

VITALS INFORMATION PARTNERSHIP (VIP)
CONTINGENCY PLAN

Version 1.6
November 1, 2015

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	<i>RVRS Staff, Kathy Gallagher - Project Manager</i>	06/16/2014			Initial Version
1.1	Kathy Gallagher – Project Manager	06/16/2014			Updated with comments from RRS team review
1.2	Kathy Gallagher – Project Manager	7/1/2014			Included scenario for statewide outage with telecommunications failure
1.3	Kathy Gallagher – Project Manager	7/16/2014			Final review with RVRS team and completed some minor edits.
1.4	Kathy Gallagher – Project Manager	8/18/2014			Updated scenario for statewide outage with method of communication and action to be taken.
1.5	RVRS Leadership Team	09/22/2015			Annual review
1.6	RVRS Leadership Team	11/01/2015			Updated scenario for system wide outage with method of communication

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APPENDIX A: CONTINGENCY PLAN APPROVAL	ERROR! BOOKMARK NOT DEFINED.

1 INTRODUCTION

1.1 PURPOSE

The Vitals Information Partnership (VIP) Contingency Plan establishes procedures to recover the Vitals Information Partnership (VIP) system following a disruption. The following objectives have been established for this plan:

- Maximize the effectiveness of contingency operations through an established plan that consists of the following phases:
 - *Notification/Activation* to detect and assess damage and to activate the plan
 - *Recovery* to restore temporary operations and recover from damage
 - *Reconstitution* of systems and normal operations
- Identify the critical activities, resources, and procedures needed to carry out operations during prolonged interruptions to normal operations
- Assign responsibilities to designated personnel
- Provide guidance for recovering operations during prolonged periods of interruption to normal operations
- Ensure coordination of contingency planning with stakeholders and staff

The intended audience of the Vitals Information Partnership (VIP) system Contingency Plan is the project manager, project team, project sponsor, and stakeholders who are users of the application.

1.2 APPLICABILITY

The Vitals Information Partnership (VIP) Contingency Plan applies to the functions, operations, and resources necessary to restore and resume normal VIP operations of the web based application. The Vitals Information Partnership (VIP) Contingency Plan applies to the Registry of Vitals Records and Statistics (RVRS) and all other persons associated with the Vitals Information Partnership (VIP) application as identified in this document.

1.3 SCOPE

1.3.1 Planning Principles

Various scenarios were considered to form a basis for the plan, and multiple assumptions were made. The applicability of the plan is predicated on:

- Registrar of Vital Records and Statistics has read and approved the plan
- RVRS senior staff members have read and approved the plan
- Some stakeholders associated with the VIP application have read and provided comments on the plan
- VIP Project team members have read and provided comments on the plan

1.3.2 Assumptions

This section identifies the statements believed to be true and from which a conclusion was drawn to define this plan.

1. The Virtual Gateway (VG) environment is not available or the VIP application is not available within the VG environment
2. The Registrar or a RVRS senior team member is available to communicate the contingency approach based on the situation

1.3.3 Out of Scope

This section identifies the statements considered to be out-of-scope for this document. The information listed below may be contained in other document and is maintained by the team responsible for addressing the issue.

1. The process to be followed in the case where the Virtual Gateway environment is not responding will be addressed by the Executive Office of Health and Human Services support team
2. The process to be followed in the case where the Access Identify Management System (AIMS) within the Virtual Gateway environment is not responding will be addressed by the Executive Office of Health and Human Services support team
3. The process to be followed in the case where the database has failed and it needs to be restored is addressed by the Executive Office of Health and Human Services database team
4. The process to be followed in the case where the Electronic Document Management (EDM) is not responding will be addressed by the Executive Office of Health and Human Services EDM support team.
5. The process to be followed in the case where the faxing capability is not responding will be addressed by the Executive Office of Health and Human Services EDM support team.

2 CONCEPT OF OPERATIONS

2.1 SYSTEM DESCRIPTION AND ARCHITECTURE

The Vitals Information Partnership (VIP) application is currently hosted within the VG environment located in the Commonwealth of Massachusetts' secured network. The VG environment provides support for all components integrated with the VIP application. The VIP components include integration with other software applications as well as a database:

- Authorization of user privileges
- Inbound and outbound faxing
- Web Service requests for printing
- Database connectivity
- VIP application data entry screens

2.2 LINE OF SUCCESSION

The list of individuals who are the key contacts associated with the Vitals Information Partnership (VIP) application in order of succession is:

PRIMARY: Antonio Sousa, Registrar of Vital Records and Statistics

SECONDARY: Karin Barrett, Deputy Registrar of Vital Records and Statistics

OTHERS: Dean DiMartino, Assistant Registrar of Vital Records and Statistics; Sharon Pagnano, Director of the Statistics Unit of Vital Records and Statistics, Alex Forman, Director of Registration of Vital Records and Statistics, Kyle Marshall, Associate Registrar of Vital Records and Statistics.

2.3 RESPONSIBILITIES

The responsibility of each individual identified is to follow the steps outlined. These steps must be used in all cases to ensure that the contingency plan as agreed upon is followed in all circumstances.

1. Analyze/assess the issue
2. Communicate the status internally to RVRS staff members
3. RVRS Senior Staff determines the appropriate strategy to implement
4. A communication message would be sent to the external community through many different channels (Emails, Phone,)
5. The following items need to be considered for the communication message:
 - a. Frequency of communication
 - b. Language of communication
 - c. From Whom the communication will be sent
6. Duration of outage will be a critical part in determining the strategy

Name	Title	Responsibility
Antonio Sousa	State Registrar	<ul style="list-style-type: none">• Primary point of contact and can initiate the contingency plan after assessing the issue• Can send communication regarding the contingency plan to be implemented
Karin Barrett	Deputy State Registrar	<ul style="list-style-type: none">• Point of contact and can initiate the contingency plan after assessing the issue• Can send communication regarding the contingency plan to be implemented
Dean DiMartino	Assistant State Registrar	<ul style="list-style-type: none">• Point of contact and can initiate the contingency plan after assessing the issue• Can send communication regarding the contingency plan to be implemented

Alex Forman	Director of Registration	<ul style="list-style-type: none"> Point of contact and can initiate the contingency plan after assessing the issue Can send communication regarding the contingency plan to be implemented
Sharon Pagnano	Director of Statistical Unit	<ul style="list-style-type: none"> Point of contact and can initiate the contingency plan after assessing the issue Can send communication regarding the contingency plan to be implemented
Kyle Marshall	Associate Registrar	<ul style="list-style-type: none"> Point of contact and can initiate the contingency plan after assessing the issue Can send communication regarding the contingency plan to be implemented

3 NOTIFICATION AND ACTIVATION

If a production issue is reported it is escalated and reviewed with the RVRS senior staff team. The issue will be reported by the VIP Project Manager when possible and then reviewed and discussed with the development vendor, the VG environment support team as well as the EHS IT PMO team.

The RVRS senior staff will convene to discuss and review the current issue. An assessment will determine when a particular contingency approach will be implemented. Once agreement to implement a contingency plan has been determined, one of the RVRS senior staff team will send a communication to all registered users of the VIP application. The notification will be based on the contingency approach that was agreed upon. The frequency as well as the language of the communication regarding the issue will be determined by the RVRS senior staff team.

4 RECOVERY OPERATIONS

The VIP project team has discussed and reviewed different scenarios so that an appropriate decision if the scenario were to become a reality would be documented. The chart below describes the scenario, the method of notification and the method of assessment in order to make the appropriate decision to implement contingency.

	Scenario Description	Communication	Contingency Approach for Consideration
1.	System Wide Outage which can be described as no VG environment or VIP system available.	Email to all registered users of the VIP system reporting that we are aware of the system wide outage. If the VG and/or RVRS home page is accessible, a	If the outage is expected to last a minimum of four days: <ul style="list-style-type: none"> Use paper Certifier Worksheet for transportation and for paper burial permits; Prepare a paper death certificate

		<p>notification will also appear there.</p> <p>Set up an out of office message on the VIP accounts help line emails.</p> <p>Email to MFDA and MTCA/MCCA Presidents regarding system outage.</p>	<p>If the outage is expected to last less than four days and a communication has not been received by RVRS Senior Staff, the default contingency is as indicated below:</p> <ul style="list-style-type: none"> • Consider using paper Certifier Worksheet for transportation of decedent • Use paper Certifier Worksheet to obtain a paper burial permit, if one is needed immediately • Prepare a paper death certificate only in situations where a death certificate must be registered in less than four days after acknowledgement from the Registry.
2.	<p>State Wide Telecommunications Outage which can be described as no way to send or receive any electronic communication with the different user communities.</p>	<p>RVRS will work with DPH executives to locate the key state individual who does have access to a communication mechanism to determine best way to disseminate information.</p>	<p>If the outage is expected to last a minimum of four days:</p> <ul style="list-style-type: none"> • Use paper Certifier Worksheet for transportation and for paper burial permits; • Prepare a paper death certificate <p>If the outage is expected to last less than four days and a communication has not been received by RVRS Senior Staff, the default contingency is as indicated below:</p> <ul style="list-style-type: none"> • Consider using paper Certifier Worksheet for transportation of decedent • Use paper Certifier Worksheet to obtain a paper burial permit, if one is needed immediately <p>Prepare a paper death certificate only in situations where a death certificate must be registered in less than four days after acknowledgement from the Registry.</p>
3.	<p>Regional Wide Outage which can be</p>	<p>Email to all registered users of the VIP system reporting</p>	<ul style="list-style-type: none"> • Recommend utilizing a ‘trade service’ call for funeral

	described as no system access which is limited to a specific geographic region. This will include no power or no internet access in a specific geographic region.	that we are aware of the regional wide outage. If the VG and/or RVRS home page is accessible, a notification will also appear there.	homes in another community. <ul style="list-style-type: none"> • Recommend considering going to another location which might have power or internet. • Recommend trying other devices with the disclaimer that we have not tested on these devices.
4.	RVRS Outage which can be described as no system access by RVRS team members, no power in the geographic area of where RVRS is located, or no access to the building which houses the RVRS offices.	Email to all RVRS users of the VIP system reporting that we are aware of the RVRS outage, and support services may be limited Email will recommend that vip@state.ma.us may be the best way to communicate with RVRS during this outage. If the VG and/or RVRS home page is accessible, a notification will also appear there.	<ul style="list-style-type: none"> • Follow the DPH contingency plan which documents the procedure to be followed if/when an outage occurs at the offices of the registry. • Initiate help desk support at alternate location.

5 RETURN TO NORMAL OPERATIONS

The VIP project team will notify all registered users of the VIP system when any outage was reported has returned to normal operations. The communication will be sent to the same users that were informed about the contingency plan implemented. In addition, a news message will be made available on the home page of the VIP application for all registered users to read.