

Project Roles and Responsibilities - Alarm Monitoring

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Manitou Cloud Projects (SaaS, PaaS and IaaS)

The primary areas of responsibility are listed below.

Hosted Services Tasks

Owner: **JoeAllen** (Manager, Hosted Services) and **Phil Ferraro** (Systems Engineer)

- Hosted Services off meeting
- Database Backup and Replication
- SQL
- Ship Y Cables and adaptors to the customer
- SSO configuration

Cloud Activities

Owner: **Phil Ferraro** (Systems Engineer)

- Cloud spin up
- Whitelisting
- Client workstation connectivity (Workstation setup)
- Audit serves for failover
- Port Splitting (On Bold cloud)

- Training Audit

Owner: **Deon Nickerson** (Systems Engineer)

- Client workstation connectivity (Workstation setup)
- Training Audit

Cloud Add On Modules

Owner: **Josh Tafoya** (Technical Analyst) and **Bill Fox** (Technical Analyst)

- Installing Cloud Add On Modules

Networking

Owner: **Allen Roberts** (Systems Engineer)

- Velo / SDWAN
- Site to Site VPN

IP Receivers

Owner: **Wendy Western** (Systems Engineer)

- Support with IP receivers
- Configure hosted FEP
- Connecting a customer to receivers / Setting up receivers / Move IP receivers

Serial Receivers / Phone Porting

Owner: **Ed Ward** (Systems Engineer)

- Support with serial receivers
- Support with OneTel phone porting calls
- Questions on signaling

Manitou On Prem

The primary areas of responsibility are as follows:

Technical Analyst Tasks

Owner: **Josh Tafoya** (Technical Analyst) and **Bill Fox** (Technical Analyst)

- Install server
- Install add on modules
- Configure on prem FEP
- Signal Splitting / Port Splitting
- Licensing
- Training Audit (On Prem)

All Projects (Cloud and On Prem)

The primary areas of responsibility are as follows:

Data Conversion

Hunter Carpenter (Data Analyst)

Valarie Faircloth (Data Analyst)

Product Training

Caryn Morgan (Contractor)

Other Automation (SIMS, Phoenix, Stages)

SIMS Subject Matter Expert

Owner: **Sarah Whitmire**

- Support with signal splitting and port splitting
- Obtain SIMS database backup for Data Conversion

Phoenix Subject Matter Expert

Owner: **Renee Shawley**

- Support with signal splitting and port splitting
- Obtain Phoenix database backup for Data Conversion

Stages

Owner: **Rob Booth** and **Chris Hemmerly**

- Universal Connector
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