# Considerations during technical business continuity events.

This document is for guidance following a technical failure of the command and control system in the DW Control room that prevents normal working practice.

1. Start a business continuity events log. – see ‘Control X Drive’ add link
2. Contact partner controls to ascertain if they are also experiencing the issue.
3. Contact duty ICT technician and report fault.
4. Look at diagnostics – available under help – diagnostics – connections – VCS.
5. Identify what functionality you have – e.g.
   1. Can you mobilise,
   2. Can you create an incident log.
   3. Is a response histogram displayed?
   4. Is the Gartan interface working.
6. Mobilise duty CTA to control.
7. Inform Duty Area Manager who will inform the Duty Principal Manager as required.

What does the top line indicate – are you connected to WVAS, DSVAS or HVAS or is there a mix of both.

* If top line indicates ‘not responding’ for more than a few seconds - this is likely to mean that the WVAS is not available and the command clients cannot see the HVAS or DSVAS which would indicate a network issue. In this instance you must hand calls to D&S control – see separate guidance sheet. Insert failover scenario link
* If the top line indicates that command clients have connected to HVAS or DSVAS (will be split across the room) – this is likely to mean, there is an issue with the WVAS. For this to happen the WVAS will need to have been properly switched off or to have suffered a complete power outage. If is it just ‘poorly’ (slow running) then you will need to take positive action to resolve – see guidance sheet ‘To connect to another VAS). Add link
* If you are able to connect to another VAS, then you should confirm functionality of the system by:

1. Carry out an ‘Any Bearer’ Link test.
2. Create an incident – does the system assign an incident number & present a response histogram.
3. Carry out a test turnout to WDS and confirm operation of MDT, Radio DGNA and Station Printer.
4. Check you can see AVLS using a mobile officer.

* If all of the above tests are successful, then normal operations can take place in DW Control.
* If the tests are not successful, then consideration should be given to:

1. If you are able to create an incident and add a resource but cannot mobilise – use GD92 despatcher to mobilise and record incident details. Operations to remain in DW control.
2. If you cannot create an incident log to record details calls consideration should be given to handing calls over to D&S FRS, or to utilise paper mobilising alongside GD92 Despatcher. Business Continuity 1 (Add link)

* If these functions are not available, consider transferring business to a partner control ***if they are unaffected*** until what is wrong can be established.

1. When handing calls over you will need to set clear parameters with the partner control room, eg.
   * 1. Take calls and incident management functions,
     2. We will continue to provide admin functions, incident closure and Gartan updates.