

Instructions for Business Continuity and Resiliency Services Customers

Between the hours of 7:00 AM and 4:00 PM

1. When you arrive to the IBM facility, please Check in with the Bldg. 26 Lobby security guard (see map).
2. Please make sure you have at least one form of positive identification with you.
3. Tell the IBM Security person that you are a BCRS customer and are checking in.
4. IBM security will issue you a general access badge which will grant you access to all general access doors and the Business Continuity and Resiliency Services lobby. IBM Security will also issue you a Business Continuity and Resiliency Services parking pass. This pass is good for parking in any of the Business Continuity and Resiliency Services *reserved* spaces located in the Bldg 026 lobby parking lot or Parking Lot O (see map).
5. IBM Security will call your Project Manager to inform them that you have arrived. Your Project Manager will meet you in the Bldg. 26 lobby and escort you to the new facility. If you know where the new facility is located, please feel free to walk down yourself and check in with our Customer Administrator in our lobby in Bldg. 026. The Customer Administrator will contact your Project Manager.
6. When you check in with our Customer Administrator you will receive the following items:
 - a. BCRS security badge with the following information populated:
 - i. Your Project Manager's name and cell number
 - ii. Your suite Keypad code
 - b. A map of the site
7. Your Project Manager will give you a tour of our new facility and show you to your suite where you can begin testing.

Between the hours of 4:00 PM and 7:00 AM

1. When you arrive to the IBM facility, please go inside the vestibule in the Bldg 026 lobby, pick up the phone and dial 5-4155. This will call IBM security, tell them that you are a Business Continuity and Resiliency Services customer and you need to check in.
2. Please make sure you have at least one form of positive identification with you.
3. Within 5 minutes IBM security will arrive to let you into the lobby.
4. IBM security will issue you a general access badge which will grant you access to all general access doors and the Business Continuity and Resiliency Services lobby. IBM Security will also issue you a Business Continuity and Resiliency Services parking pass. This pass is good for parking in any of the Business Continuity and Resiliency Services *reserved* spaces located in the Bldg 026 lobby parking lot or Parking Lot O (see map).
5. Your Project Manager will also meet you in the Bldg. 026 lobby and escort you to the BCRS lobby and check you in. If you know where the BCRS suites are located, please feel free to walk down yourself and check in with our Customer Administrator in our lobby in Bldg. 026. The Customer Administrator will contact your Project Manager.
6. When you check in with our Customer Administrator you will receive the following items:
 - a. BCRS security badge with the following information populated:
 - i. Your Project Manager's name and cell number
 - ii. Your suite Keypad code
 - b. A map of the site
7. Your Project Manager will give you a tour of our facility and show you to your suite where you can begin testing.