



Alarm transmission

Security and technical alarms- V1

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Note:			

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Introduction

Typical scenario:

Friday night, the Air Conditioning in the IT room stopped working, and rapidly the temperature went up damaging the IT equipment!

The IT connectivity is out of service!

Unfortunately, there was no technical alarm, nor temperature sensor resulting a breakdown and business interruption = LOOS OF MONEY

> Nobody was informed to take urgent action > Lack of monitoring

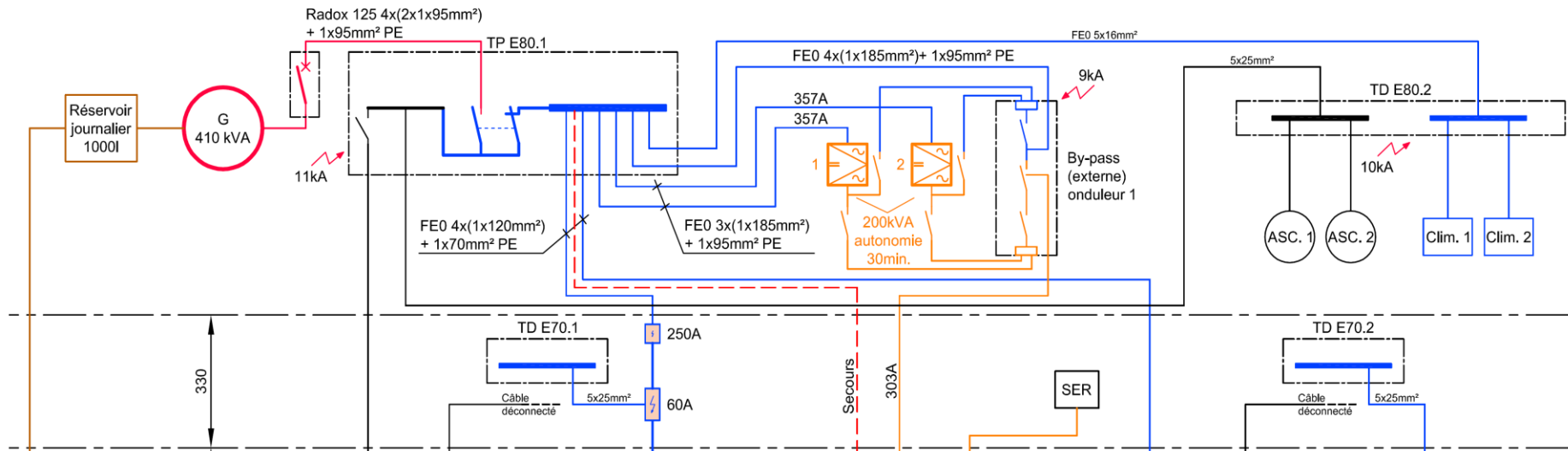
I'm sure this scenario is happening quite often! Then having a monitoring and a response process for technical issues are critical to avoid business interruption.

On page 3, a sample of Emergency/technical alarms monitoring.

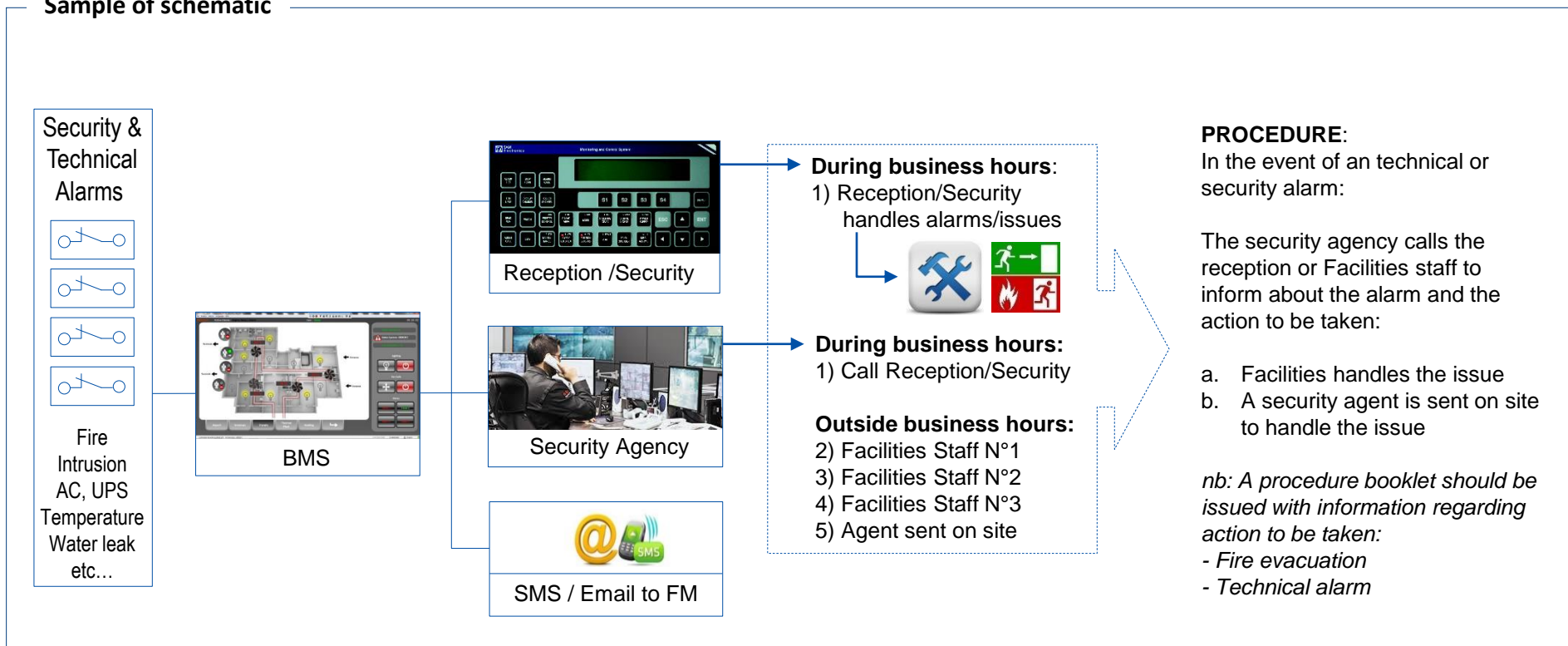


N+1 or 2N

To avoid having a single point of failure, the N+1 or 2N setup will offer redundancy



Sample of schematic



Sample of Procedure

In the event of an alarm, the BCM informs 1) by the control panel at the Reception/Security 2) the security agency 3) by SMS to dedicated people.

- During normal business hours: Facilities is handling the issue (security, technical) The security agency calls the reception/Security to ensure that the alarm is taking care by Facilities.
- Outside normal business hours: The security agency calls the Facilities team to inform about the problem and what action to be taken: **a)** not important, can wait until next business day **b)** critical issue, need to be repaired asap – Either Facilities is coming on site to handle the issue or an agent is sent on site to handle the issue.
- BCM (Business Continuity Management): A survey should be implemented to identify critical equipment – A set-up with N+1, 2N redundancy is recommended