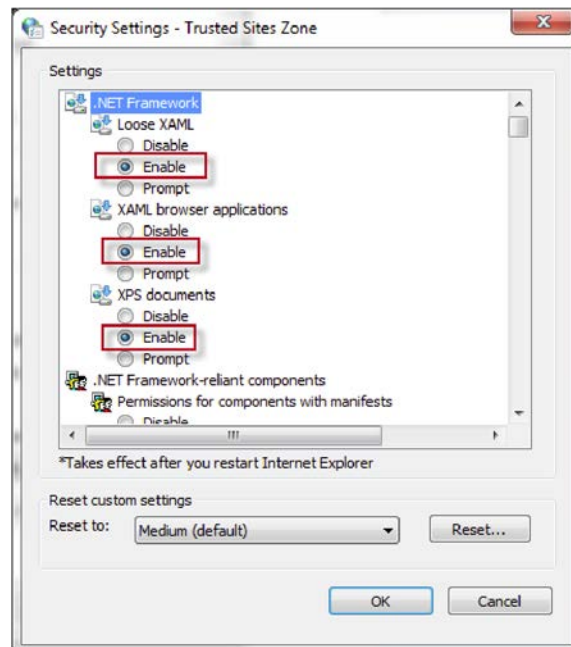


This material has been prepared solely for use at Fraser Health (FH), Interior Health (IHA), Island Health (IH), Northern Health (NHA), Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH). FH, IHA, IH, NHA, PHC, PHSA and VCH accept no responsibility for use of this material by any person or organization not associated with FH, IHA, IH, NHA, PHC, PHSA and VCH. A printed copy of this document may not reflect the current electronic version.

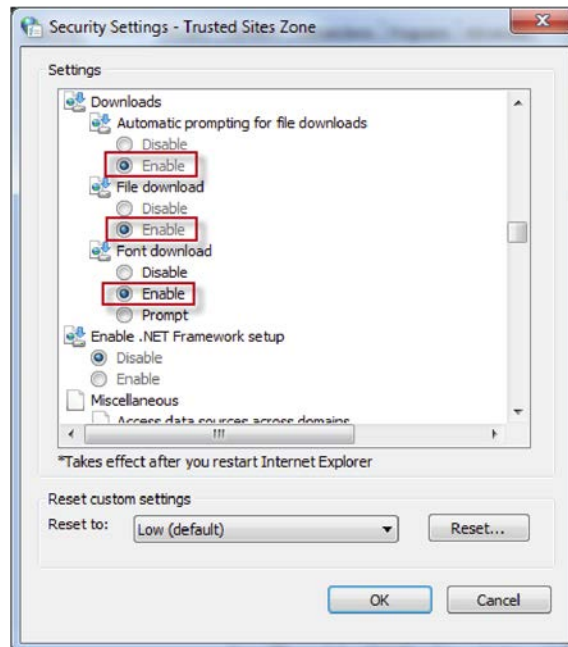
CMMS Downtime Protocol: Biomedical Engineering

SOP # P-14-16-40004

Verify the following settings in the Custom Level of the Trusted Sites Zone



This material has been prepared solely for use at Fraser Health (FH), Interior Health (IHA), Island Health (IH), Northern Health (NHA), Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH). FH, IHA, IH, NHA, PHC, PHSA and VCH accept no responsibility for use of this material by any person or organization not associated with FH, IHA, IH, NHA, PHC, PHSA and VCH. A printed copy of this document may not reflect the current electronic version.



APPENDIX B – DATA TO RECORD

In situations when BCBME Downtime SOP is applicable, use a manual method to record WO data in MS Excel, MS Word, or paper notebook. Table 2 provides suggestions on what to record for the common WO types.

CW	PM	II	RA
Asset #	Asset #	Asset #	Asset #
Time Charge Entry	Time Charge Entry	Time Charge Entry	Time Charge Entry
Completion Date	Completion Date	Completion Date	Completion Date
Parts Used (if applicable)	Parts Used (if applicable)	Device Parameter Readings (if applicable)	Disposal Decision
	Meter Reading (if applicable)	Department	
	Device Parameter Readings (if applicable)	Manufacturer	
		Model	
		Serial Number	
		Purchase Order Number	
		IT/Cyber Security Information	

Table 2 Suggested Data to Record

This material has been prepared solely for use at Fraser Health (FH), Interior Health (IHA), Island Health (IH), Northern Health (NHA), Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH). FH, IHA, IH, NHA, PHC, PHSA and VCH accept no responsibility for use of this material by any person or organization not associated with FH, IHA, IH, NHA, PHC, PHSA and VCH. A printed copy of this document may not reflect the current electronic version.