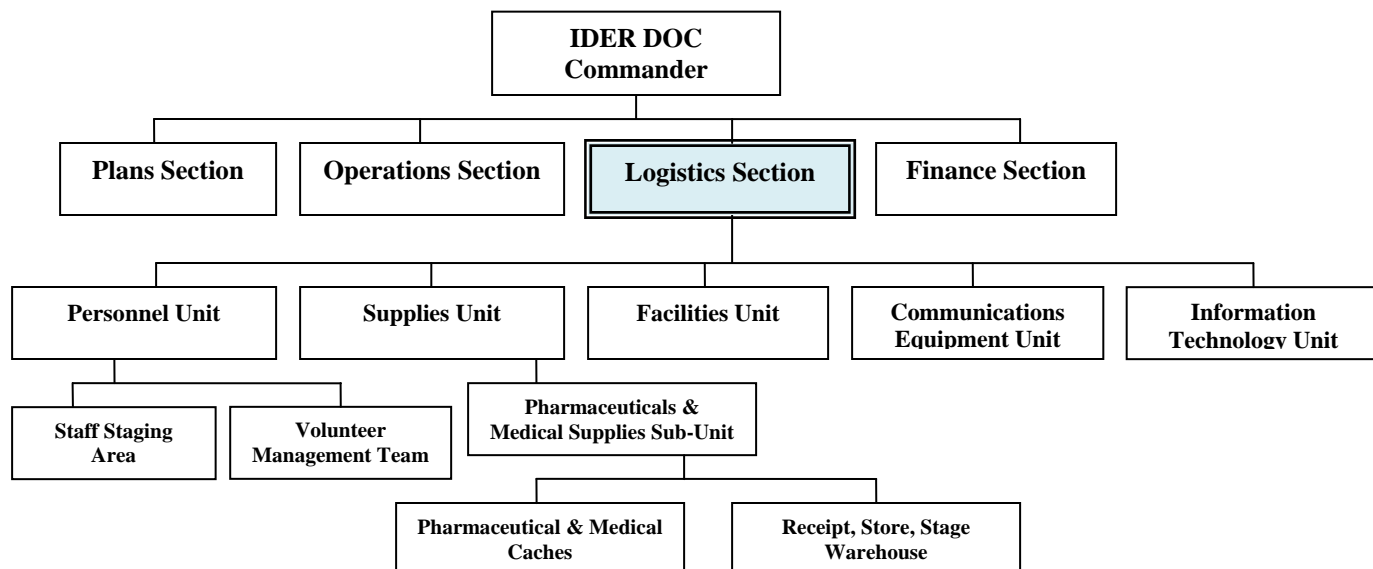


29. LOGISTICS SECTION

A. ORGANIZATION CHART



B. DESCRIPTION

a. Purpose & Objectives

The purpose of the Logistics Section is to locate or request the supplies and personnel needed to support the DOC and responders, and then to direct these resources to the appropriate staging area. The Section will also ensure that communications and information technology infrastructure is functioning and interoperable. Logistics Section objectives include:

- Receive and fulfill personnel requests.
- Receive and fulfill supplies.
- Track inventory of supplies and personnel.
- Set up, maintain, troubleshoot and repair communications and information technology equipment for the response.
- Seek approval for requests when necessary
- Set-up DOC

b. Methods

Logistics methods utilized to achieve objectives include:

Supply Systems. The Supplies Unit will primarily draw first upon existing DPH supplies. The Supplies Unit will refer to the appropriate protocols, plans and MOUs to fulfill large order requests such as supplies for mass prophylaxis such as the Strategic National Stockpile. All supply requests that cannot be filled by the DOC Logistics Section will be forwarded to the EOC Logistics Section (or DEM if EOC is not activated.)

Personnel Recruitment. The Personnel Unit will work with DHR and DPH managers to identify and assign staff to the response. For activations requiring additional personnel, the Personnel Unit will coordinate with the EOC or DEM / CCSF human resources departments. Additional personnel may

include other DPH employees, City and County of San Francisco employees from other departments, and/or civilian volunteers to meet the needs of the response.

Communications and Information Technology Systems. The Communications and Information Technology Unit will ensure that redundant communications and information technology systems are set up and functioning as outlined in the resource needs section of each activated IDER plan module.

Consult the Logistics Section unit modules of the IDER plan for details regarding the above methods.

C. IMPLEMENTATION

a. Logistics Section

Activate the Logistics Section and all supporting Units immediately upon activation of IDER.

The Logistics Section oversees all response-related requests for personnel and equipment and to set-up communications and computer equipment for the response. A CDCP set-up crew may be in process of setting up rooms for an IDER activation. Once Logistics Section responders have been signed-in this Section should assume set-up responsibility.

The Logistics Sections Chief oversees all Section activities and is responsible for receiving and fulfilling logistics requests. The Logistics Section Chief determines which resources require Incident Commander, Section Chief, or Branch Director approval and ensures that responders are made aware of requirements. (Approval requirements can be changed during the incident if needed.)

Consider requiring Incident Commander/Section Chief/Branch Director Approval for:

- Personnel
- Non IDER Assets (e.g. items owned by DPH, other city agency)
- Large assets requiring logistical support (e.g. POD/RSS Trailers)

Consider not requiring approval for:

- Office Supplies
- Computers
- Communication Supplies

Functions of the Logistics Section

- Oversee all Section activities.
- Attend Command/General Staff meetings.
- Provide logistical input to the Incident Commander and Plans Section in preparing the Incident Action Plan.
- Brief Unit Leaders on the situation and their roles and responsibilities for the operational period.
- Provide oversight and guidance to Unit Leaders (e.g. answer questions, address problems, make decisions in keeping with the Section's operational objectives, and determine which problems, requests or questions need further approval.)
- Prepare the Logistics Section Situation Status Update using information from the Logistics Unit(s) Situation Status Updates.
- Anticipate logistics requirements.
- Request and coordinate with the EOC or DEM for additional resources.

D. STAFF POSITIONS

The following positions are required for minimum staffing levels.

Staff Position Roster				
Job Title	Task Overview	Job Classification	No. of Employees	Location
Logistics Section Chief	Supervise Logistics activities, assign responsibilities, orient staff and serve as a resource to all staff in the Logistics Section.	Experience in facilities, IT, telecom, or HR.	1	DOC
Logistics Section Deputy	Support the Logistics Section Chief to carry out duties.			DOC
Administrative Assistant	Perform administrative duties to assist the Chief in the production of the Logistics Section Situation Status and Resource Status Reports, documenting actions, taking notes at meetings and other duties as assigned.		1	DOC

E. REPORTING

The Logistics Section Chief will report to the Incident Commander.

F. DELIVERABLES

The Logistics Section is responsible for producing the following:

- Module Objectives and Update, ICS Form 202b (for each Operational Period)
- Logistics Resource Status Reports.
- Any response documents and/or products assigned to active Units within the Logistics Section.

G. RESOURCES

The following resources will be required to perform minimum response operations. See Logistics Section Unit modules for resources required by each Unit.

a. Protocols, forms, guidelines, and MOUs

Items	Location
ICS Forms	Appendix B
Job Action Sheets	Appendix C
Logistics	Appendix K
Personnel	Appendix Ka
Staff Staging Area Manual	Appendix Ka1
Supplies	Appendix Kb
Inventory and Resource Tracking System	Appendix Kb1
DPH Inventory	Appendix Kb2
Facilities	Appendix Kc
IDER Set Up Manual	Appendix Kc1
Communication Equipment	Appendix Kd
STARS Operation Manual	Appendix Kd1

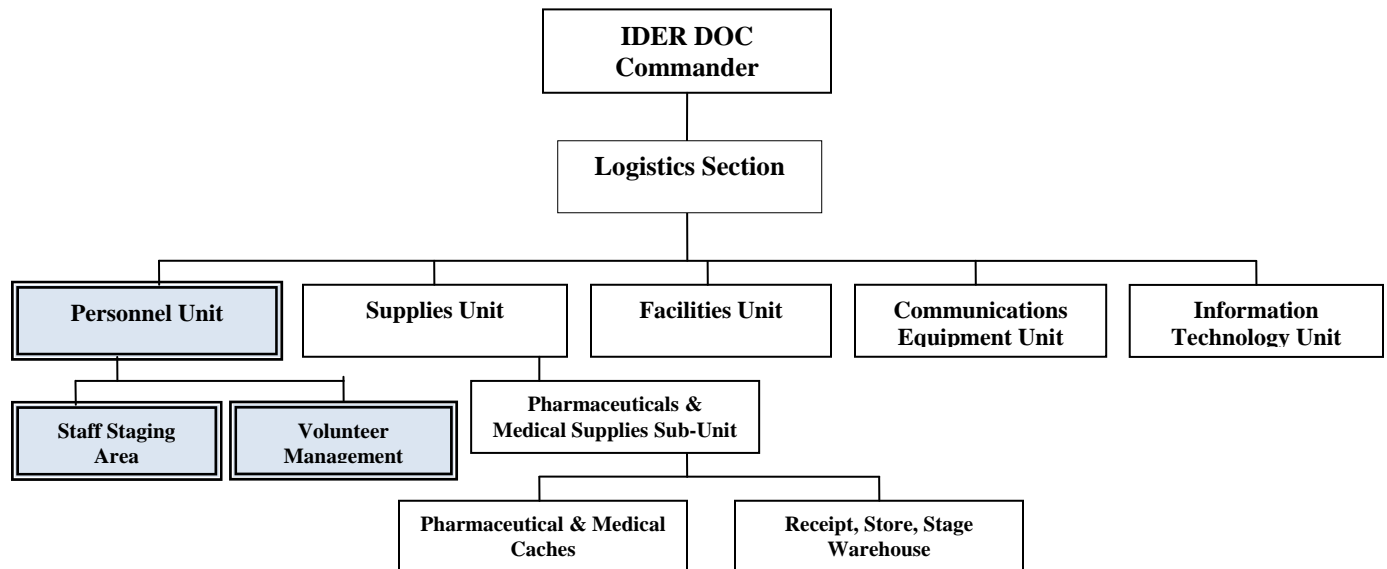
800 Mhz Radio Operating Instructions	Appendix Kd2
Creating and Sending Group Vociemails	Appendix Kd3
AT&T Conference Call Instructions	Appendix Kd4
Language Line Instructions	Appendix Kd5
J-Blast Fax Instructions	Appendix Kd6
Protocol and MOU for contacting 311	Appendix Kd7
HAND instructions	Appendix Kd8
Telephone Information Line Instructions & Scripts	Appendix Kd9
311 Communication Plan	Appendix Kd10
911 Communication Plan	Appendix Kd11
911 BDS Protocol	Appendix Kd12
Information Technology	Appendix Ke
IDER e-mails	Appendix Ke1
CDCP Group E-mail Instructions	Appendix Ke2
IDER Email Password	Appendix Ke3
IDER Email Rules	Appendix Ke4
CDCP Website Manual and Protocols	Appendix Ke5
CDCP Website Vendor Contact Info & Passwords	Appendix Ke6
Bulk Email Instructions	Appendix Ke7

b. Office and Communication Supplies

Items	Units Required	Location or Request From
Telephone	1	Logistics
Fax machine access	1	Logistics
Computer with local network, internet access	1+	Logistics
Printer access	1	Logistics
800 MHz Radio	1	Logistics
Copy machine access	1	Logistics

30. PERSONNEL UNIT

A. ORGANIZATION CHART



B. DESCRIPTION

a. Purpose & Objectives

The purpose of the Personnel Unit is to ensure that the IDER operation has adequate staffing for all activated functions and that responders have been checked-in, oriented, deployed, and tracked. The Personnel Unit's objectives are to:

- Receive personnel requests.
- Recruit personnel.
- Assign personnel to open positions.
- Manage the Staff Staging Area for every response to check-in/out personnel, provide basic orientation (e.g. overview of emergency situation, ICS framework, who staff should report to, training for activities common to most IDER responders), and deploy personnel to assigned areas.
- Update the Resource Status Unit and tracking databases (Resource Tracking System) on the status of personnel requests.
- Track personnel recruited for and deployed to the response.
- Seek approval for requests when necessary

Personnel and supplies designated for Points of Dispensing sites (PODs) will have a specific POD Staging Area and are not addressed in this section.

b. Methods

The Personnel Unit will draw upon the following resources to achieve objectives:

Inventory and Resource Tracking System. The Personnel Unit and Staff Staging Area will update assignment and location of personnel in the Inventory and Resource Tracking System. The Resources

Unit in the Plans Section, and the Supplies Unit in the Logistics Section will have administrative access to the system. Other IDER responders may be able to view, but not update, the status of resources using the electronic system.

Staffing Sources. Personnel can be recruited from the following sources to fill IDER positions:

- **CDCP/Laboratory Staff.** Requests for staff to participate in the response should be made to the Section Chiefs and then to Unit Managers or their designee in consultation with the CDCP Director.
- **San Francisco Department of Public Health Staff.** All DPH employees are Disaster Service Workers. If the DOC has been activated to coordinate the activities of multiple incidents, the DOC Logistics Section is responsible for the recruitment of staff from DPH sections. In a small-scale IDER incident without DOC activation, a designated CDCP staff member will coordinate with a DPH Deputy Director and/or Human Resources to recruit DPH staff.
- **City Agency Staff and Community Volunteers.** All City Agency employees are Disaster Service Workers. The EOC Logistics Section is responsible for the recruitment of City staff other than DPH employees and community volunteers. The DOC will request assistance from the EOC on personnel recruitment as needed.

Staff Staging Area. Responders arriving to the work in the emergency will sign-in at the Staff Staging Area, receive key supplies, a brief orientation to the incident and response, personal protective equipment training (if needed), and transportation to off-site locations.

Orientation. All personnel reporting to the Staff Staging Area will be provided with a orientation on the infectious disease emergency event, response activities, incident action plan, the ICS organizational structure, demobilization process, and where and to whom they will be reporting. Other training may be incorporated as needed (e.g. PPE). Job specific training will take place at the work station.

Deployment. Personnel will be deployed by the Staff Staging Area to their assignments. The Logistics Section may need to coordinate and arrange necessary transportation.

C. IMPLEMENTATION

a. Personnel Unit

Activate the Personnel Unit following activation of the IDER plan.

Personnel Requests. Personnel requests may be received throughout the Operational Period via the Inventory and Resource Tracking System, phone call, radio, in person communications, written requests, or email. Personnel needs may also be identified in update meetings. Requests should include the following information: position name, job classification required (if known) or key job functions, job action sheet (if available), time and date when staff is required, length of time staff is required, work location.

Recruitment. The following recruitment process should be utilized:

1. Ensure that necessary information has been provided by the original requestor.
2. First consider recruiting individuals from the CDCP and Laboratory. Recruitment should be closely coordinated with Section Directors.
 - a. The Personnel Unit will ask the appropriate Section Directors to notify their staff regarding section project priorities and announce all work reassignments for the response.
 - b. The Personnel Unit will provide a list of activities to complete (e.g., set out of office voice mail and email message) before recruited staff should report to the Staff Staging Area.
3. If staff are unavailable from the CDCP or Lab, request assistance from the EOC with volunteer recruitment and/or any positions that can not be filled by DPH staff.

4. Update records regularly regarding the status of personnel recruitment.
5. To reduce responder burn-out monitor staffing records to ensure that no one is repeatedly scheduled, particularly during long activations.
6. For weekend and after-hours operational periods, consider consolidating two shorter shifts into one shift or assigning staff to work two weekend days or after-hours shifts to maintain continuity.

Staff Recognition. Consider providing recognition and thanks to staff members throughout and/or after the response (e.g., plaque, newsletter announcement, awards).

Functions of the Personnel Unit

- Receive personnel requests.
- Fulfill personnel request via the DOC.
- When personnel requests exceed available responders, prioritize staffing requests based on the Operations Chief guidance, and submit requests to EOC (or DEM) if necessary.
- Update the Inventory and Resource Tracking System on the status of personnel.
- Ensure that recruited personnel are given detailed instructions on when and where to report for duty.
- Maintain a list of all personnel participating in the response each operational period and submit to the plans Finance section.

a.1. Volunteer Management Team

Activate the Volunteer Management Team when the infectious disease emergency response will require a large number of volunteers to support the emergency, or when the emergency results in a large number of spontaneous (emergent) volunteers.

If a large infectious disease emergency has resulted in the activation of an EOC (or other agency) that will assume volunteer recruitment responsibilities, then it may not be necessary to activate this module at the DOC level.

The Volunteer Management Team will be responsible for the following activities:

- **Evaluate need for volunteers.** The Volunteer Management Team should develop an incident-specific plan that will outline the amount and type of volunteers that are needed to assist in the response. If necessary, the plan should also outline plans to manage spontaneous (emergent) volunteers during the response.
- **Recruiting volunteers.** Recruitment of volunteers should be coordinated closely with the Department of Human Resources and the EOC if activated. Established volunteer organizations like the Red Cross, Neighborhood Emergency Response Teams (NERT), and Medical Reserve Corps (MRC) may also be contacted to assist with recruitment. Ensure that recruited volunteers have information on where to report, when to arrive, appropriate attire, necessary identification, expected duration of service, and other necessary information.
- **Credentialing volunteers.** Work with the appropriate leadership and/or agencies to ensure that needed volunteer liability/release forms and/or other needed credentialing processes are complete and in place before volunteer work begins.
- **Receiving and training volunteers.** Coordinate with the Staff Staging Area Team to incorporate volunteers into established personnel orientation/deployment systems. If necessary, develop additional or supplementary training for volunteers.
- **Volunteer Recognition.** Ensure that individual volunteers, volunteer organizations and other community groups that assist with volunteer efforts receive recognition and thanks during and after the emergency.

Functions of the Volunteer Management Sub-Unit:

- Recruit medical and non-medical volunteers.
- Provide reporting information to volunteers.
- Manage pre-registered and spontaneous (emergent) volunteers.
- Coordinate with the Media Officer to broadcast calls for volunteers, if needed.
- Coordinate with appropriate leadership to ensure that necessary releases/liability forms are in place for volunteer to work during the response.
- Coordinate with the Staff Staging Area Team to provide volunteers with training and work assignments.
- Ensure that volunteers are appropriately recognized for their service.

a.1. Staff Staging Area

Always activate the Staff Staging Area.

The Staff Staging Team staff will be responsible for signing-in/out, assigning, issuing supplies, orienting, and deploying personnel.

Sign-in. Responders will be required to sign-in at the beginning of an event and prior to a new assignment. Responders will be checked-into Collaborative Fusion using a machine that will scan their Disaster Service Worker ID badge or will be manually signed into the system by a staff person. For assignments that run over multiple operational periods, personnel will initially sign-in (use ICS Form 211, Appendix B) at the Staff Staging Area. Subsequent sign-ins will occur at the work station via a sign-in sheet or per the supervisors directions (the Personnel Unit will be responsible for collecting and logging sign-in sheets).

Assignment. A database program will be utilized to assign registered personnel into positions matched to their skills. The program will also be used to track responder assignments and the number of hours worked.

Orientation. At the Staff Staging Area responders will receive an orientation that includes common training themes required by all responders. This may include information on the situation, the Incident Action Plan, safety notices, how to use information or communication technology, ICS fundamentals, how to request supplies and staff, how to balance day-to-day and emergency response roles, demobilization instructions, and other common needs (e.g. PPE if needed). Job specific training will normally take place at the assigned work site. The Staff Staging Area will include a briefing board where the Incident Action Plan, safety notices, and incident information can be posted.

Deployment. Responders will be provided with instruction on how to get to their assigned work site. If the work site is far away, transportation will be coordinated and provided by the Staff Staging Area/Logistics Section.

The Staff Staging Team will be responsible for updating any databases utilized to track the location and status of personnel.

Functions of the Staff Staging Team

- Sign-in responders.
- Update personnel database (if available) with any changes in personnel status.
- Assign personnel arriving to the Staging Area who meet qualifications for open positions.
- Provide orientation to all staff.
- Update the orientation procedure when necessary.
- Coordinate transportation for staff deployed to distant sites with Supplies Unit.
- Maintain Staging Area in an orderly condition.

D. STAFF POSITIONS

The following positions are required for minimum staffing levels.

Staff Position Roster: Personnel Unit				
Job Title	Task Overview	Job Classification / Critical Skills	Minimum No. of Employees	Location
Personnel Unit Leader	Assign responsibilities, reviews and approves all personnel requests, primary point of contact for Personnel Unit at DOC regarding external staff recruitment, update Section Leaders on request status	Experience in HR recruiting, public health experience	1	DOC
Personnel Unit Staff	Compile personnel requests, clarify skills for requested personnel, recruit personnel, liaison with Staging Area Intake Coordinator, process compensation forms.	HR experience in staff recruiting		DOC

Staff Position Roster: Volunteer Management Team				
Job Title	Task Overview	Critical Skills	Minimum No. of Employees	Location
Volunteer Management Team Manager	Oversee the Volunteer Management Team; develop volunteer management plan; assign responsibilities and review requests.	ICS training, IDER training	1	DOC
Volunteer Management Team Member	Assist with duties as assigned to support management of volunteers.			DOC

Staff Position Roster: Staff Staging Area				
Job Title	Task Overview	Job Classification / Critical Skills	Minimum No. of Employees	Location
Staff Staging Area Manager	Oversee the Staff Staging Area.	ICS training, IDER training	1	Staff Staging Area
Staff Staging Area Member	Work at one of the Staff Staging Area stations (e.g. sign-in and assignment, supplies, IT, communications, orientation, deployment)		10+	Staff Staging Area
PPE Training Staff	Train responders to use PPE recommended by the Safety Officer	Industrial Hygienist or PPE/Infection control experience		Staff Staging Area

E. REPORTING

The Personnel Unit Leader reports directly to the Logistics Section Chief.

F. DELIVERABLES

The Personnel Unit is responsible for producing the following:

- Personnel and Communications List, ICS Form #205 (for each Operational Period)
- Injury or compensation claims log
- Module Objectives and Update, ICS Form 202b (for each Operational Period)
- Sign-in List, ICS Form #211
- Staff Staging Area Logs (see Staff Staging Area Manual, Appendix Ka)

G. RESOURCES

The following resources will be required to perform response operations:

a. Protocols, forms, guidelines, and MOUs

Items	Location
ICS Forms	Appendix B
Job Action Sheets	Appendix C
Logistics	Appendix K
Personnel	Appendix Ka
Staff Staging Area Manual	Appendix Ka1

b. Office and Communication Supplies

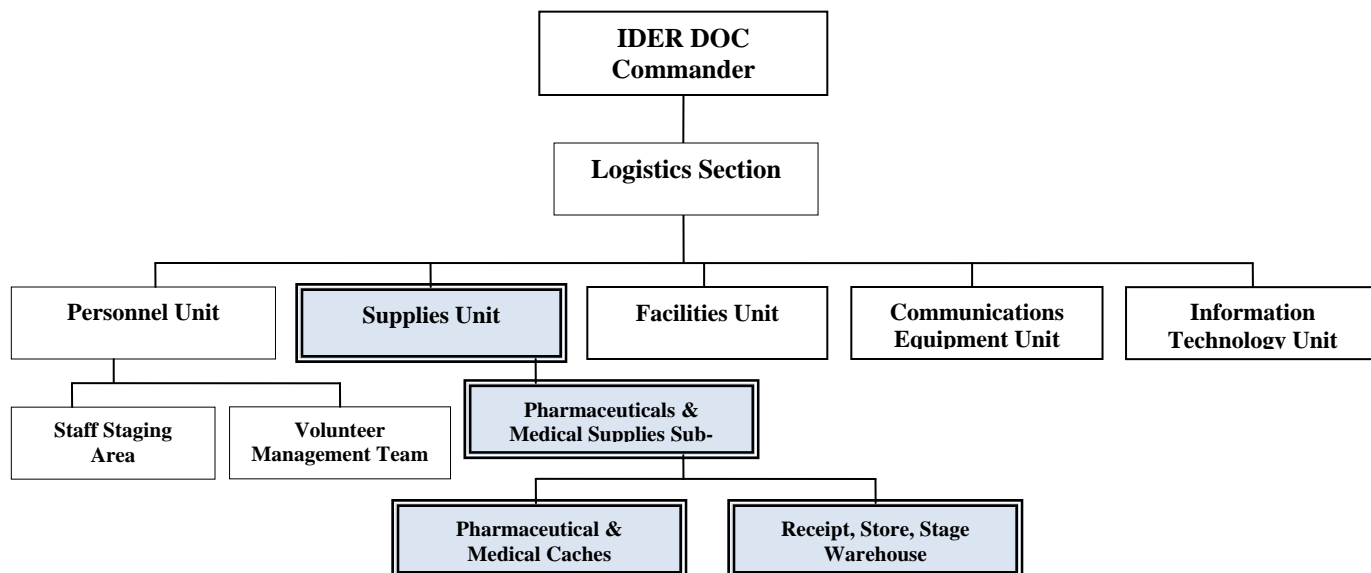
Items	Units Required	Location or Request From
Telephone	1	Logistics
Fax machine access	1	Logistics
Computer with local network, internet access	1+	Logistics
Printer access	1	Logistics
800 MHz Radio	1	Logistics
Copy machine access	1	Logistics

c. Material Resources

Items	No. Required	Location or Request From
Transportation (if staff must be deployed to other sites)	1	Logistics

31. SUPPLIES UNIT

A. ORGANIZATION CHART



B. DESCRIPTION

a. Purpose & Objectives

The purpose of the Supplies Unit is to ensure that there is an adequate supply of materials and equipment to carry out necessary response activities. The Supplies Unit objectives include:

- Receive supply requests and fill them.
- Procure, receive, check-in/out, and coordinate the delivery of supplies.
- Update the status of supplies in the Resource Tracking System or other log.
- Service reusable equipment (not including communications and computer equipment).
- Return reusable supplies to appropriate locations.
- Activate the Pharmaceutical and Medical Supplies Sub Unit.
- Seek approval for requests when necessary.

b. Methods

The Supplies Unit will exhaust DPH resources before requesting items from the EOC. Resources used by the Supplies Unit include:

IDER Supply Cache. The IDER response will primarily make use of a core cache of supplies that have been pre-positioned specifically for an IDER activation. See CDCP Inventory in Appendix Kb. This supply should be exhausted before new supplies are purchased or requested through the DOC or other sources.

CDCP/Laboratory supplies. Supplies owned by CDCP and the Laboratory for an IDER response and everyday operations will be utilized in an IDER activation and tracked. Consult the IDER COOP Coordinator or CDCP Director to determine what CDCP/Lab supplies may be dedicated to the incident response. Appendix Kb contains an inventory of existing supplies.

Departmental/City supplies. Supplies purchased by DPH and other city agencies for disaster preparedness and homeland security can supplement the CDCP/Lab cache in a response. These supplies may be accessed by the Logistics Section Supplies Unit by making a supplies request to the DOC/EOC. Departmental supplies include city cars, infection control supplies, communications equipment, etc. In the event that a request for resources and supplies cannot be fulfilled by the DOC or EOC through existing inventory, the IDER Logistics Chief should consult with the DOC Logistics Chief to determine if supplies should be purchased.

Purchase of new supplies. In the event that a supply request cannot be met by internal resources, the DOC Logistics Section Chief will determine the most appropriate procurement mechanism. If the commodities in question are likely to be required by multiple simultaneous incidents which the DOC is coordinating, then the responsibility for purchasing rests with the DOC Finance Section. Standard purchasing rules should be followed unless a state of emergency has been declared and emergency procurement procedures take effect.

POD Supplies. When a POD is activated, supplies will be requested and deployed. POD trailers (located at housing authority) need to be deployed. DPW needs to be coordinated with to move trailers to requested location. Once a POD is set up and fully active, supply requests are handled within the POD.

Receipt, Store, and Stage Warehouse (RSS). The RSS is a location where large amounts of pharmaceuticals and medical supplies can be delivered, opened, broken down into smaller amounts and/or re-packaged into individual doses if not provided in this format, and packaged for deployment to points of distribution (e.g. mass prophylaxis PODS, hospitals).

Homeland Security Cache (HLS Cache). The HLS Cache is a local San Francisco resource earmarked for distribution to first responders and their families, and potentially to a limited number of first victims within the first hours and days of a public health emergency event. The contents are primarily packaged in bulk containers and will require repackaging into individual dosage units. Once the contents are readied for distribution they will be provided to recipients at specifically designated locations. The deployment of pharmaceutical supplies for a non biologic event (e.g. chemical or other) is not addressed in this plan.

Hospital Facility Cache Program. The Hospital Facility Cache Program is a local San Francisco resource and provides participating San Francisco hospital's patients, staff, and their families with a cache of antibiotics sufficient to provide post exposure prophylaxis for 72 hours for specific infectious disease emergencies. Patient drug information sheets are included in each cart. The cache is stored in bulk form and will require repackaging for individual distribution. Each hospital will be responsible for repackaging, and review of cache periodically to ensure proper rotation to avoid expired drugs. The cache should only be opened under the direction of the Health Officer, Incident Commander, or designee.

Strategic National Stockpile (SNS) Program. The SNS is a multi-tiered national program organized for flexible response to provide needed pharmaceuticals (including antibiotics), vaccines, antidotes, life support medications, IV administration, medical/surgical supplies, and airway maintenance supplies. The antibiotics and vaccines within the SNS are likely to be used in an infectious disease emergency requiring distribution of post exposure prophylaxis or treatment. The SNS (in the form of the 12 Hour Push Package or Managed Inventory) will arrive via the State at the local RSS Warehouse where it must be received, staged and stored to ready it for distribution to Points of Dispensing (PODs), treatment centers, and other localities.

Donations. Donations by pharmaceutical and medical supply companies and other sources may be offered in the event of a large scale emergency. In order for these resources to be useful, they may require classification, inventory and organization, and temporary surge space.

Wholesalers. Requests for assistance may be made to drug wholesalers in the event of an emergency. (Their inventory may be reserved for use by the region, State or Federal stockpile programs, so they should not be considered a dependable resource.)

C. IMPLEMENTATION

a. Supplies Unit

The Supplies Unit should be activated immediately upon activation of IDER.

The Supplies Unit is responsible for obtaining existing, or requesting the purchase of additional supplies to support response functions. Examples of supplies include:

- Office supplies
- IT/IS communications equipment (e.g. telephones, computers, 800 MHz radios, software)
- Laboratory Supplies
- Pharmaceutical and medical supplies (including personal protective equipment)
- Food and sustenance
- Disease control supplies

Receiving a request. All response staff should be briefed on the process for making supply requests during their orientation at the Staff Staging Area. Supply requests should be made via the Inventory and Resource Tracking System (Appendix Kb) after approval from their supervisor. Supplies Unit staff will update the database periodically to show the status of the request fulfillment. Responders may check on the status of the resource request by accessing this database or contacting the Supplies Unit.

Filling a supply request. Follow these steps:

1. Ensure that the requester has received approval from their immediate supervisor.
2. Clarify with the requester if necessary information is not provided. The request should specify the type of equipment, quantities needed, time when supplies need to be delivered, delivery point of contact, and location.
3. Consult the Inventory and Resource Tracking System (Appendices M3) to check if supplies are available.
4. If pharmaceutical and medical supplies are needed to support the response, activate the Pharmaceutical and Medical Supplies Sub-Unit. This sub-unit is responsible for ensuring that appropriate SNS request procedures are followed and for conducting follow-up on such requests after they have been made.
5. If resources are low, have already been assigned to another module, or can not be filled, inform the Operations Section Chief and Deputy Incident Commander. They will provide guidance on how best to allocate items and/or will approve forwarding the request to the DOC (or EOC.)
6. If requested supplies are not available through the DOC/EOC, consult with the DOC Logistics Chief to determine whether the item(s) should be purchased using DPH DOC funds.
7. Update the Resource Tracking System with the request disposition. If the supply could not be procured, directly update the requesting Section Chief or Branch Director.

Distributing and tracking the deployment of supplies. The Supplies Unit will serve as the delivery point of contact for all procured resources and will note their delivery in the Inventory and Resource Tracking System (include the type, quantity, and distribution location of the supplies). Contact the requestor to determine the delivery location (e.g. POD, a specific room in a building). Deliver the supplies using runners or specialized personnel (e.g. an accompanying pharmacist and security detail for

pharmaceutical products), as necessary. The Supplies Unit will update the delivery and final disposition of the supply in the Inventory and Resource Tracking System.

Collecting reusable supplies for future use. Supplies that are mobilized for the response, but no longer needed, should be returned to the Supplies Unit.

Maintenance of supplies. With the exception of communications and computer equipment, the Supplies Unit is responsible for restoring reusable supplies to useable condition. For example, if a “spent” Epi Go-Kit is returned to the Supplies Unit during a response, Supplies Unit staff are responsible for appropriately restocking the Go-Kit contents so that it is ready for redeployment.

Functions of the Supplies Unit

- Receive supplies requests.
- Identify CDCP, DOC, EOC supplies or purchase supplies if they are not available.
- Receive, sign-in/out, store, distribute, and track supplies.
- Update the Inventory and Resource Tracking System on the status of supply requests.
- Maintain an updated inventory list of materials and equipment assigned.
- Service reusable equipment (except communications and computer equipment).

a.1. Pharmaceuticals and Medical Supplies Sub-Unit

Activate the Pharmaceuticals and Medical Supplies when the Logistics Section receives a request for pharmaceuticals or medical supplies and/or a request is anticipated.

The local caches should be accessed first to provide immediate prophylaxis and/or treatment to first responders, their family members and a limited number of initial victims. If the incident is of a larger scale, and the local caches are inadequate to provide the necessary resources, external resources (e.g. SNS, wholesale supplies, donations) should be requested immediately (or a minimum of 12 hours prior to desired delivery) by a designated Health Officer through the California SEMS process via the DOC and EOC. Preparations at the RSS should begin immediately to receive the requested supplies.

Functions

- Identify if local and/or external pharmaceutical resources and medical supplies are required to fill the request.
- Initiate or forward the request for external resources.
- Provide updates to the Supplies Unit.
- Oversee the handling and distribution of supplies.
- Monitor and track inventory.
- Assess ongoing needs and potential need for additional requests

a.1.1. Pharmaceuticals and Medical Caches

Activate the Pharmaceutical and Medical Caches as when:

1. The Logistics Branch’s Supplies Unit has received a request for antibiotics, AND
2. The type of requested prophylaxis or medication is available in one of the following caches.
3. The Incident Commander approves the use of the cache.

Pharmaceutical and medical supplies are available through a variety of local and external caches including:

San Francisco Caches. Local caches should be accessed first to provide immediate prophylaxis and/or treatment to first responders, their family members, and initial victims. If additional supply needs are anticipated requests for external supplies should begin immediately (see below for details).

- **Homeland Security (HLS) Cache.** Contents are located at a secure location in San Francisco. They are primarily packaged in bulk and will require repackaging into individual dosage units. Once the contents are readied for distribution they will need to be transported to designated locations.
- **Hospital Facility Caches.** One or more security carts are kept on site at each hospital under the supervision of the institution's Director of Pharmacy. Each hospital pharmacy is responsible for repackaging their cache into individual unit of use dosing using the labeled envelopes provided. Patient drug information sheets are included in each cart. Once the Facility Caches are exhausted, the hospital can request additional resources through the hospital emergency ICS process.

External Caches. Requests for external pharmaceutical and medical supply resources should be made immediately (or a minimum of 12 hours prior to desired delivery) through the DOC via the California SEMS/NIMS process to State and Federal Partners. Immediate preparations should begin at the Receipt, Store, and Stage (RSS) Warehouse to receive shipments. Potential external pharmaceutical and medical sources include:

- **Strategic National Stockpile (SNS) 12 Hour Push Package.** Contents include individually packaged doses of pre-defined pharmaceuticals, antidotes, and medical supplies. 130 numbered and color coded containers will arrive and will need to be broken down for distribution.
- **SNS Managed Inventory.** If non-formulary items are requested, re-packaging of supplies into individual doses at the RSS may be necessary until CDC and/or State re-packaging firms engage.
- **Wholesale Supplies.** Wholesale goods may arrive in various forms and may need to be organized, pre-packaged, staged and stored.
- **Donations.** Donations may arrive in various forms and may need to be organized, pre-packaged, staged and stored.

Functions

- Forward authorization for pharmaceuticals and/or medical supply use to leadership (e.g., hospital pharmacy directors) responsible for on-site maintenance of the caches.
- Track inventory and distribution.
- Ensure the security and appropriate environment for the pharmaceuticals at the storage facility and throughout deployment and transfer of materials.
- Request activation of the RSS warehouse.
- If RSS is not activated, repackage pharmaceuticals into individual doses, arrange for the safe transport of local cache pharmaceuticals to designated PODs or treatment centers, load/unload pharmaceuticals.

a.1.2. Receipt, Store, and Stage (RSS) Warehouse

The RSS Warehouse is a location where large amounts of pharmaceuticals and medical supplies can be delivered, opened, broken down into smaller amounts and/or re-packaged into individuals doses, and packaged for deployment to points of distribution (e.g. mass prophylaxis PODS, hospitals). Preparations to open the RSS should begin immediately or 6 to 12 hours prior to expected receipt of supplies.

Transportation assistance for pharmaceutical and medical supplies should be arranged. Check with city attorney via liaison officer to see if it is required that a pharmacist accompany pharmaceuticals to the distribution site and oversee the unloading and dispensing of supplies during the emergency.

Functions

- Prepare RSS warehouse for delivery.
- Receive pharmaceuticals and/or medical supplies.
- Ensure the integrity, proper storage, and maintenance of supplies (e.g. temperature control).
- Repackage supplies as needed.
- Ensure security for staff and supplies.
- Maintain updated inventory.
- Respond to ongoing inventory needs of PODs, treatment centers and other pharmaceutical and medical supply distribution entities.
- Collect unused inventory for return to State.

D. STAFF POSITIONS

The following positions are required for minimum staffing levels.

Staff Position Roster				
Job Title	Task Overview	Job Classification / Critical Skills	Minimum No. of Employees	Location
Supplies Unit Leader	Assigns responsibilities, reviews and approves all supply requests, contact for Supplies Unit at DOC, work with Finance Section Procurement & Cost Unit to purchase supplies	Materials management experience	1	DOC
Supplies Unit Staff	Compile and fulfill supplies requests, clarify requests, check-in/out supplies, track items, update the Inventory and Resource Tracking System or log, service reusable equipment, coordinate transportation of supplies to site.	Materials management experience		DOC
Supplies Unit Runner	Delivers supplies, note delivery disposition	No essential skills	1	DOC

Staff Roster: Pharmaceutical & Medical Caches				
Job Title	Task Overview	Job Classification / Critical Skills	Minimum No. of Employees	Location
Pharmaceutical & Medical Cache Leader	Coordinates the deployment of local and external pharmaceutical and medical caches.	Pharm tech or Immunization Coordinator	1	DOC

Staff Roster: RSS Warehouse				
Job Title	Task Overview	Job Classification / Critical Skills	Minimum No. of Employees	Location
Site Manager (Incident Commander)	Supervises the warehouse and assumes responsibility for receipt, repackaging, and distribution of SNS assets and the return of unexpended resources.		1	RSS
Security Officer	Responsible for providing site and transportation protection.		4+	RSS
Pharmacy Liaison	Create pharmaceutical dispensing plan.		1	RSS

Logistics Section Chief	Manages Logistical function of warehouse.		1	RSS
Operations Section Chief	Manages operational function of warehouse.		1	RSS
Inventory Control Specialist	Management of SNS assets delivered to the warehouse from the state.		1	RSS
Inventory Control Supply Officer	Management of assets apportioned and returned from dispensing sites.		1	RSS
Data Entry Coordinator	Assist Inventory Control Specialist and Supply Officer in data entry of SNS assets received and apportioned to dispensing sites.		2	RSS
Communications Specialist	Responsible for warehouse and transportation communication capabilities.		1	RSS
Transportation Coordinator	Ensure adequate transportation assets are available to move SNS assets from the warehouse to dispensing sites.		1	RSS
Vehicle Dispatch	Works with Transportation Coordinator to deliver SNS assets to dispensing sites.		1	RSS
Warehouse Team Leader	Overall supervision of operational workforce group		1	RSS
Workforce Group	4 sections: inspection, staging/receiving, storage and distribution dock.		20+	RSS

E. REPORTING

The Supplies Unit Leader reports directly to the Logistics Section Chief.

F. DELIVERABLES

The Supplies Branch Director is responsible for producing the following:

- Inventory summary or supplies inventory list
- Pharmaceutical and Medical Supply Inventory Report
- Module Objectives and Update, ICS Form 202b (for each Operational Period)

G. RESOURCES

The following resources will be required to perform response operations:

a. Protocols, forms, guidelines, and MOUs

Items	Location
ICS Forms	Appendix B
Job Action Sheets	Appendix C
Logistics	Appendix K
Supplies	Appendix Kb
Inventory and Resource Tracking System	Appendix Kb1
DPH Inventory	Appendix Kb2

b. Office and Communication Supplies

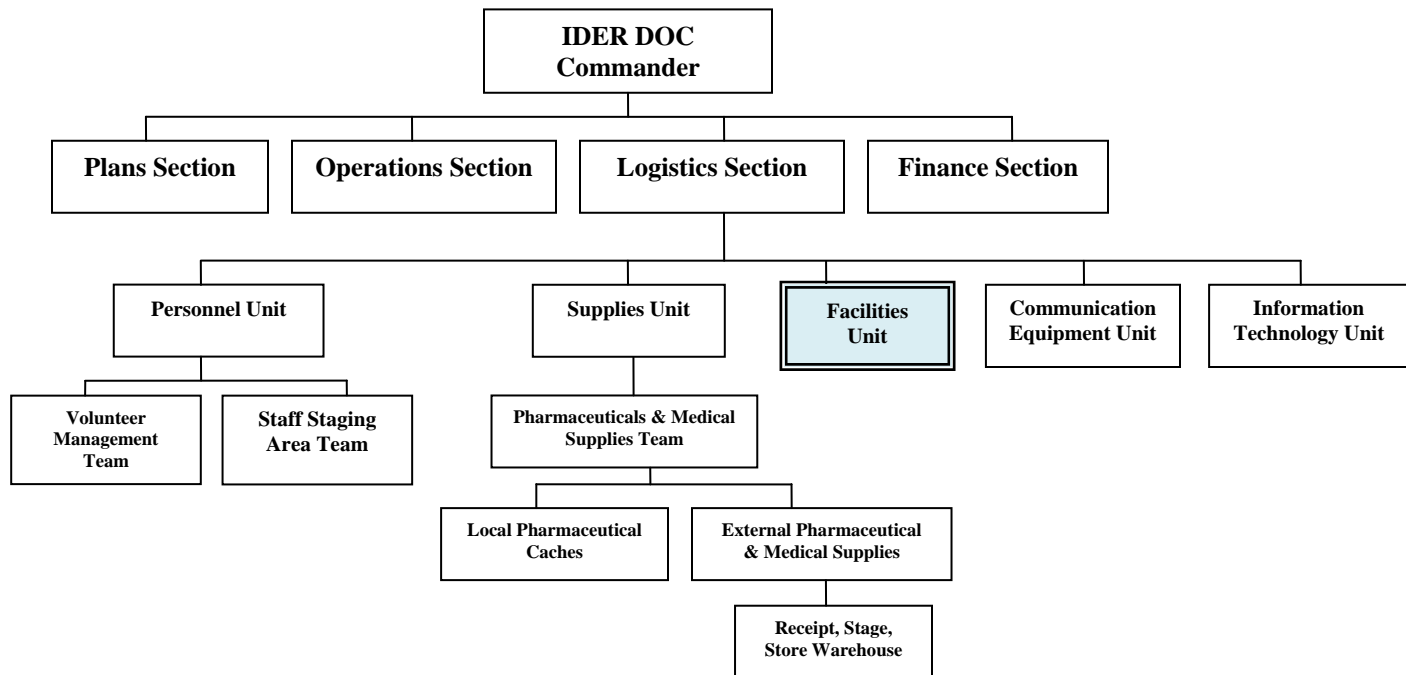
Items	Units Required	Location or Request From
Telephone	1	Logistics
Fax machine access	1	Logistics
Computer with local network, internet access	1+	Logistics
Printer access	1	Logistics
800 MHz Radio	1	Logistics
Copy machine access	1	Logistics

c. Supply Unit Resources

Items	No. Required	Location or Request From
Transportation (if supplies must be deployed to other sites)		Logistics/DOC
Dolly for deliveries	1	Logistics

32. FACILITIES UNIT

A. ORGANIZATION CHART



B. DESCRIPTION

a. Purpose & Objectives

The purpose of the Facilities Unit is to manage facilities used by the IDER Departmental Operations Center (DOC). The Unit's objectives are to:

- Provide overall management of facilities operated by the IDER DOC (e.g., isolation and quarantine facility, warehouse).
- Coordinate with necessary city services and/or vendors to ensure that facility services are operational.
- Ensure that DOC facilities have all necessary supplies and equipment.
- Ensure that the facility is returned to its original state.

The procurement of equipment and/or supplies used at facilities operated by the response occurs in the Supplies Unit (except for communications and IT equipment, which occur within the Communications Equipment Unit and IT Unit, respectively.) Management of facilities operated by alternate care sites or shelters during the response occurs within the Alternate Care Sites/Shelter Team within the Medical Branch.

b. Methods

The Facilities Unit will be responsible for managing any building facilities operated or used by the DOC.

- **Supplies management and requests.** Obtain necessary supplies from designated locations within the DOC facility and ensure they are set-up as needed and operational. If needed supplies are not available, request supplies from the Supplies Unit.

- **Service management and requests.** Ensure that necessary services are provided at facilities operated by the DOC. This may include sanitation, lighting, and janitorial services. The Facilities Unit may need to coordinate with those who already perform these services at the facility on a regular basis, or may need to contract with outside vendors for services when department resources are exceeded.
- **Record keeping.** Develop and implement accountability and security measures to track facility supplies, services and maintenance.

C. IMPLEMENTATION

a. Facilities Unit

Consider activation of the Facilities Unit for all IDER response activations.

The Facilities Unit is responsible for overall management of building facilities used as part of the DOC response. If regularly used DOC or other facilities are damaged or inoperable, locate an alternate facility through city resources.

Supplies, services and/or maintenance needed at DOC facilities may include:

- Building security
- Janitorial services
- Sanitation services
- Lighting needs
- Building repairs
- Sleeping/rest quarters for DOC staff
- Meals for DOC staff
- Potable water
- Emergency generators
- Clean-up services

Prior to use, the Facilities Unit should assess the existing state of the location. Unit staff should prepare layouts of incident facilities for distribution to DOC responders and/or those providing supplies and services to the facility (emergency exists should be clearly marked). At the end of the operational period, the facility should be returned to its pre-response state and any expendable items should be replaced and damage should be addressed.

The Facilities Unit should receive and document requests for facility services, supplies and/or maintenance. If supplies or services need to be purchased to ensure that facilities remain operational, requests can be made to the Supplies Unit following approval from the Logistics Section Chief.

During snow/ice conditions, ensure that public sidewalks adjacent to the DOC facility are kept clear. Facility roofs may need to be kept clear of heavy snow accumulation during severe storms.

Functions of the Facilities Unit

- Ensure that the DOC facility is operational. If it is not, locate an alternate site for the DOC.
- Prepare assessment and layouts of DOC facilities.
- Coordinate with facility maintenance services such as sanitation, lighting, and janitorial staff.
- Ensure that security measures and services are present at the DOC as needed.
- Ensure operations of emergency power at DOC facilities if needed.
- Ensure that facilities remain operational under severe weather conditions such as snow/ice.
- Contract with vendors for building repairs if needed.
- If needed, coordinate meals, potable water and rest quarters for DOC staff.
- Receive and document requests for facility services, supplies and maintenance.
- Ensure that the facility is returned to its pre-response state.

D. STAFF POSITIONS

The following positions are required for minimum staffing levels.

Staff Position Roster				
Job Title	Task Overview	Critical Skills	Minimum No. of Employees	Location
Facilities Unit Leader	Assign responsibilities, review and prioritize requests for supplies, services and maintenance.		1	DOC
Facilities Unit staff	Set-up necessary facility supplies. Coordinate and manage facility services and maintenance.			DOC

E. REPORTING

The Facilities Unit Leader reports directly to the Logistics Section Chief.

F. DELIVERABLES

The Facilities Unit is responsible for producing the following:

- Facility assessment prior to use
- Facilities Supplies and Services Log
- Facility Layout
- Module Objectives and Update, ICS Form 202b (for each Operational Period)

G. RESOURCES

The following resources will be required to perform response operations:

a. Protocols, forms, guidelines, and MOUs

Items	Location
ICS Forms	Appendix B
Job Action Sheets	Appendix C
Logistics	Appendix K
Facilities	Appendix Kc
IDER Set Up Manual	Appendix Kc1

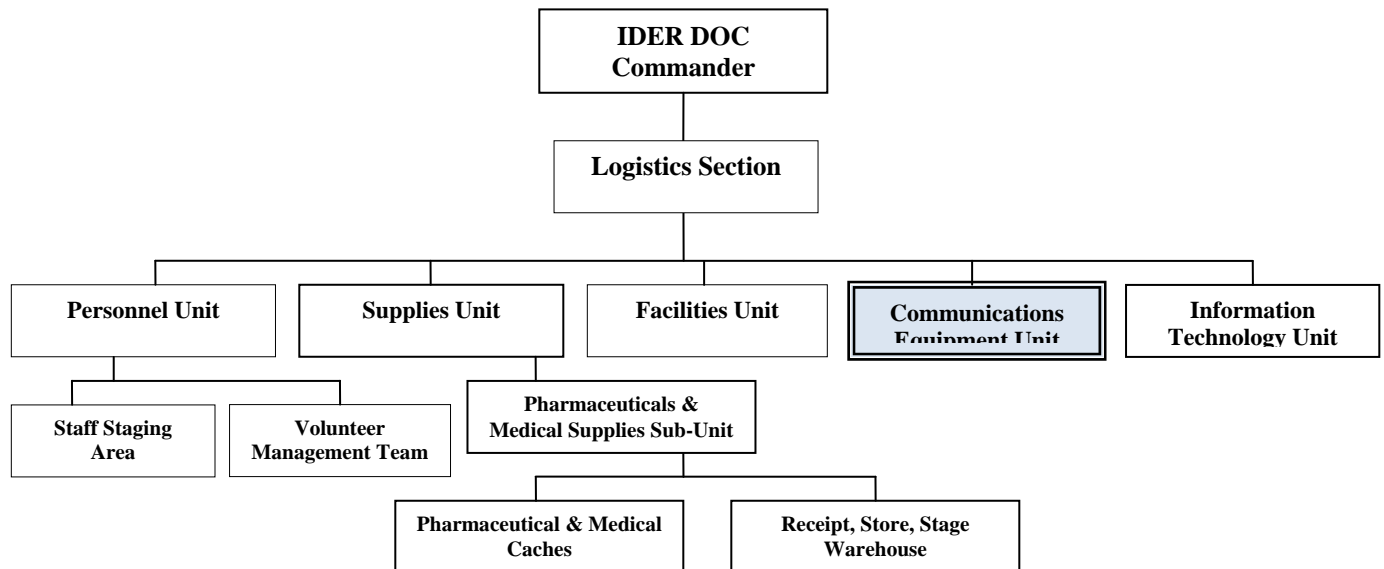
b. Office and Communication Supplies

Items	Units Required	Location or Request From
Telephone	1	Logistics
Fax machine access	1	Logistics
Computer with local network, internet access	1+	Logistics
Printer access	1	Logistics
800 MHz Radio	1	Logistics

Copy machine access	1	Logistics
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33. COMMUNICATION EQUIPMENT UNIT

A. ORGANIZATION CHART



B. DESCRIPTION

a. Purpose & Objectives

The purpose of the Communications Equipment Unit is to ensure that all communications equipment deployed for the emergency response functions properly. The Unit's objectives are to:

- Ensure that DOC operations have multiple communication tools.
- Coordinate the repair of malfunctioning communications equipment.

The procurement of communications equipment occurs in the Supplies Unit.

b. Methods

The Communications Equipment Unit will be responsible for installing and maintaining the following telecommunication equipment and systems. See Inventory and Resource Tracking System, Appendix Kb, for detailed equipment descriptions and storage locations:

- **Landline telephones.** The San Francisco Department of Public Health owns telephones for day to day operations plus an additional cache of telephones that may be set up during a response.
- **Cellular telephones, pagers, and smartphones (e.g. Blackberry).** The San Francisco Department of Public Health has issued cellular telephones to on-call duty officers and other select staff for day-to-day use. These may be reassigned to response staff if necessary.
- **Go-Phones.** The Communicable Disease Control and Prevention Section has cellular Go-Phones for use during an emergency.
- **Conference call equipment (i.e. "Octopus").** The San Francisco Department of Public Health owns conference call telephones.

- **800 MHz radios, associated accessories and operators.** The San Francisco Department of Public Health has procured a cache of 800 MHz radios, spare batteries, belt clips and earpieces for emergency use. The Emergency Medical Services (EMS) Section has assigned a tracking number to each radio and configured them to operate on the appropriate encrypted channels. The health department has been assigned the channel A-2 for general communication. The Communications Equipment Unit will provide support of radio communications including requests for additional radios, radio operators, radio channel assignments, provision of radios and forwarding malfunctioning radios for service.
- **Two-way radios.** A cache of two way radios have been purchased for use at the PODs and are pre-positioned in the POD go-kits (trailers). These are intended for intra-POD communication between responders at each POD or for short range communication between members of field investigation teams.
- **Phone bank.** The DOC has access to an automatic call distribution system at 30 Van Ness that may be used as a Public Information line. (The Clinician Consultation Unit and Surveillance Team will receive calls from clinicians). This phone bank can support up to 20 simultaneous call agents. See Appendix F for location and procedure for activating the Phone Bank.
- **Strategic Telephone Automatic Response System (STARS).** The Communicable Disease Control and Prevention Section has access to a second automatic call distribution system that primarily supports the section's disease control and reporting activities. This system is based at 101 Grove and can support up to 50 simultaneous call agents. The system was programmed to function in semi-automatic mode in day-to-day operations and allow for a switch to fully automatic mode in emergency operations. See Appendix Kd for the call structure used during an activation. The Communications Equipment Unit will be responsible for providing training on how to log into STARS and for setting up additional handsets and phone accessories if it is necessary to increase the number of call center agents.
- **Analog and digital phone line ports.** Offices and meeting rooms at 101 Grove are equipped with analog and digital phone line ports. Not all ports are activated under normal operations. See Appendix Ka for a diagram of the location of these ports and instructions for their activation. The Communications Equipment Unit, in conjunction with 101 Grove Facilities Management, is responsible for reassigning private branch exchange (PBX) lines to different locations within 101 Grove and reassigning voicemail boxes.
- **Auto-attendant mailboxes.** A number of topic-specific information lines with auto-attendant voicemail boxes exist. These are intended to be used with pre-recorded messages that answer commonly asked questions or inform the public with a consistent message. There are auto-attendant mailboxes for seasonal flu, avian flu, BDS activation for United States Postal Service employees, and mass prophylaxis community Push partners. Recorded messages will be updated by the Information and Guidance Branch.
- **Fax Machines.** The San Francisco Department of Public Health owns fax machines that may be used for the response. Four fax lines function with the Blast Fax system.

C. IMPLEMENTATION

a. Communication Equipment Unit

Activate the Communication Equipment Unit for all activations.

The Unit is responsible for setting up, maintaining and servicing all communications equipment and systems used as part of the DOC response including field operations. Equipment and systems may include:

- Strategic Telephone Automatic Response System (STARS) and Monitoring
- Conference call

- Set-up of call routing system
- Monitoring of calls
- Landline telephones and voicemail
- Cellular telephones
- Pagers
- Satellite Telephone
- Radios (800 MHz, two-way)
- Phone bank
- Fax machines

Refer to Appendix Kb for an inventory and instructions on communications supplies.

Receive and document requests for assistance. If new equipment needs to be purchased to ensure ongoing communications and computer function, requests can be made to the Supplies Unit following approval from the Logistics Section Chief.

Functions of the Communications Equipment Unit

- Set up and test all communications equipment and telephone lines.
- Respond to requests and inquiries for communications equipment from response staff.
- Provide updated phone/contact list for emergency response staff working throughout the response.
- Provide multiple modes of communication for response staff to ensure redundancy.
- Maintain and service all communications equipment and arrange for equipment to be sent to other city departments for repair.
- Maintain a list of equipment service provided during the response and the disposition of each request.
- Consult the 101 Grove Facilities Management and Department of Technology as necessary.

D. STAFF POSITIONS

The following positions are required for minimum staffing levels.

Staff Position Roster				
Job Title	Task Overview	Job Classification / Critical Skills	Minimum No. of Employees	Location
Communication Equipment Unit Leader	Assign responsibilities, review and prioritize requests for equipment, service support.	Experience with phone systems, 800 MHz radios, PBX lines	1	DOC
Communication Equipment staff	Set-up and maintain communications equipment. Manage service equipment, consult with EOC/EMS staff regarding the use of 800 Mhz radios. Monitor STARS. Coordinate equipment repairs/replacements.	Experience with phone systems, 800 MHz radio operations, PBX lines		DOC

E. REPORTING

The Communications Equipment Unit Leader reports directly to the Logistics Section Chief.

F. DELIVERABLES

The Communication Equipment Unit is responsible for producing the following:

- Equipment Service Log
- Personnel and Communications List, ICS Form 205 (for each Operational Period)

- Module Objectives and Update, ICS Form 202b (for each Operational Period)

G. RESOURCES

The following resources will be required to perform response operations:

a. Protocols, forms, guidelines, and MOUs

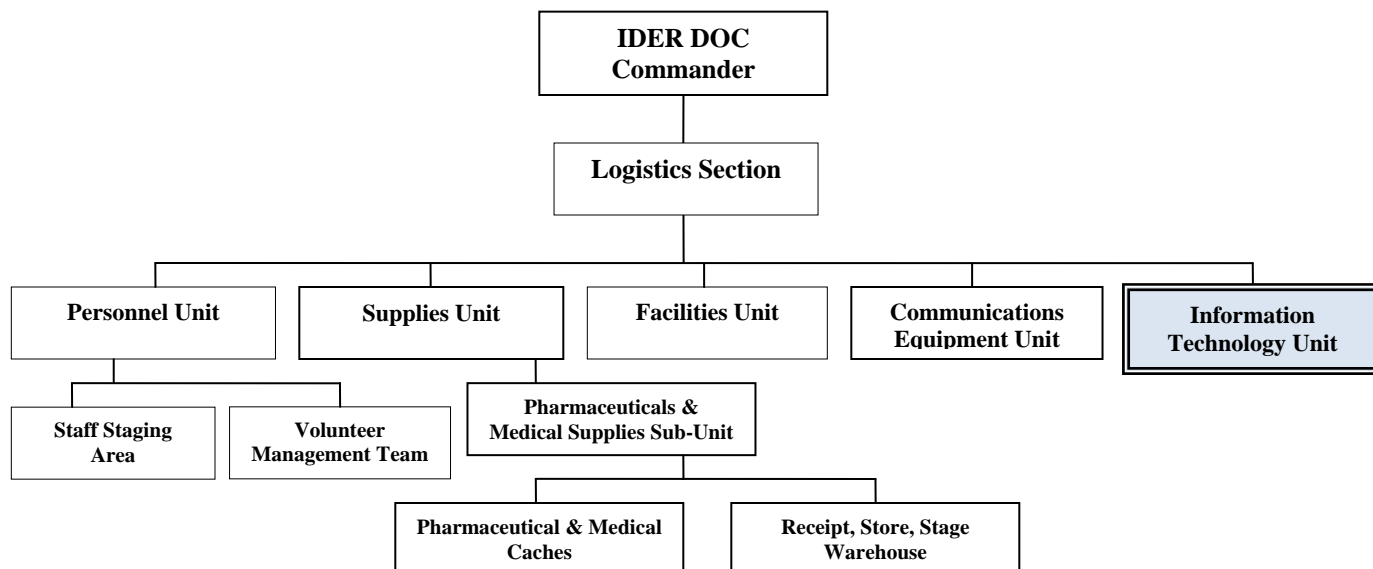
Items	Location
ICS Forms	Appendix B
Job Action Sheets	Appendix C
Logistics	Appendix K
Communication Equipment	Appendix Kd
STARS Operation Manual	Appendix Kd1
800 Mhz Radio Operating Instructions	Appendix Kd2
Creating and Sending Group Vociemails	Appendix Kd3
AT&T Conference Call Instructions	Appendix Kd4
Language Line Instructions	Appendix Kd5
J-Blast Fax Instructions	Appendix Kd6
Protocol and MOU for contacting 311	Appendix Kd7
HAND instructions	Appendix Kd8
Telephone Information Line Instructions & Scripts	Appendix Kd9
311 Communication Plan	Appendix Kd10
911 Communication Plan	Appendix Kd11
911 BDS Protocol	Appendix Kd12

b. Office and Communication Supplies

Items	Units Required	Location or Request From
Telephone	1	Logistics
Fax machine access	1	Logistics
Computer with local network, internet access	1+	Logistics
Printer access	1	Logistics
800 MHz Radio	1	Logistics
Copy machine access	1	Logistics

34. INFORMATION TECHNOLOGY UNIT

A. ORGANIZATION CHART



B. DESCRIPTION

a. Purpose & Objectives

The purpose of the Information Technology (IT) Unit is to ensure that computer, network-related equipment, and applications deployed for the emergency response function properly. The Unit's objectives are to:

- Provide a stable and secure IT infrastructure.
- Create a flexible IT infrastructure to allow operations to scale up and down.
- Manage inventory of IT equipment and supplies used for the response.
- Ensure optimal function of specialized application systems (e.g., CDCP Website, HAND)
- Manage user accounts.
- Make website updates.

The procurement of IT equipment occurs in the Supplies Unit.

b. Methods

The IT Unit is responsible for the following IT resources:

Desktop computers. The San Francisco Department of Public Health has an existing inventory of desktop computers that are used on a day-to-day basis but which can be deployed for a response. The IT Unit will ensure that these machines are functional.

Laptop computers. Field and on-site laptops have been procured and pre-positioned for an emergency event and are listed in the Inventory and Resource Tracking System (Appendix Kb). There are two caches of field laptops.

- **IDER Field Laptops.** Field investigation laptops are a component of the Epi Go-kits used by the Epidemiology and Surveillance Branch.

- **IDER POD Laptops.** POD Laptops are reserved for the Mass Prophylaxis Group if activated.
- **IDER On-site Laptops.** On-site laptops are reserved for the DOC and ancillary work areas.
- **San Francisco Department of Public Health laptops.** Some staff have been assigned laptops for day-to-day use. The IT Unit will evaluate all resource needs of the response and prioritize deployment of these laptops as needed.

Server maintenance. The IT Unit will be responsible for maintaining the functionality of file and application servers that impact DOC operations. The majority of disease control/outbreak management protocols and application databases used for outbreak management reside on health department servers. In addition, DOC operations rely on fax and FTP servers housed in the DPH data center at 1380 Howard. The ability to run outbreak management activities, disseminate health alerts via blast fax, receive transmissions of case investigation field data and other critical tasks all depend on the functional status of DPH servers.

LCD and overhead projectors. The San Francisco Department of Public Health owns various LCD projectors which may be deployed. Priority is given to the DOC Command Center.

Printers and copy machines. The San Francisco Department of Public Health owns printers and copy machines that may be deployed for a response.

Software installation and configuration. While all The San Francisco Department of Public Health desktops and laptops are equipped with general software such as Microsoft Office, email, web browser, and Adobe Acrobat Reader, a subset of laptops has been configured for more specialized use. The IT Unit will oversee software installation on computers used in the response and assist users with application configuration issues that require Administrator privileges. Consult the Inventory and Resource Tracking System in Appendix Kb to determine which computers have specialized software installed (e.g. statistical analysis software, GIS software, Disease Control Management System, etc.). The IT Unit is responsible for installing Virtual Private Network (VPN) client software and certificates onto approved field laptops to allow responders to access the health department network remotely.

Digital certificate installation and maintenance. Response staff may need to access communication networks (e.g., Epi-X, Biosense) with the California Department of Health Services, Centers for Disease Control or the Department of Homeland Security.

Alerting, messaging, and information sharing systems. Several systems may be used to enable the sharing of information with partner agencies.

- **EMSystem.** EMSystem is an alerting/notification and bed-tracking system managed by DEM EMS section. The system facilitates the bi-directional dissemination of EMS data, including patient data and bed availability, between EMS and hospital EDs. EMSystem may also be used to notify key responders of critical information in the initial stages of an emergency.
- **California Health Alert Network (CAHAN).** CAHAN is a web-based statewide system managed by the California Department of Public Health. CAHAN allows for inter-jurisdictional sharing of information and electronic data in large-scale emergencies that may involve multiple counties or operational areas.

Network connection. DOC operations will be run out of San Francisco Department of Public Health offices and conference rooms. The IT Unit will assist with connectivity issues by activating data ports and assigning appropriate bandwidth to computing resources on the network that are essential to the response. See the Set-up Manual, Appendix Kc, for a diagram of the location of data ports at 101 Grove and instructions for their activation.

User account management. Computer and e-mail user accounts may need to be created, assigned, modified, and maintained. Due to the sensitive nature of health information, users' baseline access pre-incident and post-incident must be taken into consideration before group assignments are made.

Website. The San Francisco Department of Public Health websites will become critical tools for information dissemination to the public. See Appendix Ke for instructions.

Health Alert Notification Database (HAND) and blast fax system. A multi-user accessible database application that manages the dissemination of Health Alerts/Advisories/Updates to San Francisco's clinical community including physicians, EMS providers, clinical laboratories, and allied health professionals. This tool is a critical component of the emergency response's public information and communications system. Health Alerts or other guidelines may be disseminated to clinicians using HAND in conjunction with multiple fax servers. See Appendix Kd for instructions.

Virtual Private Network (VPN). VPN is required for remote network access. Software and certificates must be installed.

C. IMPLEMENTATION

a. Information Technology Unit

Activate the Information Technology (IT) Unit when the response requires the set-up of IT and/or assistance with IT infrastructure.

The IT Unit is responsible for:

- Setting up and testing computer equipment, peripherals and network connections at all locations.
- Maintaining and repairing all malfunctioning IT equipment and network issues.
- Setting up, maintaining, and troubleshooting general software applications and systems used by responders.
- Managing user accounts and access privileges for responders.
- Setting up, maintaining, and troubleshooting external alerting, messaging, and information sharing systems (e.g., EMSytem, CAHAN).
- Website posting
- Sending out Health Alerts and other materials through the Health Alert Notification Database (HAND) and blast fax system.
- Managing Virtual Private Networks (VPN)

See the Inventory (Appendix Kb) for detailed descriptions of IT equipment and storage locations. See Appendix Ke for a list of DOC email accounts and passwords. If additional equipment (e.g., replacement parts, cables and switches) is not internally available, the IT Unit should forward the request to the Logistics Section's Supplies Unit.

Responder requests for IT equipment set-up or service should be clarified at the beginning of a response by the Logistics Section Chief (e.g., requests made via email, telephone, form). All IT requests should be documented.

Functions of the Information Technology Unit

- Set up and test all IT equipment and network connections.
- Inform Logistics Section Chief if there are substantial changes to available communication mechanisms (e.g., loss of network).

- Provide updated user e-mail account list for staff throughout the response.
- Respond to requests and inquiries for computer equipment from response staff.
- Maintain and service all computer equipment and computer network and/or arrange for equipment to be sent to other city departments for repair as necessary.
- Maintain a list of services provided during the response.
- Maintain an inventory of all IT equipment deployed for the response.
- Set-up and troubleshoot application systems to support the response.

D. STAFF POSITIONS

This module can contain the following roles. The “Number of Employees” column indicates the minimum number of roles required to activate this module.

Staff Position Roster: Information Technology Unit				
Job Title	Task Overview	Job Classification / Critical Skills	Minimum No. of Employees	Location
Information Technology Unit Leader	Assign responsibilities, review, prioritize, and fulfill IT requests,.	Experience managing 101 Grove IS resources.	1	DOC
Information Technology Unit Staff	Set-up and maintain computer and network equipment for responders.	Experience managing IS resources. Administrative rights to network.	1-5	DOC
Website Poster	Post content to the SFDPH and/or SFCDCP website.	Website posting experience.	1	DOC

E. REPORTING

The Information Technology Unit Leader reports directly to the Logistics Section Chief.

F. DELIVERABLES

The Information Technology Unit is responsible for producing the following:

- Information Technology Service Log
- Information Technology Inventory
- Updated user account access list for computers and e-mails (for each Operational Period)
- Module Objectives and Update, ICS Form 202b (for each Operational Period)

G. RESOURCES

The following resources will be required to perform response operations:

a. Protocols, forms, guidelines, and MOUs

Items	Location
ICS Forms	Appendix B
Job Action Sheets	Appendix C
Logistics	Appendix K
Information Technology	Appendix Ke
IDER e-mails	Appendix Ke1
CDCP Group E-mail Instructions	Appendix Ke2
IDER Email Password	Appendix Ke3
IDER Email Rules	Appendix Ke4
CDCP Website Manual and Protocols	Appendix Ke5
CDCP Website Vendor Contact Info & Passwords	Appendix Ke6
Bulk Email Instructions	Appendix Ke7

b. Office and Communication Supplies

Items	Units Required	Location or Request From
Telephone	1	Logistics
Fax machine access	1	Logistics
Computer with local network, internet access, administrative rights	1+	Logistics
Printer access	1	Logistics
800 MHz Radio, cell phone, or pager	1	Logistics
Copy machine access	1	Logistics
Extension cords	5+	Logistics
Broadband cables	5+	Logistics