



Infor Care Workloads Disaster Recovery Plan

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Introduction

Infor is the world's leading provider of patient dependency and staff workload analysis solutions. INFOR has created actionable business solutions aimed at improving quality patient care. By combining over 30 years of patient quality workload information with the respected GRASP® Methodology, over 800 hospitals worldwide have embraced this solution as a standard operating practice.

INFOR has developed the software application to enable swift data collection and accurate data analysis. Infor Care Workloads is a one-of-a-kind solution that not only supports the GRASP® Methodology but also incorporates it into a single easy-to-use solution.

This document is intended to be an outline to help facilities recover MISTroClef in the event of a catastrophic system failure during which the server(s) are irrecoverably lost due to hardware or other system failure. For detailed information on performing the tasks specified in this document please refer to the **Infor Care Workloads Installation Guide**.

This document is not intended as the only method of system recovery. Other methods such as “ghosting” can be fully effective in recovering the system.

This document is not a guarantee of full system recovery. System recovery will depend upon the availability of backup data, IT resources, etc.

Preparation

After MISTroClef has been successfully installed at the facility the following should be noted –

Database Server(s)

SQL Server Database Services

Server Name(s)

IP Address(es)

Transactional Database(s)

Data Warehouse
Database(s)

Database Login(s)

SQL Server Integration Services

Server Name(s)

IP Address(es)

File Location(s)

Archive Directory(s)

SQL Server Analysis Services

Server Name(s)

IP Address(es)

Database(s)

SQL Server Reporting Services

Server Name(s)

IP Address(es)

SMTP Server

Report Folder

Application Server(s)

Internet Information Services

Server Name(s)

IP Address(es)

DNS Name(s)

Infor Care Workloads HL7 Interface

Server Name

IP Address(es)

Service Name(s)

Service Database(s)

Scheduled Task Service– Available Hours Import & Worked Hours Export / Workload Export

Server Name(s)

IP Address(es)

The following files should be copied to another server (or similar “safe” location) for rapid application recovery –

SQL Server Integration Services Packages

ETL

Log Archive

Data Archive

Application Configuration & Connection Files

Internet Information Services

web.config

Infor Care Workloads Administration Console

database_connections

Infor Care Workloads HL7 Interface

database_connections

hl7_connection.xml

Downtime

During any period of downtime for Infor Care Workloads users may fill out paper copies of Instruments that can be entered into the system by the user or a proxy, such as a secretary, when the system becomes available. As Instruments are brought online &/or updated INFOR recommends printing each Instrument using the “360 – Downtime Workload Form” available in Infor Care Workloads’ Reports for this purpose.

INFOR also recommends that printed copies of items that might be useful in the event of Downtime be maintained. These items might include the 370 – Unit Reference Manual, 380 – Indirect Analysis, and 390 – Instrument Definition reports.

Recovery

To recover from a catastrophic disaster a facility should follow these steps –

Database Server

- Restore the hardware, operating system, and database server software to their pre-disaster state OR utilize new hardware installing the operating system and database software with all available patches and updates.
- Restore the MISTroClef databases.
- Remove restored SQL & Active Directory user(s).
- Re-add SQL & Directory users providing “db_owner” permissions.
- Restore & Schedule SSIS Packages –
 - ETL
 - Data Archive
 - Log Archive
- Deploy & Configure Reports.

Application Server

- Restore the hardware and operating system to their pre-disaster state OR utilize new hardware installing the operating system with all available patches and updates.
- Re-install Internet Information Services.
- Re-create IIS Web Site copying files from INFOR’s Support Web Site.
- Copy web.config file from backup store to web site directory.

Infor Care Workloads Administration Console

- Restore the hardware and operating system to their pre-disaster state OR utilize new hardware installing the operating system with all available patches and updates.
- Re-install the Infor Care Workloads Administration Console from the installation files on Infor's Support Web Site.
- Copy "database_connections" directory to the installation directory.

Infor Care Workloads HL7 Interface

- Restore the hardware and operating system to their pre-disaster state OR utilize new hardware installing the operating system with all available patches and updates.
- Re-install the Infor Care Workloads HL7 Service from the installation files on INFOR's Support Web Site.
- Copy "database_connections" directory to the installation directory.
- Copy "hl7_connection.xml" to the installation directory.
- Run Infor Care Workloads HL7 Service Manager & Infor Care Workloads Administration Console to verify that the settings are correct.
- Start the HL7 Services.

Scheduled Task Service

Available Hours Import & Worked Hours Export / Workload Export

- Restore the hardware and operating system to their pre-disaster state OR utilize new hardware installing the operating system with all available patches and updates.
- Run Infor Care Workloads Administration Console and set the service to "Auto-Start" on the "Service Manager" tab of either the "Available Hours" Workspace or the "Workload Export" Workspace.