

What is downtime in CAREs?

When you are not able to access the system on either a Computer or Mobile device due to one of the following downtime categories:

Categories of CARES Downtime:

Scheduled Downtime (Planned Downtime)

- Planned maintenance/enhancements

Unscheduled Downtime (Unplanned Downtime)

Where the system is not operational due to one of the following reasons:

- Unexpected hardware failures;
- Software bugs and Database crashes;
- Network Downtime (Connectivity issues affecting system access at the facility);
- Power Outages (Unexpected loss of electrical power impacting system operations);
- Planned Power Outages (Eskom load shedding)

N.B.: Sometimes technical challenges beyond the immediate IT environment can be affected by third party services like SITA connectivity challenges; Azure/Microsoft platforms or Patient Master Index (PMI) Exchange Web Services (EWS).

CAREs DOWNTIME PROCEDURES

What are the first steps I should take when CAREs is not responding?

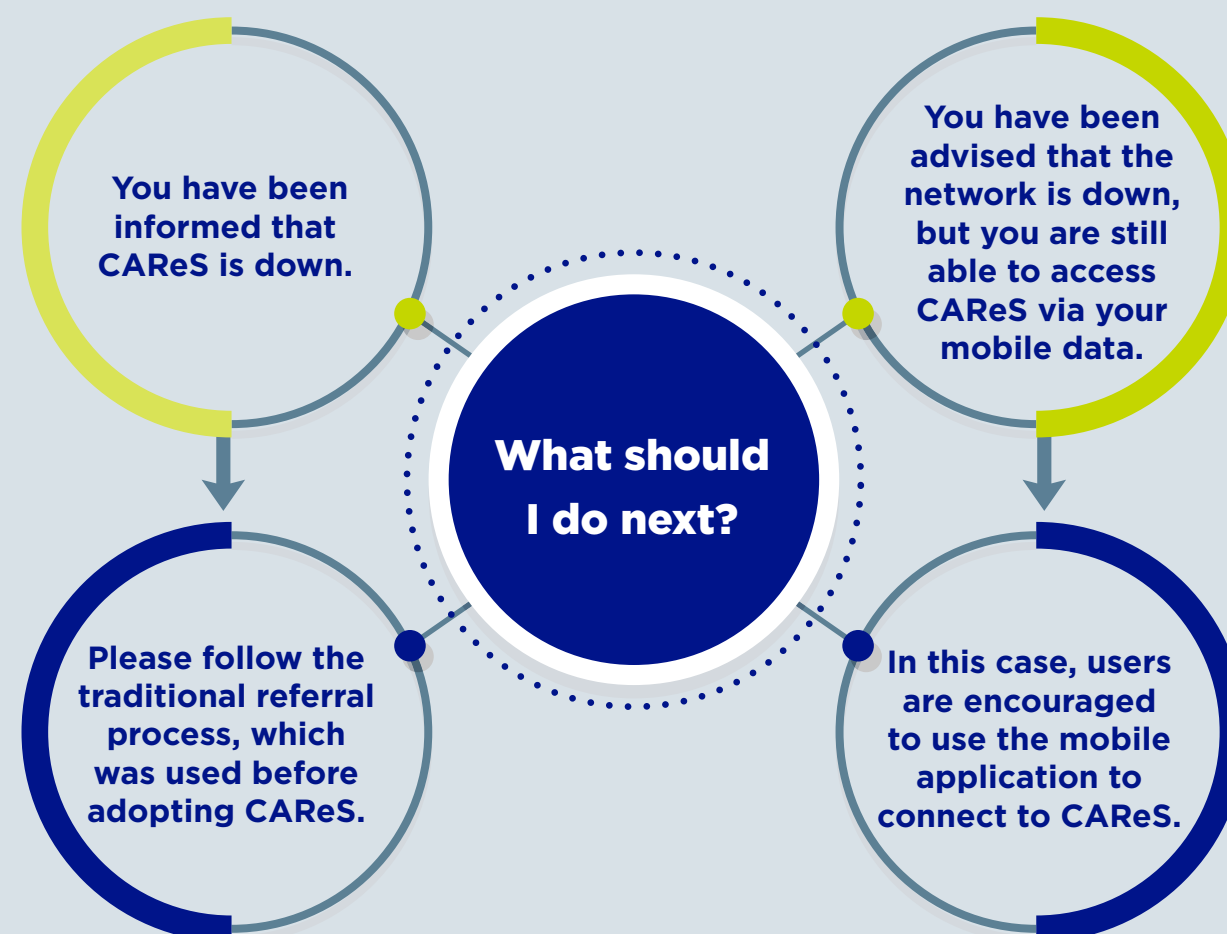
- Check the network access on your device, e.g. VPN, Wi-Fi or LAN.
- See if other programs you have access to are also not working to isolate the problem.
- Check if you are able to connect to CAREs with your mobile data.

What should I do next, if the network connectivity and other systems are working, meaning CAREs is not working?

Check if there is any communicated Scheduled Downtime

If there is no communicated downtime

- Report the downtime to the CAREs Team via your local facility's CAREs Support Group.
- Inform your local IT Support, Information Officer or the Hospital Manager on call to escalate and to investigate the underlying cause of any downtime experienced on CAREs.
=> They will be able to identify if it is a hospital specific problem or other locations are affected due to a third-party connectivity challenge.
- Log a call with the **Cel Service Helpdesk at 021 483 4800** or **Cel.ServiceDesk@westerncape.gov.za** to report issues with CAREs, network outages, hardware failures or power outages.



Downtime Recovery

- The CAREs Team will address issues as quickly as possible to minimise any downtime on CAREs.
- The CAREs Team will notify end users via the CAREs Communication Channels, Downtime Support Group, SMS, Email and within the CAREs App itself as soon as CAREs is available again.