

BUSINESS CONTINUITY BRANCH DIRECTOR

Mission: Ensure business functions are maintained, restored, or augmented as needed to minimize the financial or other impact of business interruptions.

Position Reports to: Operations Section Chief		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.

Immediate Response (0 – 2 hours)	Time	Initial
<p>Receive appointment</p> <ul style="list-style-type: none"> • Obtain briefing from the Operations Section Chief on: <ul style="list-style-type: none"> ○ 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 Business Continuity Branch Director • Review this Job Action Sheet • Put on position identification (e.g., position vest) • Notify your usual supervisor of your assignment 		
<p>Assess the operational situation</p> <ul style="list-style-type: none"> • Provision of time sensitive data, records, and information (e.g., patient records, contracts, payroll, etc.) • Intranet and internet capabilities and functionality • Data and business function recovery operations, including server, computer, application support, and virus removal • Expansion or relocation of business functions, including server, computer, and application support • Data access and security • Access to business interruption insurance, in coordination with the Finance/Administration Section • Provide information to the Operations Section Chief of the status 		
<p>Determine the incident objectives, tactics, and assignments</p> <ul style="list-style-type: none"> • Document branch objectives, tactics, and assignments on the HICS 204: Assignment List • Based on the incident objectives for the response period consider the issues and priorities: <ul style="list-style-type: none"> ○ Determine which Business Continuity Branch functions need to be activated: <ul style="list-style-type: none"> ▪ IT Systems and Applications Unit 		



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<ul style="list-style-type: none"> ▪ Service Continuity Unit ▪ Records Management Unit ○ Make assignments, and distribute corresponding Job Action Sheets and position identification ○ Determine strategies and how the tactics will be accomplished ○ Determine needed resources ● Brief branch personnel on the situation, strategies, and tactics, and designate time for next briefing 		
<p>Activities</p> <ul style="list-style-type: none"> ● Participate in the Operations Section planning meeting and incident action planning; obtain and provide key information for operational activities ● Implement branch plans and monitor activities ● Communicate between Hospital Incident Management Team (HIMT) to determine business recovery objectives and timeframes based on recovery capability, risk, and recovery priorities ● In conjunction with the Finance/Administration Section, assess financial implications of interruption; consult legal counsel and the hospital's business insurance carrier as needed ● Ensure implementation of the hospital's Business Continuity Plans ● Support department-level recovery operations (e.g., radiology, pharmacy, purchasing, payroll, business office) ● Determine the ability to meet any recovery objectives for all impacted business functions, and develop alternate systems to meet needs ● Ensure a system to access essential business records (e.g., patient medical records, purchasing contracts) ● Assure activation of plans for expansion or relocation to alternate business operation sites as needed, including: <ul style="list-style-type: none"> ○ Occupancy permits ○ Contractors for building modifications, communications and information technology (IT) networking, and acquisition and transportation of furniture, equipment, and supplies ○ Staffing plan (employees or vendor supplied) ○ Building security, housekeeping, and trash removal services ● Assure activation of hospital-wide Information Technology (IT) Support Plan, including: <ul style="list-style-type: none"> ○ Support the Hospital Command Center (HCC) with equipment and software; coordinate with the Logistics Section Information Technology/Information Services (IT/IS) and the Equipment Unit Leader on equipment issues ○ Expansion of computer help-desk services ○ Vendor agreements to support operations ○ Utilization of downtime paperwork, and post event transfer of information from hard copy to computer after system restoration when applicable ○ Evaluation of existing applications to include projected needs for additional licenses, password permissions, storage, and hardware to support existing operations as well as those in an alternate location ○ Virus removal operations ● Obtain information and updates regularly from the Operations Section Chief ● Maintain current status of all areas ● Inform the Operations Section Chief of activities that have occurred; keep updated with status and utilization of resources and anticipated resource needs ● Monitor and support as needed Infrastructure Branch, and the Logistics Section Information Technology/Information Services (IT/IS) and the Equipment Unit Leader 		

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<ul style="list-style-type: none"> Consider development of a branch action plan; submit it to the Operations Section Chief if requested Provide regular updates to branch personnel and inform of strategy changes as needed 		
<p>Documentation</p> <ul style="list-style-type: none"> 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, review and 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 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report HICS 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response 		
<p>Resources</p> <ul style="list-style-type: none"> Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Operation Section Chief Assess issues and needs in branch areas; coordinate resource management Make requests for external assistance, as needed, in coordination with the Liaison Officer 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> Ensure that all branch personnel comply with safety procedures and instructions Ensure personal protective equipment (PPE) is available and utilized appropriately 		

Intermediate Response (2 – 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> Transfer the Business Continuity Branch Director role, if appropriate <ul style="list-style-type: none"> 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) Communicate regularly with the Operations Section Chief Designate times for briefings and updates with Unit Leaders to develop or update the Business Continuity Plans Schedule planning meetings with Unit Leaders to update the action plan and demobilization procedures 		

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<p>Documentation</p> <ul style="list-style-type: none"> • 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 		
<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in branch areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> • Ensure that all branch personnel comply with safety procedures and instructions • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure branch 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 		

Extended Response (greater than 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Business Continuity Branch Director role, if appropriate <ul style="list-style-type: none"> ○ 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 Business Continuity Branch to meet workload demands, personnel health and safety, resource needs, and documentation practices • Continue to assist in maintaining the HICS 257: Resource Accounting Record to track equipment used during the response • Conduct regular situation briefings • Meet with unit leaders to address ongoing issues 		
<p>Documentation</p> <ul style="list-style-type: none"> • 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 257: As directed by the Operations Section Chief, use the Resource Accounting Record to track equipment used during the response 		
<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in branch areas; coordinate resource management 		

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<ul style="list-style-type: none"> • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed 		
<p>Communication <i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> • Ensure that all branch 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 		

Demobilization/System Recovery	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Business Continuity Branch Director role, if appropriate <ul style="list-style-type: none"> ○ 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 branch 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 Operations Section Chief when demobilization and restoration is complete • Coordinate reimbursement issues with the Finance/Administration Section • Upon deactivation of your position, brief the Operations Section Chief on current problems, outstanding issues, and follow up requirements • Debrief branch 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: <ul style="list-style-type: none"> ○ Review of pertinent position descriptions and operational checklists ○ Recommendations for procedure changes ○ Accomplishments and issues • Participate in stress management and after action debriefings 		
<p>Documentation</p> <ul style="list-style-type: none"> • 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 256 - Procurement Summary Report
- HICS 257 - Resource Accounting Record
- Hospital Emergency Operations Plan
- Hospital Incident Specific Plans or Annexes
- Business Continuity Plans
- Data Recovery Plan
- Access Control policies and procedures
- Information and Data Security Plan
- Records Management Plan
- Business interruption insurance documentation
- IT Application Support Plan
- Computer with intranet and internet connection
- Hospital schematics, blueprints and maps
- Hospital organization chart
- Hospital telephone directory
- Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication