INFORMATION TECHNOLOGY/INFORMATION SERVICES
UNIT LEADER

**Mission:** Provide computer hardware, software and infrastructure support to staff.

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| Date: Start: End: Position Assigned to: Initial: **Position Reports to:** **Service Branch Director** Signature: Hospital Command Center (HCC) Location: Telephone: Fax: Other Contact Info: Radio Title:  |

| **Immediate (Operational Period 0-2 Hours)** | **Time** | **Initial** |
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| Receive appointment and briefing from the Service Branch Director. Obtain packet containing the Unit’s Job Action Sheets. |  |  |
| Read this entire Job Action Sheet and review incident management team chart (HICS Form 207). Put on position identification. |  |  |
| Notify your usual supervisor of your HICS assignment. |  |  |
| Document all key activities, actions, and decisions in an Operational Log (HICS Form 214) on a continual basis. |  |  |
| Appoint IT/IS Unit team members and in collaboration with the Service Branch Director, complete the Branch Assignment List (HICS Form 204). |  |  |
| Brief team members on current situation; outline Unit action plan and designate time for next briefing. |  |  |
| Assign staff to the HCC to provide IT/IS support and maintain system. Respond immediately to requests for assistance from the HCC. |  |  |
| Establish priorities for use of available IT/IS systems, as needed. |  |  |
| Coordinate IT/IS activities with the Operations Section’s IT Unit Leader.  |  |  |
| Inventory IT systems, hardware and software; identify potential needs and work with the Supply Unit Leader to obtain equipment and supplies. |  |  |
| Expand IT capability to pre-designated or additional/new areas per the hospitals Emergency Operations Plan. |  |  |
| Make external requests for assistance in collaboration with the Supply Unit Leader, as needed; notify the Service Branch Director of all critical issues and requests. |  |  |
| Document all communications (internal and external) on an Incident Message Form (HICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit. |  |  |

| **Intermediate (Operational Period 2-12 Hours)** | **Time** | **Initial** |
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| Meet routinely with the Service Branch Director for status reports, and relay important information to Unit members. |  |  |
| Continue to evaluate IT system performance; troubleshoot issues as indicated. |  |  |
| Maintain internal IT/IS and /LAN connectivity, consulting with external experts when needed. |  |  |
| Assess status and integrity of data back-up systems. For restoration activities see Operations Section Business Continuity Branch. |  |  |
| Develop and submit an action plan to the Service Branch Director when requested. |  |  |
| Advise the Service Branch Director immediately of any operational issue you are not able to correct or resolve. |  |  |

| **Extended (Operational Period Beyond 12 Hours)** | **Time** | **Initial** |
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| Continue to monitor the IT/IS Unit staff’s ability to meet workload demands, staff health and safety, resource needs, and documentation practices. |  |  |
| Coordinate information technology system support; expand and contract as warranted. |  |  |
| Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Service Branch Director at assigned intervals and as needed.  |  |  |
| Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques. |  |  |
| Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the Employee Health & Well-Being Unit Leader. Provide for staff rest periods and relief. |  |  |
| Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information. |  |  |

| **Demobilization/System Recovery** | **Time** | **Initial** |
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| As needs for the IT/IS Unit’s staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner. |  |  |
| Reorder supplies and equipment to restore normal inventory. |  |  |
| Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment. |  |  |
| Debrief staff on lessons learned and procedural/equipment changes needed. |  |  |
| Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Service Branch Director or Logistics Section Chief, as appropriate. |  |  |
| Upon deactivation of your position, brief the Service Branch Director or Logistics Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements. |  |  |
| Submit comments to the Service Branch Director for discussion and possible inclusion in the after-action report; topics include:* Review of pertinent position descriptions and operational checklists
* Recommendations for procedure changes
* Section accomplishments and issues
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| Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required. |  |  |

| **Documents/Tools** |
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| * Incident Action Plan
* HICS Form 204 – Branch Assignment List
* HICS Form 207 – Incident Management Team Chart
* HICS Form 213 – Incident Message Form
* HICS Form 214 – Operational Log
* Hospital emergency operations plan
* Hospital organization chart
* Hospital telephone directory
* Radio/satellite phone
* Computer hardware/software inventory
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