

BUSINESS CONTINUITY BRANCH DIRECTOR

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

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

Position Reports to: Operations 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 and briefing from the Operations Section Chief. Obtain packet containing Business Continuity Branch Job Action Sheets.		
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 Leaders, as appropriate; distribute corresponding Job Action Sheets and identification.		
Brief the Business Continuity Branch on current situation, incident objectives and strategy; outline Branch action plan and designate time for next briefing.		
Evaluate Business Continuity Branch capacity to: <ul style="list-style-type: none"> • Perform department and facility business continuity plan activation • Determine ability to meet RTO for all impacted business functions • Ascertain continuity of business functions including assessment of impacted areas • Acquire access to essential business records (e.g., patient medical records, purchasing contracts, etc.) • Support needed movement or relocation to alternate business operation sites 		
Assess problems and needs in Branch area; coordinate resource management with Support Branch Director, as appropriate.		
Instruct Unit Leaders to evaluate business capabilities, recovery plan actions, and progress in meeting RTOs; report status to the Operations Section Chief.		
Participate in briefings and meetings as requested.		
Regularly meet with the Operations Section Chief to discuss plan of action and staffing.		
Receive, coordinate, and forward requests for IT and communications support to the Communications Unit Leader and IT/IS 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.		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Meet regularly with Operations Section Chief for status reports, and relay important information to Branch staff.		
Continue coordinating the Business Continuity Branch'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 Branch Director for access to critical power needs or building assessments.		
Coordinate with the Security Branch Director for building access and staff safety		
Coordinate with the Service Branch Director or Communications Unit Leader and the IT/IS Unit Leader to ensure shared strategies for business resumption.		
Advise the Operations Section Chief immediately of any recovery issue you are not able to correct or resolve.		
Develop and submit a Branch action plan to the Operations Section Chief when requested.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Continue to monitor Business Continuity Branch's ability to maintain or recover impacted business functions		
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. 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 Business Continuity Branch staff decrease, return staff to their usual jobs, and combine or deactivate positions in a phased manner.		
Assist Operations Section Chief and Branch Directors with restoring all business functions to normal operating condition. Notify the Operations Section Chief when restoration is complete.		
Ensure return/retrieval of equipment and supplies and return all assigned incident command equipment.		
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 Operations Section Chief.		
Upon deactivation of your position, brief the Operations Section Chief on current		

Demobilization/System Recovery	Time	Initial
problems, outstanding issues, and follow-up requirements.		
Submit comments to the Operations 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 204 – Branch Assignment Sheet • 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 • Facility blueprints and maps • PC with internet access, as available • Business continuity plans with contact information