

Frequently Asked Questions

ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS ABOUT ERIS

Learning about ERIS

■ **What is ERIS?** *ERIS*, which stands for *Emergency Response Information System*, is an upcoming product of *e-IDC* that will provide a tool to help responsible stakeholders in mission-critical situations to acquire a high-level of situational awareness of affected buildings, structures, and objects. It integrates interactive 3-dimensional models of buildings and structures, and real-time information on animate and inanimate objects acquired from sensor devices or input by human operators in a service oriented application. By overlaying these components and providing a graphical user interface that visualizes the objects and environment and allows their direct manipulation, ERIS supplies the level of detail necessary for acquiring situational awareness—before, during, and after an emergency.

■ **How can I learn more about ERIS?** You can get more information online on the Internet by visiting the ERIS website at <http://www.e-IDC.com>. On this website, you will find a more in-depth description of ERIS, as well as a number of informational documents that you may download and read offline. If you would like, you may also provide your contact information by filling out an online form on the ERIS website at <http://www.e-IDC.com> or call us at 410-990-0926 to schedule a conference call or a visit and an onsite presentation from our marketing team.

■ **Can I see a demonstration of ERIS?** Although ERIS is currently under development, we can certainly present a prototype that demonstrates the planned capabilities of the final and upcoming product. Please provide your contact information by filling out an online form on the ERIS website at <http://www.e-IDC.com/> or call us at 410-990-0926 to schedule a conference call or a visit and an onsite presentation from our marketing team.

e-IDC is a technology aggregator and infrastructure provider located in Annapolis, Maryland.

Purchasing ERIS

■ **When will ERIS be available?** The first public release of ERIS is scheduled to occur in the second quarter of 2007. This release will include the facility to share incident information, the functions to perform on-screen manipulation of 3-dimensional building views, the functions to track objects inside the building, a document repository, and secured access.

■ **How much will ERIS cost?** ERIS uses a hosted application model. The cost of ERIS includes a one-time fee for creating and setting up the 3-dimensional models for the building, a one-time fee for purchasing and installing the required hardware for the building, and a recurring monthly or yearly fee for the application services. In addition, there may be a custom development and integration fee if there are special features or customization required for your installation. All of these fee components vary depending on the scale and the needs of the organization and the buildings involved, therefore we will need to work with you to provide an accurate cost estimate and quote.

■ **How can I purchase ERIS for my building?** Please contact us by filling out an online form on the ERIS website at <http://www.e-IDC.com> or by calling 410-990-0926 to get a free cost estimate and quote to get ERIS installed for your building.

Installing ERIS

■ **What are the steps to get ERIS installed for my building?** The first step is to contact us for a free cost estimate and quote. The next steps will include the creation of 3-dimensional building models, the acquisition and installation of the required hardware, such as computer and networking equipments, and the setup and activation of the ERIS application service for the building.

■ **Do I need to purchase computer hardware for my building?** The answer depends on whether you would like to have the capability to relay alarms automatically to the ERIS Operations Center. If you require this capability, we will need to place a networked computer on site in the building to interface with the fire alarm system and relay the events.

■ **Do I need to have a computer network in my building?** In general, the answer is no. However, if you would like to relay alarms automatically to the ERIS Operations Center, we will need to place a networked computer on site in the building to interface with the fire alarm system and relay the events. If a local area network is not available on site, this connection can be established through a modem and an analog telephone line.

■ **Do I need to have a fire panel annunciator in my building?** Most commercial and public buildings in the United States are usually required to have a fire panel annunciator installed. You may want to have the panel to relay alarms to the ERIS Operations Center. However, this is not a requirement for operating ERIS.

■ **Do I need to have a wireless network in my building?** In general, the answer is no. However, the presence of a wireless network on site may help first responders tremendously in the case of an emergency. For this reason, you may want to store the information necessary to access the wireless network for emergency purposes in ERIS, if your building happens to have a wireless network installed and operational.

■ **Do I need to inform Fire Department or Police Department?** You don't have to, but it is a good practice to make the local Fire Department and Police Department aware of the presence and availability of ERIS and other security systems in your building.

Operating ERIS

■ **Who is authorized to access my building information?** As the building owner and manager, you have the access and the authority to grant other individuals access to the ERIS site for your building. In an emergency, you may ask the ERIS Operations Center to generate additional user IDs and passwords that can be used to access your building information for a limited period of time. These are called *short-term identities*, which may be used by first responders and other authorities to access ERIS for the duration of the emergency. ERIS tracks the use of these identities by logging their activities to a secure and auditable log file, and will automatically terminate access after a certain time interval or when the emergency situation ends.

■ **Is it safe to have my building information online?** While it is true that information stored online can be subject to various cyber attacks, ERIS has been designed to implement various security measures and best practices that minimize the risk and ensure only those with the proper authority may access your building information. To learn more about this subject, you may obtain and read a document in the *ERIS Infotext* series titled *Application Security Considerations* which goes into detail on the security risk factors and countermeasures in a situational awareness system. ERIS Infotext documents are available for download from the ERIS website at <http://www.e-IDC.com>.

■ **How do I access ERIS from my desktop or laptop machine?** On your computer, you will need to have a network connection and an Internet browser such as Mozilla Firefox or Microsoft Internet Explorer. In your ERIS enrollment package, you will be provided with a secure Internet address that you can visit with a browser to access ERIS for your building. Once connected to the site, you will be asked to provide a valid user ID and password to get access to your building information.

■ **How do I obtain upgrades of ERIS?** ERIS is operated as a hosted service; therefore upgrades to the application are fully managed for you. Under some circumstances, you may need to update the Internet browser that you use to access ERIS with new capabilities. You will receive a notification by electronic mail or postal mail whenever system upgrades occur and whenever updates to your Internet browser are required.

■ **What happens if there is a service outage?** First, make sure that you have working network connectivity. If you do, and you are still experiencing difficulty accessing the ERIS site for your building, you may call the ERIS Operations Center for help.

■ **What happens when there is an emergency?** When an emergency situation occurs, such as a building fire, an earthquake, a hostage situation, or an ongoing criminal activity, first, make sure that you notify 911 immediately. Then follow and execute the building emergency procedure appropriately—this may include accessing the ERIS site for your building using a wireless device. At this time, you may ask ERIS to generate short term identities that you can provide to the 911 operator to be disseminated to the appropriate authorities. When emergency responders arrive at the scene, you may provide them with the information to access ERIS if they don't have it already. At the end of the emergency, you can ask ERIS to immediately terminate the access rights of these short term identities or let them automatically expire within a configurable time interval.

■ **What happens if the building is renovated?** ERIS provides a visual indicator on displayed building models when they are more than 60 days old. However, to make sure that the building models in ERIS are accurate and up-to-date, always notify the ERIS Operations Center immediately when there is a structural change to the building. This includes removal and addition of walls, rooms, floors, sections, and anything else that should be reflected in the 3-dimensional models. Our operators will be able to help you schedule a building visit in order to update the models.