

Information Technology Support Annex

Coordinating Agency

Department of Technology

Cooperating Agencies

All Departments

I. Introduction

A. Purpose

This annex describes the framework through which the Department of Technology coordinates with other local agencies, to prepare for, respond to, and recover from emergencies or disasters. It ensures policymakers and responders at all levels receive coordinated, consistent, accurate, and timely technical information, analysis, advice, and technology support.

B. Scope

1. The Department of Technology (DoT) has overall support responsibility for data and voice communications, computing services, network services and maintenance of these systems. DoT is comprised of Application, Technical, Radio Technology and E-911 divisions. This document pertains only to the Application and Technical Support divisions. The Application Support division maintains and supports line of business application software systems used by the various departments and the Technical Support division maintains and supports the infrastructure components for voice and data as well as enterprise software systems (i.e.; e-mail, authentication, anti-virus, and internet filtering).
2. DoT staff is available for support and response to incidents by calling the Help Desk at 2144 during normal business hours or by calling 540-772-4013 after hours. DoT Technical Support will respond with at least one technician from the Technical Support division on call during the emergency. DoT Applications Support will respond with one or more applications support staff based on the application systems impacted by the emergency.
3. Requests for technical recommendations for non-emergencies may be made to the Director of DoT who will determine the manner each request should be handled based on normal business parameters. Requests for technical recommendations for emergencies may be directed to the on-call or on-site DoT staff who will provide recommendations directly or obtain recommendations from other DoT staff or outside resources when warranted.

C. Policies

The underlying principles in coordinating technical support are as follows:

1. DoT will provide technical support to City staff in the EOC or other City owned facility that is attached to the SONET ring network (ie; Civic Center, Public Works, Main Library, etc.). In the event of a disaster a representative of DoT will be assigned to the EOC or other designated site.
2. DoT will support the various City departments with their needs to access voice and data systems under the control of DoT.

II. Concept of Operations

A. General

The Department of Technology is responsible for technical support and coordinates with other appropriate departments and agencies in response to an actual or potential emergency.

B. Organization

The Department of Technology provides the core coordination for technical support capability. The Department of Technology works with local and state government, private sector, and nongovernmental organizations that are capable of providing technical information, analysis and advice, and state-of-the-art technology support.

Technology resource identification and standard operating procedures for accessing these resources will be developed using standard protocols. Mission assignments for technical needs are coordinated through ESF #5 – Emergency Management and passed on to the cooperating agencies for support.

C. Responsibilities

1. Department of Technology
 - a. Orchestrating technical support as needed;
 - b. Providing short-notice subject-matter expert assessment and consultation services;
 - c. Coordinating the technical operational priorities and activities with other departments and agencies;
 - d. Providing liaison to local Emergency Operations Center (EOC);
 - e. Develop, maintain, and operate integrated disaster/emergency response Geographic Information Systems (GIS) in support of disaster preparedness, response and recovery;
 - f. In coordination with responsible agencies and when deemed appropriate, deploying emerging technologies; and
 - g. Executing contracts and procuring technical support services consistent with the Financial Management Support Annex.