**Mission:** Provide computer hardware, applications, and infrastructure acquisition and installation support to the organization.

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| Position Reports to: **Service 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 Service Branch Director on: * Size and complexity of incident * Expectations of Incident Commander * Incident objectives * Involvement of outside agencies, stakeholders, and organizations * The situation, incident activities, and any special concerns * Assume the role of Information Technology/Information Services (IT/IS) Equipment 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**   * Evaluate current inventories of computers, peripherals (printers, scanners, etc.), network equipment, data storage, and support supplies (cables, etc.) * Anticipate increased demand as indicated by situation * Acquire and install equipment to replace nonfunctional equipment or support expansion of network to additional worksites or external Alternate Care Sites as needed * Coordinate with Communications Unit Leader on Voice Over Internet Protocol (VOIP) equipment issues (if used) * Verify vendors’ ability to continue to provide equipment and services per contract or agreement; verify availability of secondary vendors as needed * Provide information to the Service Branch Director on the operational situation of the Information Technology/Information Services (IT/IS) Equipment Unit |  |  |
| **Determine unit 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 Information Technology/Information Services (IT/IS) Equipment Unit personnel in collaboration with the Service 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 |  |  |
| **Activities**   * With the Logistics Section Chief and the Service Branch Director, coordinate information technology (IT) issues with the Operations Section Business Continuity Branch and the Finance/Administration Section Procurement Unit to resolve issues as needed * Develop anticipated computer, network equipment, and applications needs; assist in budgeting and acquisition process * Place emergency orders for equipment or applications using existing protocols or special procedures identified by the Finance/Administration Section Procurement Unit; inform the Service Branch Director * With the Operations Section, coordinate needed delivery and set up of tele-triage or tele-medicine equipment in designated areas * Acquire and install additional computers and peripherals as needed to support Hospital Command Center (HCC) operations * Obtain information and updates regularly from the Service Branch Director * Inform the Service Branch Director of activities that have occurred; keep updated with status and utilization of resources and anticipated resource needs * Monitor the Operations Section and the Business Continuity Branch for information technology networking issues * Obtain information and updates regularly from the Service Branch Director * Maintain current status of all unit areas * Consider development of a unit action plan; submit to the Service 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 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 Logistics 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 |  |  |

| **Intermediate Response (2 – 12 hours)** | **Time** | **Initial** |
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| **Activities**   * Transfer the Information Technology/Information Services (IT/IS) Equipment 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) * Meet regularly with the Service Branch Director for status reports * Advise the Service Branch Director immediately of any operational issue you are not able to correct * Designate times for briefings and updates with the unit members to develop or update the unit action plan and demobilization procedures * Ensure that staffing and supply issues are addressed |  |  |
| **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 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 Logistics 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 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 Information Technology/Information Services (IT/IS) Equipment 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 Information Technology/Information Services (IT/IS) Equipment Unit to meet workload demands, personnel health and safety, resource needs, and documentation practices * Provide updates to the Service Branch Director * Meet with unit personnel 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 251: As directed by the Infrastructure Branch Director, document information in appropriate sections of the Facility System Status Report * 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 Logistics 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 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 Information Technology/Information Services (IT/IS) Equipment 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 * Work with Communications Unit Leader to return distributed communication equipment to designated storage location * 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 Service Branch Director when demobilization and restoration is complete * Coordinate reimbursement issues with the Finance/Administration Section * Upon deactivation of your position, brief the Service 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 256 - Procurement Summary Report * HICS 257 - Resource Accounting Record * Hospital Emergency Operations Plan * IT Network Recovery Plans including: * Network diagram * External connectivity inventory * Internal computer and network hardware inventory list * Application inventory list and licensing * Temporary network plans to support additional internal work locations and external Alternative Care Sites * Hospital organization chart * Hospital telephone directory * Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication * Supply, equipment, and personnel vendor directories and support agreements * Computer with intranet and internet connection |