Jobtrain National Digital Recruitment System Management
System disaster recovery - Dec'19

Purpose
To assist Boards’ local service planning (including key responsibilities Boards need to take into account when managing service disruption) this document summarises the Jobtrain National Digital Recruitment System (NDRS) disaster recovery (DR) service levels and anticipated timelines to restoration of services.

Background
Jobtrain NDRS is provided by Jobtrain Limited on a Software as a Service basis via the Internet.

This paper covers technical disaster recovery – that is the restoration of the Jobtrain NDRS service in event of a major incident where Jobtrain’s primary service provision is lost, e.g. a major outage of Jobtrain’s primary data centre.

This paper does not cover:
- Business Continuity – this is a responsibility of each end Board (and/or Regional service where operating in such a model) and covers the wider principles and processes under which Boards plan for and deliver services during a wide range of potential adverse events. From a Jobtrain NDRS perspective this may include scenarios such as continuity of HR and Recruitment services when unable to access Jobtrain NDRS, and dependencies on information held on Jobtrain NDRS to support wider services during continuity issues.
- Operational technical service delivery and disaster prevention – this is the responsibility of the appropriate business as usual parties and associated arrangements (whether local, regional or national). It includes aspects such as the resilience of the hosting infrastructure through which Jobtrain deliver the NDRS (Jobtrain have designed-in the resilience and support contracts they have determined are appropriate to meet their service levels), connectivity between Internet and NHS sites (covered by SWAN and local Boards), and access and connectivity from local Board devices (covered by local Boards).
- Specific technical details for disaster recovery – as a Software as a Service provision the specific design, technical details, etc. are for Jobtrain to determine and manage internally.

Disaster recovery arrangements

Service levels
Normal Jobtrain NDRS system availability target is 99.9% (based on 24*7*365).

As a Software as a Service provision decisions to invoke and manage DR are internal to Jobtrain. Their internal trigger points for invoking first stage of disaster processes (assessments by their Emergency Management Team and Disaster Recovery Team) are:
- Two or more of their client systems and/or sites are down concurrently for three or more hours
- Any problem at any system or network facility that would cause either of the above conditions to be present or there is certain indication that either of the conditions are about to occur

If Jobtrain assess and determine quickest route to recover (or preventatively maintain) services is to move to second stage of business recovery then is further 48 hours to full recovery.

Following restoration of service the National Team and Boards will then undertake local checks before communicating to all NHS Scotland Boards that service is restored.

In event of moving to DR Boards should therefore plan for 3 days of Jobtrain NDRS non-availability (3 hours for Jobtrain’s first internal trigger point, several hours for Jobtrain to internally assess, 48 hours for Jobtrain business recovery, 4 hours for National Team and Boards checks on restored service.)
Communications
Throughout any DR process usual support arrangements / communications will be followed, that is, during National Team support hours (08:30 to 16:30, Monday to Friday, excluding NSS public holidays):

- Jobtrain will notify National Team (as part of business as usual support calls, and otherwise if major outage or invoking DR)
- National Team will advise Boards (through usual support contact points via ServiceNow distribution list)
- National Team will continue to liaise with Jobtrain to monitor timeline for restoration of service, and keep Boards updated.

In addition the National Team will also advise NHS Scotland Jobtrain National System governance group of the DR situation.

Useful information
The NHS Scotland eESS / Jobtrain support website includes:

- For Hiring Managers – links to live Jobtrain system and user guides - https://www.eess.nhs.scot/hmss/
- For Recruitment Staff – links to the live Jobtrain system, SOPs, support processes and links to ServiceNow - https://www.eess.nhs.scot/recruitment/

Further considerations
Local (non-Jobtrain) service outages – while this paper considers DR service provision from Jobtrain there are other scenarios, out-with the responsibilities of Jobtrain and National Team, which may lead to Boards being unable to access Jobtrain NDRS. As an Internet hosted Software as a Service Jobtrain NDRS has some benefits (compared to previous internal NHS Scotland / specific Board systems) which Boards may wish to consider as part of local service continuity planning. In event of local outages / failures (e.g. of specific desktop/laptop, local network connectivity, NHS Scotland / SWAN Internet connectivity, or loss of Recruitment service office accommodation) Jobtrain can be accessed on any Internet connected device (e.g. mobile phone, personal devices).

Other Software as a Service solutions – Boards utilise a number of other similar services provided over the Internet by third parties (e.g. certain bank staff and rostering systems), so may wish to review / build-on local service continuity plans they already have in place for these systems.

Local business continuity plans – should consider any paperwork required (e.g. for recording interview outcomes) and expectations for hiring managers updating system once Jobtrain NDRS is available again.