



Downtime Policy for Users and Cellma Medical Records System

The following policy will be applied when the Cellma (Medical Records System) is not available for use by CAA Medical certificate holders, external approved Aeromedical Examiners (AMEs), Support Staff and External Healthcare Professionals

1. Planned or Cellma Infrastructure Downtime

This is when changes are made to the or the Cellma system.

- 1.1. An e-mail notification of planned downtime will be sent to all AMEs and External Medical Professionals a minimum of 1 week before any planned work is carried out. To include template of the medical certificate.
- 1.2. On accessing the Medical and Medical as Professional service Cellma will display a 'Service Unavailable' message.
- 1.3. The following information will be given in the notification e-mail: date, time, approximate time the system will be unavailable and how they will be notified when the system becomes available again.
- 1.4. The CAA Website will be updated with the times and dates of system downtime
- 1.5. The AMEs and External Medical Professionals are advised that during any downtime period < 72 hours they are responsible for keeping any data from medical examinations and entering on to the system.
- 1.6. The AMEs and External Medical Professionals have been provided with electronic versions of all the documentation required to continue with all UK CAA aviation medical examinations. This is made available on the CAA website.
- 1.7. Should the downtime period be > 72 hours but < 2 weeks then paper copies of medical forms should be kept securely and loaded once the system is available
- 1.8. Should the downtime period be > 2 weeks then paper copies of medical forms must be submitted to the UK CAA Medical SSC for loading.

2. Unplanned System Failure (Working hours)

This is failure of the system that occurs unexpectedly within the normal CAA office working hours 08:30 to 16:30 hours.

- 2.1. An e-mail notification that the system is currently unavailable and that the IT provider is currently working to redress the situation is sent to all AMEs and External Medical Professionals.
- 2.2. An email notification will alert AMEs, External Healthcare Professionals and Support Staff when the system is restored.

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- 2.3. The AMEs and External Medical Professionals are advised that during any system failure period < 48 hours they are responsible for keeping any data from medical examinations and entering it on to the system.
- 2.4. The AMEs and External Medical Professionals are provided with electronic versions of all the documentation required to continue with all UK CAA aviation medical examinations.
- 2.5. Should the system failure period be > 48 hours but < 2 weeks then paper copies of medical forms should be kept securely and loaded once the system is available
- 2.6. Should the system failure period be > 2 weeks then paper copies of medical forms must be submitted to the UK CAA Medical SSC for loading.

3. Unplanned System Failure (Out of Hours)

This is when the system fails outside normal CAA office working hours.

- 3.1. When the system fails outside normal working hours, e-mail notification will not be sent to all AMEs and External Medical Professionals until the next working day.
- 3.2. An e-mail notification will alert AMEs and External Medical Professionals when the system is restored.
- 3.3. The AMEs and External Medical Professionals are advised that during any system failure period < 72 hours they are responsible for keeping any data from medical examinations and entering it on to the system.
- 3.4. The AME, external Medical professionals and applicants are provided with electronic versions of all the documentation required to continue with all UK CAA aviation medical applications and examinations on the CAA website.
- 3.5. Should the system failure period be > 72 hours but < 2 weeks then paper copies of medical forms should be kept securely and loaded once the system is available.
- 3.6. Should the system failure period be > 2 weeks then paper copies of medical forms must be submitted to the UK CAA Medical SSC for loading.

4. Extended Winter Closure

An e-mail communication will be sent out to all AMEs and External Health Professionals informing them of the extended winter closure arrangements.