Elements of a Good Central Station Disaster Plan

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To recover from a disaster as fast and as cost efficiently as possible, with a view to resume normal work functions as quickly as possible, according to a disaster recovery plan already written and waiting to be implemented.
The goal is not to leave things to chance or improvisation, but to have as complete a recovery plan as possible.
Disaster Planning

- Business Resumption Plan
  - Staff List
  - Suppliers List
  - Circuits List
  - B.R.P. Service
  - B.R.P. Sales
  - B.R.P. Installation
  - B.R.P. Accounting & Administration
  - B.R.P. Monitoring
Staff List

• Disaster Recovery Group
  – Disaster Planning Committee
  – Senior Management

• Other Critical Staff
  – Effected Department Supervisors
  – Critical Department Employees

• List of Critical Customers
Staff List

- List Should Detail
  - Residential Phone Numbers
  - Pager and Cellular Numbers
  - Internet email addresses
  - Residential Addresses
  - Alternate contact numbers (cottage, inlaws, etc)
  - Next of Kin

- All DRG members have copy of list
Suppliers List

• What Critical Equipment do you require
• What Equipment do you already have
• Critical Equipment Suppliers
  – Supplier emergency contact list
    • Emergency 24 hour contact numbers
  – Delivery timetable of emergency equipment
  – Availability of replacement equipment
Circuits List

• Telephone Numbers
  – Business lines
    • Centrex /Analog incoming
    • 800 lines
    • ISDN
    • T1

• Station outgoing
  • Dispatch
  • Computer Dialing
  • Paging, Radio Dispatch
Circuits List

- Station Incoming
  - Digital Receiver Lines
  - Alarm circuits
  - Data Circuits
  - Internet, Cellular, Cellemetry,
  - Radio Frequencies
Business Resumption Plan

- Business Resumption Plans
  - Service
  - Sales
  - Installation
  - Accounting and Administration
  - Monitoring
B.R.P. Monitoring Centre

- Building Information
  - Address
  - Distance from emergency services
  - Emergency phone numbers

- B.E.R.T.
  - Building Emergency Response Team
  - Response strategy
  - Evacuation plan
    - Staff assembly location
B.R.P. Monitoring Centre

• Contingency Strategy
  – Order of restoration of functions
  – Time frame of restoration

• Detail the recovery strategy to be used
  – Begin with most critical elements of the business
  – End with the process/network equipment which can be delayed
B.R.P. Monitoring Centre

- Describe the recovery procedure
  - Who will be doing the work
  - Number of employees required for each stage of process
    - Identify temporary staff and their skills required
  - Identify union affiliations of each employee
**B.R.P. Monitoring Centre**

- Systems and Records
  - Identify the owner of the system
  - Develop a contact list
  - Identify the IT systems necessary to support the immediate restoration process
    - The time lapse requirements
    - The system restoration and recover time
  - How you will function until the system is restored
B.R.P. Monitoring Centre

- Building
  - Location
  - Area-square footage required
  - Access Requirements
  - Parking
  - Furniture
  - Power
B.R.P. Monitoring Centre

• Equipment
  – Lan requirements
  – Alarm receiving equipment
  – Office equipment
  – Forms and supplies

• Time Line
  – Define the quantity of each type of resource required at each stage of the recovery until the operation is operating at full capacity
Next Steps

• Do It
  – Plan is only as good as the implementation

• Regularly review and update
  – Annually
    – Prime responsibility with DRG group leader

• Regular test runs