DISASTER MODE

Preparation and Creation

Confidentiality and Acknowledgements

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Acknowledgements

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Introduction

Just entering a Disaster event doesn't automatically do anything but set a flag on the events within that postal code or city. In order to take advantage of Disaster Mode, it is important to prepare for the emergencies that might occur around customer sites.

Is this the same as DR (Disaster Recovery)?

No, Disaster Mode is a part of the core of Manitou to manage signaling issues that arise and affect the customer base.
DR, or Disaster Recovery, is an additional service that maintains a copy of your accounts in the event of a catastrophic emergency where operators must go to a secondary location to restart their monitoring operations. If this is of interest to you contact sales@boldgroup.com for more information.

Planning

Planning is the key for Disaster mode to work properly. It is important to consider what situations might trigger a Disaster situation within your monitoring station. Here is a listing of some common, and some not so common situations:

- Storms
- Power Failures – Including a power cut by human error
- Fires/Earthquakes/Natural disasters
- Terror Attacks
- Train Derailments
- Chemical Spills

What other things might cause a disaster in your organization?

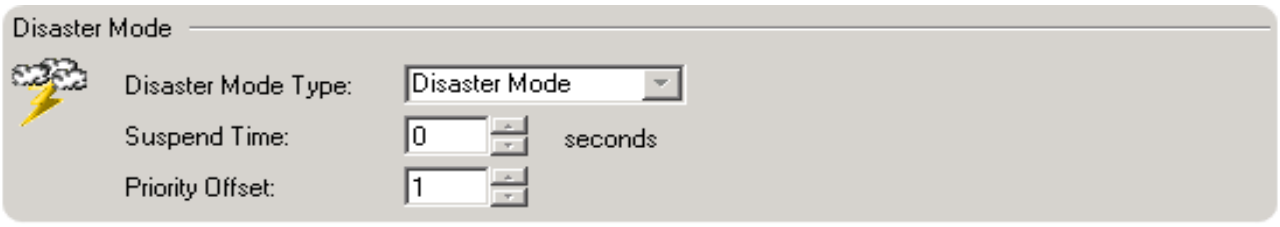
The next things to consider are; how do you want the Manitou system to manage certain types of events in these situations? Do you have specific handling for some alarm types, outside of the norm? Do you want to delay or change the priority of some alarms?

Preparing for Disaster Mode

Supervisor Workstation

Event Categories

Each Event Category has Disaster Settings. This is the "umbrella" location to look for what actions to take when a disaster event is applicable and no other overrides are in place.



The different settings available on the Event Category for Disaster Mode are:

Disaster Mode

- Flag the signal as part of the Disaster event

Auto-log

- Flag the signal as part of the Disaster event and just log the alarm.

Ignore

- Do NOT flag the signal as part of the Disaster event and bring it to screen per all the normal rules.

Suspend Time

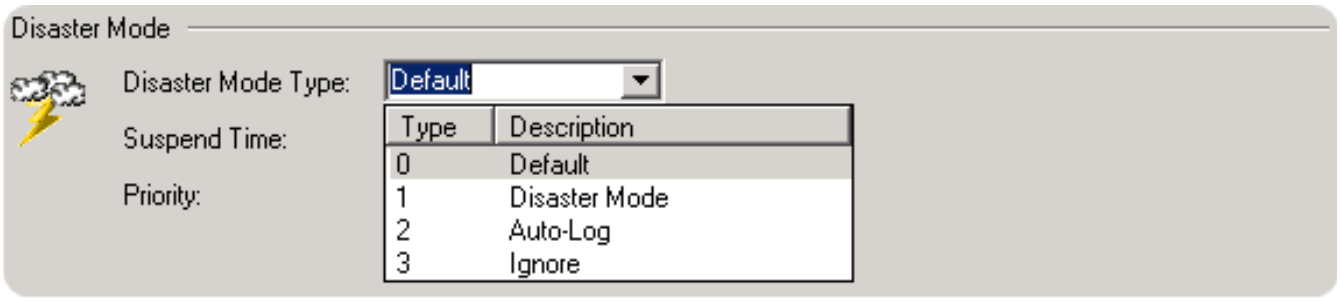
- This places the event on hold for a short period of time before making it available for handling.

Priority Offset

- This sets the event's priority down by however many to place the events not in the disaster area above these events.

Event Codes

The Event Codes also have Disaster Settings. These will either default to the Event Category settings or override those settings in lieu of the below options.



Default

- Go to the Event Category and use the rules there.

Disaster Mode

- Flag the signal as part of the Disaster event. It is possible to name the exact priority for this event in Disaster mode at this level.

Auto-log

- Flag the signal as part of the Disaster event and just log the alarm.

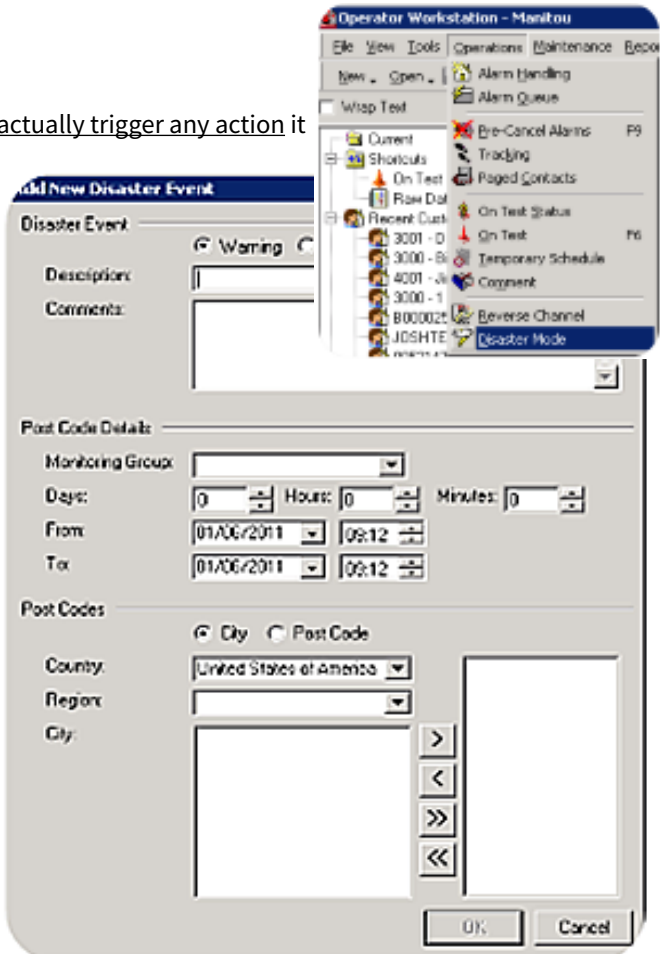
Ignore

- Do NOT flag the signal as part of the Disaster event and bring it to screen per all the normal rules.

It is also possible to add a suspend time and a specific priority here to override what is on the Event Category.

Creating a Disaster Event

- Go to the Operations Menu and Select Disaster Mode.
- Edit the form and Click the Add button
- Select if this event is a Warning or a Watch. A Watch does not actually trigger any action it is just for reference purposes. A Warning will generate the actions based on the Disaster settings.
- Enter a Description
- Enter any applicable comments. These comments should be descriptive enough the detail the nature of the disaster.
- The Monitoring Group should default to Monitoring Group 0, for most sites. If this is not the desired Monitoring Group, drop down the list and select the correct Monitoring Group.
- Set the days, hours and minutes for this event
- If the starting time and date is not now, set the time for the correct starting time. This can be useful if the watches or warnings are traveling across several states and postal codes.
- Select how to list the postcodes either by manually entering postcodes or by selecting cities from the list.
- Once the list is populated with all the postal codes for the event, Click OK then Save the form.



Testing Disaster Mode

It is always important to test the functionality of Disaster Mode prior to an actual Disaster situation. This will ensure that all settings are as you would expect and adjustments can be made appropriately before you are in the "thick of things." Below are the steps to test Disaster Mode:

1. Select postal code for a test account, or group of accounts, and create a Disaster Mode event for that postal code.
2. Send in an alarm for each Event Category within that Postal Code.
    - Do the events come in or auto-log as expected?t
    - If you set a priority offset do, the alarms outside of the Disaster area hit the queue above the disaster event
3. Check the Detail of the activity in the customer log (Figure 5). Does the Signal Qualifier line Read "Storm Mode" or "Disaster Mode?"

Dealing with a Full Alarm Queue

Often, the Disaster situation has already begun and the alarms have already flooded into the Alarm Queue before you have had a chance to create your Disaster Mode event. It is possible to manage this by doing an Operator Cancel from the alarm queue utilizing the Disaster Event. Below are the steps to accomplish this:

- On the alarm queue, click Finish
- Close
- Type your password then press the Enter key
- Select the Disaster Tab
- Enter a reason
- Enter the number of minutes in history to go back and apply Disaster Mode(i. e. 60, 90, 120 minutes)
- Click OK

Preparation is Key

No matter the reason for the Disaster event, preparation is the key. Consider all the possiblities, however often unlikely, that can cause a disaster situation for your customer base. Consider region, demographics and even the history of the locations of customer sites, to best address emergencies with ease and calm.