



## NRMA Regional Dispatch Center (RDC)

### NRMA NEW ALARM ACCOUNT ACTIVATION SOP

Document # ALR-003 REV# 1.0 Date: 05MAY19

#### Purpose

To establish definitive guidance for alarm activation procedures for all new and existing alarm accounts that require regional monitoring at the NRMA RDC.

#### 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 ensure it is distributed widely to all those that have cognizant direction and oversight over the installation or the repair processes for region monitored alarms.

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.

#### Tasks

1. Anyone requesting the NRMA RDC to activate an alarm account (Fire or IDS) must obtain the "New \_ Update Alarm Account" request worksheet and the Subscriber Detail Report (SDR) for the account in question. You may request these forms from the NRMA RDC Alarm Manager or NRMA RDC Supervisor via email at [CNI\\_NRFK\\_CNORMA\\_N37A1\\_RDC\\_NOTIFICATIONS@navy.mil](mailto:CNI_NRFK_CNORMA_N37A1_RDC_NOTIFICATIONS@navy.mil).
2. It is the responsibility of the requester to review and update all required fields within the New\_Update Alarm Account and SDR worksheets. **NO Account will be activated** until all required information has been received and verified by the NRMA RDC Alarm Manager.
3. Acceptance testing of the account will be conducted as outlined in the **SOP ALR-002 REV# 1.0 NRMA Active Alarm Account Testing**. When testing is completed, you are required to request a Signal History Report (SHR) from the NRMA RDC Alarm Manager. Review the results of the tests and compare the results to the current SDR and account request worksheets. After comparing the SHR results to the account request and SDR worksheets, and you are confident the tests completed correctly, proceed to step 6. If the SHR test results do not match the current SDR and account request worksheets, you must correct the issues and retest before the account can be activated.
4. To complete the process, the completed worksheets must be emailed back to the NRMA RDC Alarm Manager. When the completed form is received, the NRMA RDC Alarm Manager will enter the updated information into the RAMAS/LAMAS databases.

5. Once the final acceptance test is completed and accepted by the Government Contracting oversight personnel or the Fire Protection Officer, they will submit and email to the NRMA RDC Alarm Manager a request for the alarm account to be activated. We prefer this email come from a government email account. Once received and verified, the NRMA RDC Alarm Manager will activate the account for remote monitoring at the NRMA RDC.

**Points of Contact**

Duty Dispatch Supervisor: 757-443-3623/3624

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**NRMA Alarm Support Team**

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

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