

MySleepScoring™

**Volume 6 – Business Continuity & Disaster
Recovery Manual**

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Business Continuity Program

This section establishes procedures for business continuity program.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Business Impact Analysis

This section establishes procedures for business impact analysis.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Critical Business Functions

This section establishes procedures for critical business functions.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Emergency Contacts

This section establishes procedures for emergency contacts.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Disaster Recovery Team

This section establishes procedures for disaster recovery team.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Communication Plan

This section establishes procedures for communication plan.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Power Outage Procedures

This section establishes procedures for power outage procedures.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Internet Outage Procedures

This section establishes procedures for internet outage procedures.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Cybersecurity Incident Continuity

This section establishes procedures for cybersecurity incident continuity.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Data Backup Strategy

This section establishes procedures for data backup strategy.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

System Restoration

This section establishes procedures for system restoration.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Alternate Work Locations

This section establishes procedures for alternate work locations.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Remote Workforce Continuity

This section establishes procedures for remote workforce continuity.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Vendor Continuity

This section establishes procedures for vendor continuity.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Client Notification

This section establishes procedures for client notification.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Pandemic Response

This section establishes procedures for pandemic response.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Natural Disaster Response

This section establishes procedures for natural disaster response.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Testing & Exercises

This section establishes procedures for testing & exercises.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Recovery Time Objectives (RTO)

This section establishes procedures for recovery time objectives (rto).

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Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Recovery Point Objectives (RPO)

This section establishes procedures for recovery point objectives (rpo).

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Post-Incident Review

This section establishes procedures for post-incident review.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Annual Plan Review

This section establishes procedures for annual plan review.

The objective is to maintain essential operations and restore services safely following disruptive events.

Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Plan Maintenance

This section establishes procedures for plan maintenance.

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Roles, responsibilities, escalation paths, and documentation requirements are defined and reviewed annually.

Recovery activities shall prioritize patient data protection, secure communications, contractual obligations, and restoration of critical services.

Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.

Appendices

This section establishes procedures for appendices.

The objective is to maintain essential operations and restore services safely following disruptive events.

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Lessons learned from testing or actual incidents shall be documented and incorporated into future revisions.