



# CloudLIMS Downtime Contingency Procedure

## *Document History*

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University  
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Sheffield.

## 1. Background

This is an SOP for use in the University of Sheffield Medical School Biorepository to allow operations to continue during any periods the cloud based LIMS is inaccessible. Detailed within this SOP are steps that should be taken to access sample information from Excel backup records, contact CloudLIMS to resolve issues with the tissue database and query causes of service downtime.

## 2. Contacting CloudLIMS

The status of the CloudLIMS system should be noted e.g. unable to log into online portal, sample records inaccessible, freezer locations not displaying, etc. Contact with CloudLIMS can be delayed to see if there is an intermittent disruption in service, but this should not be prolonged if operations begin to be affected. Contact with CloudLIMS via email is the preferred route as screenshots and data can be included with the message, however, phone contact can also be used to obtain verbal support.

*Support Hours [GMT]: 03:30 to 20:00 Hrs [Monday-Friday]*

Email: [support@cloudlims.com](mailto:support@cloudlims.com)

Telephone: 00-1-302-789-0447

If international calls are unavailable use an override provider e.g. call local rate 0845 108 5190 and at prompt enter number followed by #.

0845 108 5190 you will be charged Local Rate per minute plus your phone company's access charge. The charge is incurred even if the destination number is engaged or the call is not answered. Please replace the handset if the calls are engaged or unanswered.  
Service provider: Story Telecom Ltd. Helpline 0208 497 9210

## 3. Accessing Sample Storage Information

The primary source for all information on CloudLIMS is Excel spreadsheets from which sample information is uploaded and storage locations are assigned. During LIMS downtime these records can be consulted to resolve any urgent requests requiring sample locations and other associated data:

Biorepository\_Number  
Date\_received  
Bank\_Number  
Freezer  
Rack

Unique\_ID  
Specimen\_Type\_(Blood,\_urine,\_R  
NA\_etc)  
Date\_Sample\_collected  
Person\_Responsible (PI)

These Excel sheets can be found on the X drive in project or study specific folders.

A temporary spreadsheet for any sample removal must be created and stored securely until the sample removal details can be updated on CloudLIMS.

#### **4. Depositing samples during LIMS downtime**

Samples received will follow normal procedures of receipt into the holding freezer followed by assignment to an appropriate storage location on C-road, or shelf location in the room temperature storage areas. The relevant primary Excel sheet is updated and sections highlighted in yellow to denote that these samples still have to be uploaded to CloudLIMS.

#### **5. Associated Documents**

	Document	Document Reference
1	Product support	<a href="https://cloudlims.com/support/support.jsp">https://cloudlims.com/support/support.jsp</a>
2	Uploading Samples to Biotracer	BIO:SOP:37
3	Removing Samples from Biotracer	BIO:SOP:38
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