

# Honeywell Instant Alert<sup>®</sup> for Schools (V4.0)

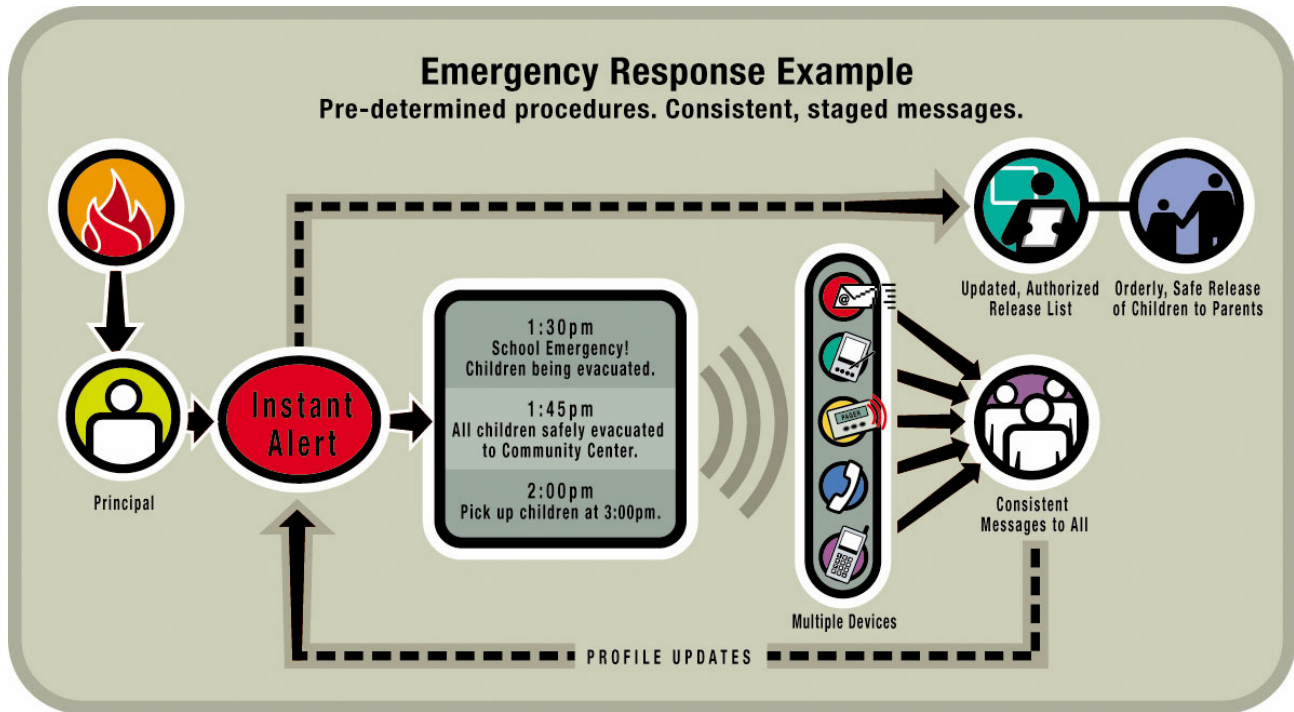
Specification Data

# Honeywell

## Instant Alert<sup>®</sup> for Schools

### KEY FEATURES

- **Faster, More Dependable Message Delivery** – The ability to communicate using a variety of devices simultaneously speeds delivery and increases the likelihood that the message will get through.
- **Customized Content and Delivery** – Customized messages can be quickly created and updated in real-time for any situation, student, or group, then delivered only to the appropriate families and individuals.
- **Time and Cost Savings** – Eliminates the time and money associated with paper and phone-tree communications.
- **Increased Preparedness** – Messages can be prepared beforehand to handle almost any emergency or routine situation, allowing a swift response when time counts.
- **Control of Message Delivery** – Parents easily access a secure Web site to enter contact information and select how they wish to receive messages.
- **Peace of Mind** – More timely, consistent and accurate information, especially in an emergency, provides assurance that each child is being cared for.

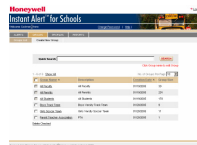


Honeywell Instant Alert® for Schools is a highly effective notification and communication service developed specifically for schools.

Instant Alert enables schools to provide the appropriate people with information quickly through a variety of mediums, including telephones, cell phones, pagers, personal digital assistants and e-mail.

Parents, guardians, faculty and staff can be immediately apprised of any situation, from an emergency situation to an event schedule change, and given appropriate actions to take.

Instant Alert is a Web application with two main interfaces – one for the school administrators who send messages and one for parents and staff who receive messages. The application can be accessed securely from any Web-enabled computer.



## ADMINISTRATION INTERFACE

### Profiles

The Profiles section contains records of those people who are involved with the school – students, parents, and staff. Initially, Honeywell will pre-load the system from the schools' existing databases. Instant Alert accepts database files in Excel or comma tab delimited format. During the year, schools have the ability to add, edit and delete staff, parents and students from the system as necessary. In addition, Search capability may be used to find an individual profile in the system.

### Groups

In the Groups section, schools are able to place students, parents and staff into an unlimited number of communication groups. Groups may be built by such classifications as classroom, sport team, bus route, extracurricular group, and teacher or parent organization. This allows the schools to send communication to only those people who are affected by the information.

Groups are placed under the direction of a Group Administrator and are also assigned an Alert Authority. Group Administrators are only allowed the right to send communication alerts to the Groups of which they are the administrators. They will also be allowed to send Alerts of a priority up to and including the Alert Authority the Group was assigned. The overall School Administrator may send any Alert Level to any Group, but the Group Administrator's capabilities are limited. The Group Administrator may also create sub-groups from their assigned Groups.

A Group may contain any amount of message recipients. Once a Group is created, people can be added and deleted as necessary. School Administrators can edit the Group Administrators and their Group's Alert Authority.

The School Administrator can build Groups using one of two methods. With the first method, the group is populated with students. When an Alert is sent to a student Group, parents and the parents' designated contacts will receive the Alert. Using the second method, the School Administrator populates the Group with adults – either parents or staff. Only the parents or staff will receive Alerts sent to this type of Group.

Grade level Groups and an All Staff, All Parents and All Students Group are automatically pre-configured and populated in the system. When a new Profile is created, that person is automatically inserted into the applicable Group(s). In addition, Search capability may be used on the Groups page to find details of a specific Group.

## Alerts

Schools are able to create an unlimited amount of Alerts for any situation. They may pre-build Alerts that remain in the system for use in emergency situations. They may also create Alerts for daily communication purposes, which also remain in the system until deletion. In addition, Alerts may be pre-created upon database loading should the school desire. Alerts may be created, edited and deleted at any time. Search capability may be used on the Alerts page to find details of a specific Alert.

Alerts may be sent to any number of pre-built Groups. The Alerts are created with one of five Alert Levels – School Closing (Red), High Importance (Orange), Transportation (Yellow), Activities (Blue) and General (Green). The schools define for themselves what each of the Alert Levels mean for their respective school, and they may rename the Alert Level name descriptions. Schools may also delete up to four of the Alert Levels if they wish.

Two text fields are available for an Alert. The Alert Description Line is the subject field for e-mail addresses and text messaging devices. This field may contain 100 characters. The SMS field is the short message for text messaging devices. This field may contain 140 characters. Text messaging devices typically only accept approximately 140 characters and this limit also includes the characters in the Alert Description Line. The Complete Message field is a longer message for e-mail addresses. The Complete Message may contain up to 2,500 characters.

Schools have the choice of sending telephone calls with an electronic voice or with a recording of their own voice. If they choose the electronic voice, the Complete Message field is converted to an electronic voice and sent to telephones. If they choose the recorded voice, they will dial a toll free number, enter a user ID and password, and then record their message. They will be given a recording ID number, which is then entered into the Alert creation screen in Instant Alert. Schools choose which Alert Levels may be sent to unregistered people on their home telephone numbers, as well as which Alert Levels may be sent to registered people on all telephone numbers.

Schools may also schedule the date and time the Alert is to be sent. The sending time may be scheduled for each Group individually up to one year in advance. In addition, schools may attach files to the email Alerts. The attachments may be of type .doc, .xls, .txt and .pdf and should be less than 100 KB in size.

Alerts may be created in English or in Spanish. Administrators will need to create an Alert in each language and send these Alerts to the same Group. Parents in this Group will receive the Alert only in the applicable language based on which language they select within their online profile or what was designated in the database load file.

Group Administrators are allowed to send Alerts to only their Groups. They are also able to send Alerts of a level up to and including the Alert Authority of a particular Group. The overall School Administrator may send any level of Alert to any Group at any time.

## District Interface

If Instant Alert is implemented at an entire school district, the application has an interface for the District Administrator. As with an individual school, an All Staff, All Parents and All Students Group are pre-created. When the District Administrator sends a message to one of these groups, the system automatically sends the message to these Groups at each of the schools. The District Administrator also has the ability to build Groups at the district level from people within all of the district's schools. The District Administrator may then create and send Alerts to these district level Groups.



## PARENT INTERFACE

### Registration

Parents are able to register and use the system to receive Alerts through the Parent Interface. Upon initial registration, they will enter one of their children's names and date of birth as they are listed in the database. The given information must match the database in order for the parent to successfully register.

When registering, users choose a unique User ID and Password, and select a Secret Question and Answer. After registration, users access the system by going to the Instant Alert website and entering their unique User ID and Password. Once logged in to the website, parents are able to change their own passwords. If they forget their password, parents are prompted with their Secret Question and Answer in order to choose a new Password. Staff members and staff members who are parents in the school are initially assigned a User ID and Password and do not have to register.

In the case of a two-parent household, both parents will share one joint profile. In the case of a divorce situation, a student can belong to more than one family and each of the families can maintain a profile.

### My Family

In this section, parents are able to enter contact information about themselves and choose either English or Spanish as their preferred Alert language. They are also able to see the details of their students.

## Alert Setup

The Alert Setup section allows the parents to select which Alerts they would like to receive on which contact device. The users' contact devices are listed on this page. The Alert Types are also listed, forming a grid. Users are able to check boxes indicating on which device they would like to receive which Alert Type. They are also able to add additional contact devices.

The number of phone numbers and text devices receiving Alerts is unlimited.

All users in the system whose home telephone numbers are pre-loaded in the system will receive School Closing Alerts regardless of registration status. The school may choose to increase the number of Alert Types that unregistered users receive on their home phone. Once users are registered, they will be able to add other contact devices as well as modify their Alert Configuration.

Parents are also able to send themselves a test text message to ensure that their address has been entered correctly.

## Alert History

Within the Alert History section, parents are able to view all of the Alerts that have been sent to them. They can search for particular Alert Types as well as for Alerts from a certain time period. The Alert information shows them the Alert message content, the date and time of the Alert, the Alert Type, the Alert sender's name and from which school the Alert was sent.

## Other Contacts

This area of the parent profile allows parents to add other people who share in the care of the students, such as a neighbor, grandparent or friend. These contacts may be assigned by child and also be designated with Child Pick Up Rights. Those designated with Pick Up Rights will appear on the school's Child Pick Up Report. Parents are also able to allow these people the ability to receive Alerts from the school. The first four contacts for each student will appear on the school's Emergency Contact Report. Each contact can be designated with either English or Spanish as their preferred Alert language.



## ADMINISTRATIVE REPORTS

Instant Alert provides comprehensive reporting facilities. Some examples of reporting are as follows:

Report	Description
Alert History	Sent History: Lists the date, time, sender and content of Alerts sent. Lists all the people and devices to which the Alert was sent. Receipt History: Lists the results of each telephone call, i.e. answering

	machine, busy signal, bad number.
Child Pickup and Emergency Contacts	Lists those people who are backup contacts in case the parents are inaccessible as well as those who are allowed to pickup the students in the event of an emergency. Parents designate this in their profile.
Registration Status	Lists those people in the database who are registered or unregistered in the system.
Alert Settings	Lists the Alert settings people have chosen in their online profile.

All of the Reports contain a search function and are printable. Each Report can also be filtered by Group.



## SYSTEM CONFIGURATION

### Data Center System Architecture

Honeywell has two redundant data sites for housing the database servers. These data centers are Tier 3 Hosting facilities, which are powered by different power grids to mitigate the effects of catastrophic loss and ensure system uptime.

### System Security

The data centers provide a high level of security whereby all visitors must pass fingerprint and iris scans to gain access to the data center floor. The Instant Alert systems are located in locked secure cabinets. A limited number of employees are authorized to enter the data centers, which are also covered by internal and external security cameras.

The Instant Alert system architecture is behind a 24x7-monitored firewall and located on a dedicated DMZ. Secure socket layering is also employed.

Current security update patches are applied to reduce the probability of an unauthorized breach of security. Anti-Virus Software is used on all systems to protect against virus attacks and is updated daily with current virus definitions and other updates. All data is backed up on a weekly basis.

The Web Pages are protected against SQL injection attacks and Java Script Attacks on all input fields. All ASP pages are compiled to prevent any changes from being made to any ASP pages.

The systems are monitored 24x7 to ensure only authorized software is running on all servers in the Instant Alert environment.

## System Uptime

The services shall be available for use approximately (24) hours per day, (7) days a week, (365) days a year. The services are monitored and managed to achieve an overall service availability of 99.5% based on a one-month period, excluding scheduled maintenance. Scheduled maintenance is performed during the off-peak hours of midnight to 3:00 AM Central Time. The services shall be considered available if all of its features are operational and its connection to the Internet is functioning correctly such that users with working Internet access may log in and use the service.

An excluded, special scheduled maintenance period of up to (48) hours may also be performed no more than twice per year. Users will be informed of scheduled maintenance at least (48) hours in advance via mail, e-mail and/or telephone.

## Operator Interface

The Honeywell Instant Alert website may be accessed via any web-enabled computer. The service has been optimized using Microsoft Internet Explorer 6.0 and above for Windows and Safari 1.2 and above for Macintosh. The Mozilla browser is not recommended.

## Messaging Capabilities

The Instant Alert system is currently designed with the potential to send 150,000 thirty-second phone calls in 15 minutes. Through our relationship with Varolii Corporation, the system is scalable to larger call volumes as customer volume grows. Should a call reach a busy signal, the system will try the call a total of 5 times, waiting 3 minutes, 5 minutes and then 10 minutes between calls. On non-answers, the system will try the call a total of four times, waiting 15 minutes between calls. If the call reaches a voicemail system or answering machine, it will leave a message. Calls are made in the order in which the phone numbers enter the calling queue from the database. Local phone company switching station capacity and total inbound traffic at the time an alert is sent can affect call delivery speed and percentage of successful deliveries.

The system is currently designed to send text (SMS) and e-mail messages at a rate of 6,400 messages per minute. The system is scalable to larger message volumes as customer volume grows. End to end text and e-mail messaging speeds may be limited by overall Internet and cell grid traffic, which are outside of Honeywell's control. Alerts sent to non-existent e-mail addresses are returned to the Instant Alert mailbox and handled by the help desk staff.

## Printed Documentation

- Product Brochure
- User Guide

## Internationalization

The user interface is in the English language only. Text Alerts and electronic text-to-speech voice Alerts may be created and sent in English and Spanish. Recorded voice Alerts may be created and sent in any language.

## CUSTOMER SUPPORT

### Administration Support

Honeywell maintains a 24/7/365-staffed call center for application assistance via e-mail and a toll-free phone number. Administrators may also utilize the call center to send Alerts if a computer is not available.

### Parent Support

Honeywell maintains a help desk for application assistance via e-mail with 24-hour response on business days.

### Training

The service includes initial training for administrators during the setup period.

## Honeywell Building Solutions

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