

APPLICATION AND DATA SUPPORT UNIT LEADER

Mission: Ensure all Tier 1 business/clinical/ancillary service functions, applications, business functions, and associated data are backed up, replicated, maintained, restored or augmented to meet designated Availability and Recovery Time Objectives (RTOs) and provide limited interruptions to continuity of essential business operations. Ensure a recovery plan has been created, is maintained, and periodically reviewed for all Tier 2 business/clinical/ancillary service functions, applications, business functions. Handle communication to and from the IS Section Chief regarding status and action plans for application and data related issues.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____	
Position Reports to: <u>Information Systems Section Chief</u> Signature: (Fred Bangs) _____	
Hospital Command Center (HCC) Location: 1275 York Ave, NYC	Telephone: _____
Mobile/Pager: 646-301-0046/3317	Fax: _____
Other Contact Info: (Personal Cell) 917-714-8191	Radio Title: _____
Backup: June Hunter Mobile/Pager: 646-235-1412 Home: 201-722-9319	

Immediate (Operational Period 0-2 Hours)	Time	Initial
Receive appointment, briefing, and any appropriate materials from the IS Section Chief		
Read this entire Job Action Sheet and review incident management team chart (HICS Form 207).		
Determine appropriate location to serve as operation base for application coordination (e.g., 633, NJDC) and report location to the IS Section Chief		
Coordinate documentation of all key activities, actions, and decisions in an Operational Log (HICS Form 214) on a continual basis.		
Alert Unit members to stand by, as appropriate, for any required application, database, or reporting requirements.		
Establish lines of communication to Data Group members and have them stand by for possible reporting and other support requirements.		
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.		
Coordinate evaluation of Application Statuses and reporting of status(es) to the IS Section Chief as required.		
Identify Application Staff and Location(s) for system support.		
Participate in briefings and meetings as requested.		

Immediate (Operational Period 0-2 Hours)	Time	Initial
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.		
Communicate with System Business Owners to ensure shared strategies for downtime procedures.		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Continue coordinating the Unit's ability to maintain or recover impacted IT Applications and Data Resources as required.		
Coordinate with System Business Owners to ensure shared strategies for business resumption.		
Coordinate the development and submission of any action plans to the IS Section Chief		
Advise the IS Section Chief of any application issues that remain unresolved.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Continue coordinating the Unit's ability to maintain or recover impacted IT Applications and Data Resources as required.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Together with the IS System Project Managers, continue to observe all staff and volunteers for signs of stress and/or inappropriate behavior. Report concerns to the Employee Health & Well-Being Unit Leader. Provide for staff rest periods, counseling, and relief.		
Upon shift change, brief your replacement up to date on the status of all ongoing operations, issues, and other relevant incident information. Provide a complete and thorough turnover to your replacement to whom you are transferring your position to.		

Demobilization/System Recovery	Time	Initial
As needs for the Unit's staff decrease, return staff to their usual jobs, and combine or deactivate positions in a phased manner.		
Debrief staff on lessons learned and procedural/equipment changes needed. Ensure a remediation and continuous improvement action plan and associated project is established to implement all corrective measures or recommendations for improvement that have identified and approved.		
Upon deactivation of your HICS position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the IS Section Chief, as appropriate.		

Demobilization/System Recovery	Time	Initial
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 • PC with internet access, as available