

Process Number	EVENTS/PROCESSES	Interview Contact	Current BFPs	Proposed BFPs
1	Notify PSAP of new alarm call	GE Security Inc./Safety Team		Flow_Notify
1.1	Send event information to PSAP Middleware application			
2	Acknowledge new call notification	GE Security Inc/Safety Team		Flow_Acknowledge_New
2.1	Send acknowledgement for new call notification (ACK / NACK)			
3	PSAP Middleware Application Process XML data and sends to CAD	GE Security/Safety Team		Flow_SendToCad
3.1	Middleware parses XML fields to validate format but Does Not Alter the Data			
3.2	XML file is forwarded to CAD System			
4	Verify Call Address and Validate Mandatory fields	GE Security/Safety Team		Flow_Verify_Address
4.1	CAD processes file and extracts call address			
4.2	CAD verifys call address against address database			
4.3	If address does not verify, or if one or more mandatory fields are missing, send status update to Alarm Company (Process 6)			
5	Forward call to Dispatch Queue(s)	GE Security/Safety Team		Flow_Dispatch
5.1	CAD makes call data available to dispatch personnel			
5.2	Dispatch personnel review call			
5.3	Dispatch personnel dispatch call to appropriate agencies and first responder personnel			
6	New Event response	GE Security/Safety Team		Flow_Update
6.1	CAD generates a status indicating if the New Event was accepted as a valid event and if so generates a new CAD event			
6.2	CAD sends details of new CAD event (if valid) or reason for rejection to PSAP Middleware application			
6.3	PSAP Middleware application sends New Event status to the appropriate Alarm Monitoring Company			
7	Update Call Status (Originates from CAD or the Alarm Company)	GE Security/Safety Team		Flow_Update
7.1	CAD generates status updates based either dispatcher/field unit input OR the Alarm Monitoring Company provides additional information about the event to the PSAP			
7.2	CAD sends status update to the PSAP Middleware Application or the Alarm Monitoring Application sends a status update to the PSAP middleware application			
7.3	The PSAP's Middleware Application forwards the update to the CAD System if the originator of the message is the Alarm Monitoring Company, or will send the update to the Alarm Monitoring Company if the originator of the message is the PSAP			
7.4	Upon receipt of an Update message from the Alarm Monitoring Company via the Middleware Application, the CAD System will send an Update Acknowledgement to the Alarm Monitoring Company via the Middleware application			