

AME Online Downtime Policy

The following policy will be applied when the AME Online system is not available for use by the external approved Aeromedical Examiners (AMEs)

1. Planned System Downtime

This is when the system is made unavailable by the UK CAA Information Technology Provider to allow essential work to be carried out.

- 1.1. An e-mail notification of planned downtime will be sent to all AMEs a minimum of 1 week before any planned work is carried out.
- 1.2. The AME Online notice board will be updated a minimum of 1 week before any planned work is carried out.
- 1.3. The following information will be given in the notification e-mail: date, time, approximate time the system will be unavailable and how they will be notified when the system becomes available again.
- 1.4. AMEs are advised that during any downtime period < 72 hours they are responsible for keeping any data from medical examinations and entering it onto the system.

2. Planned AOL Infrastructure Downtime

This is when changes are made to either of the two routes to the AME Online system: ame.caa.co.uk or amedr.caa.co.uk

- 2.1. An e-mail notification of planned downtime and the route available will be sent to all AMEs a minimum of 1 week before any planned work is carried out.
- 2.2. The AME Online notice board will be updated a minimum of 1 week before any planned work is carried out.
- 2.3. The following information will be given in the notification e-mail: date, time, approximate time the system will be unavailable and how they will be notified when the system becomes available again. The e-mail will inform the AMEs which route will be available and that no back-up route is available should this route fail.
- 2.4. The AMEs are advised that during any downtime period < 72 hours they are responsible for keeping any data from medical examinations and entering it on to the system.
- 2.5. The AMEs have been provided with electronic versions of all the documentation required to continue with all UK CAA aviation medical examinations. Should the downtime period be > 72 hours but < 1 week then paper copies of medical forms may be submitted to the UK CAA AMS for data loading.
- 2.6. Should the downtime period be > 1 week then paper copies of medical forms must be submitted to the UK CAA AMS for data loading.

3. Unplanned System Failure (Working hours)

This is failure of the system that occurs unexpectedly within the normal CAA office working hours 09:00 to 17:00 hours.

- 3.1. An e-mail notification that the system is currently unavailable and that the IT provider is currently working to redress the situation is sent to all AMEs.
- 3.2. An e-mail notification will alert the AMEs when the system is restored.

- 3.3. The AMEs are advised that during any system failure period < 48 hours they are responsible for keeping any data from medical examinations and entering it on to the system.
- 3.4. The AMEs are provided with electronic versions of all the documentation required to continue with all UK CAA aviation medical examinations. Should the system failure period be > 48 hours but < 1 week then paper copies of medical forms may be submitted to the UK CAA AMS for data loading.
- 3.5. Should the system failure period be > 1 week then paper copies of medical forms must be submitted to the UK CAA AMS for data loading.

4. Unplanned System Failure (Out of Hours)

This is when the system fails outside normal CAA office working hours.

- 4.1. When the system fails outside normal working hours, e-mail notification will not be sent to all AMEs until the next working day.
- 4.2. An e-mail notification will alert AMEs when the system is restored.
- 4.3. The AMEs are advised that during any system failure period < 72 hours they are responsible for keeping any data from medical examinations and entering it on to the system.
- 4.4. The AMEs are provided with electronic versions of all the documentation required to continue with all UK CAA aviation medical examinations. Should the system failure period be > 72 hours but < 1 week then paper copies of medical forms may be submitted to the UK CAA AMS for data loading.
- 4.5. Should the system failure period be > 1 week then paper copies of medical forms must be submitted to the UK CAA AMS for data loading.

5. Extended Winter Closure

An e-mail communication will be sent out to all AMEs Online informing them of the extended winter closure arrangements.