

Communications Downtime — Exercise Worksheet

Redundant is not independent. Two platforms with separate hardware are not independent if they share an identity provider, a WAN, a hypervisor, or a power panel.

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Facility: Exercise lead: Date:

DEPENDENCY MAP — COMPLETE ONE ROW PER CHANNEL

LAYER	WHAT TO RECORD	ANSWER
Network	Which core, which VLAN, which path off site	
Name and address	DNS and DHCP, and behavior when unreachable	
Identity	Which directory; whether a local fallback exists	
Cloud	Which tenant; reachable when the WAN is impaired?	
Carrier	Which carrier, entry point, SBC, and which mobile network	
Compute	Which servers or gateways, on which hypervisor	
Power	Which panel, UPS, generator circuit, and runtime	
Endpoint	PoE dependency; battery life	
Administration	Who can change it during an outage, and how they authenticate	

Break-glass access belongs on this sheet. Confirm it before the exercise rather than during one.

SHARED DEPENDENCIES TO CHECK BY NAME

- ☐ One identity provider authenticating both platforms
- ☐ One WAN or SD-WAN fabric carrying both
- ☐ One hypervisor or management plane hosting both
- ☐ One power panel, UPS or generator circuit feeding both
- ☐ One carrier, or two sharing physical building entry
- ☐ One administrator whose credentials change either

SCENARIO STRUCTURE

1. Define the outage boundary and what remains
2. Name the clinical priorities that must continue
3. Inject changing conditions, not a static scenario
4. Force the primary channel to fail
5. Validate the backup channel works, rather than asserting it
6. Log decisions and the time each took
7. Measure time to reach every unit
8. Capture corrective actions with owners

Containment overrides communication. A backup pathway must not automatically reconnect a quarantined environment, re-enable a disabled account, or bypass a segmentation control that incident response put in place. Restoring communication is subordinate to containing the incident. Incident response belongs in the room while the scenario is *written*, not only while it is run. A workaround that undoes containment is a finding about the plan, not a success.

RUN IT BY WORKFLOW, NOT BY CHANNEL

- ☐ Nurse reaches a physician who is not answering a page
- ☐ Transfer center operates without its usual application
- ☐ Security receives an emergency-calling alert
- ☐ A rapid response or code is called and heard
- ☐ Patients and families are told what is happening
- ☐ An interpreter joins a bedside conversation
- ☐ Leadership convenes, and where
- ☐ An external media briefing is supported
- ☐ A unit receives changed direction two hours later

EVIDENCE — ARTIFACTS, WITH DATES

- ☐ Contact lists current as of a stated date, reachable off-network
- ☐ Call trees tested, with the date of the last test
- ☐ Radio coverage confirmed in basements, stairwells, plant rooms, loading dock
- ☐ Assigned channels documented and known
- ☐ Spare radio batteries located, charged, accountable owner named
- ☐ UPS runtimes measured rather than specified
- ☐ Generator circuit maps identifying what is on emergency power
- ☐ Carrier diversity confirmed to physical entry
- ☐ Spare endpoints available and configured
- ☐ Laminated quick guides where the network cannot reach
- ☐ Break-glass credentials tested within a stated period
- ☐ Date and findings of the last exercise

Then prioritize: patient-safety impact → time to failure → likelihood → effort. Retest what was fixed. An untested remediation is a plan, not a control.