

**Main functions include:**

• Backing up vital records to a cloud server.

• Ensuring staff have access to necessary communications hardware.

• Restoring IT and telecommunications if interrupted.

• Enlisting the help of outside IT vendors as needed.

96 Hours

Pre-Event

The **IT Team Leader** takes all actions necessary to ensure the continuity of communications technology and computer systems essential to organizational operations.

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**READY TO RESPOND** DISASTER STAFFING TOOLKIT

IT Team Leader

Job Action Sheet

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Receive Section Meeting announcement from **Business Continuity Chief**. |  |  |  |
| Read entire *Job Action Packet* with tools and fill gaps as needed. |  |  |  |
| Work with **External Communications Liaison** to update information on emergency webpage. |  |  |  |
| Work with **Business Continuity Chief** to ensure all documents in *Vital Records Worksheet* are up to date and stored on server. |  |  |  |
| Address staff questions and needs regarding IT and communications connectivity. |  |  |  |

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date last revised \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Attend Business Continuity Section Meeting. |  |  |  |
| Review *IT Continuity Checklist* and report issues to **Business Continuity Chief**. |  |  |  |
| Determine availability of computer access for critical staff working off-site and update **Business Continuity Chief**. |  |  |  |
| Email **Business Continuity Chief** and **Housing Chief** reminding them to protect office equipment including desktops and server hardware and file backup protocols per *IT Continuity Checklist*. |  |  |  |
| Review equipment vulnerabilities and report to **Business Continuity Chief**. Restore communications if interrupted. |  |  |  |
| Answer staff questions and needs regarding IT and communications connectivity. |  |  |  |



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72 Hours

Pre-Event



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48 Hours

Pre-Event

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Attend Business Continuity Section Meeting. |  |  |  |
| Work with **Human Resources Team Leader** to ensure staff are aware of recovery plan should IT be disrupted. |  |  |  |
| Answer staff questions and needs regarding IT and communications connectivity. |  |  |  |



24 Hours

Pre-Event

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Attend Business Continuity Section Meeting. |  |  |  |
| Answer staff questions and needs regarding IT and communications connectivity. |  |  |  |



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12 Hours

Pre-Event

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Identify and fill gaps as needed. |  |  |  |
| Answer staff questions and needs regarding IT and communications connectivity. |  |  |  |

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EVENT/

Immediately Following Event

EVENT

Stay on Alert

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Review system functionality including servers and Emails. Coordinate with server storage vendors and other IT vendors as needed. |  |  |  |
| Attend Business Continuity Section Meeting, via conference call if necessary. |  |  |  |
| Answer staff questions and needs regarding IT and communications connectivity. |  |  |  |
| Review equipment damage and restore communications if interrupted. Take pictures of equipment after the disaster per the *IT Equipment Inventory Worksheet* and provide them to **Business Continuity Chief**. |  |  |  |

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Immediately

Following Event

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12 Hours

Post-Event

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Date | Notes | Done |
| Attend Business Continuity Section Meeting. |  |  |  |
| Answer staff questions and needs regarding IT and communications connectivity. |  |  |  |