

Gaithersburg center information

IBM Facility

The Gaithersburg facility is equipped with the following:

Environmental controls

- Separate power grids
- Dual power feeders
- Seven second power switching
- Uninterrupted Power Supply (60 and 400 hertz)
- Redundant chillers/air conditioners
- Outside cooling towers with backup
- Redundant water flow system
- 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

Restrooms

Restrooms and drinking fountains are located in the IBM suites as well as near the elevator on the lower level. All facilities are designed to accommodate the handicapped.

Pagers

Pagers are available for your use while at the IBM Business Continuity and Resiliency Services site in Gaithersburg. Pagers may be reserved in advance through your IBM Project Manager.

Software reference library

Access to the site's software reference library is available through BookManager. Manuals and information on messages, codes and JCL for all major IBM products are contained in this software library.

Specific required references should be verified prior to your arrival.

Vital records

All vital record tapes should be shipped to the following IBM address:

IBM Corporation
Business Continuity and Resiliency Services
800 North Frederick Avenue
Gaithersburg, Maryland 20879
Attn: Customer Administration/301-240-2416
Room LF098-BCRS Storage

Please list your company name and address on all shipments, as well as the number of boxes (for example, 1 of 10). It is recommended that you also bring prepared shipping labels and shipping documents with billing account numbers to facilitate the expeditious return of your tapes and materials from the IBM site. "Inside delivery" must be requested whenever possible.

Physical Security

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.

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

Badges

Guest badges will be issued to each member of your party upon arrival and ***presentation of picture identification***. In keeping with normal IBM policy, badges should be displayed at all times. These badges give access to the IBM Site.

The nature of the badge's magnetic stripe requires that the badge be afforded reasonable care. It should not be subjected to extremes of temperature or humidity and should be kept away from magnetic fields and forces. Badges which become warped, mutilated, or otherwise inoperable should be given to a Customer Administrator for immediate replacement. Any lost or stolen badges should be reported to the Customer Administrator immediately.

Your badge should be inserted into the reader with the magnetic stripe down and to the right. It should be inserted firmly and removed. The badge should be positioned squarely in the slot to assure positive reading.

Please return all badges to the Security desk in the main lobby prior to leaving the building at the conclusion of your exercise.

Confidentiality of information

Customers are responsible for safeguarding any confidential information that is brought on premises. Lockable cabinets and/or offices will be provided on request for use during exercises or in the event of an outage emergency.

Vending area

Beverages and snacks are available in the vending area on the lower level.

Smoking guidelines

Smoking is not allowed in the IBM facility in Gaithersburg. Smoking is allowed outside the north and east entrances of the Business Continuity and Resiliency Services site (Bldg. 183), as well as another outside area adjacent to the suites.

Cameras

If cameras are to be used, please make arrangements in advance through your IBM Account Manager so the proper passes can be issued.

Shipping and receiving

During normal business hours (8:00 am - 4:30 pm EST), the Gaithersburg shipping and receiving department will supply packaging materials, and weigh and ship packages leaving the facility, including air freight. See your Customer Administrator for assistance.

Shipping and receiving of packages during off shift can also be accommodated. Please see your Customer Administrator for assistance.

Computer paper recycling

Recycling of all used computer paper not considered confidential is available in the Business Continuity and Recovery Services center. Recycle containers are located in the suites.

Food services options

Many food service options are available to IBM customers, including:

Customers may eat breakfast and lunch in the IBM cafeteria (Monday - Friday).

Vending machines are available for customer use on the lower level, first and second floors.

Customers may order food from local restaurants and have food delivered to IBM. A list of local restaurants can be found in this guide. Menus are available in the lounge area of the suites. Customer Administrators will be happy to order food for you.

Customers may purchase food directly from the Eurest Corporation. See "Eurest Dining."

Customers may leave the building to purchase food at local restaurants. A list of local restaurants can be found in the restaurant guide and in the lounge area of the suites.

IBM cafeteria services

The cafeteria hours each weekday are 7:20 am - 9:00 am and 11:20 am - 1:30 pm EST.

Employees and visitors are welcome to use the IBM cafeteria, which is operated by the Eurest Corporation. If it is necessary to have lunch in the suites, disposable utensils and trays are offered for your convenience.

Cafeteria options

Customers may purchase food from the cafeteria Monday through Friday to take back to the customer suites. If you choose, special arrangements can be made through your Account Manager for direct billing.

Other forms of payment are postal money orders, money orders drawn on a local bank and travelers checks.

Eurest Catering

Customers may have breakfast, lunch or dinner catered by Eurest and delivered to the IBM lounge or to a private dining room, which may be reserved. This service is available 7 days a week. All orders require 48-hour advance notice. Select menus, if requested, will require a one week advance notice when ordering for the weekend. A menu listing is available from your Project Manager or Customer Administrator.

Please note: If food preparation is required on Saturday or Sunday, a labor charge for Eurest personnel will be applied to the customer's bill. Orders can be placed by calling Eurest at (301) 240-2602. Inform Eurest that you are an IBM customer and that you want to place a catering order.