**Mission:** Ensure information technology (IT), computers, networks, and applications remain operational, and are restored or augmented as needed to maintain the continuity of essential business operations.

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| Position Reports to: **Business Continuity Branch Director** Command Location: | | |
| Position Contact Information: Phone: ( ) - Radio Channel: | | |
| Hospital Command Center (HCC): Phone: ( ) - Fax: ( ) - | | |
| Position Assigned to: | Date:  **/ /** | Start: \_\_\_\_:\_\_\_\_ hrs. |
| Signature: | Initials: | End: \_\_\_\_:\_\_\_\_ hrs. |
| Position Assigned to: | Date:  **/ /** | Start: \_\_\_\_:\_\_\_\_ hrs. |
| Signature: | Initials: | End: \_\_\_\_:\_\_\_\_ hrs. |
| Position Assigned to: | Date:  **/ /** | Start: \_\_\_\_:\_\_\_\_ hrs. |
| Signature: | Initials: | End: \_\_\_\_:\_\_\_\_ hrs. |

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| **Immediate Response (0 – 2 hours)** | **Time** | **Initial** |
| **Receive appointment**   * Obtain briefing from the Business Continuity Branch Director on: * Size and complexity of incident * Expectations of the Incident Commander * Incident objectives * Involvement of outside agencies, stakeholders, and organizations * The situation, incident activities, and any special concerns * Assume the role of IT Systems and Applications Unit Leader * Review this Job Action Sheet * Put on position identification (e.g., position vest) * Notify your usual supervisor of your assignment |  |  |
| **Assess the operational situation**   * Determine type and extent of monitoring needed, based on the situation * Identify services that have been suspended and when they may be reestablished * Provide information to the Business Continuity Branch Director on the status |  |  |
| **Determine the incident objectives, tactics, and assignments**   * Document unit objectives, tactics, and assignments on the HICS 204: Assignment List * Based on the incident objectives for the response period consider the issues and priorities: * Appoint IT Systems and Applications Unit personnel in collaboration with the Business Continuity Branch Director * Determine strategies and how the tactics will be accomplished * Determine needed resources * Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing |  |  |

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| **Activities**   * As appropriate with Infrastructure Branch, determine damage to data center and identify salvageable equipment * Initiate repairs as needed * Make recommendations to restore service; collaborate with the Logistics Section Information Technology/Information Services (IT/IS) Equipment Unit * Communicate personnel and resource needs to the Business Continuity Branch Director * Perform data and application recovery operations as prioritized in the Business Recovery Plan (patient records, contracts, payroll, etc.) or as directed by the Business Continuity Branch Director, including: * Computer recovery (computers, servers, peripherals, etc.) * Initiate system recovery of major platforms that support different applications, network recovery of intranet and internet functions, and storage recovery for digital storage media and restoration * Consider coordination with alternate (hot/warm/cold) data site * Support expansion or relocation of business functions as indicated in the Business Continuity Plan * Receive, coordinate, and resolve requests for information technology (IT) application support; assign to applications program administrators as appropriate * Coordinate with the Logistics Section Information Technology/Information Services (IT/IS) Equipment Unit Leader on equipment replacement issues * Ensure data access and security protocols are in place * Resolve any issues concerning application licensing * Coordinate with the Logistics Section Communications Unit Leader on any voice over internet protocol (VOIP) issues * Support the IT needs of the Hospital Command Center (HCC) * Resolve all operability and connectivity issues * Provide status updates to the Business Continuity Branch Director regularly, advising of accomplishments and problems encountered * Provide regular updates to unit personnel and inform of strategy changes as needed * Consider development of a unit action plan; submit to the Business Continuity Branch Director if requested |  |  |
| **Documentation**   * HICS 204: Document assignments and operational period objectives on Assignment List * HICS 213: Document all communications on a General Message Form * HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis * HICS 251: As directed by the Infrastructure Branch Director, document information in appropriate sections of the Facility System Status Report * HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period * HICS 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response |  |  |
| **Resources**   * Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Business Continuity Branch Director * Assess issues and needs in unit areas; coordinate resource management |  |  |

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| **Communication**  *Hospital to complete: Insert communications technology, instructions for use and*  *protocols for interface with external partners* |  |  |
| **Safety and Security**   * Ensure that all unit personnel comply with safety procedures and instructions * Ensure personal protective equipment (PPE) is available and utilized appropriately |  |  |

| **Intermediate Response (2 – 12 hours)** | **Time** | **Initial** |
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| **Activities**   * Transfer the IT Systems and Applications Unit Leader role, if appropriate * Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital * Address any health, medical, and safety concerns * Address political sensitivities, when appropriate * Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) * Monitor unit work performance, personnel's ability to meet workload demands, staff health and safety, resource needs, and documentation practices * Obtain and provide key information for information technology (IT) operational activities; maintain current status of all areas * Continue to coordinate with the Logistics Section Information Technology/Information Services (IT/IS) Equipment Unit on delivery and installation status of ordered equipment, applications, and supplies * Inform the Business Continuity Branch Director of activities that have occurred; keep updated with status and utilization of resources, as well as anticipated resources * Meet regularly with the Business Continuity Branch Director for status reports * Advise the Business Continuity Branch Director immediately of any operational issue you are not able to correct * Relay important information and updates to unit personnel |  |  |
| **Documentation**   * HICS 204: Document assignments and operational period objectives on Assignment List * HICS 213: Document all communications on a General Message Form * HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis * HICS 251: As directed by the Infrastructure Branch Director, document information in appropriate sections of the Facility System Status Report * HICS 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response |  |  |
| **Resources**   * Assess issues and needs in unit areas; coordinate resource management * Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed |  |  |
| **Communication**  *Hospital to complete: Insert communications technology, instructions for use and*  *protocols for interface with external partners* |  |  |
| **Safety and Security**   * Ensure that all unit personnel comply with safety procedures and instructions * Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques * Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit * Ensure personal protective equipment (PPE) is available and utilized appropriately |  |  |

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| **Extended Response (greater than 12 hours)** | **Time** | **Initial** |
| **Activities**   * Transfer the IT Systems and Applications Unit Leader role, if appropriate * Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital * Address any health, medical, and safety concerns * Address political sensitivities, when appropriate * Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) * Continue to monitor the ability of the IT Systems and Applications Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices * Meet with unit personnel to address ongoing issues * Continue IT Systems and Applications Unit supervision including monitoring, documentation, and safety practices * Provide updates to the Business Continuity Branch Director and unit personnel |  |  |
| **Documentation**   * HICS 204: Document assignments and operational period objectives on Assignment List * HICS 213: Document all communications on a General Message Form * HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis * HICS 251: As directed by the Infrastructure Branch Director, document information in appropriate sections of the Facility System Status Report * HICS 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response |  |  |
| **Resources**   * Assess issues and needs in unit areas; coordinate resource management * Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed |  |  |
| **Communication**  *Hospital to complete: Insert communications technology, instructions for use and*  *protocols for interface with external partners* |  |  |
| **Safety and security**   * Ensure that all unit personnel continue to comply with safety procedures and instructions * Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit Leader * Provide for staff rest periods and relief * Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques * Ensure personal protective equipment (PPE) is available and utilized appropriately |  |  |

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| **Demobilization/System Recovery** | **Time** | **Initial** |
| **Activities**   * Transfer the IT Systems and Applications Unit Leader role, if appropriate * Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital * Address any health, medical, and safety concerns * Address political sensitivities, when appropriate * Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) * Ensure the return, retrieval, and restocking of equipment and supplies * As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader * Notify the Business Continuity Branch Director when demobilization and restoration is complete * Coordinate reimbursement issues with the Finance/Administration Section * Upon deactivation of your position, brief the Business Continuity Branch Director on current problems, outstanding issues, and follow up requirements * Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed * Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include: * Review of pertinent position descriptions and operational checklists * Recommendations for procedure changes * Accomplishments and issues * Participate in stress management and after action debriefings |  |  |
| **Documentation**   * HICS 221: Demobilization Check-Out * Ensure all documentation is submitted to the Planning Section Documentation Unit |  |  |

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| **Documents and Tools** |
| * HICS 203 - Organization Assignment List * HICS 204 - Assignment List * HICS 213 - General Message Form * HICS 214 - Activity Log * HICS 215A - Incident Action Plan (IAP) Safety Analysis * HICS 221 - Demobilization Check-Out * HICS 251 - Facility System Status Report * HICS 252 - Section Personnel Time Sheet * HICS 257 - Resource Accounting Record * Hospital Emergency Operations Plan * Hospital Incident Specific Plans or Annexes * Hospital schematics, blueprints and maps * Information and Data Security Plan * IT Failure Incident Response Guide * Business Continuity Plans * Records Management Plan * Data Recovery Plan * Access Control policies and procedures * IT Application Support Plan * Hospital organization chart * Hospital telephone directory * Supply, equipment, and vendor directories * Computer with intranet and internet access * Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication |