

RTO016 Policy Student Management System Downtime

1. Purpose

The purpose of this policy is to ensure that Health Information Management Association of Australia Limited (HIMAA) has processes in place to deal with student management system downtime.

2. Scope

This policy applies to all education services staff.

3. References

- Standards for Registered Training Organisations (RTOs) 2016
- Wikipedia
- Google

4. Policy

4.1 HIMAA's student management system Business Applications (BA) at times may require downtime.

4.2 HIMAA has processes in place to deal with downtime of BA. The reasons for downtime can be due to the following:

4.2.1 On rare occasions BA may require downtime during upgrades or system migration. This occurs usually after business hours.

4.2.2 On rare occasions BA could be experiencing downtime due to unforeseen circumstances.

File Name: RTO016 Policy Student Management System Downtime	Version: 1.0	Release Date: 18/04/16
Date of Review: 18/04/17	Responsibility: Chief Executive Officer	Page 1 of 1