

Annex A10

CMD(h) Pandemic Plan

Information on maintenance of CTS and availability of CTS helpdesk during a pandemic situation

This document is to be seen in connection with the CMD(h) Pandemic Plan (Doc Ref. CMD(h)/153/2009)

In the situation of a Pandemic influenza maintenance of CTS tracking as been identified as a service to be safeguarded.

A plan for the maintenance of IT-services has been established at BfArM that includes CTS, communication services and reporting lines in case of a pandemic influenza outbreak

Contact details

As a central contact for CTS related issues in a Pandemic Influenza Outbreak the following is to be used:

Service	Email	Phone	Fax	occupation
CTS	Helpdesk@eudratrack.org	+49 228 207 5950	+49 228 207 5508	1 responsible* 2 deputies external Support

*One person has been designated to be responsible for the acceptance of calls. In case of unavailability one of the deputies will take over the responsibility.

Any CTS related issue brought to the attention of the above functional contact will be recorded in the ticket system and forwarded to the responsible person.

If an issue is not related to CTS or a service affected does not fall under the responsibility of the BfArM the request will not be further processed and the requestor is informed.

CTS Services related services

Continuity of the following services that may affect proper functioning of CTS are to be assured:

Database and Application server

The database, the helpdesk e-mail system and the ticket system run on servers located at DIMDI, Cologne. DIMDI is included in this plan and DIMDI staff takes responsibility that the hardware (application and database servers) is running and the system is up.

Database and application server administration can be undertaken locally and remotely by the contractor (external support).

Network functionality

The CTS Client may be connected via EudraNet or the Aventail Box. Both services are VPNs on top of the Internet.

Maintenance of EudraNet is under Responsibility of the EMEA. A central contact has been provided for the situation of a Pandemic Influenza Outbreak. The EMEA is currently installing additional services to assure business continuity (information of 06/2009). The maintenance of the Aventail Box service is running under responsibility of DIMDI.

In a Pandemic situation the BfArM internal network is maintained by one designated member of staff and one deputy.

If the Internet globally fails, the above services are not available.

Communication

To ensure reporting of CTS related issues email and telephone system must be in place.

During a Pandemic Influenza outbreak the BfArM and the DIMDI (helpdesk) mail server and telephone system is maintained by one designated member of staff and one deputy each. Furthermore responsibility for Videoconferencing is assigned.

Ticket system

Maintenance of a Ticket system is essential for keeping track of reported issues, in particular if different members of staff are involved.

The RT-system used by the CTS-Helpdesk in BfArM is hosted and maintained by DIMDI and is part of the DIMDI Pandemic planning.