

Response Technology tasks

1. Assess the infrastructure.
2. Assess existing resources.
3. Determine equipment and personnel needs.
4. Create and maintain a Disaster Operation Information Sheet.
5. Develop the Technology Job Book.
6. Process and track telephone company orders.
7. Request technology equipment.
8. Request technology employees and volunteers.
9. Inventory, issue and track equipment.
10. Manage CAS user IDs.
11. Install equipment.
12. Provide incoming Response Technology employees and volunteers an orientation.
13. Maintain support.
14. Develop a transition plan.
15. De-install and collect equipment.
16. Prepare equipment for shipment.
17. Ship equipment.
18. Close the relief operation.

Introduction

The purpose of Red Cross disaster services is to bring timely and effective help to people affected by disasters. This purpose hasn't changed since the organization began providing these services more than a century ago. Technology has become the backbone of disaster response. Without computers, internet connectivity, software and a multitude of electronic and communication devices, bringing order out of chaos would not be possible. Providing appropriate and adequate technological support for a disaster relief operation in the United States, its territories and possessions is the responsibility of the Response Technology activities.

Purpose and Principles of the Response Technology Activities

The Response Technology activities are Communications (RCM), Computers (RCO), Networking (RNT) and Resource Management (RCS). These activities are internal support activities of Response Technology on a disaster relief operation and deal directly with employees and volunteers from other activities assigned to the relief operation. The role of Response Technology Team is:

- To provide timely and effective communication and technology resources, human resources and expertise in support of disaster relief operations.
- To provide uniform services.
- To protect the security and confidentiality of data.
- To assemble, inventory, move, un-assemble and pack all communication and technology equipment.
- To encourage efficient use of hardware and software resources in order to maximize the benefits of technology.

In addition to the Fundamental Principles of the International Red Cross and Red Crescent Movement and the Code of Ethics of the American Red Cross, the following principles are the basis for Response Technology services provided on a disaster relief operation:

- To install communication and technology systems as quickly as possible.
- To provide reliable communication technologies regardless of circumstances.
- To ensure that users are as familiar as possible with the technologies used on a disaster relief operation.
- To provide timely, courteous and competent assistance to all disaster relief operation employees and volunteers.
- Employees and volunteers serving in the Response Technology activities must meet the requirements set forth in Disaster Services Human Resources (DSHR) System Group Competency Criteria.

NOTE: Resources listed in this handbook are followed by their location on DRMOIS computers deployed to relief operations. Many resources are also available on CrossNet.

Objective

At the time of, or in anticipation of, a disaster, the affected unit(s) is responsible for determining the status of the jurisdiction's technology infrastructure and available resources.

Procedures

1. Assess public communication infrastructure.

- Chapter staff responsible for technology services should determine the following:
 - Public Switched Telephone Network (PSTN)
 - Is the telephone system working? If not, when might service be restored?
 - Cellular Phone Service
 - Is the cellular system fully operational? If not, when will service be restored?
 - If cellular system is operational, what is the coverage throughout the affected area?
 - Are cell phone towers down, or possibly just overloaded?
 - Which cell phones are working best in the affected area?
 - Radio Communication
 - Are radio repeaters operational? If not, when might service be restored?
 - Has the local ham community been activated?
 - Internet Service Provider (ISP)
 - Is the chapter internet connection operational? Internet connectivity is essential for using email and accessing web-based applications.
 - If not working, when will service be restored?
 - Other
 - Are chapter pagers working?
 - Are there any known impediments to providing technology services?
 - Is the local geography mountainous or hilly, which may make cell phones and some radio communication difficult?
 - Is there a clear view of the southern sky from facilities that may require a satellite dish in order to establish internet connectivity?

2. Notify the service area and the Disaster Operations Center at national headquarters if either phone or internet systems are inoperable. This information will form the basis of the Response Technology Team's service delivery plan.

3. Activate TSP agreements with local service providers if communication lines are inoperable.
4. Provide GETS numbers to key personnel to facilitate priority voice conversations if telephone communication lines are operable but overloaded.
5. Activate mutual aid agreements with surrounding chapters, service areas and/or national headquarters.
6. Complete Site Selection Worksheet for relief operation facility(s), (e.g., shelters, headquarters and kitchens).
7. Activate pre-identified available individuals in the chapter that have the specialized knowledge, skills and experience required by various Response Technology Team positions.

Definitions

GETS – Government Emergency Telecommunications Service. GETS service provides priority access to dial-tone and connectivity when using overloaded telephone lines.

PSTN – Public Switched Telephone Network. PSTN is the land line wired telephone service available to the general public.

TSP – Telecommunications Service Priority. TSP Restoral (Restoration) certification provides for the priority installation and/or repair of telephone lines and/or networking connectivity crucial for the chapter's continued operation and/or response to disaster. These agreements must be established prior to an incident.

Policies

n/a

Regulations

n/a

Resources

[Communications \(ARC 3058\)](#)

[Site Selection Worksheet](#)

Objective

Assess the status of pre-planned resources available as outlined in the affected chapter's Technology Services Plan.

Overview

Approval for activating the technology services portion of the chapter disaster response plan is coordinated through the local administration and the service area. For assistance assessing the needs of the chapter, contact the Response Technology Team in the Disaster Operations Center.

Procedures

1. **Activate the technology services portion of the affected chapter's disaster response plan.**
2. **Identify available employees and volunteers who have the specialized knowledge, skills and experience required by the Response Technology positions.**
3. **Activate agreements, as necessary, with local companies for services.**
4. **Activate mutual aid agreements with surrounding chapters, service areas and/or national headquarters.**
5. **Activate inventory procedures.**
6. **Prepare a written request, including justification, for additional technology resources, equipment and employees and volunteers, if needed.**

Definitions

Disaster Operations Center (DOC) – The 24-hour operations center located at national headquarters and managed by the *Preparedness and Response* Department. It is the primary point of contact for all activities that require notification of, approval by, or involvement of Preparedness and Response at national headquarters.

Response Technology Team (RTT) – The Response Technology Team is responsible for analyzing, installing and supporting all technology efforts.

American Red Cross

Disaster Services
Program Guidance

Material Support Services

Response Technology

Assess existing resources

Policies

n/a

Regulations

n/a

Resources

n/a

Objective

When a disaster occurs or is imminent, it is important to determine, as soon as possible, the Response Technology equipment and staffing needs of the disaster relief operation. Within the first hour of notification of an event, the chapter and service area need to determine the Response Technology Team's support requirements for the first 12 hours. Review the Response Technology Team's support requirements every 24 hours for the first three days. Make recommendations concerning the estimated technology, staffing and budgeting resources required to provide effective technology services for the disaster relief operation.

Overview

Authority to order telecommunication equipment and services must be determined by Operation Management on the disaster relief operation. The plan must meet financial policy and requirements as defined by national headquarters. Financial authority rests with Operation Management on the disaster relief operation.

Procedures

- 1. Contact the responsible disaster relief operation administrative person or RTT delegate at the site to obtain a list of technology needs. These needs include, but are not limited to, transmitting information, both data and voice, by telephone, computers, facsimile, radio, satellite and other forms of telecommunication.**
- 2. Create a written plan, based on the information gathered, explaining how technology services will be provided and structured.**
 - *Who* needs technology services?
 - *What* technology services will be needed?
 - *Where* are technology services needed? Have [Site Selection Worksheets](#) been completed for proposed locations?
 - *When* are technology services needed?
 - *What* is the projected size or volume of service?
 - *What* employees, volunteers and equipment will be required to provide the identified services? For help with this question, consult the national headquarters' [Response Technology Services Equipment list](#).
 - *What* unique challenges are presented by this disaster, and how they will be met?
- 3. Determine the types and number of sites to be supported, (e.g., shelters, kitchens, headquarters, service delivery sites and mobile teams).**
- 4. Estimate the Response Technology Team's requirements to meet the immediate needs.**

5. Estimate the Response Technology Team's requirements for the duration of the relief operation.
6. Determine the Response Technology Team's staffing needs based on the number and locations of facilities and their hours of operation. This information will determine the number of Response Technology Team employees and volunteers needed and their placement.
7. Submit a budget to Operation Management on the disaster relief operation within five days.
 - Send the proposed budget to the Response Technology Team at national headquarters for technical approval and to ensure that the plan meets all requirements and is ready to be submitted to Operation Management on the disaster relief operation for approval.
 - Implement any revisions to the plan recommended by Operation Management.
8. Obtain approval of budget from Operation Management on the disaster relief operation.
 - Share the plan with constituents.

Definitions

technology services – The transmittal of information, both data and voice, by telephone, computer, facsimile, radio, satellite and other forms of telecommunications.

Policies

n/a

Regulations

n/a

Resources

Communications (ARC 3058)

Site Selection Worksheet

Other

Service Center Resource Request.doc

Response Technology Services budget worksheet (TIMS database)

Response Technology Services Equipment list

Objective

Support the relief operation by creating, updating and distributing the Disaster Operation Information Sheet (DOIS) with contact information for all assigned Operation Management, group administrator and activity manager positions on the relief operation. The initial DOIS should be distributed within four hours of the disaster event.

Procedures

- 1. In consultation with Operation Management, create a Disaster Operation Information Sheet (DOIS). A Word template *Disaster Operation Information Sheet DOIS* is available on CrossNet. The DOIS will include:**
 - The assigned DR number and name.
 - A revision number and/or date.
 - The complete mailing and shipping address of the relief operation.
 - The operation fax number and e-mail address.
 - For every group administrator and activity manager position, the employee's or volunteer's name and contact information (may include telephone number, cellular telephone number, hotel telephone number and e-mail address).
- 2. E-mail the DOIS at each revision (daily at a minimum) to RTT@usa.redcross.org, Night3@usa.redcross.org and SAx@usa.redcross.org (where *x* is the appropriate service area number 1-8).**
 - Fax to national headquarters at (202) 303-0230 if e-mail is unavailable.
- 3. Distribute the DOIS to key employees and volunteers on the relief operation at each revision (daily at a minimum) by e-mail or printed copy.**

Definitions

Disaster Operation Information Sheet (DOIS) – The Disaster Operation Information Sheet is the primary contact information for a disaster relief operation. Response Technology employees and volunteers are responsible for updating the Disaster Operation Information Sheet and sharing it with key employees and volunteers on the relief operation.

Policies

n/a

Regulations

n/a

Resources

Forms

[Disaster Information Sheet – DOIS \(available on CrossNet Forms\)](#)

Objective

Collect and maintain all documentation of Response Technology actions and activities on the relief operation..

Procedures

1. **Create a Technology Job Book for the relief operation on the first day of the relief operation.**
2. **The contents and accuracy of the Technology Job Book is the responsibility of the Response Technology Team on the relief operation.**
3. **While many of the items can be stored electronically, a few items must be printed in hard copy and placed in a three-ring binder, along with a CD with electronic copies of specific items.**
4. **The contents should include the final DOIS, final vendor list, transition plan, narrative, complete inventory list, copies of bills and receipts, all TELCO orders and copies of any technology-related police reports.**

Definitions

Disaster Operation Information Sheet (DOIS) – The Disaster Operation Information Sheet is the primary contact information for a disaster relief operation. Response Technology employees and volunteers are responsible for updating the Disaster Operation Information Sheet and sharing it with key employees and volunteers on the relief operation.

Policies

n/a

Regulations

n/a

Resources

Forms

[Disaster Information Sheet – DOIS](#)

[Telco Service Order form](#)

[Technology Equipment Request Form](#)

[Disaster Requisition \(F6409\)](#)

[Staff Request \(F6512\)](#)

DCO Equipment Inventory for DRxxx.xlt (Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment and Inventory) Tracks equipment ID, function, installed, de-installed, shipped back to DMC, received from DMC) Redundant/Obsolete?

[Equipment Loan Record \(F4611\) \(Function Forms/MSS/RTT/RTT Form\) - Printable Only](#)

[Equipment Loan Record \(FR611\) \(Function Forms/MSS/RTT/RTT Forms – Fillable\)](#)

[RTT Inventory Tracking Form.doc\(Function Forms\MSS\RTT\RCS - Customer Service\)](#)

[Field Support Resource Record.doc\(Function Forms\MSS\RTT\RTT Forms\)](#)

[DOIS Report \(MS Excel Template.xls\)\(Function Forms/MSS/RTT/RTT Forms - Fillable\)](#)

[DOIS Report.dot\(Function Forms/MSS/RTT/RTT Forms- Fillable\)](#)

[Telephone Directory.dot\(Function Forms/MSS/RTT/RTT Forms- Fillable\)](#)

DCO Equipment Inventory for DRxxx.xlt (Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment and Inventory) Tracks equipment ID, function, installed, de-installed, shipped back to DMC, received from DMC) Redundant/Obsolete?. Also listed in Inventory section because it tracks received from and shipped to DCM.

Objective

Request, create and track telephone company service orders.

Overview

Detailed information of installed telephone lines is imperative. The *Communication TELCO Service Order* (see Communication ARC 3058, Appendix E) can be used to track critical TELCO service order information. If TIMS is available, the TELCO order should be input to the TELCO order screen and printed for reference. Accurate and complete information is needed to expedite line disconnects and timely vendor payment.

Procedures

1. At a minimum, collect the following information:

- Address and contact information for location(s) where phone service is requested.
- Requested date of service and date of activation.
- Telephone company contact information, name of person taking the order, contact phone number, order number and whether or not long distance service was requested.
- Number of phone lines requested.
- Main billing number and all other numbers installed.
- Provide national headquarters billing address (see below).

2. E-mail or fax the completed form or information sheet to RTT@usa.redcross.org or (202) 303-0230 after any change or update.

3. Maintain a file folder of TELCO orders. Update as needed.

4. Maintain accurate TELCO records. Periodically conduct audits of installed facilities to verify that the lines are still in use. Update records as necessary.

5. Forward TELCO billing invoices to:

American Red Cross DR# (XXX)
Response Technology/Communications
2025 E Street NW
NW2-131 Disaster Operation Center
Washington, DC 20006

Definitions

TELCO – telephone company

Policies

n/a

Resources

Response Technology Procedures (RTPs)

RCM-TelCo Order (Function Forms/MSS/RTT/RTTDRO Procedures and Notes/RCM)

Forms

TELCO Order Form (Function Forms\MSS\RTT\RTT Forms)

Other

Communications ARC 3058 Annexes E and G (available on CrossNet)

Objective

Obtain additional equipment resources and supplies to meet the relief operation's needs as defined in the relief operation's approved service delivery plan.

Procedures

- 1. Obtain local communication services. To secure appropriate communication equipment and computer systems to support the relief operation, the Response Technology Team manager will:**
 - Establish and maintain contact with local telephone companies to ensure the best possible telephone support at disaster relief operation facilities.
 - Establish supplemental telephone service, with approval from Operation Management for additional telephone lines. Contact the Response Technology lead at the affected chapter(s) and the Response Technology Team leads at national headquarters to determine the point of contact for emergency installation of telephone lines at the local telephone company. See *Communications* (ARC 3058) Annex G, the [Telco Service Order form](#) and [Disaster Telephone Service document](#).
- 2. Obtain requested in-kind resources before accepting unsolicited in-kind donations. Work with the Procurement and In-Kind Donation activities to solicit in-kind donations and to ensure that accepted in-kind donations are compatible with the needs of the relief operation.**
- 3. Request additional technology resources through the service area. Call the Response Technology Team in the Disaster Operations Center for assistance assessing needs and determining solutions.**
 - Additional communication equipment, including analog telephone handsets, cellular telephones, satellite telephones, radios, antennas, facsimile machines, etc.
 - Possible connectivity solutions, including satellite dishes, networking equipment, etc.
 - Additional computer technology, including laptop computers and printers.
 - Additional trained employees and volunteers (see task #7 "Request Response Technology employees and volunteers").
- 4. Request supplies by completing a [Disaster Requisition \(F6409\)](#); submit to the Procurement activity. See the [Procurement Handbook](#).**
- 5. Keep other Red Cross organizational units, (e.g., affected chapters, service areas, shelters and kitchens) apprised of the Response Technology Team's service delivery plan.**
- 6. Coordinate resources with other external organizations, (e.g., Amateur Radio Emergency Service, Shared Resources High Frequency Radio Program, Federal Emergency and Management Agency). Contact the Response Technology Team in the Disaster Operations Center for assistance in coordinating external resources.**

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Response Technology Team (RTT) – The Response Technology Team is responsible for analyzing, installing and supporting all technology efforts.

Policies

n/a

Regulations

n/a

Resources

Response Technology Procedures

[Disaster telephone Service document \(3058 Annex G\) \(to be revised\) \(procedure for obtaining telephone services\)](#)

Forms

[Telco Service order form](#)

[Technology Equipment Request Form](#)

[Disaster Requisition \(F6409\)](#)

Other

[Disaster Telephone Service document.](#)

[Technology Services Equipment List](#)

[Technology Services Equipment List](#) (3058 Annex C, RMC Inventory list) (to be developed)

Objective

Request Response Technology employees and volunteers needed to meet operational needs as defined in the relief operation's approved service delivery plan.

Procedures

1. Document requests for additional Response Technology employees and volunteers by completing and submitting a [Staff Request \(F6512\)](#) to Staff Services. Include specific technical skill set and knowledge needed in the request.
2. Recruit employees and volunteers from within and outside the Red Cross who can provide technology services. An affected unit should recruit individuals identified by the Technology Services portion of its disaster response plan as having the specialized knowledge, skills and experience required by Response Technology Team positions (see [RTT Responsibilities and Guidelines](#)).
3. Use employees and volunteers from the affected chapter(s) and service area and DRO Members (previously called spontaneous volunteers) as a first source of workers.

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Forms

[Staff Request \(F6512\)](#)

Other

[RTT Responsibilities and Guidelines](#)

[Workforce Planning and Acquisition Handbook](#)

[DSHR position descriptions](#)

Objective

Inventory, issue, track and deliver technology equipment.

Procedures

1. Set up a site from which to issue equipment.
2. Set up an inventory tracking system.
3. The [Equipment Loan Record \(F4611\)](#) must be used to issue and assign equipment to individuals and/or activities on a disaster relief operation. This data is to be entered into an inventory tracking system, such as the Technology Information Management System database that exists on nationally-issued laptops.
 - All *individuals* to whom equipment has been issued are responsible for returning the equipment to the Response Technology Team upon their release from the relief operation.
 - For *activities* to which equipment has been issued, the manager is responsible for ensuring the equipment is returned to the Response Technology Team at the time of transition back to chapter.
 - In situations where it is beneficial for a piece of equipment, such as a cell phone, to be transferred from an outgoing employee or volunteer to an incoming, replacement employee or volunteer, the equipment is to be issued to the *activity* rather than to an *individual* and signed for by the activity manager or supervisor taking possession of the equipment.
4. Provide individual user orientation or provide a “Technology Users Guide” that is appropriate for each piece of issued equipment.
5. As cellular phones are issued to management employees and volunteers, update the [DOIS Report](#) with their names and numbers.
6. Follow the appropriate [Response Technology Procedure](#) for the set-up of all nationally-issued equipment.
7. Provide a means to deliver and set up equipment to remote site(s).
8. In coordination with Life Safety and Asset Protection activity, report any stolen technology services equipment to local law enforcement.
 - In cases of theft, national headquarters must file all appropriate insurance claims, and the employee or volunteer to whom the equipment was issued must include comprehensive statements regarding the theft in his or her final narrative report.
9. Maintain accurate inventory records. Periodically conduct audits of inventory location and usage. Update records as necessary. Identify and locate missing inventory.

Definitions

Disaster Operation Information Sheet (DOIS) – The Disaster Operation Information Sheet is the primary contact information for a disaster relief operation. Response Technology employees and volunteers are responsible for updating the Disaster Operation Information Sheet and sharing it with key employees and volunteers on the relief operation.

Policies

n/a

Regulations

n/a

Resources

Response Technology Procedures (RTPs)

[RCS-IC TIMS –Initialize application.doc \(Function Forms/MSS/RTT/RTTDRO Procedures and Notes/RCS/InventoryControl\)](#)

[RCS-IC Receive incoming RTT equipment.doc \(Function Forms/MSS/RTT/RTTDRO Procedures and Notes/RCS/InventoryControl\)](#)

[RCS-IC TIMS – Inventory Control.doc\(Function Forms/ MSS/RTT /RTTDRO Procedures and Notes/RCS/InventoryControl\)](#)

[RCS-IC TIMS – Equipment Type List.doc \(Function Forms/ MSS/RTT /RTTDRO Procedures and Notes/RCS/InventoryControl\)](#)

[RCS-RM Human Resources.doc \(Function Forms\MSS\RTT\ RTT DRO Procedures and Notes\RCS\Resource Management\)](#)

[RCS-RM DOIS.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RCS\Resource Management\)-Directions](#)

[RCS-RM Phone Directory.doc\(Function Forms\MSS\RTT\ RTT DRO Procedures and Notes\RCS\Resource Management\)-Directions](#)

[RCS-RM DOIS.doc\(Function Forms\MSS\RTT\ RTT DRO Procedures and Notes\RCS\Resource Management\)-Directions](#)

[RCS-RM Phone Directory.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RCS\Resource Management\)-Directions](#)

Forms

DCO Equipment Inventory for DRxxx.xlt (Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment and Inventory) Tracks equipment ID, function, installed, de-installed, shipped back to DMC, received from DMC) Redundant/Obsolete?

[Equipment Loan Record \(F4611\) \(Function Forms/MSS/RTT/RTT Form\) - Printable Only](#)

[Equipment Loan Record \(FR611\) \(Function Forms/MSS/RTT/RTT Forms – Fillable\)](#)

[RTT Inventory Tracking Form.doc\(Function Forms\MSS\RTT\RCS - Customer Service\)](#)

[Field Support Resource Record.doc\(Function Forms\MSS\RTT\RTT Forms\)](#)

[DOIS Report \(MS Excel Template.xls\)\(Function Forms/MSS/RTT/RTT Forms - Fillable\)](#)

[DOIS Report.dot\(Function Forms/MSS/RTT/RTT Forms- Fillable\)](#)

[Telephone Directory.dot\(Function Forms/MSS/RTT/RTT Forms- Fillable\)](#)

DCO Equipment Inventory for DRxxx.xlt (Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment and Inventory) Tracks equipment ID, function, installed, de-installed, shipped back to DMC, received from DMC) Redundant/Obsolete?. Also listed in Inventory section because it tracks received from and shipped to DCM.

Other

TIMS User Manual.doc(Function Forms/MSS/RTT/RCS/TIMS User Manual.dot)-Needs updating – references CIMS

Objective

Secure, issue and properly track all CAS user IDs and activities on the disaster relief operation.

Overview

On chapter- and service area-administered operations: Requests for CAS User IDs are to be made through the service area to IT User Support at national headquarters. The CAS user IDs approval process requires documentation.

On a nationally-administered operation: One member of the Response Technology Team is to be designated as the CAS Associate. The primary responsibility of the [CAS Associate](#) is to handle all requests for CAS user IDs and the logging of all CAS-related activity on the relief operation. Security is extremely important. The CAS Associate should have a computer and printer of his or her own in a location that affords privacy. If the relief operation is chapter- or service area-administered, CAS user IDs will be requested through the service area. If a relief operation becomes nationally-administered, CAS user ID requests will be given to the CAS Associate by a CAS Designator on the relief operation. These requests will be e-mailed to a special account at national headquarters. Whether requests are sent to the service area or national headquarters, CAS user IDs need to be approved and documented. Users request IDs on a CAS Request form. The request must be approved by designated relief operation leadership. The Response Technology Team will use the *CAS UserID Master Spreadsheet* to organize and process the IDs. Directions for how to properly fill out this electronic document can be found in the [RCS-CAS User ID Management.doc](#).

Procedures

Note: The following procedures pertain to a nationally-administered operation.

1. On the CAS Associate's computer, create a CAS folder in My Documents.
2. The *CAS UserID Master Spreadsheet* will be e-mailed to the CAS Associate. Save it to the CAS folder.
3. The [Designator Form](#) must be signed by the person on the relief operation authorized to approve caseworkers for CAS IDs. On each relief operation, the Individual Client Services administrator will decide who has authority to approve CAS user IDs. There will be only one person authorizing CAS user IDs on each relief operation. This person may or may not be the same person who requests the CAS IDs.
4. Get the completed [Request Form](#), signed by the Designator, for each set of CAS IDs requested.
5. Use the [CAS Activity log](#) to log the requests, including the date, time and details of the requests for activations, role changes and deactivations.

6. Transfer the information from the paper [Request Form](#) into the electronic Master Spreadsheet. Follow the directions on the [RCS-CAS User ID Management.doc](#) to complete the Master Spreadsheet properly.
7. Send the Master Spreadsheet to the appropriate CAS contact at the service area or, at the direction of the service area, to national headquarters at RTTCAS@usa.redcross.com.
8. When the service area or national headquarters returns the Master Spreadsheet, it will contain the new Usernames and CAS User IDs you requested.
 - Save this new Master Spreadsheet into the CAS folder in My Documents.
 - Immediately delete the previously saved copy. These files should not be archived.
9. Open the newly received Master Spreadsheet. Highlight and print only the newly issued usernames and CAS IDs. Seal these in an envelope and give it to the requestor.
 - If the requestor and CAS Associate are at different locations, a delivery method must be found that does not compromise the security of the CAS user IDs.
10. Create a CAS Log Book.
 - Request a three-ring binder and set of dividers through the Procurement activity.
 - Label dividers as follows:
 - Designator Forms;
 - Requestor Forms;
 - Spreadsheets;
 - Logs;
 - E-mails.

Definitions

CAS Activity Log – A log kept by the CAS Associate indicating all CAS-related activities that occur on a relief operation. These activities should include requests for both activations and deactivations, as well as requests for role changes.

CAS Associate – The member of the Response Technology Team who's primary responsibility is handling CAS user IDs. For security reasons, there may only be one CAS Associate on each relief operation.

CAS Book – Separate from the Technology Job Book, the CAS Book contains all CAS-related materials for a relief operation. These materials include the Designator Form(s), all Request Forms, all CAS Log forms, copies of the Master Spreadsheet(s) and copies of all e-mails that transpired with regard to CAS user IDs.

CAS Kit – A group of documents containing a Designator Form, Request Form, CAS Log and the procedure for completing the electronic spreadsheet, (i.e., [RCS-CAS User ID Management.doc](#)). The

electronic spreadsheet will be sent via e-mail from the service area or national headquarters to the CAS Associate when he or she is ready to make the first CAS user ID request.

CAS Request Form – An electronic or paper document used to request CAS user IDs. It has fields for name, position, group and activity. It must be signed by the appropriate authority.

CAS UserID Master Spreadsheet – An electronic (Excel) document into which the information from the Request Form is entered. Every time the spreadsheet is updated, it is saved with the current date and time as the file name, then e-mailed to the service area CAS representative or, at the direction of the service area, to national headquarters at rttcas@usa.redcross.org.

Client Assistance System – The computer case management system used to document a client interview. The Client Assistance System serves as the case record and basis for any referrals and assistance provided to a client.

Designator – The person on a relief operation who is authorized to approve CAS user IDs for caseworkers. This person may be the same person as the requestor. For security reasons, there may only be one Designator on each relief operation.

Designator Form – This form establishes a person as the Designator.

requestor – The person who fills in the caseworker information on the Request Form, determines levels of permissions to be granted to each caseworker and delivers the Request Form to the CAS Associate. The requestor is also the person to whom the filled requests will be delivered. It is the responsibility of the requestor to issue the CAS user IDs to the individual caseworkers.

Requestor Form – The form used by the requestor to make requests for CAS user IDs. Once filled out this form is delivered to the CAS Associate.

Policies

n/a

Regulations

n/a

Resources

Response Technology Procedures (RTPs)

[RCS-CAS User ID Management.doc \(Function Forms\MSS\RTT\RCS - Customer Service\RTT CAS User-ID management\)](#)

Forms

[CAS User IDs Designated Requestor Form \(Function Forms\MSS\RTT\RCS - Customer Service\RTT CAS User-ID management\)](#)

[CAS UserID Activation/Deactivation Request Form \(Function Forms\MSS\RTT\RCS - Customer Service\RTT CAS User-ID management\)](#)

[CAS Activity Log Form \(C:\Function Forms\MSS\RTT\RCS - Customer Service\RTT CAS User-ID management\)](#)

CAS UserID Master Spreadsheet

[CAS Notification Fill-in Document](#)

Other:

[CAS User ID Book \(Function Forms\MSS\RTT\RCS - Customer Service\RTT CAS User-ID management\)](#)

[RCS CAS Associate Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

CAS Transition: Relief Operation to Chapter (Function Forms\MSS\RTT\RCS - Customer Service)- Needs updating, references Dallas County Chapter

Objective

To support the relief operation by providing and installing necessary equipment based on the technology needs of the service delivery plan.

Overview

The proper Response Technology Procedure (RTP) to be used for the installation of national computers depends on:

- The location of shared databases and services, (i.e., a laptop server acting as a database of record or a deployed server with multiple services).
- The end user of the workstation being set up, (e.g., Logistics, Staff Services, CAC).
- The available connectivity, (i.e., an existing chapter network or a satellite dish).

Procedures

- 1 Develop an infrastructure plan for the installation(s).**
 - Typical items to be installed include telephone lines, satellite dishes, wireless network systems, mobile servers, laptops, printers, portable radio systems and fax machines.
- 2 Deliver and set up technology equipment at headquarters, shelters, kitchens, service delivery sites, etc.**
- 3 Use the technology services *TELCO Service Order* form to provide the proper documentation for installation accountability, tracking and disconnection information for requested telephone lines.**
- 4 Send a copy of the *TELCO Service Order* form to the Response Technology Team lead at national headquarters.**
 - The *TELCO Service Order* form needs to include the main billing number, as well as all numbers that have been active at any time during the disaster relief operation
- 5 Plan for the return of all rented, borrowed or donated equipment.**
- 6 Track the location of computers, fax machines, radios and printers as they are installed.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

For Stand-alone environment

[RCO-WS CAC Workstation.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Standalone Computer\)](#)

[RCO-WS Printer Setup.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Standalone Computer\)](#)

[RCO-WS Standalone Workstation – 4 LT 2 Printer Config.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Standalone Computer\)](#)

[RCO-WS Standalone Workstation.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Standalone Computer\)](#)

For Laptop Server Environment

[RCO-LS Laptop Server 3rd Party Internet.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Laptop Server\)](#)

[RCO-LS Laptop Server to VSAT Migration.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Laptop Server\)](#)

[RCO-LS Laptop Server.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Laptop Server\)](#)

[RCO-LS Printer Setup.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Laptop Server\)](#)

[RCO-LS WS Basic Workstation 3rd Party Internet.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Laptop Server\)](#)

[RCO-LS WS Basic Workstation.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Laptop Server\)](#)

[RCO-LS WS Daily SitRepWorkstation.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Laptop Server\)](#)

[RCO-LS WS Logistics Workstation 3rd Party Internet.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Laptop Server\)](#)

[RCO-LS WS Logistics Workstation.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Laptop Server\)](#)

For VSAT Server Environment

[RCO-VS Laptop Server with VSAT.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\VSAT Server\)](#)

[RCO-VS Printer Setup.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\VSAT Server\)](#)

[RCO-VS Basic Workstation with VSAT.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\VSAT Server\)](#)

[RCO-VS Logistics Workstation.doc\(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\VSAT Server\)](#)

Other

[VSAT Assembly Guide.doc \(Function Forms\MSS\RTT\RNT - Network Documents\)](#)

Objective

Monitor Response Technology staffing levels and needs; manage Response Technology employees' and volunteers' assignments and schedules.

Procedures

1. Give incoming Response Technology employees and volunteers an orientation to the current status of the relief operation. See [RTT Staff orientation document](#).
2. Develop and post a table of organization. See [Response Technology DRO Table of Organization template](#).
3. Assign employees and volunteers to Response Technology positions in numbers required for efficient and effective support.
4. Schedule days off for Response Technology employees and volunteers.
5. Evaluate workflow continually for changing needs.
6. Request additional or replacement Response Technology employees and volunteers, as needed.
7. Ensure that Response Technology employees and volunteers are kept abreast of changing conditions.
8. Conduct performance evaluations for employees and volunteers according to Red Cross policy.

Definitions

RCM – Response Communications

RCO – Response Computer Operations

RCS – Response Customer Service

RNT – Response Networking

Policies

n/a

Regulations

n/a

Resources

[RTT Incoming Staff orientation \(to be developed\)](#)

[Response Technology DRO Table of Organization template](#)

[RTT-DRO Table of Organization.vsd \(Function Forms\MSS\RTT\MGR – Manager\)](#)

[RTT Manager Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RCM – Amateur Radio Associate Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RCM – Amateur Radio Liaison Responsibility Guidelines.doc doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RCM – Associate Responsibility Guidelines.doc doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RCM – Supervisor Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RCO – Associate Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RCO – Server Administrator Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RCO – Supervisor Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RCS – CAS Associate Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RCS – Help Desk Associate Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RCS – Inventory Associate Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RCS – Resource Associate Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RCS – Supervisor Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RNT Associate Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RNT – Supervisor Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

[RNT – VSAT Associate Responsibility Guidelines.doc \(Function Forms\MSS\RTT\RTT DRO Responsibilities-Guidelines\RTT DRO Responsibilities-Guidelines\)](#)

Objective

Maintain support of the communication, network, computer systems and disaster relief operation employees and volunteers. Repair and/or replace defective equipment and identify problematic procedures.

Overview

Once the network has been established and all necessary computers and other devices have been installed, the Response Technology Team goes into support mode. There are many tasks to accomplish during this time.

Procedures

1. **Maintain all resources in a safe and secure manner.**
2. **Manage inventory-tracking systems as resources are reassigned.**
3. **Bring the Technology Inventory Management System up-to-date if this has not been done.**
4. **Train employees and volunteers from all relief operation activities to use technology equipment, as needed.**
5. **Troubleshoot equipment issues.**
6. **Create daily back-ups of all shared applications and operation work product using the appropriate Response Technology Procedures.**
7. **Verify that data back-up procedures are working.**
8. **Plan for, provide and support Red Cross employees and volunteers at remote sites.**
9. **Request additional equipment and/or employees and volunteers, as needed. For assistance assessing the ongoing needs of the operation, call the Response Technology Team in the DOC at (202) 303-4126.**
10. **Add equipment as needed to all existing and/or new facilities.**
11. **De-install and collect any equipment no longer in use.**
12. **Develop, publish and update the [*DOIS Report*](#) on a daily basis or as changes warrant.**
13. **Provide technical support to relief operation employees and volunteers for common folder, e-mail accounts, fax machines, etc.**
14. **Train and cross-train Response Technology Team employees and volunteers, using Response Technology Procedures.**

15. In coordination with Life Safety and Asset Protection, report any stolen technology equipment to the local police.

- In cases of theft of nationally-owned equipment, national headquarters must file all appropriate insurance claims, and the employee or volunteer to whom the equipment was issued must include comprehensive statements regarding the theft in his or her final narrative report.

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Response Technology Procedures

[RCS-HD Help Desk Procedures.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Help Desk\)](#)

[RCS-HD Troubleshooting Tips – Laptops.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Help Desk\)](#)

[RCS-HD Troubleshooting Tips – Printers.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Help Desk\)](#)

[RCS-IC TIMS – Backup.doc](#)

[RCS-RM Human Resources.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Resource Management\)](#)

[RCS-RM Table of Organization.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Resource Management\)](#)

[RCS-RM Phone Directory.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Resource Management\)-Directions](#)

[RCS-RM DOIS.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Resource Management\)-Directions](#)

For Standalone Environment

[RCO-Standalone Backup.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Standalone Computer\)](#)

For Laptop Server Environment

[RCO-LS Laptop Server Daily Backup to CD.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Laptop Server\)](#)

[RCO-LS Laptop Server Daily Backup to USB.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Laptop Server\)](#)

For VSAT Server Environment

[RCO-VS Daily Backup.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\VSAT Server\)](#)

For Deployed Server Environment

[RCO-DS Server Backup Daily Verify.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCO\Deployed Server\)](#)

Forms

[DOIS Report \(MS Excel Template\).xls \(Function Forms\MSS\RTT\RTT Forms\)](#)

[DOIS report.dot \(Printable only\)\(Function Forms\MSS\RTT\RTT Forms\)](#)

[Telephone Directory.dot \(Function Forms\MSS\RTT\RTT Forms\)](#)

[Customer Service Log.dot\(Function Forms\MSS\RTT\RCS - Customer Service\) This is the better of the two.](#)

[Customer Service Log.dot \(Function Forms\MSS\RTT\RCO - Computer OpsAdmin Aids\) – Repetitive. Same as](#)

[RTT DRnnn Staff Master.xls\(Function Forms\MSS\RTT\RCS - Customer Service\) Tracks Active, Lodging, out processed\)](#)

[Staff Schedule Master.xlt\(Function Forms\MSS\RTT\RCS - Customer Service\)Tracks days off.](#)

Troubleshooting Guide (to be developed)-This was in the original document, I don't know if it's been created.

Staff Schedule Master.xlt

DCO DOC Order Form.xlt

DRO-DOC Order Form.xls.xlt

DRO-DOC Order Form.xlt

DRxxx RTT Budget Worksheet Rev 10-06.xls

Equipment service manuals

[*Antennas\(Function Forms\MSS\RTT\Equipment Manuals\)*](#)

[*Indoor Units \(Function Forms\MSS\RTT\Equipment Manuals\)*](#)

[*Networking Equipment \(Function Forms\MSS\RTT\Equipment Manuals\)*](#)

[*RF Equipment \(Function Forms\MSS\RTT\Equipment Manuals\)*](#)

[*Satellite Dish Photos \(Function Forms\MSS\RTT\Equipment Manuals\)*](#)

[*Spec Sheets \(Function Forms\MSS\RTT\Equipment Manuals\)*](#)

[*Uninterrupted Power Supply\(Function Forms\MSS\RTT\Equipment Manuals\)*](#)

[*Voice Equipment\(Function Forms\MSS\RTT\Equipment Manuals\)*](#)

[*RNT Activity Workbook*](#)

Other

[*Customer Service Sign.doc\(Function Forms\MSS\RTT\RCS - Customer Service\)*](#)

[*RTT Detailed Information \(for staff recruitment\).doc\(Function Forms\MSS\RTT\RCS - Customer Service\)*](#)

DCO DRO Access DB Emailing Reports.dot – needs updating

[*Email – How to access ARC email.doc \(Function Forms\MSS\RTT\HELP Sheets for Users\)*](#)

[*Email – How to create a new message.doc \(Function Forms\MSS\RTT\HELP Sheets for Users\)*](#)

[*Email – How to create a distribution list.doc \(\(Function Forms\MSS\RTT\HELP Sheets for Users\)*](#)

[*Email – How to create a contact database.doc \(Function Forms\MSS\RTT\HELP Sheets for Users\)*](#)

[*Emailing the 5266 \(Function Forms\MSS\RTT\HELP Sheets for Users\)*](#)

[*Deployed Server Environment Information Sheet.doc \(Function Forms\MSS\RTT\HELP Sheets for Users\)*](#)

[*IP Phones – How to use a Cisco IP Phone.doc \(Function Forms\MSS\RTT\HELP Sheets for Users\)*](#)

[*IP Fax – User Instructions.doc \Function Forms\MSS\RTT\HELP Sheets for Users\)*](#)

CAC SDS User Information.doc-needs updating

[*SitRep Instructions.dot\(Function Forms\MSS\RTT\HELP Sheets for RTT\)*](#)

Objective

Develop and present a written plan to reduce technology services as needed in preparation for transition back to normal chapter operations.

Procedures

- 1. In coordination with appropriate constituents, recommend to the Material Support Services administrator that services be reduced in an orderly manner.**
- 2. The transition plan should include strategies to do the following:**
 - Redistribute equipment where needed.
 - Release employees and volunteers, taking the following into account:
 - How long are employees and volunteers needed before being released?
 - Where will employees and volunteers be located?
 - What are the specific responsibilities of the remaining employees and volunteers?
 - What type of employee and volunteer support is needed beyond the emergency assistance phase?
 - When does each activity expect to close?
 - Coordinate with the affected chapter for any follow-up tasks.
 - Provide the local unit with national headquarters contacts.
 - Provide national headquarters with all bills, narratives, outstanding issues, equipment and records, and identify the person responsible for resources left behind.
 - Terminate all leases, rentals and contractual agreements, return borrowed equipment and salvage equipment if possible.
 - Repair or replace expendables, as directed by the Response Technology activity leads at national headquarters.
 - Plan for a final back up of electronic data.
 - Document outstanding commitments and provide the documentation to national headquarters via the Technology Job Book.
- 3. Disposition of supplies, equipment and records:**
 - What supplies and equipment will be needed beyond the emergency phase?
 - What arrangements will be made to return equipment beyond the emergency phase?
- 4. Supply the affected chapter(s) with a list of all resources that were contacted during the relief operation as well as new resources secured in the local area.**

5. Submit the plan to the appropriate leadership on the relief operation for approval. Forward the plan to the Response Technology Team in the Disaster Operations Center once it is approved.

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Forms

[*Transition Plan \(fillable\) \(\Function Forms\ General Documents\Forms Needed by DRO staff\)*](#)

Other Helpful Documents

[*RTT Responsibilities and Guidelines – Job Book Guidelines*](#)

Objective

Prepare final backups and collect equipment.

Procedures

As equipment is released by constituents:

- 1. Obtain final data back-ups.** All work product files should be captured for final backups. These files include Red Cross-sanctioned databases (i.e. Logistics, VOLAG, GLO, etc.) and most Excel spreadsheets. The backup files should be transferred to a single machine so that a single CD can be created to archive the relief operation's data. For assistance in the process, call the Response Technology Team in the Disaster Operations Center. The final CD must be properly labeled with the date and DR number, including the fiscal year. The final CD backup is to be included in the Technology Job Book.
- 2. Account for and properly inventory equipment.** Every non-expendable piece of equipment should be returned to its source. Any missing equipment must be researched and documented.
- 3. Provide a list of outstanding issues with specific resolutions and the person or entity responsible for completing each resolution.**
- 4. In coordination with the Response Technology Team in the Disaster Operations Center, terminate service with each service provider (long distance, local, Internet service provider, cable network, etc.).**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Response Technology Procedures (RTPs)

For standalone Environment:

[*RCO-WS Standalone Backup.doc*](#)

For Laptop Server Environment

[*RCO-LS Laptop Server Final Backup.doc*](#)

For VSAT Server Environment

[*RCO-VS Final Backup.doc*](#)

Objective

Pack and return materials to the sources from which they were obtained.

Procedures

1. Update the inventory database to record all returned equipment.
2. Carefully pack equipment into appropriate cases as it's collected.
3. Ensure that all borrowed or rented equipment is returned; get signed receipts.
4. If equipment came from the Response Maintenance Center (RMC), properly document any broken equipment using the *Equipment Repair Request* form. Place the *Equipment Repair Request* form in the case with the equipment to which it pertains.

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Response Technology Procedures

[RCS-IC Return Cell Phones – RMC.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Inventory Control\)](#)

[RCS-IC Return Cell Phones – Donated.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Inventory Control\)](#)

[RCS-IC Prepare shipping labels.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Inventory Control\)](#)

[RCS-IC Report broken or damaged equipment.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Inventory Control\)](#)

[RCS-IC Prepare equipment return to RMC.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Inventory Control\)](#)

[RCS-IC Parts List – Printers.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Inventory Control\)](#)

[RCS-IC Packing VSAT equipment.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Inventory Control\)](#)

[RCS-IC Packing Equipment.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Inventory Control\)](#)

[RCS-IC Packing Cell Phones.doc \(Function Forms\MSS\RTT\RTT DRO Procedures and Notes\RTT DRO Procedures and Notes\RCS\Inventory Control\)](#)

Forms

[Shipping Report.doc \(Function Forms\MSS\RTT\RCS - Customer Service\)](#)

[Shipping to RMC.doc \(Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment Return Info\)](#)

[Request for Equipment Repair.doc](#)

Other

[Canon Bubble Jet 4 Pack.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Canon Bubble Jet Supply Kit.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Compaq 4 Pack.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Compaq Supply Kit.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Dell 4 Pack.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Dell Supply Kit.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Items Compaq 4 Pack.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Items Dell 4 Pack.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Mini Level 3.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Netgear WAP Kit.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Network Connectivity Devices.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Network Wiring Kit.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Supply Box.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[TO-GO laptop + cbj packing items 1-Parts view.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[TO GO laptop + cbj packing items 2 – Finished view.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[WPS Kit.jpg \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Packing Instructions – Canon Bubble Jet Printers.doc \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Packing Instructions – Compaq Laptops.doc \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Packing Instructions – Wireless Connectivity Kit.doc \(Function Forms\MSS\RTT\RCS - Customer Service\RTT Equipment Return PHOTOS\)](#)

[Shipping Instructions.doc \(Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment Return Info\)](#)

[Shipping FedEx Sample Airbill.pdf \(Has FedEx Express Saver Checked instead of Priority Overnight\) \(Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment Return Info\)](#)

[Shipping FedEx Calc Wt, \\$, Volume.xlt \(Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment Return Info\)-Possibly obsolete or out-dated?](#)

[Shipping by pallet.pdf \(Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment Return Info\)](#)

[Return labels stock 5168-4 per page.dot \(Obsolete – addressed to Hershell\) \(Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment Return Info\)](#)

Packing Yellow Case.dot (Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment Return Info)

Packing Blue Case.dot (Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment Return Info)

Packing Green Case.dot (Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment Return Info)

Laptop Packing Inventory.dot (Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment Return Info)

Laptop Bubble Jet Packing Checklist.xlt (Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment Return Info)

GO Kit Packing Instruction.dot (Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment Return Info)

DR Inventory for Pelican Case.dot (Function Forms\MSS\RTT\RCS - Customer Service\DCO Equipment Return Info)

Objective

Return all nationally-owned equipment to the Response Maintenance Center.

Overview

All Red Cross owned/issued equipment is to go directly to the Response Maintenance Center in Austin, Texas. This includes broken and/or repair items. Material Support Services has primary responsibility for all inventories on a relief operation.

Procedures

1. **Coordinate shipping with the Transportation activity.**
2. **Seal all complete cases with a security tie and record the number from security tie.**
3. **Use a bag tag on all cases. The bag tag should be placed on the handle.**
4. **Print shipping labels as follows and place one on each handle bag tag.**
Response Maintenance Center (512) 386-8700
American Red Cross DR# (XXX)
6406 Burluson Rd. Suite 140
Austin, TX 78744
5. **E-mail RTT@usa.redcross.org to alert them of shipment.**
6. **Ship priority overnight (no Saturday or Sunday delivery) via FedEx.**
7. **Check third-part billing and put the account number on the lower right of the form. Get the account number from the Transportation activity.**
8. **Complete the *RMC Shipment* form.**

Definitions

n/a

Policies

n/a

Regulations

n/a

Resources

Forms

[RCM Shipment form \(Function Forms\MSS\RT\RCS - Customer Service\DCO Equipment Return Info\)](#)

Objective

Complete administrative duties at close of operation.

Procedures

1. Complete narrative reports.
2. Prepare, in coordination with the Response Technology Team in the Disaster Operations Center, a separate termination notice for each service provider, including long distance, telephone service, DSL, etc.
3. Maintain all records of billing arrangements for technology equipment.
4. Provide the following address to all vendors providing communication goods or services to the operation:
American Red Cross – Disaster Services DR# (XXX)
Response Technology Manager
2025 E Street NW
Washington, DC 20006
5. Prepare a list of all individuals, agencies and organizations that should receive letters of appreciation or certificates of recognition to acknowledge their contributions. Give the list to Staff Services for mailing.
6. Continue to maintain an inventory system until all equipment is returned to its source.
7. Brief the chapter leadership and/or director(s) of the local unit(s) of remaining equipment locations and how it is to be properly returned.
8. Complete and deliver performance evaluations to out-processing Response Technology employees and volunteers.
9. Return any unused supplies to the Procurement activity.
10. Send completed Technology Job Book to national headquarters at the above address.

Definitions

n/a

American Red Cross

Disaster Services
Program Guidance

Material Support Services

Response Technology

Close the relief operation

Policies

n/a

Regulations

n/a

Resources

[Job book guidelines](#)