

## NETWORK and INFRASTRUCTURE UNIT LEADER

**Mission:** Ensure the network infrastructure which is required to provide connectivity for the transmission of data and voice information is operational. Provide network capability in the most expedient way possible in the event of any reported outages, poor performance or throughput, or connectivity issues. Ensure all spare network equipment and desk-top equipment are in working order and ready and available to be deployed in the areas where they are needed. Manage and coordinate network staff and support activities within the infrastructure group to sustain continuous availability of network and infrastructure services and to provide rapid recovery as required in order to support continuity of networking services to sustain MSKCC's day-to-day business requirements.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____	
<b>Position Reports to: <u>Information Systems Section Chief</u></b> Signature: _____	
Hospital Command Center (HCC) Location: _____ Telephone: _____	
Fax: _____ Other Contact Info: _____ Radio Title: _____	

Immediate (Operational Period 0-2 Hours)	Time	Initial
Set-up computers, phones, printers and any other Information Systems equipment needed in the designated emergency command center area.		
Receive appointment, briefing, and any appropriate materials from the Infrastructure and Information Systems Section Chief.		
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.		
Brief Network and Infrastructure Unit support team members on current situation, incident objectives and strategy; outline Unit's action plan; and designate time for next briefing.		
Evaluate status of: <ul style="list-style-type: none"> <li>• Main Distribution Facilities</li> <li>• Voice-IP Telephony/Data network switches</li> <li>• Individual Distribution Facilities network switches</li> <li>• Telco data wide area links</li> <li>• Telco voice circuits</li> <li>• Inbound/outbound phone dialing availability</li> <li>• Internet links</li> <li>• Wireless devices to support Vocera, and other applications</li> <li>• Security devices</li> <li>• HP OpenView/Mirage Monitoring Tools</li> </ul>		
Determine if emergency event impacts network infrastructure.		
If emergency event has disrupted network connectivity, inform command center of the initial assessment.		

<b>Immediate (Operational Period 0-2 Hours)</b>	<b>Time</b>	<b>Initial</b>
Appoint Network and Infrastructure Unit support team members to check and assess the full extent any problems. Determine what it will take to resolve the problem and assign additional resources, if needed, to start restoring services.		
Determine if assistance is needed from facilities or any other unit to restore environment so that equipment can be turned-on and returned to operational mode.		
Determine if emergency event impacts Telco lines and report problem to appropriate Telco vendor. Ask vendor to provide time estimate for restoring services.		
Ensure Unit members comply with safety policies and procedures.		
Meet with the Information Systems Section Chief and/or other IS HICS leaders to discuss plan of action and staffing in all alternate business sites as required.		
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.		

<b>Intermediate (Operational Period 2-12 Hours)</b>	<b>Time</b>	<b>Initial</b>
Evaluate all activated business continuity plans and modify, as necessary any Recovery Time Objectives that are estimated to be unmet or missed.		
Identify specific activities or resources needed to ensure ongoing preservation of hospital records.		
Through the Information Systems Section Chief, coordinate with Facilities Unit Leader for access to critical power needs or building assessments.		
Develop and submit an action plan of ongoing activities that are planned for the Intermediate and Extended stages of the event 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 require input from the Emergency Management Leadership team before proceeding.		
Assess if there is a need to drop non-essential functions or declare non-essential floors down in support of essential functions or to reallocate equipment for primary patient care services.		

<b>Extended (Operational Period Beyond 12 Hours)</b>	<b>Time</b>	<b>Initial</b>
Continue coordination of records preservation activities.		
Continue restoration of records, as appropriate		
Brief the Information Systems Section Chief regularly on current condition of all operations.		
Prepare and maintain records and reports, as appropriate.		
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		

<b>Extended (Operational Period Beyond 12 Hours)</b>	<b>Time</b>	<b>Initial</b>
periods and relief.		
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		

<b>Demobilization/System Recovery</b>	<b>Time</b>	<b>Initial</b>
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 Information Systems Section Chief 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 Information Systems Section Chief or Operations Section Chief, as appropriate.		
Upon deactivation of your position, brief the Information Systems Section Chief or Operations Section Chief, as appropriate, 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"> <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 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>• PC with internet access, as available</li> </ul>



