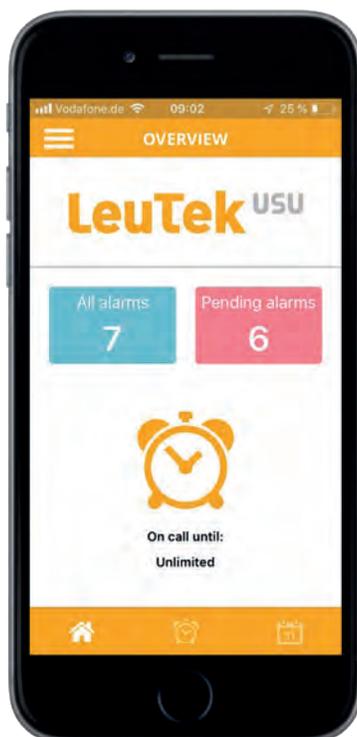


ALARM MANAGEMENT

Alerting is an essential aspect of IT security. The organization of external alarms usually takes place together with the establishment of an on-call service planning. The most important prerequisite for a successful on-call service concept is the acceptance of the employees. The ZIS System therefore incorporates a very flexible, efficient and secure alarm management system that allows alarms to be issued according to the motto „as little as possible, but as much as necessary“.

— The ZIS System automates alerting processes for operational teams and enables response from any location. The smooth operation of critical systems, IT and infrastructures is supported by target-oriented and secure alerting. ZIS alerting thus ensures a fast, reliable

and effective response to incidents before important systems and processes are affected. For example, you have the possibility to alert via voice call (voice over IP, voice over GSM), SMS, e-mail or smartphone push, you can automatically escalate and track the alarm delivery.



LeuTek Alarm App

- Android
- iOS

Target group:

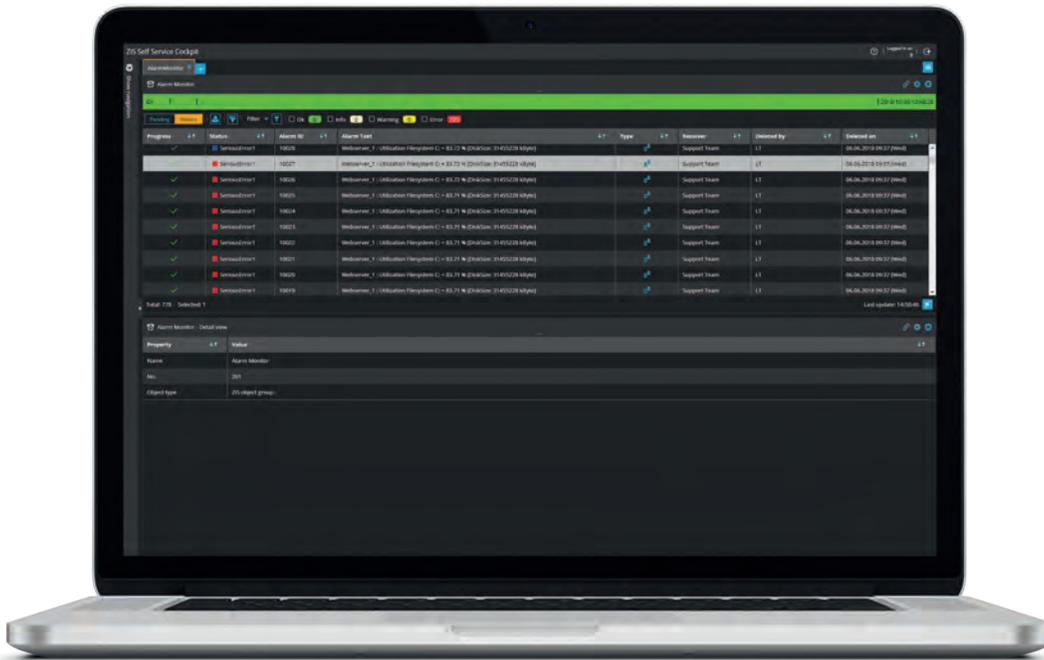
- Specialist staff

Features:

- Alerting (push notification)
- Alarm overview
- Acknowledge /delete alarms
- Availability view
- On-call service view
- Forward / share

The LeuTek Alarm App: Alarm List & On-Call Service Calendar

Dashboard of the ZIS Alarm Web Client



— The key part of the alarm management are the alarm paths. Within these paths special user groups that are to be alerted sequentially with regard to a specific problem are grouped together. All members of an alarm path have the possibility to acknowledge an alarm and thus end the alarm escalation. The person concerned is responsible for troubleshooting and is recorded as person processing the pending problem. Each member of an alarm team can be individually alerted by one or more media. In addition to SMS and e-mail, the own LeuTek app, the instant messenger Skype for Business, voice calls (voice over IP, voice over GSM), Cityruf or fax are also available as alarm medium.

Multi-tenant views

Free configurable and predefined alarm filters allow customizable views. On the one hand user-specific views and on the other hand views for user groups such as on-call service groups can be displayed.

On call planning

For a successful on-call service concept, it is necessary to ensure a proactive on-call service planning in all its aspects and to enable a quick response to changes. For this purpose, the ZIS-System offers the option of storing on-call service plans. The copy function allows easy management of recurring on-call services in the sense of rolling planning. The assignment of on-call service staff is flexible and can be adjusted individually at any time.

KEY FACTS

Status-dependent processing of alarms to avoid false alarms

Ensure alerting through multi-level escalation steps

Simultaneous transmission of alarms to a receiver or to groups, depending on the alarm

Dashboards for a central view on all active alarms

Combination of alarm media: e-mail, LeuTek App, SMS, Skype for Business, voice call (voice over IP, voice over GSM), Cityruf and fax.

On-call service planning

Change management

Avoiding alarm flooding

Prioritization of alarms using different severities