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.

Position Reports to: Business Continuity Branch Director  Command Location: ____________________________
Position Contact Information: Phone: ( ) - Radio Channel: ____________________________
Hospital Command Center (HCC): Phone: ( ) - Fax: ( ) -

Immediate Response (0 – 2 hours)

Receive appointment
- Obtain briefing from the Business Continuity Branch Director 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 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:
  o Appoint IT Systems and Applications Unit personnel in collaboration with the Business Continuity Branch Director
  o Determine strategies and how the tactics will be accomplished
  o Determine needed resources
- Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing
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
### 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

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### Intermediate Response (2 – 12 hours)

<table>
<thead>
<tr>
<th>Activities</th>
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<td>- 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>- 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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<td>- Monitor unit work performance, personnel’s ability to meet workload demands, staff health and safety, resource needs, and documentation practices</td>
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<td>- Obtain and provide key information for information technology (IT) operational activities; maintain current status of all areas</td>
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<td>- 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</td>
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<td>- Inform the Business Continuity Branch Director of activities that have occurred; keep updated with status and utilization of resources, as well as anticipated resources</td>
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<td>- Meet regularly with the Business Continuity Branch Director for status reports</td>
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<td>- Advise the Business Continuity Branch Director immediately of any operational issue you are not able to correct</td>
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<td>- Relay important information and updates to unit personnel</td>
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**Documentation**

- HICS 204: Document assignments and operational period objectives on Assignment List
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- HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis
- HICS 215: 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*
## IT SYSTEMS AND APPLICATIONS UNIT LEADER

### 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

### Extended Response (greater than 12 hours)

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<td>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</td>
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<td>Meet with unit personnel to address ongoing issues</td>
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<td>Continue IT Systems and Applications Unit supervision including monitoring, documentation, and safety practices</td>
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<td>Provide updates to the Business Continuity Branch Director and unit personnel</td>
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### Documentation
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- 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
## IT SYSTEMS AND APPLICATIONS 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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<tr>
<td>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</td>
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<td>Notify the Business Continuity Branch Director 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 Business Continuity Branch Director on current problems, outstanding issues, and follow up requirements</td>
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<td>Debrief unit 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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<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 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