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.

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Signature: Initials: End: ____:____ hrs.

Position Assigned to: Date: ___________ Start: ____:____ hrs.

Signature: Initials: End: ____:____ hrs.

Immediate Response (0 – 2 hours)  Time  Initial

Receive appointment
- Obtain briefing from the Operations Section Chief on:
  o Size and complexity of incident
  o Expectations of the Incident Commander
  o Incident objectives
  o Involvement of outside agencies, stakeholders, and organizations
  o 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

Assess the operational situation
- 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

Determine the incident objectives, tactics, and assignments
- 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:
  o Determine which Business Continuity Branch functions need to be activated:
    ▪ IT Systems and Applications Unit
BUSINESS CONTINUITY BRANCH DIRECTOR

- 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

Activities
- 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:
  - 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:
  - 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
**BUSINESS CONTINUITY BRANCH DIRECTOR**

- 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

**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, 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

**Resources**
- 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

**Communication**

_Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners_

**Safety and security**
- Ensure that all branch personnel comply with safety procedures and instructions
- Ensure personal protective equipment (PPE) is available and utilized appropriately

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**Intermediate Response (2 – 12 hours)**

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<thead>
<tr>
<th>Activities</th>
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<td>o 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</td>
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<td>o Address any health, medical, and safety concerns</td>
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<td>o 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)</td>
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<tr>
<td>Communicate regularly with the Operations Section Chief</td>
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<td>Designate times for briefings and updates with Unit Leaders to develop or update the Business Continuity Plans</td>
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<td>Schedule planning meetings with Unit Leaders to update the action plan and demobilization procedures</td>
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### Extended Response (greater than 12 hours)

#### Activities
- Transfer the Business Continuity Branch Director 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 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

#### 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 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 branch areas; coordinate resource management
- Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed

### Safety and security
- 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

### Communication
*Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners*
### Business Continuity Branch Director

- 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 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

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<td>- Ensure the return, retrieval, and restocking of equipment and supplies</td>
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<td>- 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</td>
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<td>- Notify the Operations Section Chief when demobilization and restoration is complete</td>
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<td>- Coordinate reimbursement issues with the Finance/Administration Section</td>
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<td>- Upon deactivation of your position, brief the Operations Section Chief on current problems, outstanding issues, and follow up requirements</td>
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<td>- Debrief branch personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes, as needed</td>
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<td>- 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:</td>
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<td>o Review of pertinent position descriptions and operational checklists</td>
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<td>o Recommendations for procedure changes</td>
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<td>o Accomplishments and issues</td>
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<td>- Participate in stress management and after action debriefings</td>
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<td>- HICS 221: Demobilization Check-Out</td>
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<tr>
<td>- Ensure all documentation is submitted to the Planning Section Documentation Unit</td>
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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