STATE OF COLORADO
WIC PROGRAM

Network Downtime (NDT) Concepts & Procedures

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Document Revisions

Revision Date	Updated By	Description of Revision
9/23/2011	Mitch Mize	Released to WIC Directors

NETWORK DOWNTIME (NDT) COMPUTER

The Compass application has a disaster recovery solution to use in the event that a clinic cannot connect to the central server's database. One computer in each WIC clinic is designated as a Network Downtime (NDT) computer. This computer has SQL Server Express 2005 installed. This computer's database software contains a copy, or snapshot, of the local agency/clinic database. A WIC user refreshes this database **nightly** via the "synchronization" process.

It is important to ensure that you have a successful synchronization each day so that you have the most up to date clinic data stored in the NDT clinic computer in the event of an outage that requires your clinic to switch to NDT mode.

Because sensitive data is stored in this database, the computer's hard drive must also be encrypted for data security purposes as per Colorado Department of Public Health and Environment policy.

CONNECTED MODE VERSUS NDT MODE

Connected Mode

When in connected mode, WIC clinic computers are connected to the central database via the Internet. When a WIC user requests participant data, the data downloads from the central web site to the WIC user's computer. This data resides only in memory (not written to the hard drive) while the WIC user makes additions and/or modifications. When the WIC user saves the data, the data is uploaded through the Internet back to the central server where it is stored.

NDT Mode

When the Internet connection between the clinic's WIC computers and the central database server is broken, a clinic may switch to NDT mode. When a clinic switches to NDT mode, the clinic's WIC computers are connected to the clinic's NDT clinic computer. WIC users can now continue to see clients and print checks.

Once in NDT mode, the clinic must operate in NDT mode for the remainder of the day. Assuming that the connection between the clinic's WIC computers and the central server is reestablished sometime later that day, the clinic runs the synchronization process after that day's operations are completed. Synchronization uploads all of the changed data from the NDT computer's database to the central server's database <u>and</u> demotes the NDT computer back to normal workstation status <u>and</u> releases the lock on the clinic's data at the central database. The next morning, all WIC users log in as usual to connect to the central server's database.

SWITCHING TO NDT MODE

If the cause of the outage is at the State data center side, the WIC State Office will communicate information (email and or telephone) to all local agencies or clinics about the outage as it becomes known. If the outage is at the local agency /clinic side, clinic staff must ascertain the nature and duration of the outage from their local agency IT group in order to make the decision of whether or not to go to NDT mode.

There are several important points to consider when making the decision to go to NDT mode outlined in the following section.

Beforehand, each clinic should assign the coordination of switching to NDT mode to an individual (and others as back up). This individual is the NDT Administrator.

Once a local agency or clinic makes the decision to move to NDT mode, a simple three step clinic procedure (outlined below) is completed by the NDT Administrator and clinic staff.

1. **The clinic's NDT Administrator calls the WIC Help Desk**
    Before calling the help desk, The NDT Administrator ensures that all users have logged out of Compass.

    When the NDT Administrator calls the WIC Help Desk please be sitting at the NDT clinic computer. During the call, the WIC Help Desk locks the clinic into NDT mode and provides the authorization key. Locking prevents access to the clinic's data on the central server.

    If the NDT Administrator must leave a voice message on the Help Desk line, please provide clinic name, name of the NDT administrator and the phone number at the NDT clinic computer location where the NDT administrator can be reached. The WIC Help Desk will return the call quickly so that the clinic may resume operations.

2. **Promote the NDT clinic computer to NDT mode**
    The following steps (performed on the NDT clinic computer) promote the NDT clinic computer to NDT mode. If needed, the WIC Help Desk can help you with the procedure during the call.

    > - Open Application Settings link (located on the Compass logon screen)
    > - Ensure that the Local Agency and clinic are selected
    > - Enters the authorization key
    > - Press the save button (this closes Application Settings)
    > - Select the _Use Disconnected NDT Server_ check box (located at the top of the logon screen)
    > - Logs into the clinic as normal

3. **Connect other WIC clinic computers to the NDT computer**
   For clinics that have more than one computer, performing the following steps on the additional Compass workstations connect the Compass workstations to the NDT clinic computer (instead of the central database server).

   - ➢ Open Application Settings link (located on the Compass logon screen)
   - ➢ Ensure that the Local Agency and clinic are selected
   - ➢ Press the save button (this closes Application Settings)
   - ➢ Select the *Use Disconnected NDT Server* check box (located at the top of the logon screen)
   - ➢ Logs into the clinic as normal

IMPORTANT CONSIDERATIONS WHEN SWITCHING TO NDT MODE

1. **Locking the Clinic data**
   It is important that the WIC Help Desk locks access to the clinic's data on the central server because this lock prohibits others at the State Office or at other clinics from making changes to the clinic's data that is operating in NDT mode.

2. **Data entered same day, pre-NDT mode, not available**
   Participant, scheduler and other data that is modified on the same day but prior to NDT mode switch over is not available to that clinic for the remainder of the day. Clinics may want to ask participants to call back to make appointments.

3. **Transfers from other agencies are unavailable**
   When in NDT mode a clinic cannot make participant transfers from another agency.

4. **Not all Compass functionality is available in NDT mode**
   NDT mode is designed to provide the minimum functionality required to complete participant appointments and issue benefits. Users will have access to Clinic Services and Scheduler. Vendor Management, Finance, Operations, Reports and System Administration functionality is restricted.

5. **Synchronization is required to unlock NDT mode**
   If Compass connectivity has been reestablished before the end of clinic day, the clinic should perform synchronization once all clinic activity is completed for the day. This synchronization unlocks the clinic's central database allowing users to connect normally the next day.

   Make sure that all users have completed their data entry into Compass before starting synchronization so that that all the data is uploaded to the central server during the synchronization process.

If Compass connectivity has not been reestablished before the end of the day, there is no reason to run synchronization (it will fail because the NDT clinic computer cannot connect to the central database). Simply resume using the Disconnected NDT Server on the following day.

For more information or help, please leave a message on the State WIC Help Desk phone system at 303-692-2307 or 1-800-306-9918, Option 3, or send Email to wicinfo@state.co.us. Thank you.