RACGP
Royal Australian College *of* General Practitioners

# *Business continuity/redundancy*

With the increasing dependence on electronic information systems and access to information, having a business continuity plan contributes to good governance processes within a practice. Management and recovery from a computer malfunction or security incident needs to be planned for. Here are some things to consider if your hardware or software is affected, along with a number of useful links.

## Data management

**To ensure the continuous operation of your practice it is critical to have a plan for how you store, backup and archive your practice data.**

For more information, refer to the RACGP's *Information security in general practice* resource, section 2.3 at https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice

For more information on backup and archiving your practice data, refer to the RACGP's resource *A guide to information backup in general practice* at https://www.racgp.org.au/running-a-practice/security/managing-practice-information/guide-to-information-backup

## Mission critical

**It is important to have a plan as to how you would keep your business running if something goes wrong, eg. natural disasters or power failure.**

For more information, refer to RACGP's *Information security in general practice* resource, section 2.2 at https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice

For more information on backup and protecting your practice data, refer to the RACGP's resource *A guide to information backup in general practice* at https://www.racgp.org.au/running-a-practice/security/managing-practice-information/guide-to-information-backup

For more information on managing emergencies, refer to the RACGP's *Managing emergencies in general practice* resource at https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-emergencies

General practices can also subscribe to the Emergency Response Planning Tool (ERPT). The ERPT guides users through a series of planning templates to create a response plan tailoring to their practice which is then saved and stored in the cloud and can be found here https://erpt.racgp.org.au/standardlogin

## Redundancy

**In Information technology, this refers to duplicate devices that are used for backup and failover, ie. it is essential to have multiple mission-critical devices so information can still be accessed in case one fails.**

For more information, refer to the *Information security in general practice* resource, section 2.3 at https://www.racgp.org.au/running-a-practice/security/protecting-your-practice-information/information-security-in-general-practice

For more information on backup and archiving your practice data, refer to the RACGP's resource *A guide to information backup in general practice* at https://www.racgp.org.au/running-a-practice/security/managing-practice-information/guide-to-information-backup



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## Emergency management and disaster recovery

**Practices should have a strategy on how to prepare for, respond to and recover from the impacts of emergencies and pandemics. The RACGP has an Emergency Response Planning Tool (ERPT) to help practices develop a strategy for emergency management.**

For more information on managing emergencies, refer to RACGP's *Managing emergencies in general practice* at https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-emergencies

General practices can also subscribe to the Emergency Response Planning Tool (ERPT). The ERPT guides users through a series of planning templates to create a response plan tailoring to their practice which is then saved and stored in the cloud and can be found here https://erpt.racgp.org.au/standardlogin

# Business continuity/redundancy in general practice checklist

Date of completion

Name of practice

Our practice has a business continuity plan which includes a process for managing and recovering from a computer malfunction or security incident. We have considered the following items when developing our business continuity plan and consulted with an IT professional on any further recommendations.

- ☐ Data management
- ☐ Mission-critical
- ☐ Redundancy
- ☐ Emergency management and disaster recovery

# Notes



*We acknowledge the Traditional Custodians of the lands and seas on which we work and live, and pay our respects to Elders, past, present and future.*



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