**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
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| **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
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| **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
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| **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
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| **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
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| **Resources*** Assess issues and needs in unit areas; coordinate resource management
* Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed
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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
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| **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
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| **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
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| **Resources*** Assess issues and needs in unit areas; coordinate resource management
* Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed
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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 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
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| **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
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| **Resources*** Assess issues and needs in unit areas; coordinate resource management
* Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed
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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 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
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| **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
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