

DATA CENTER OPERATIONS UNIT LEADER

Mission: Ensure all Data Center functions, services, and infrastructure (Network, Servers, Application, Storage, and Communications, etc.) that are required to support MSKCC's critical Tier 1 and Tier 2 business/clinical/ancillary service functions and applications are maintained, tested, restored or augmented to meet designated Availability and Recovery Time Objectives (RTO) as designated by Hospital Administration and provide for limited interruptions to continuity of essential business operations. Manage and Coordinate the Data Center Unit's support staff's activities and Data Center Unit's Technical Resources. Strive to preserve and protect MSKCC's assets located in the New Jersey Data Center facility and the physical New Jersey Data Center facility.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____

Position Reports to: Information Systems Section Chief Signature: _____

Hospital Command Center (HCC) Location: _____ Telephone: _____

Fax: _____ Other Contact Info: _____ Radio Title: _____

Immediate (Operational Period 0-2 Hours)	Time	Initial
Receive appointment, briefing, and any appropriate materials from the Information Systems Section Chief or Incident Commander.		
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 that occur during the HICS event in an Operational Log (HICS Form 214) on a continual basis.		
Determine if the emergency event is external to the Data Center or if the emergency event involves the Data Center.		
If the emergency event is external to the Data Center , physically position yourself at the Data Center and contact the command center at main campus or wherever it has been located to report in and notify the Information Systems Section Chief and Incident Commander of your physical location and availability, and the initial Data Center assessment.		
Assess the status of the Data Center staff, electrical service, water, diesel fuel level, local threats, local conditions (weather, ground water, roads, etc.) and estimate the trajectory, proximity, and velocity of the local threats, if any.		
Appoint or activate Data Center HICS Unit support team, as appropriate; distribute any appropriate forms or information to the Data Center HICS Unit Team.		
Attempt to ascertain the requirements of the clinical systems to ensure we are focusing our resources on and establishing our priorities for the key groups. This may require the following: <ul style="list-style-type: none"> • Determine how long people can continue to work from their current location • Determine where people are best deployed for optimal coverage, safety, and continuity of support functions • Insure individuals have sufficient supplies to offer continued support • If necessary, ensure Shelter-In-Place procedures and guidelines have been 		

Immediate (Operational Period 0-2 Hours)	Time	Initial
<p>initiated and followed</p> <ul style="list-style-type: none"> • Attempt to acquire trained support in critical areas, internal or external, depending on needs and urgency • Contact IBM to notify them of our situation based on parameters set forth in our IBM Immediate Readiness and Equipment Acquisition services contract and our needs for the IBM services 		
<p>Brief Data Center HICS Unit support team members on the current situation, incident objectives and strategy; outline the Data Center Unit's action plan; and designate the time for the next briefing.</p>		
<p>Ensure Data Center Unit support members comply with safety policies and procedures.</p>		
<p>Evaluate current business capabilities in terms of Data Center infrastructure, support, and services. Determine if any Tier 1 applications are unavailable, determine if any Tier 2 applications are unavailable, review root cause for any unavailable system, function, or service. Review recovery plan options and determine if it is necessary to move Data Center functions to alternate sites. Review the estimated recovery timeline, required recovery actions, and assess projected minimum and maximum duration of disruption.</p>		
<p>With Data Center Unit support members, identify priorities for system restoration or system recovery for service maintenance/resumption of any Tier 1 applications or Data Center infrastructure components that are unavailable.</p>		
<p>Initiate recovery of the primary system or, if necessary, initiate migration to secondary or replacement systems, if available. Appoint Data Center Unit support members to their recovery assignments either at the Data Center or alternate recovery site(s) with the goal to maximize the use of available staff resources in terms of available skill sets to maximize the efficiency and effectiveness of the recovery efforts and to minimize the recovery window. Progress with recovery actions in order to meet RTOs and minimize downtime; report status to the Information Systems Section Chief.</p>		
<p>Regularly meet with the Information Systems Section Chief to discuss current plan of action, new developments or directives from the HICS Incident Management Team that might alter current plans, and staffing requirements for all alternate Data Center recovery and business sites.</p>		
<p>If the emergency event involves the Data Center, physically position yourself at the data center or at the command post, if the data center can not be used. If you are unable to be on site physically, designate a Manager on Call process to serve as the contact point.</p>		
<p>Assess the status of the Data Center staff, electrical service, water, diesel fuel level, local threats, local conditions (weather, ground water, roads, etc.) and estimate the trajectory, proximity, and velocity of the local threats, if any.</p>		
<p>Take a status of the Tier 1 and Tier 2 systems and determine if any are not functioning or not meeting Center and user requirements.</p> <ul style="list-style-type: none"> • Determine response and recovery corrective action on a system by system basis; not on a data center basis. • Determine if it is necessary to activate recovery at alternate site(s) • Delegate response and recovery corrective actions to staff 		
<p>Report your physical location, Data Center initial assessment, current status, and action plan to the command center to notify and inform the Information Section Chief and Incident Commander</p>		

Immediate (Operational Period 0-2 Hours)	Time	Initial
<p>Begin a review and assessment cycle for:</p> <ul style="list-style-type: none"> • Threats • Resources • Availability and Usability of key systems <p>Notes:</p> <ol style="list-style-type: none"> 1. Staff and resource availability become the high priority areas and continual efforts must be made to keep each at high levels 2. Status reporting between myself and the Data Center Unit support team, as well as, the Information Systems Section Chief must be maintained on an hourly basis 		
The following Actions are required whether Data Center Available or not		
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
As you transition from the Immediate Stage which entails the initial two hours of the event, review, assess, and monitor the progress and success of response and recovery efforts and activities the have already been initiated and are in progress.		
Review, assess, and monitor resource and staff availability to ensure initial allocations or deployments have hit the mark. Make any necessary adjustments that might be required.		
Evaluate all activated business continuity plans and assess progress and probability for achieving the target RTOs. Modify, as necessary any predicted unmet RTOs.		
Identify specific activities or resources needed to ensure timely resumption of business services.		
Through the Informations Systems Chief and Facilities Management, coordinate for access to critical power needs or building assessments.		
Develop and submit an action plan for the Data Center recovery and support efforts based on the actions already taken or in progress, the current status, and the anticipated actions required going forward to the Information Systems Section Chief when requested.		
Advise the Information Systems Section Chief immediately of any operational issue you are not able to correct or resolve or that requires a decision or input from the HICS Incident Management Team at the command center.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Brief the Information Systems Section Chief and/or the Incident Commander regularly on the current condition of all operations; communicate needs in advance.		
Prepare and maintain records and reports, as appropriate.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
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
As needs for the Data Center Unit's staff decrease, return staff to their usual jobs, and combine or deactivate positions in a phased manner.		
Notify the Information Systems Section Chief and/or Incident Commander when restoration is complete.		
Debrief staff on lessons learned and procedural/equipment/staffing changes needed.		
Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Information Systems Section Chief.		
Upon deactivation of your position, brief the Information Systems Section Chief on current problems, outstanding issues, and follow-up requirements.		
Submit comments to the Information Systems Section Chief for discussion and possible inclusion in the After-action report; topics include: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues 		
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.		

Documents/Tools
<ul style="list-style-type: none"> • 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

