

Environmental & security/safety controls

The Business Continuity and Resiliency Services facility is equipped with the following:

Hot Site

Environmental controls

- Separate power grids
- Dual power feeders
- Seven second power switching
- Uninterrupted Power Supply (60 and 400 hertz)
- Redundant chillers/air conditioners
- Alternate water supply
- Dual A/C control compressors
- Auxiliary power source (turbo generator)

Security/safety controls

- Lighted off-street parking
- Closed circuit TV monitoring
- 24 hour guard service
- Security patrol
- Computer controlled badge access
- Smoke detectors
- Water detectors under the floor
- Fire extinguishers
- Self-healing, diversely routed Optical Network (SONET)

Nextel Phones

Nextel Phones are available for your use while at the IBM Business Continuity and Resiliency Services Site in Boulder. Up to three phones per customer suite may be reserved in advance through your Project Manager.

Security policies

Weapons (of any type), drugs (other than prescription drugs prescribed by a licensed medical doctor), and alcoholic beverages in any form, are not permitted at any IBM location. Failure or refusal to comply with this requirement will be cause for immediate removal from the site. If this condition exists or is suspected, IBM Security will be contacted immediately.

Prior authorization is required before a camera or video equipment can be brought into the building. Please make advance arrangements through your Project Manager so the proper permits can be issued.

For safety and health reasons, it is requested that children and pets not be brought on site during an exercise.

IBM is not responsible for personal belongings. Lost and found inquiries should be made to your Project Manager.

Confidentiality of Information: Customers are responsible for safeguarding any confidential information that is brought on the premises. A secure suite will be provided for your use during exercises or in the event of an outage emergency.

Badges

Guest badges will be issued to each member of your party upon arrival and presentation of identification. In keeping with normal IBM policy, badges need to be displayed at all times. These badges give general access to the Business Continuity and Resiliency Services Site. Once you check in with the Customer Administrator, you will receive the BCRS security badge that will provide your suite keypad code. Each of the system suites has a different badge coding to ensure only the members of your party and the IBM staff have authorization to enter the suite you occupy. If you have personnel who will be working off-shift, arrangements will be made to issue badges to them at the time they report to the site.

Any lost or stolen badges should be reported to your Project Manager immediately.

Depending on type, your badge should either be positioned momentarily in front of the reader (proximity badges) or inserted into the reader with the magnetic stripe to the right (magnetic badges). It should be swiped firmly, and positioned squarely in the slot to assure positive reading.

Please return all badges prior to leaving the building.

Restrooms

In Building 026, rest rooms and drinking fountains are located prior to entering the Customer Administration Lobby, directly across from the Business Continuity and Resiliency Services offices.

Smoking guidelines

You are welcome to smoke outside of the Boulder facility. Your Project Manager will be happy to direct you to the designated smoking areas.

Telephone Services

If someone needs to contact you while you are en route, telephone messages will be taken by IBM personnel at the following number: (303) 961-3719.

Customer name and company name will be requested of all callers, to ensure delivery of the message to the correct party.

Local calls, 1-800 calls, credit card, or collect calls may be made from the phones in the customer console and customer work areas. Dial 9 to access an outside line. Local calls require 10-digit dialing, the area code (303) plus the 7-digit number.

Telephone Features

PhoneMail has been enabled on a telephone in each customer suite and in the Client Services End User Space for you to receive messages. If a message is in PhoneMail, the red indicator will be flashing next to the "MSG WTG" button. To retrieve the message from PhoneMail, press the "REPD L MSG 1" button. It is recommended that messages only be left during the time you are scheduled to be onsite and in the suite, and that no sensitive information be left on PhoneMail. The IBM staff will clear all messages after you have left the site in preparation for the next customer.

Food Court at Boulder Site

Building 010-1

There are a variety of "food court" options available, including Angelo's Pizza, Subway Sandwiches and The Wok. In addition, a salad bar, wellness dishes, main entree line, grill, and exhibition cooking are offered. A cappuccino cart serves espresso and other coffee drinks. Restaurants listed are unable to accept outside coupons and offer a limited menu, similar to the ones found at food courts in any of the major malls.

Breakfast: 6:00 - 10:00 am

Lunch: 11:00 - 1:30 pm

Soup, salad and snacks: 1:30 - 2:00 pm

Vending area

Hot and cold beverages, candy, and snacks are available in the vending area located next to the BCRS Lounge area. Vending machines are equipped with dollar bill changers. In addition, there are microwave ovens located in these vending areas.

Vital records

Ship all vital record tapes and customer-owned equipment to the address below:

IBM BCRS Immediate Ship
6300 Diagonal Highway
Dock 22
Boulder, CO 80301-9191
303-961-3719

List your company name and address on all shipments, as well as the number of boxes (example: 1 of 10).

It is recommended you bring prepared return shipping labels and documents (including billing account numbers) with you to aid in the return of your tapes and materials.