OR-Kids/ODG
Scheduled Down Time plan
- Managers will notify staff of impending OR-Kids/ODG downtime
- At time OR-Kids/ODG goes offline, If OpenScape and other applications working
  - Screeners will continue documenting calls and contacts using the ODG Word template until OR-Kids/ODG functionality is restored. Screeners will not attempt to log-in or document in OR-Kids/ODG during downtime
  - Business staff will delay scanning, uploading and search activities until OR-Kids/ODG functionality is restored. Business staff will not attempt to log-in or complete work in OR-Kids/ODG during downtime
  - Managers will monitor email for updates on OR-Kids/ODG status
  - Managers will notify their staff once OR-Kids/ODG functionality is restored
    - Screeners will copy template report information into ODG between contacts
    - Business staff will resume OR-Kids/ODG activities as usual
- If OpenScape is functioning but other applications are not working
  - Worker notifies supervisor of which applications are not working (and any error messages)
  - Worker and/or manager calls OIS Service Desk ticket (during regular service desk business hours) and has technician resolve issue
  - Other managers on shift check with their staff to determine if there are multiple users impacted by other application issues
  - Screeners will continue documenting calls and contacts using the ODG Word template until OR-Kids/ODG functionality is restored
  - Business staff will delay scanning, uploading and search activities until OR-Kids functionality is restored
  - Managers will monitor email for updates on OR-Kids/ODG and other applications statuses
  - Managers will notify their staff once OR-Kids/ODG and other application functionality is restored
    - Screeners will copy template report information into ODG between contacts
    - Business staff will resume OR-Kids activities as usual
- If OpenScape is not functioning, follow the OpenScape Call Center down completely plan

Single User Issue plan
This plan is not to be used for password reset/access – ORKids LCMD team cannot complete access resets/requests. If multiple users are impacted (3 or more) refer to Multiple User and/or OR-Kids/ODG Down Completely plan)
- Worker clear Cache and completes a Hard Reset by clicking F5 key
- If issue persists after above actions, notify:
  - OR-Kids Trainer: M-F 8AM-5PM
  - Manager: All other hours/Trainer unavailable
- Worker notifies Trainer/Manager of which applications are not working.
  - If issue persists after consultation with *OR-Kids Trainer*:
    - Screener should provide:
      - Screener Name(s)
      - Screener OR#

- Report ID #(s)
- Any error messages
- Trainer emails OR-Kids LCMD team with the above information description of issue and additional relevant details.
- If issue persists after consultation with *Manager*:
  - Screener send email to Service Desk, copy OR-Kids Trainer. Message should include:
    - Screener Name(s)
    - Screener OR#
    - Report ID #(s)
    - Any error messages
    - Description of issue
- Other managers on shift check with their staff to determine if there are multiple users impacted by OR-Kids/ODG issues
  - If multiple users (3 or more) are impacted, refer to [Multiple User and/or OR-Kids/ODG Down Completely](#) plan
  - If two or fewer staff impacted:
    - Impacted screeners will continue documenting calls and contacts using the ODG Word template until OR-Kids/ODG functionality is restored.
    - Impacted business staff will delay scanning, uploading and search activities until OR-Kids/ODG functionality is restored
    - Impacted staff will re-attempt to log into OR-Kids/ODG every 15 minutes to recontinue work
    - At the point that impacted staff is able to reconnect:
      - Worker will notify supervisor that OR-Kids/ODG is working for them again
      - Impacted screeners will copy template report information into ODG between contacts
      - Impacted business staff will resume OR-Kids activities as usual

❗ Multiple Users and/or OR-Kids/ODG Down Completely plan

- Worker [clears Cache](#) and completes a Hard Reset by clicking F5 key
- If issue persists after above actions, worker should notify:
  - OR-Kids Trainer: M-F 8AM-4:30PM
  - Manager: All other hours/Trainer unavailable
- **During M-F, 8AM-4:30 PM**, if issue persists after Trainer/Manager consultation:
  - Trainer/Manager to send email to or.kidslcmd@dhsoha.state.or.us (Manager should copy OR-Kids trainer) Email should include:
    - Screener Name(s)
    - Screener OR#
    - Report ID #(s)
    - Any error messages
    - Description of issue
- **During all other business hours,** if issue persists:
  - Manager to call **OR-Kids On-Call # 503 -269-4719** to notify of multi-user impact. Manager to provide the below information:

- Screener Name(s)
- Report ID #(s)
- Any error messages
- Description of issue
- OR-Kids Technician and/or other OIS technician will reach out to the impacted worker(s) and diagnose the issue(s)
- If OpenScape and other applications working
  - Screeners will continue documenting calls and contacts using the ODG Word template until OR-Kids/ODG functionality is restored
  - Business staff will delay scanning, uploading and search activities until OR-Kids functionality is restored
  - Managers will monitor email for updates on OR-Kids/ODG status
  - Managers will notify their staff once OR-Kids/ODG functionality is restored
  - Screeners will copy template report information into ODG between contacts
- Business staff will resume OR-Kids activities as usual