INFORMATION TECHNOLOGY UNIT LEADER

**Mission:** Ensure IT business functions are maintained, restored or augmented to meet designated Recovery Time Objectives (RTOs) and provide limited interruptions to continuity of essential business operations.

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| Date: Start: End: Position Assigned to: Initial: **Position Reports to:** **Business Continuity 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, briefing, and any appropriate materials from the Business Continuity Branch Director. |  |  |
| 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 Unit members, as appropriate; distribute any appropriate forms or information to the Unit. |  |  |
| Brief Unit members on current situation, incident objectives and strategy; outline Unit action plan; and designate time for next briefing. |  |  |
| Ensure Unit members comply with safety policies and procedures. |  |  |
| Evaluate business capabilities, systems still on-line, recovery plan actions, projected minimum and maximum duration of disruption, and progress in meeting RTOs; report status to the Business Continuity Branch Director. |  |  |
| With Unit members, identify priorities for system restoration for service maintenance/resumption. Initiate migration to secondary or replacement systems, if available, in cooperation with other Business Continuity Branch Unit Leaders. |  |  |
| Meet with the Business Continuity Branch Director to discuss plan of action and staffing in all alternate business sites. |  |  |
| Receive, coordinate and forward requests for IT and Communications support to the Communications Unit Leader and IT/IS Unit Leader. Coordinate efforts with the IT Unit. |  |  |
| Confirm off-site data backups are secure and available for system restoration.  |  |  |
| Participate in briefings and meetings as requested. |  |  |
| 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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| Continue coordinating the Unit’s ability to maintain or recover impacted IT business functions. |  |  |
| Evaluate all activated IT business continuity plans and modify as necessary any predicted unmet RTOs. |  |  |
| Identify specific activities or resources needed to ensure timely resumption of IT business functions. |  |  |
| Coordinate with Infrastructure Branch Director for access to critical power needs or building assessments. Report status to Business Continuity Branch Director. |  |  |
| Coordinate with Service Branch Director/Communications Unit Leader/IT Unit Leader and/or Business Function Relocation Unit Leader to ensure shared strategies for business resumption. |  |  |
| Develop and submit an action plan to the Business Continuity Branch Director when requested. |  |  |
| Advise the Business Continuity 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 Business Continuity Branch ability to maintain or recover impacted IT business functions. |  |  |
| Brief the Business Continuity Branch Director regularly on current condition of all operations.  |  |  |
| Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Business Continuity 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 Unit’s staff decrease, return staff to their usual jobs, and combine or deactivate positions in a phased manner. |  |  |
| Notify the Business Continuity Branch Director when restoration is complete. |  |  |
| 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 Business Continuity Branch Director or Operations Section Chief, as appropriate. |  |  |
| Upon deactivation of your position, brief the Business Continuity Branch Director or Operations Section Chief, as appropriate, on current problems, outstanding issues, and follow-up requirements. |  |  |
| Submit comments to the Business Continuity 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 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
* PC with internet access, as available
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