

## INFORMATION SYSTEMS SECTION CHIEF

**Mission:** Ensure Information Systems is represented in the Incident Commander's Core Emergency Management Response Team. Coordinate communication, status, and recovery activities between the IS Staff and the Emergency Management Response Team./Incident Commander. Track Information Systems recovery and response activities; monitor staff, systems, applications and related IS resource availability, performance and overall continuity. Provide ad hoc IS support and resources as required by the Incident Commander, assigned designee or incident event (itself). Ensure RTOs are being met and recovery prioritization and procedures are followed. Ensure the directives and priorities set by the Incident Commander and Emergency Response Teams are communicated to and known by the IS HICS leaders and each IS HICS Units' Staff members.

Date: \_\_\_\_\_ Start: \_\_\_\_\_ End: \_\_\_\_\_ Position Assigned to: \_\_\_\_\_ Initial: \_\_\_\_\_

**Position Reports to:** INCIDENT COMMANDER Signature: \_\_\_\_\_

Hospital Command Center (HCC) Location: \_\_\_\_\_ Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_ Other Contact Info: \_\_\_\_\_ Radio Title: \_\_\_\_\_

<b>Immediate (Operational Period 0-2 Hours)</b>	<b>Time</b>	<b>Initial</b>
Receive appointment and briefing from the Incident Commander and Emergency Response Team. Obtain packet containing IS Section Chief Job Action Sheets.		
Read this entire Job Action Sheet and review incident management team chart (HICS Form 207). Put on position identification.		
Notify the CIO and IS directors of your HICS assignment.		
Document all key activities, actions, and decisions in an Operational Log (HICS Form 214) on a continual basis.		
Appoint and activate IS HICS Unit Leaders, as appropriate (Data Center, Application & Data, Network & Infrastructure, and Communications); distribute corresponding Job Action Sheets and identification materials.		
Brief the IS HICS Unit Leaders and required and appropriate IS staff on current situation, incident objectives and strategy; outline the IS action plan and designate the time for the next briefing.		
Evaluate Information Systems capacity to: <ul style="list-style-type: none"> <li>• Perform department and facility business continuity plan activation</li> <li>• Determine ability to meet RTO for all impacted business functions</li> <li>• Ascertain continuity of business functions including assessment of impacted areas</li> <li>• Acquire access to essential business records (e.g., patient medical records, purchasing contracts, etc.)</li> <li>• Support needed movement or relocation to alternate business operation sites</li> </ul>		
Assess problems and needs in Information Systems area; coordinate resource management with IS HICS Unit Leaders, as appropriate.		
Instruct IS HICS Unit Leaders to evaluate business capabilities, recovery plan actions, and progress in meeting RTOs; report status to the IS Section Chief who will relay and report the information to the Emergency Management Team and Incident Commander.		

<b>Immediate (Operational Period 0-2 Hours)</b>	<b>Time</b>	<b>Initial</b>
Direct and/or monitor Information Systems business continuity plans, manager on call (MOC) procedure, formal IS Disaster Recovery, emergency notification and IS unit relocation activities, if and as required.		
Participate in briefings and meetings as requested.		
Regularly meet with the IS HICS Unit Leaders to discuss plan of action and staffing.		
Evaluate communication facility technical capabilities in support of all MSKCC functional areas and in support of ad hoc HICS needs, and direct IS response as required.		
Receive, coordinate, and forward requests for IS and communications support to the IS HICS Unit Leaders: Communications Unit Leader, Application and Data Unit Leader, Network and Infrastructure Unit Leader, and Communications Unit Leader.		
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.		

<b>Intermediate (Operational Period 2-12 Hours)</b>	<b>Time</b>	<b>Initial</b>
Meet regularly with IS HICS Unit Leaders for status reports, and relay important information to IS staff.		
Continue coordinating the Information Systems division's ability to maintain or recover impacted business functions.		
Evaluate all activated business continuity plans and modify as necessary any predicted unmet RTOs.		
Identify specific activities or resources needed to ensure timely resumption of business functions.		
Coordinate with the Infrastructure and Facilities Unit Leaders for access to critical power needs or building assessments.		
Coordinate with the Security and Facilities Unit Leaders for building access and staff safety related issues		
Coordinate with the Security and Facilities Unit Leaders and the IS HICS Unit Leaders to ensure shared strategies for business resumption.		
Advise the Incident Commander, Emergency Response Team, and IS HICS Unit Leaders immediately of any recovery issue you are not able to correct or resolve.		
Develop and submit a Information Systems action plan to the Emergency Response Team and Incident Commander when requested.		

<b>Extended (Operational Period Beyond 12 Hours)</b>	<b>Time</b>	<b>Initial</b>
Continue to monitor Information Systems division's ability to maintain or recover impacted business functions.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Observe and obtain reports from the IS HICS Unit Leaders about all IS 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 and relief.		
Upon shift change, brief your replacement 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.		

<b>Demobilization/System Recovery</b>	<b>Time</b>	<b>Initial</b>
As needs for Information Systems staff decreases, begin to return the IS staff to their usual jobs, and combine or deactivate HICS positions in a phased and practical manner.		
Assist other Unit Leaders and Section Chiefs with restoring all business functions to normal operating condition. Notify the Incident Commander and Emergency Response Team when the restoration is complete.		
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.		
Debrief IS HICS Unit Leaders and IS staff on lessons learned and procedural/equipment changes needed. Ensure a remediation and continuous improvement action plan and		

<b>Demobilization/System Recovery</b>	<b>Time</b>	<b>Initial</b>
associated project is established to implement all corrective measures or recommendations for improvement that have identified and approved.		
Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Incident Commander.		
Upon deactivation of your position, brief the Incident Commander on current problems, outstanding issues, and follow-up requirements.		
Submit comments to the Incident Commander for discussion and possible inclusion in the after-action report; topics include: <ul style="list-style-type: none"> <li>• Review of pertinent position descriptions and operational checklists</li> <li>• Recommendations for procedure changes</li> <li>• Section accomplishments and issues</li> </ul>		
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.		

<b>Documents/Tools</b>
<ul style="list-style-type: none"> <li>• Incident Action Plan</li> <li>• HICS Form 204 – Branch Assignment Sheet</li> <li>• HICS Form 207 – Incident Management Team Chart</li> <li>• HICS Form 213 – Incident Message Form</li> <li>• HICS Form 214 – Operational Log</li> <li>• Hospital emergency operations plan</li> <li>• Hospital organization chart</li> <li>• Hospital telephone directory</li> <li>• Radio/satellite phone</li> <li>• Facility blueprints and maps</li> <li>• PC with internet access, as available</li> <li>• Wi-Fi capable laptop</li> <li>• Business continuity plans with contact information</li> </ul>

