



# **Disaster Recovery Overview**

SIMS 2005 User Conference  
(Kenneth Utley & Steve Ryckman)

# Hardware

- Twenty-four Dell PowerEdge blade servers.
- One Dell PowerEdge rack server for backups.
- One Dual-Chassis Surgard System III Receiver (Site A).
- One twenty-four line Radionics 6600 Receiver (Site B).
- One Single-Chassis Surgard System III Receiver (Site C).
- Two Adtran Atlas 550's.
- Two Carrier Access Channel Banks.
- Four 2200va UPS.
- Two extended battery packs.
- One 100gb/200gb DLT Tape Library.
- 1.1 Terabytes of total disk storage.

## Circuits

- Two full PRI lines from different carriers, each with 80 DID numbers.
- Two full T1 data lines from different carriers.
- One additional T1 Voice line that handles SIMS office traffic as well as eight lines for the non-virtual Site C.

# Training

- Four CSAA Level I trained operators
- CSAA “Five Diamond” Central Station designation.

# Using SDR- Step 1: Nightly Backups

- Sixty sites currently send backup data to our facility nightly.
- 28gb of encrypted customer data is currently stored.
- Customer data is stored on separate server with mirrored drives and redundant power supplies.
- Current capacity allows for 160gb of storage, can be expanded to support up to 4tb of space as needed.
- SIMSXfer utility program can be downloaded from website.
- Status of files your site has sent can be viewed through the Customer Access section of our website.
- No additional charge to use backup service, all SIMS customers on software maintenance are eligible.

## Using SDR- Step 2: Disaster Recovery

- Determine needs of your site:
  - How many receiver phone lines do you have now ?
    - Eight or less (Need non-virtual service).
      - *Site "C" on Single System III receiver.*
    - Up to 40 lines (Need one PRI line in SDR).
      - *Site "A" or "B" on Dual System III receiver or on Bosch/Radionics 6600 receiver.*
  - More than 40 lines (Need two PRI lines in SDR).
    - *Using both the Single and Dual chassis Surgard System III receivers.*

## Using SDR- Step 2: Disaster Recovery

- Determine any special formats needed:
  - *DMP*
  - *WESTEC*
  - *ITI*
  - *Sescoa 4x3*
  - *DVAC, radio backups, etc.*
    - Non-digital dialers will need to be forwarded to the SDR via digital dialer forwarding or utilizing serial over IP communication devices (Cobox).

## Using SDR- Step 2: Disaster Recovery

- Determine what SIMS applications are needed:
  - *SIMS I*
  - *SIMS II*
    - *ComServer*
    - *FormWriter*
    - *SIMSWeb*
  - *CSM*
    - *ComServer*



## Using SDR- Step 3: Disaster Recovery

- Complete the Sign-Up form (included at back of packet). SIMS will bill you the appropriate yearly fee when received.
- Notify your communications providers as necessary. DNIS numbers used in the SDR are included in packet as well.
- Setup Terminal Services client and schedule a time to send test signals through to SIMS.

## Using SDR- Step 3: Disaster Recovery

- Contract with a third-party central station to monitor for you using the SIMS Disaster Recovery Center (we will monitor for you during the switchover). Sites in Hurricane/Earthquake prone areas should especially make sure they have a third-party central station contracted ahead of time. We can provide you with a list of SIMS family central stations who are willing to provide this service.

# SDR Certificate

- Image of SDR Certificate

# Activating SDR: Notify SIMS

- Notify SIMS as soon as you are made aware that you might need to use the SIMS Disaster Recovery Center. Use standard after hours methods to contact us if needed. If you have contracted with a third-party central to monitor for you, notify them as soon as possible as well.
- SIMS Staff will notify you which Site, A, B or C that you will need to use. You can NOT pre-determine this as it depends entirely on whether another site is already activated or not. Even small sites, although you will usually come into Site C, if another small site is already activated, you'll be placed on one of the other sites.

## Activating SDR: Switching Over

- Once we have arrived at SIMS and extracted your data we will notify you of the login information for Terminal Services.
- If your staff will be able to monitor from another location (home, local coffee house) have some employees get setup at alternate location and logged into the SDR with the Terminal Services client. You might want to have CD's with the client on it in case their computer doesn't already have it installed (see SIMSWiki "**Connecting to the SIMS Disaster Recovery Center**" or Old TechNote # 040603 on our Website).
- If you have contracted with another central station to monitor for you using the SDR, we will work with them to make sure their staff is logged in prior to signals being received.

## Activating SDR: Live

- If SIMS is dispatching for you, by default we will dispatch on priority 4 and higher events. We will log all lower priority events so you can review them later.
- If contracting with a third-party central station you can arrange whatever dispatch policies you wish however it is wise to consider using that central station's existing procedures.
- If ComServer, FormWriter or SIMSWeb are needed, they will be setup on a non-emergency basis as time permits. Our priority is ensuring monitoring operations however.
- If using SIMSWeb we will provide you with Ip address information to pass onto your dealers temporarily.

# Activating SDR: Recording

- SIMS uses VaporPaper to record printer and automation outputs from all receivers. We will provide you with IP address information and a login so you can view the receiver information in near real-time as well.
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## After it's Over: Switching Back

- After testing all your local equipment and making sure everything is functioning properly, call us to make sure you are ready to resume monitoring.
- We will advise you of the steps needed to rename history files and other preparations to your database you need to complete.
- Contact your communications company and arrange switching the circuits back to your facility.
- After we have tested that all phone lines are no longer being forwarded to us, we will release our staff and/or advise the third party central station that your site is no longer active. We will send all monitoring/VaporPaper history files to you.



# Pricing – Recurring

Nightly Data Backup	Included in Software Maintenance
<b>Eight POTS lines or less</b> (includes Comserver Only)	\$ 500 per year
<b>1 PRI</b> (inc. ComServer, FW & SIMSWeb)	\$ 1,250 per year
<b>1 PRI + 8 POTS lines</b> (inc. ComServer, FW & SIMSWeb)	\$ 1,750 per year
<b>2 PRI's</b> (inc. ComServer, FW & SIMSWeb)	\$ 2,500 per year
<b>IP forwarding of other transmission methods</b> (DVAC, Radio, Internet Monitoring, etc)	\$ 150 per year per device

**Note: All the rates are subject to change. Please check the rates on website or contact [sales@simware.com](mailto:sales@simware.com) or call SIMS Sales for latest prices.**

# Pricing – Activation Fees

Service	Price
<b>Activation Fee</b> (per activation)	\$ 250 per year
<b>SIMS operator Dispatching</b> (Min. 2 Operators at all times)	\$ 65 per hour per operator
<b>Site active in SDR</b> (First 12 hours)	\$ 50.00 per hour
<b>Site active in SDR</b> (After first 12 hours)	\$ 25.00 per hour

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## Testimonials – Hurricane Ivan

“Hunter Security had the unfortunate pleasure of being the first SIMS customer to utilize the Disaster Recovery Center. On September 14<sup>th</sup>, 2004 they were advised that their area near Daphne, Alabama just off Mobile Bay, would be under mandatory evacuation. For a period of approximately 64 hours, they forwarded their signals to our facility and evacuated the area while another SIMS central station monitored for them. “

-A copy of the letter from R. Scott Hunter, Vice President of Hunter Security, Inc. is enclosed in the back of your packets.

# Testimonials – Telephone Issues

On December 13<sup>th</sup>, 2004, due to a local telco issue at one of the SIMS family central stations, they were unable to receive any phone calls. Since this central station was located in Florida, they had already signed up for our Disaster Recovery Services and had been sending in nightly off-site backups to our facility. Within minutes we were ready to receive alarm signals and our staff was ready to begin dispatching for them. Luckily for them the telephone company managed to correct the telco issue quickly and they never completed the process to forward their phone lines to us. Before beginning the switchover to our Disaster Recovery Center they had tried to forward their calls to a cellular backup circuit they had in place but that was dropping calls so they made the decision to switch to our facility. Even though they didn't need our services in the end, it's just a reminder that other issues besides storms can cause loss of communications for a central station.

# ***Disasters Happen Every Day***

Even if your central station is located in a region that isn't prone to hurricanes or earthquakes, disaster can still strike:

- Telephone Routing
  - Line Cuts
  - Fire
  - Tornado
  - Flooding
  - Gas leaks
  - Employee Disruptions
  - Equipment Failures
- 
- ***Don't wait for a disaster to think about Disaster Recovery***

## ***Win a PDA***

- Each site that signs up for Disaster Recovery during the conference will be entered in a drawing to win a new Dell Axim X50v PDA with wireless, VGA output, cradle and Rhinoskin hard shelled case.
- The first ten sites that sign up will also receive a SIMS Disaster Recovery Team T-Shirt.

***– Winner will be drawn on Monday during lunch.***