

TITLE: DOWNTIME POLICY	
STATUS: FINAL	EFFECTIVE DATE: March 4, 2015
VERSION: 2	PAGE: 1 OF 2

I. PURPOSE

ClinicalConnect HIE is committed to ensuring reliable access to supported applications. The goal of this policy is to explain those circumstances during which downtime may occur, anticipated durations of downtime events, and procedures for notifying affected users.

II. SCOPE

This policy applies to ClinicalConnect HIE staff and its Participants

III. DEFINITIONS

“The Sequoia Project”, formerly known as “Healthway”, is a non-profit, public-private partnership that operationally supports the eHealth Exchange.

“eHealth Exchange”, formerly known as the *Nationwide Health Information Network* and often abbreviated as the *NHIN* or *NwHIN*, shall mean a group of organizations with a common mission and purpose to improve patient care, streamline disability benefit claims, and improve public health reporting through secure, trusted, and interoperable health information exchange.

“Participant” is an organization (including physician practices) that has signed a Data Exchange Agreement with the ClinicalConnect HIE.

IV. POLICY

A. Planned Downtime

1. ClinicalConnect HIE on-call support analyst will communicate planned downtimes with at least a three day lead time. Communication will be sent via email to participants as well as to The Sequoia Project and P3N (as applicable). The communication shall contain the following information:
 - a. Date and time that the application downtime will begin
 - b. How long the system will be unavailable

- c. Reason for application downtime
 - d. Impact to end users
2. When the planned application downtime has completed, a communication will be sent.

B. Unplanned Downtime

1. ClinicalConnect HIE on-call support analyst will communicate unplanned downtimes as soon as confirmed and reasonably practical. Communication will be sent via email to participants as well as to The Sequoia Project and P3N (as applicable). The communication shall contain the following information:
- a. Date and time that the unplanned application downtime began
 - b. Estimated time until resolution
 - c. Impact to end users
2. When the planned application downtime has completed, a communication will be sent.

V. Revision History

DATE	AUTHOR	COMMENTS
3/4/15	Jacob Ploesch	Creation of the policy
12/28/15	Erika Jones	Update the template
4/3/17	Dianne Clark	Modified Healthway to The Sequoia Project and added P3N.