**USMD**

1. An incident is reported to, or detected by the service desk or other operational team. The impacted services manager or other affected manager pages out to a technical bridge as part of the normal war room process.
2. The IT operational team or manager assesses the situation to determine if the issue cannot be resolved within a short time frame.
3. The IT Senior Leadership team will use our standard P1 process to implement a conference bridge.
4. The IT Senior Leadership team performs a situational assessment and impact to operations. Engage other leadership resources as appropriate to assess impact. Reprioritize resources as appropriate.
5. If a recovery Event is declared, continue – otherwise continue to utilize standard incident management procedures. Re-assess if impact changes.
6. Evaluate the Event to determine if a disaster declaration is warranted. Those with authority to declare a disaster include Mary McDonald, Carol Buske and Michael Wester. If a disaster is declared, the DR plan(s) will be invoked, and will be facilitated by the service manager with support of the senior IT leadership team. The service manager or an appropriate IT manager will provide status throughout recovery activities to IT Senior Leadership team.

**<Recovery Event Management Team>**

|  |  |  |
| --- | --- | --- |
| **Primary** | **1st Alternate** | **2nd Alternate** |
| Mary McDonald | Michael Wester | Carol Buske |
| Michael Wester – Hospital | Bob Rick | Greg Harvey |
| David Tomlinson – Network/Server/Phones | Arvin Manalo | Mike Reed |
| Kyle Nash – EMR/EPM Applications/Lab | Steven Irby | Al Campbell |
| Carol Buske – Desktop/Service Desk | Lindsey Murray | Lisa Shulin |
| Maurizio Corrao (MO)– Radiology Applications | Greg Harvey |  |

**Definitions:**

IT Senior Leadership Team – Mary, Carol and Mike are currently the primary members of this team.

Service Manager – manager responsible to the business for service delivery, currently Lindsey Murray

Services Manager – line manager responsible for a specific service such as desktop, network or an application

Disaster – an issue such that there is no defined path or schedule to recovery