

# Contingency Plan for MOSAIC system outage

Risk	Solution	Response
<p><b>MOSAIC Live has crashed/ is unavailable</b> and staff are unable to access system</p>	<p><b>MOSAIC Report</b> should be <b>used by staff</b> as a <b>Read only version</b> of MOSAIC until MOSAIC live has been recovered/ reinstated.</p> <p><b>Any recording made</b> while MOSAIC is down should be <b>completed on a Word doc</b> and pasted into MOSAIC live when it has been restored.</p> <p>NB When copying and pasting large amounts of text into Mosaic forms, staff must check they can output the form to PDF before finishing the step. If this is not possible, the text fields that are not formatted correctly will be highlighted with a black border. Staff should click in the field and press the back space once or twice to resolve. Alternatively, staff can log a call via the ICT contact e-form on Essentials for assistance.</p>	<ul style="list-style-type: none"> <li>• QAU MOSAIC support team will make contact with Digital &amp; Data Services (DDS), Apps People Team to inform of any system incidents and get an estimate of system downtime. DDS, Apps People Team will ask for approval from Mosaic Support Team to send out comms to all Mosaic users.</li> <li>• DDS, Apps People Team will email all MOSAIC users using the distribution lists and template below containing the link to the MOSAIC <i>Reports</i> instance and give updates.</li> </ul>

## Distribution list

[CSSWTeam@camden.gov.uk](mailto:CSSWTeam@camden.gov.uk)

Staff will receive the following email from the DDS, Apps People Team when the system is down and will receive a further email to advise them when MOSAIC Live is up and running.



**Mosaic Live is currently unavailable**

IT are currently investigating and we will keep you updated on developments

In the meantime, if you need to check information on Mosaic you can use the Reports version:

[https://s-app-mos03.lbcamden.net/mosaic\\_report/](https://s-app-mos03.lbcamden.net/mosaic_report/)

**Do not** record any information on this version because it's overwritten with a nightly copy of the live system.

**Any work recorded will be lost**

Thank you for your patience