

# OBTAIN Alarms

## OBTAIN Alarms - What is it?

Alarms is a feature that expands on OBTAIN's Device Asset Notification system in order to be, as the name states, an alarm. It allows the proper personnel to be notified when a specific action or time based event occurs, within their datacenter. An alarm notification is sent when the action/event that an Alarm Trigger has specified occurs.

Alarm Triggers are set by users, giving them control and flexibility. When a user sets an Alarm Trigger the Location, Situation, Alarm Level, who to notify and how to notify them are defined.

OBTAIN currently defines the following as Alarm Situations:

- Asset Notice Date Alert
- Circuit Lease Expires in 30 Days
- Circuit Lease Expires in 60 Days
- Device Lease Expires in 30 Days
- Device Lease Expires in 60 Days
- Process Start on Date
- Facility Contract 90 Days
- Facility Contract 120 Days
- Rack Power Exceeds Warning
- Rack Power Exceeds Allocation
- Work Order Open 90 Days
- Work Order Open 120 Days

These Alarm Situations can be divided into two basic categories:

- Action – These alarms are triggered when a certain action is performed, by a user or a web service, in the OBTAIN database.
- Date – These alarms are triggered when it is a certain date.

Action based alarms send out a notification almost immediately after the Trigger Action is performed. However, date based alarms are slightly different. Every night at midnight the OBTAIN server compares the new date against every Lease/Contract Expiry for each asset in the database. For every asset that has a matching Trigger Date an individual alarm is created.

OBTAIN currently has two methods for notifying users that an alarm has been triggered. The first method is Email. When an alarm is triggered, and this method is chosen, the selected user(s) will receive an Email informing them of what action/event has occurred (if specified in the Alarm Message section), and what asset the alarm has been triggered by (See Figure 1).



(Figure 1)

The second form of notification is an OBTAIN feature called Nexus. When setting an Alarm Trigger you can choose to have a Nexus notification sent in place of, or in combination with, an email notification. This means when a user logs into OBTAIN, and an alarm they need to know about has been triggered, they will have a notification in their Nexus dialogue box informing them of what has occurred.

Additionally, you are able to have a Nexus process automatically start when the alarm is triggered, immediately beginning the remediation process for the alarm.

### **How is Alarms Beneficial to You?**

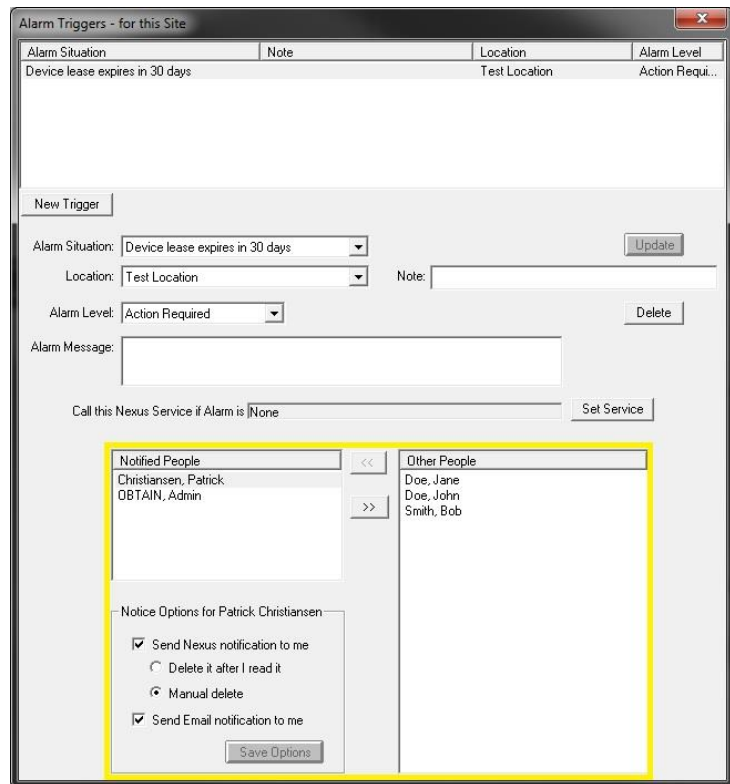
Using the Alarms feature in OBTAIN has many benefits compared to other forms of notifications. With other forms of alert notifications there is often confusion and “noise” to sift through. Other systems will send out mass notifications when an event occurs which causes an inconvenience for many people. If you are receiving notifications for actions/events that don’t involve you then you are left with a mess to clean up. You have to sort through all of the notifications in order to determine which of them, if any, actually require you to take action.

This is one of the main benefits of OBTAIN’s Alarms feature. When setting an Alarm Trigger the user selects only the people that need to be notified of the individual issue, when it occurs, and how to notify them. This “Selective Notification” prevents other users from getting spam notifications that don’t involve them and require their time (See Figure 2).

To aid in the “Selective Notification” process, the Alarm Situations can be logically divided into different groups of employees. As an example, people in management positions wouldn’t usually be involved in situations such as individual device lease expiries and too much power being used in a rack. These notifications would then be directed to a person(s) that work on the floor and do the physical work on the devices. At the same time, an employee who works on the floor wouldn’t usually need to be notified of how long a work order has been open or when contracts expire. These would be situations that management would need to know about, thus informing them that they may need to take action.

Alarms also provides a sense of organization and stress relief. Using “Selective Notification” gives you the power of knowing that if you receive an alarm notification then it is something specific to you that requires your attention. At the same time it lets you know that if you don’t receive a notification about an action/event that has occurred then it has nothing to do with you and you can stay focused on your primary tasks.

Another benefit of Alarms is the ability to start a Nexus process at the same time an alarm is triggered. Having the remediation process, for an alarm issue, be initiated automatically results in a much faster resolution time because there is no wait period for someone to start/coordinate the process.



(Figure 2)