IT SYSTEMS AND APPLICATIONS UNIT LEADER

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: (_____) _____ - _____	

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
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		

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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		

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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 personal protective equipment (PPE) is available and utilized appropriately		

Intermediate Response (2 – 12 hours)	Time	Initial

Activities
• Transfer the IT Systems and Applications Unit Leader role, if appropriate
  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
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  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)
• Monitor unit work performance, personnel's ability to meet workload demands, staff health and safety, resource needs, and documentation practices
• Obtain and provide key information for information technology (IT) operational activities; maintain current status of all areas
• 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
• Inform the Business Continuity Branch Director of activities that have occurred; keep updated with status and utilization of resources, as well as anticipated resources
• Meet regularly with the Business Continuity Branch Director for status reports
• Advise the Business Continuity Branch Director immediately of any operational issue you are not able to correct
• Relay important information and updates to unit personnel		

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 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*		

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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)	**Time**	**Initial**

Activities
• Transfer the IT Systems and Applications Unit Leader role, if appropriate
  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
  o Address any health, medical, and safety concerns
  o Address political sensitivities, when appropriate
  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)
• 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
• Meet with unit personnel to address ongoing issues
• Continue IT Systems and Applications Unit supervision including monitoring, documentation, and safety practices
• Provide updates to the Business Continuity Branch Director and unit personnel		

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 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		

	Time	Initial
• 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
Activities • Transfer the IT Systems and Applications Unit Leader role, if appropriate 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 o Address any health, medical, and safety concerns o Address political sensitivities, when appropriate 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) • Ensure the return, retrieval, and restocking of equipment and supplies • 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 Business Continuity Branch Director when demobilization and restoration is complete • Coordinate reimbursement issues with the Finance/Administration Section • Upon deactivation of your position, brief the Business Continuity 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: o Review of pertinent position descriptions and operational checklists o Recommendations for procedure changes o 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 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