

# When things don't go to plan

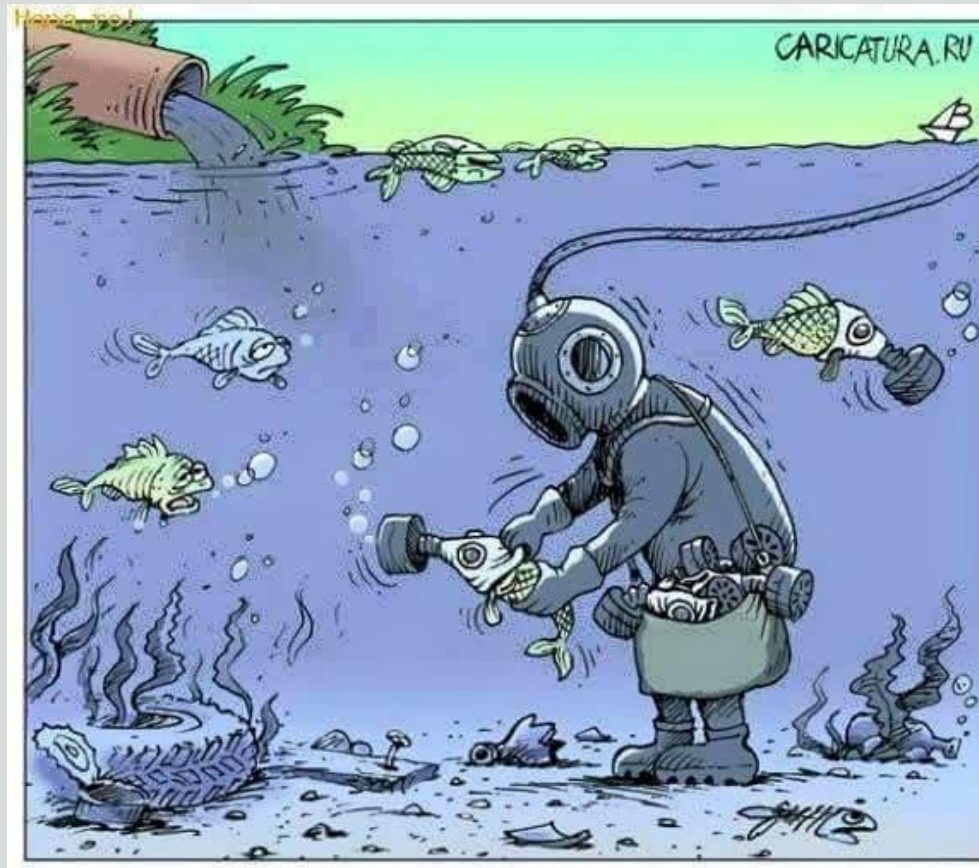
## Technical issues forum

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# Start up check list

- Scoping phase
  - what does your standard operating environment look like?
    - Network settings, ports, policies,
    - Hardware infrastructure quality/age
    - Software and operating system
    - Internet specific considerations e.g. google chrome deployment options

# Now that you've solved all of that...



# Do you have problems

- Type (people, things, situations) and origin ( internal vs external)
- Frequency
- Monitoring, evaluation and feedback cycle ( organisational, health service, DHHS)



# Who is responsible and how?

- Managing expectations
- Triageing
- Resource allocation
- Process accountability
- Resolution



# How can we do things better?

- Down time procedures?
- Formal guidelines?
- Q and A frameworks?
- Data collection?

# Free styling

