

When things get hectic, IRISnGEN's Alarm Escalation module ensures that no alarm ever goes unnoticed.

IRISnGEN's alarm escalation module automatically monitors the current status and severity of received alarms and takes the appropriate action to guarantee that an alarm never gets overlooked. Alarm escalation is automated to alert a supervisor when a critical condition is not acknowledged within a certain amount of time. A fax or email is generated and sent to the customer if a problem remains unresolved for a specified period of time. You can even manually escalate an alarm to advise other support personnel to a situation.

With ninety-nine (99) levels of escalation and actions desired at each level, specific alarms are forwarded to various groups or users through a chain of responsibility when a problem or condition is not resolved in a specific time period. An escalated alarm can be sent via email, fax, numeric or alpha-numeric pager, text messaging cellular phone or a printer. Supervisors can use standard selectivity options on the IRISnGEN Alarm Viewer to monitor for escalated alarms.

An escalation group defines how long alarms can stay in a given state (referred to as "idle time"). The escalation group defines when alarms in idle time are moved up to the next level of escalation and what actions the IRISnGEN system



should take when this occurs. You can configure the IRISnGEN system for a variety of escalation scenarios. Three categories — status, severity, and escalation level — define the treatment of an alarm. You can assign escalation groups to a customer, site, or a host. Besides defining how long an alarm can stay in each state, you can also specify an iteration count, that permits an escalation alert to be repeated multiple times before incrementing to the escalation level. Each iteration sends an alert to the personnel or destinations defined within the active escalation group.

Ideas that . Communicate