

## RTO016 SOP Student Management System Downtime

### 1. Purpose

The purpose of this standard operating procedure is to ensure that Health Information Management Association of Australia Limited (HIMAA) has processes in place for when its Student Management System (SMS) Business Applications (BA) has downtime.

### 2. Scope

This standard operating procedure applies to all HIMAA education services staff.

### 3. Definition

**Student Management System** – is a software application for education establishments to manage student data.

**Downtime** – time during which a machine, especially a computer is out of action or unavailable for use.

### 4. References

- Standards for Registered Training Organisations (RTOs) 2015
- Wikipedia
- Google

### 5. Procedure

#### Scheduled downtime

- 5.1 On rare occasions Business Applications (BA) may require downtime due to upgrades or system migration. This usually occurs outside normal business hours.
- 5.2 BA notifies HIMAA of downtime and the updates that are to be made.
- 5.3 The Training Manager and the Administration Officer notify Education Services staff of the date and expected duration of downtime.
- 5.4 The Training Manager and the Administrator notify all current students of the date and expected duration of the downtime, if the downtime affects the Learning Management System (LMS).

#### Unplanned downtime

- 5.5 On rare occasions the BA system may experience downtime due to unforeseen circumstances.
- 5.6 The Training Manager logs a call to BA help desk and BA determine the possible cause and expected downtime.
- 5.7 The Training Manager and the Administration officer notify Education Services staff of the expected duration of system downtime.
- 5.8 The Training Manager and the Administration Officer notify all current students of the expected duration of downtime if the downtime affects the LMS.

#### Managing downtime

- 5.9 Student's demographic details can be obtained by accessing the hard copy of their enrolment forms held by the Administration Officer.

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- 5.10 Assessment marks and student progress can be determined by accessing the student assessment report held by the relevant Education Officer.
- 5.11 Electronic copies of student's assessments are held by each Education Officer.
- 5.12 All Correspondence with students is kept electronically by the relevant Education Officer or Administration Officer.
- 5.13 Copies of course material and assessments can be emailed or mailed to students if access to the LMS is unavailable.

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