

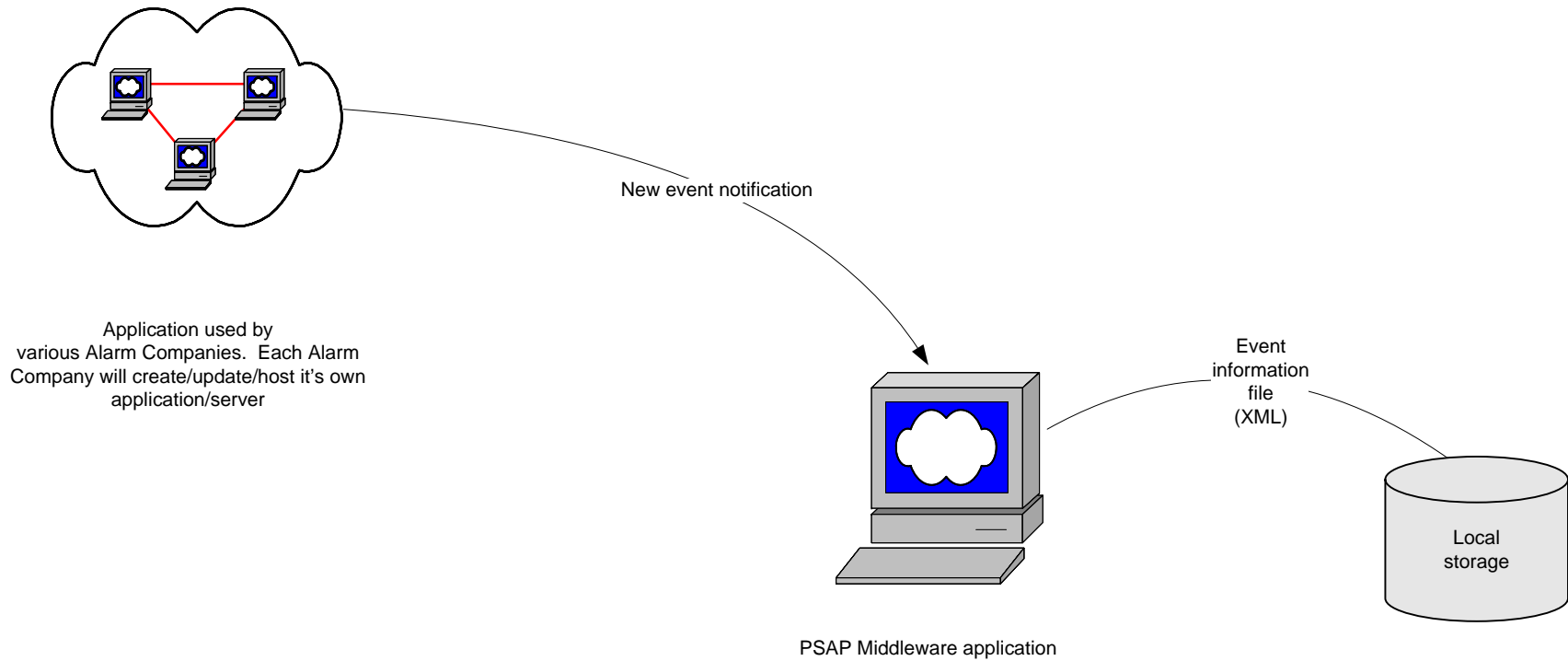
External Alarm Interface Exchange - Process Flow

City of Richmond
DIT Public Safety Team

9/8/2008

External Alarm Interface Exchange
Process Flow

Alarm Monitoring Company notification of new alarm call to PSAP



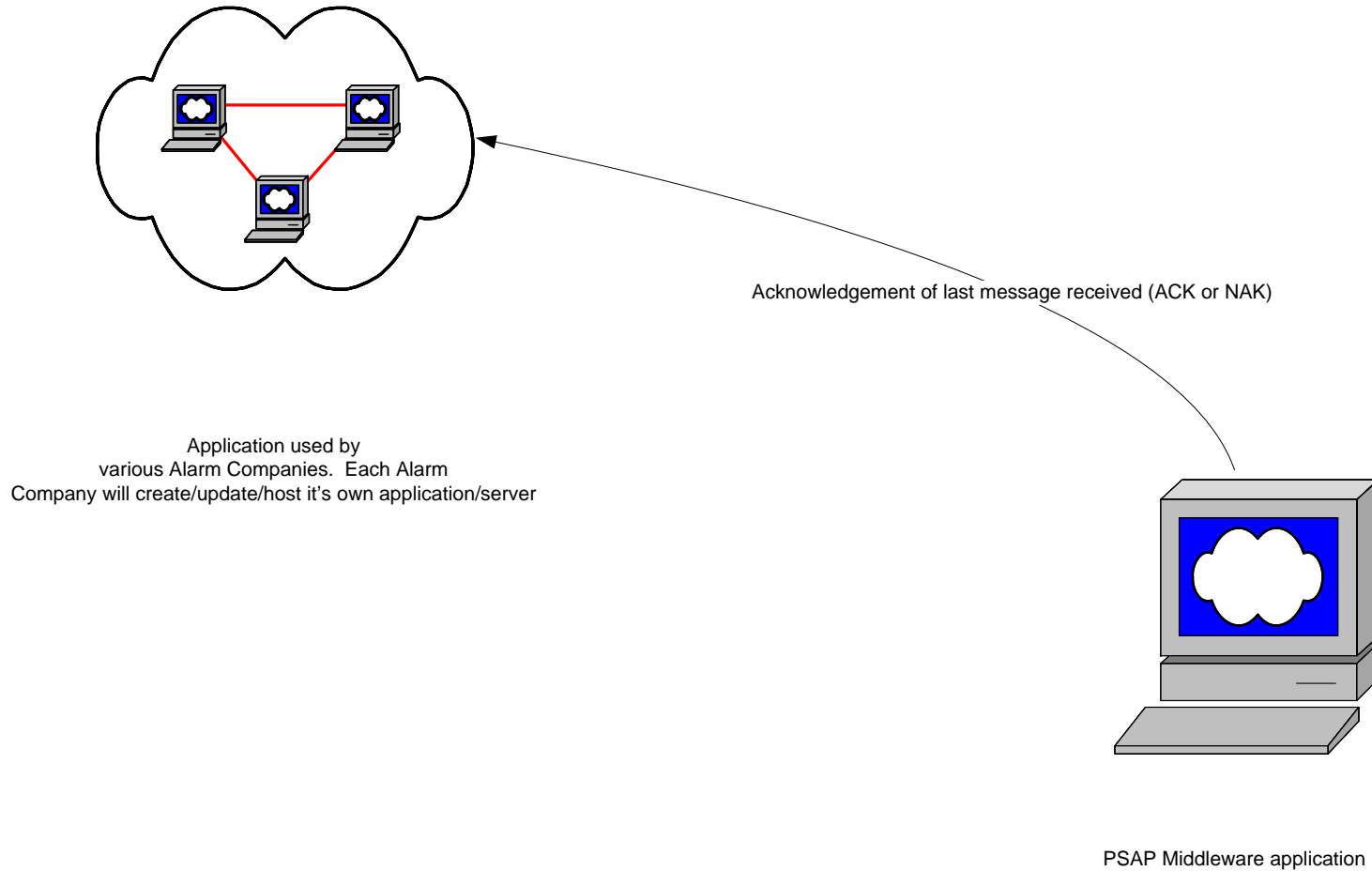
External Alarm Interface Exchange - Process Flow

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External Alarm Interface Exchange
Process Flow

**PSAP Middleware application
acknowledgement of new call notification to
Alarm Monitoring Company**



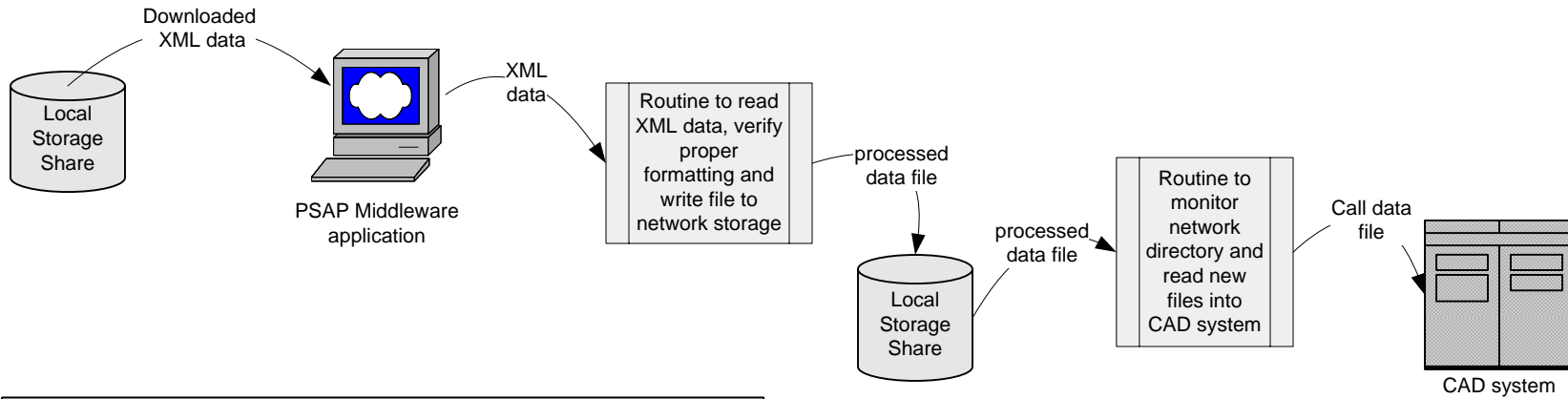
External Alarm Interface Exchange - Process Flow

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External Alarm Interface Exchange
Process Flow

**PSAP Middleware application
process XML data and
sent to CAD**



Note:

Raw TCP messaging between the Middleware application and CAD is an alternative to using a network drive share.

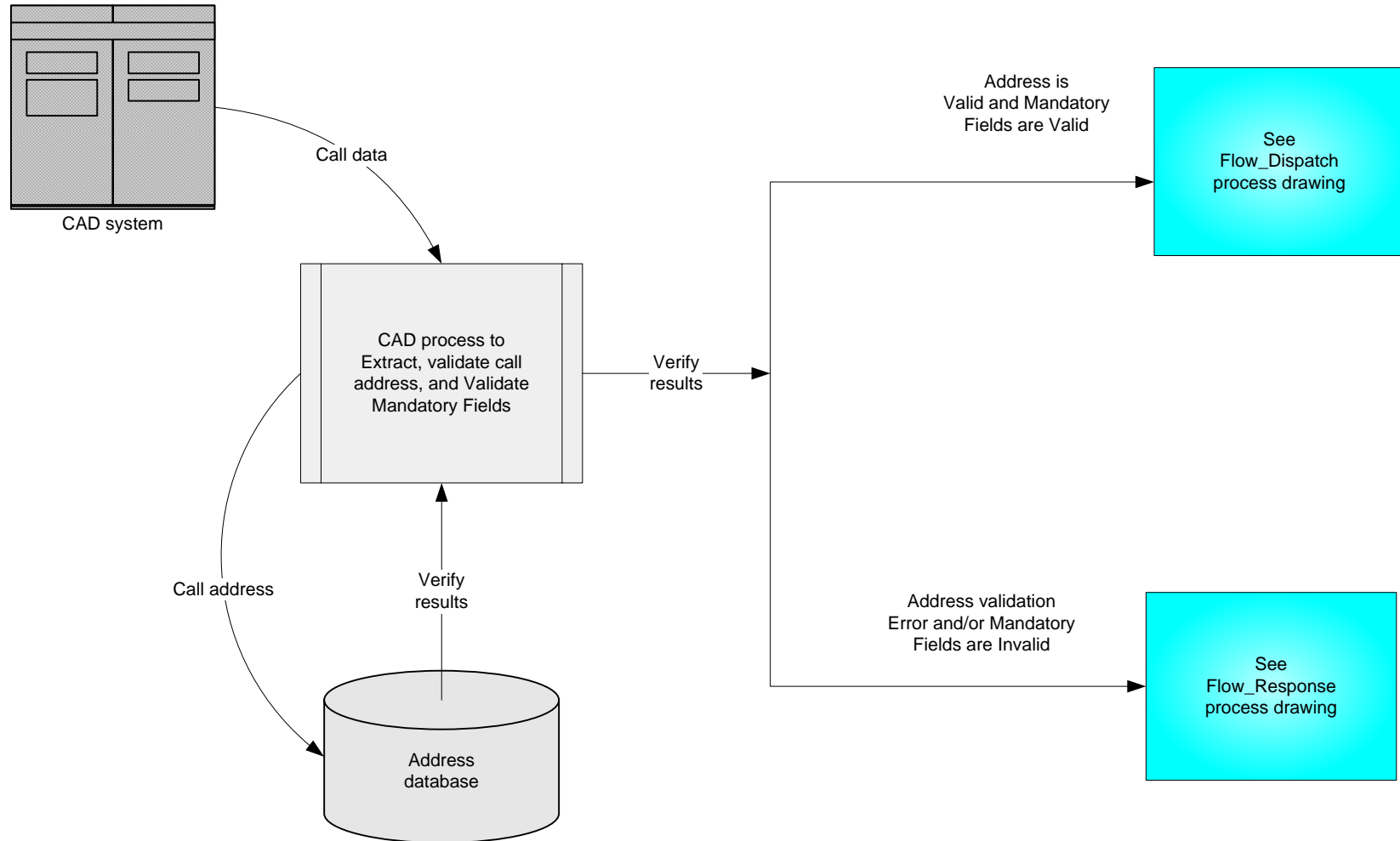
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**PSAP CAD application
validate call address**



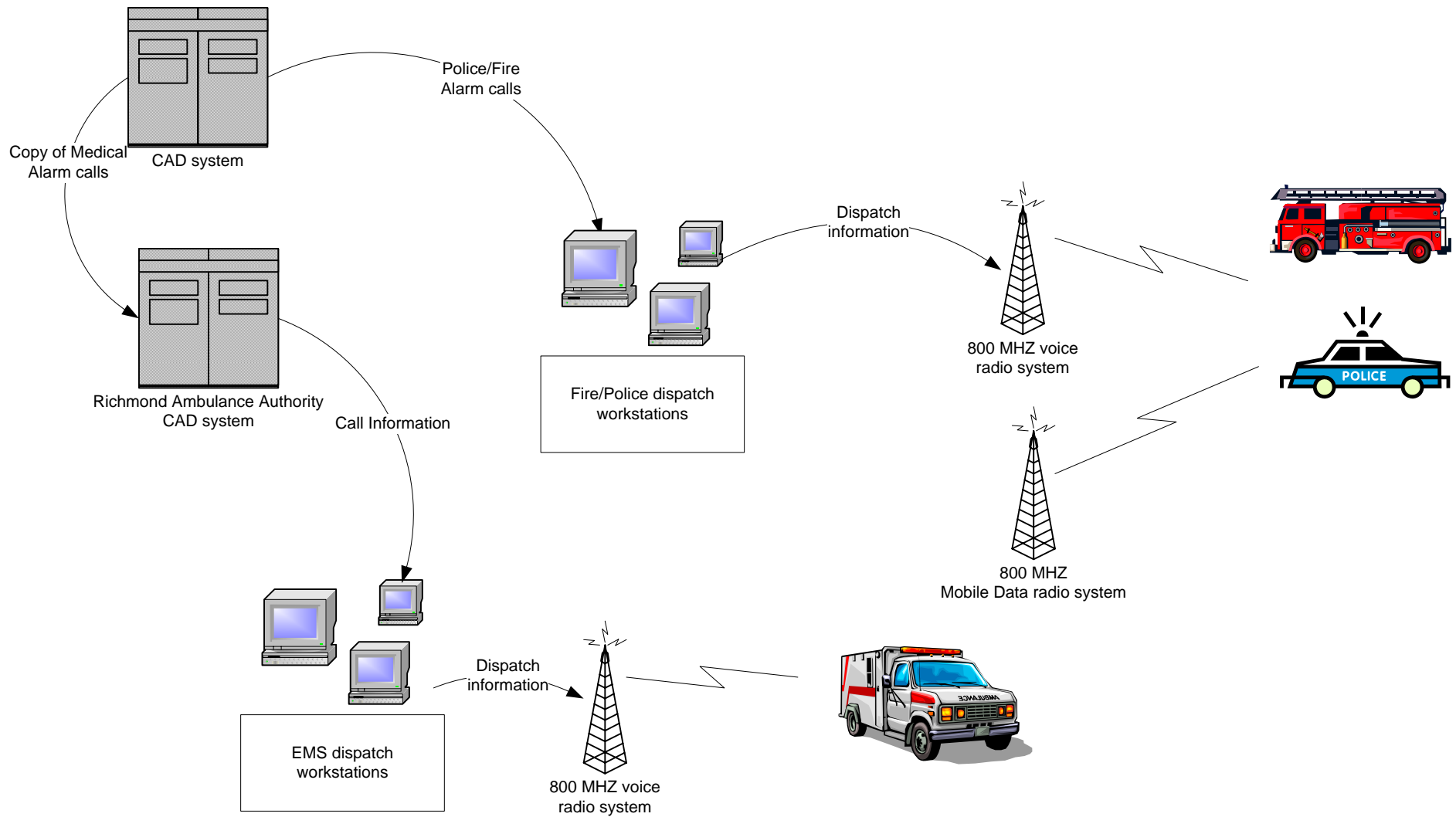
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External Alarm Interface Exchange
Process Flow

**PSAP CAD application accept Call For
Service and subsequent dispatch of
alarm call to One or More Agencies**



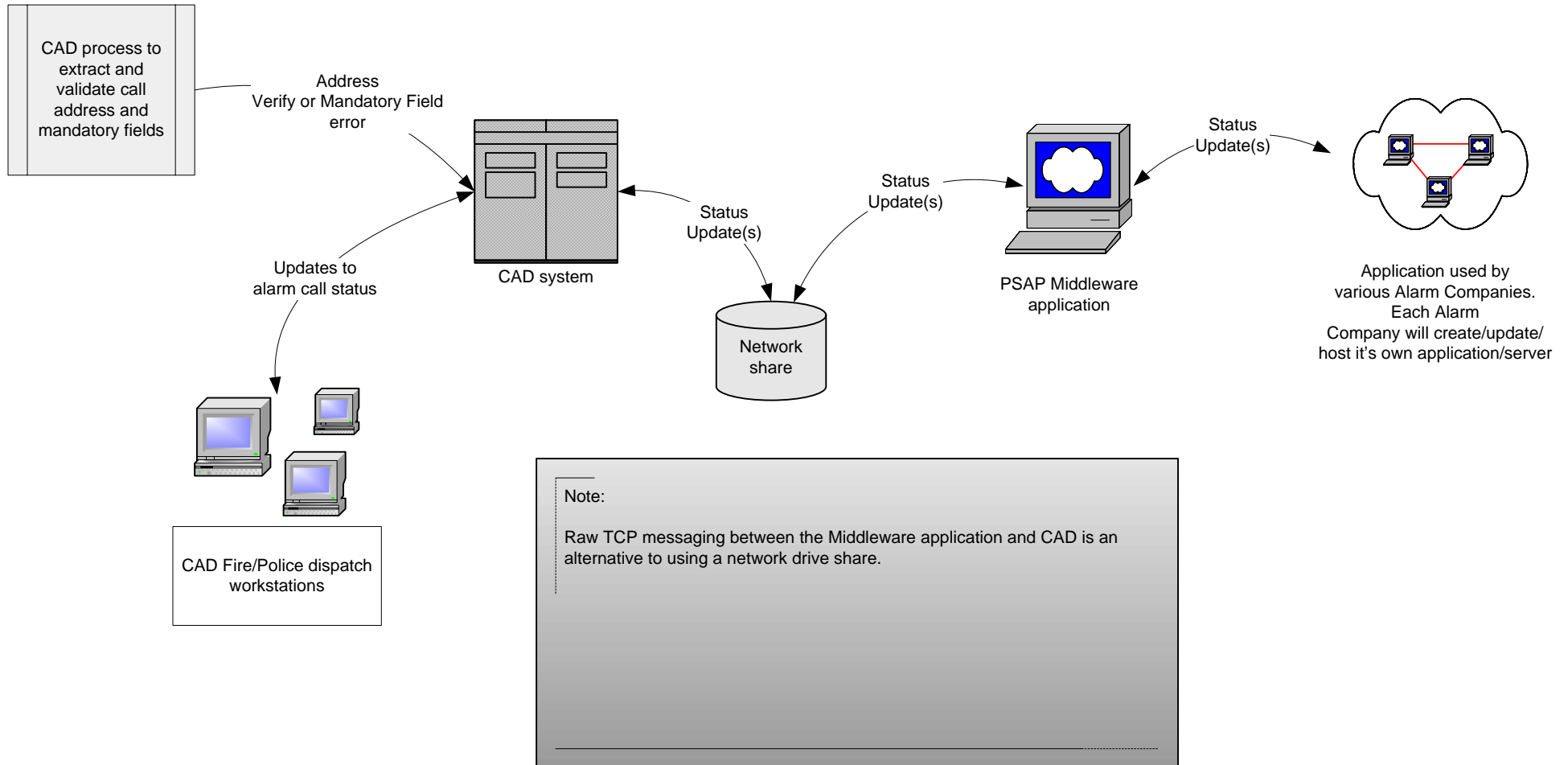
External Alarm Interface Exchange - Process Flow

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Process Flow

PSAP CAD application response status to Alarm Monitoring Company



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External Alarm Interface Exchange
Process Flow

Bi-Directional Update Status Flow

