



NRMA Regional Dispatch Center (RDC)

NRMA ACTIVE ALARM ACCOUNT TESTING SOP

Document # ALR-002 REV# 1.0 Date: 09MAY19

Purpose

To establish a definitive guidance for established testing procedures for all newly built and current active alarm accounts that require periodic maintenance and repair testing between the NRMA RDC and the tenant facilities.

Responsibility

These procedures apply to all Fire and Intrusion Detection System (IDS) installation, maintenance, sustainment support contractors, NRMA RDC Alarm Manager, and the Government Contract oversight personnel who take part in the installation, administration, maintenance, and sustainment of approved alarm systems. All identified personnel are held responsible for adhering to this procedure and to insure it is distributed widely to all those that have cognizant direction and oversight for installation and or the repair processes.

This procedure is in affect for all alarm accounts monitored at the NRMA RDC directly or via remote processing facilities within the NRMA Area of Responsibility (AOR). Failure to follow this procedure may result in the deactivation of identified accounts until the alarm owner and the NRMA RDC complete proper alarm testing procedures.

Tasks

1. For any active accounts that are being currently monitored by the NRMA RDC or a remote monitoring facility, will be required to perform periodic testing. Dates between testing should not exceed 1 year (365 days).
2. Testing is the responsibility of the tenant and the maintenance contractor for each alarm account.
3. **New account.** Testing schedules (dates and time) will be coordinated directly through the NRMA RDC Supervisor by email at CNI_NRFK_CNRMA_N37A1_RDC_NOTIFICATIONS@navy.mil. Periodic testing times are identified as Monday – Friday, 0700 – 1700, excluding Federal Holidays. To ensure testing does not adversely impact RDC operations, ALL tests are required to be scheduled prior to being conducted. **We require a minimum of 10 working days' lead time to schedule the testing request.** At the NRMA RDC Supervisor's discretion, he or she may schedule testing on a Federal Holiday that is not observed by the contractor or if NRMA RDC operations are not adversely impacted. Testing result reports will not be generated until the next normal scheduled working day.

4. Testing is based on operational availability. In the event of a mission priority event or requirement, the test may be canceled. Cancellation of a test is at the sole discretion of the NRMA RDC Supervisor, as it applies to NRMA RDC operational requirements. In the event a test is cancelled, a request to reschedule will be sent to the requester.
5. We recommend when sending a request for testing to also request the current **Subscriber Detail Report (SDR)**. This report will list the point of contacts and the zones descriptions.

Requirements

1A. New Accounts. To schedule a test, the testing technician or designated representative of the command/company requesting the test will contact the on Duty Dispatch Supervisor by email: CNI_NRFK_CNRMA_N37A1_RDC_NOTIFICATIONS@navy.mil. They will provide the account number (ex: sd1-1234), base location/building number, type of account (Fire or IDS) and number of zones being tested. Additionally, we will need the representative to provide the Duty Dispatch Supervisor with their name and contact information: call back phone number and email. Once this information has been received, the Duty Dispatch Supervisor will schedule the event and provide the requestor with the date and time of the scheduled test.

1B. Existing Accounts. Corrective repair or modification testing: do you have a current Signal History Report (SHR)? Request an SHR before beginning repairs or modifications to ensure you are working on the correct zones and signals. The field service team will need to test the alarm panel. This will require the technician make contact with the NRMA RDC Alarm Manager to place the account into a temporary test mode. The technician will be required to supply the NRMA RDC Alarm Manager the account number, building number, their name and a contact/call back number and the expected duration of the testing period. The technician will supply the zone numbers and or request the entire account to be placed into test mode. **Skip to step 4.**

2. Prior to any testing, onsite alarm technician personnel shall call the NRMA RDC Alarm Manager at **757-443-3627** to inform them of their presence and request to have the account placed into **TEST MODE** for the duration of the testing process. The NRMA RDC Alarm Manager will ask for your name and contact information along with how long would you like the account to be placed into test mode. Test mode will prevent RAMAS from sending the alarm signals to the dispatch floor. The alarm signal history will still be recorded in RAMAS.

3. Once the account has been successfully placed into test mode, the requesting person(s) will be instructed to begin testing by the NRMA RDC Alarm Manager.

4. At the completion of testing, testing personnel will again contact the NRMA RDC Alarm Manager to confirm receipt of the signals. The NRMA RDC Alarm Manager will review the alarm history logs and confirm receipt of the signals. This will be in accordance with SOP ALR-003, alarm activation procedures. Once the testing team is satisfied that the alarm panel is reporting the correct signals and is confirmed by the NRMA RDC Alarm Manager, he or she will enable the account.

5. In the event that the pre-identified zones were not properly received when tested, the RDC supervisor or the NRMA RDC Alarm Manager will advise the testing personnel of the

zones that were not successfully received. The testing personnel will investigate the problems, and if the corrective actions will take less than one hour (60 minutes) to correct, testing can be resumed to validate that these signals are received at the NRMA RDC across the correct zones. If corrective actions are made and the retest is unsuccessful, the requestor will need to further troubleshoot. The affected account / zones will be disabled in the database and will not report to CAD until repairs are completed. Once the repairs are completed, schedule another test session to confirm the signals are properly received by the NRMA RDC.

6. Once all corrective repairs have been completed and tested successfully, the account will be placed in an active mode. This is when the alarm account is actively monitored by the NRMA RDC.

7. You may request a written confirmation for the testing period by sending an email to the POCs below. You may also request an SHR for the affected alarm account number. Please include desired starting date and time with ending date and time. Once we receive this request, we will create the report and reply to all on your email request with the report. Report processing may take up to seven (7) days to complete.

Points of Contact

Duty Dispatch Supervisor: 757-443-3623/3624

CNI_NRFK_CNRMA_N37A1_RDC_NOTIFICATIONS@navy.mil

NRMA Alarm Support Team

TBD – Alarm Manager: First Last; 757-443-3627; email

TBD – Alarm Support Technician: First Last; phone; email