



NRMA Regional Dispatch Center (RDC)

NRMA REPORTING ALARM SYSTEM OUTAGES SOP

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## Purpose

To establish a definitive guidance for planned periodic repair and testing procedures for all active 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.

## Task

**1. Scheduled Corrective Maintenance.** Tenants/Commands that use mission required IDS alarm systems are responsible for the scheduling of ALL maintenance and repairs of equipment to include the IDS sensors, panels, and network connectivity to the NRMA RDC receiving equipment (LAMAS). Method of maintenance should be performed by a commercially licensed alarm company. Tenants/Commands will submit service requests/trouble calls with installation NAVFAC PW for issues affecting fire alarm systems or with their installation/contracted support services for IDS alarm systems. Personnel servicing alarm systems must coordinate with the NRMA RDC Alarm Manager to have the alarm account placed in test mode prior to performing any maintenance actions that may cause false/nuisance alarms at the NRMA RDC. For scheduled preventative maintenance, skip to #7.

**2.** Service requests for IDS equipment covered under the under Navy 311 ATRP Global Sustainment Contract (GSC) contact must be submitted to the Navy 311 help desk via e-mail at [navy311@navy.mil](mailto:navy311@navy.mil) or by calling 855.628.9311. Reporting equipment failures to NAVY 311 will require the ATRP ASSEST Tag Number found on the affected equipment. The requestor must provide the location of the equipment to include the base, building, and room number. Navy 311 will create a service request and provide a ticket number. NAVY 311 will then dispatch a local service contractor to make the repairs.

3. The repair company will contact the facility POC to schedule the maintenance repairs. The repair company will send an email to all parties involved, including the NRMA RDC Dispatch Supervisors, indicating the request for service that includes the facility POC contacted, scheduled repair time, date, time, and the name of the technicians responding to the service request.
4. The technicians will contact the NRMA RDC Alarm Manager and request to place the account into test mode in accordance with SOP ALR-002 ver. 1.0 NRMA ACTIVE ALARM ACCOUNT TESTING SOP before commencing any troubleshooting or repairs. **NO repairs or troubleshooting may start before the account has been placed into test mode! This includes making any changes to the alarm account database.**
5. If parts or extended trouble shooting time for service is required to repair the fault, the contracted company will notify all parties by email. If the testing time needs to be extended, the technician will contact the NRMA RDC Support Manager and request the account be kept in test mode.
6. Once all corrective repairs have been completed and the account tested successfully, the service technician shall contact the NRMA RDC Alarm Manager to review the Signal History Report (SHR). Once it has been confirmed the repairs were made and the account tested error free, the CNRMA RDC Alarm Manager will place the account into the active mode to ensure that the alarm account is actively monitored by the NRMA RDC. Skip to #9.
7. **Scheduled Preventative Maintenance.** All preplanned preventative maintenance that may interrupt alarm signals received by the NRMA RDC, shall be scheduled with the NRMA RDC Dispatch Supervisors, in accordance to SOP ALR-002 ver. 1.0 NRMA ACTIVE ALARM ACCOUNT TESTING SOP. Scheduling of an outage with the RDC Dispatch Supervisor will include the alarm account number, type of alarm (Fire or IDS), base name, and location of the alarm panel (building and room #). A point of contact will also be required with a method of contact (cell or desk phone number). Before commencing any troubleshooting or repairs, technicians shall contact the NRMA RDC Alarm Manager to request the account be placed into test mode in accordance with SOP ALR-002 ver. 1.0 NRMA ACTIVE ALARM ACCOUNT TESTING SOOP. **NO repairs or troubleshooting may start before the account has been placed into test mode! This includes making any changes to the alarm account database.**
8. Once the technician completes all corrective repairs and successfully tests the account, he or she shall contact the NRMA RDC Alarm Manager to review the SHR. Once it has been confirmed the repairs were made and the account tested error free, the NRMA RDC Manager will be place the account into the active mode to ensure that the alarm account is actively monitored by the NRMA RDC.
9. Written SHR confirmation for the testing period can be requested by sending an email to the NRMA RDC Alarm Manager listed below. You may request an SHR for the effected 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 with the report. Report processing may take up to seven (7) days to complete.

**10.** Transmission lines (phone or ERN network) between the premise control unit (PCU) or local Fire Alarm Panel (LFP) to the LAMAS receivers shall be reported to local base infrastructure for trouble shooting. Phone line issues will be reported to the Base Communications Office. All other networks and devices are the responsibility of N6 or your network provider.

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**