



## Example Incident Report 03/10/2008

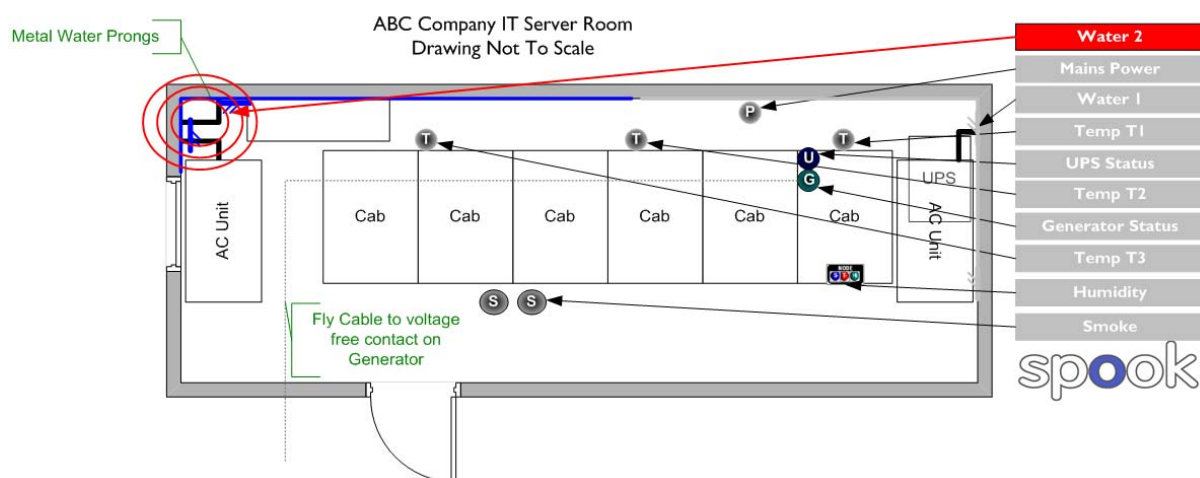
### Introduction

Spook has published the following report based on an incident on Friday 3<sup>rd</sup> October 2008.

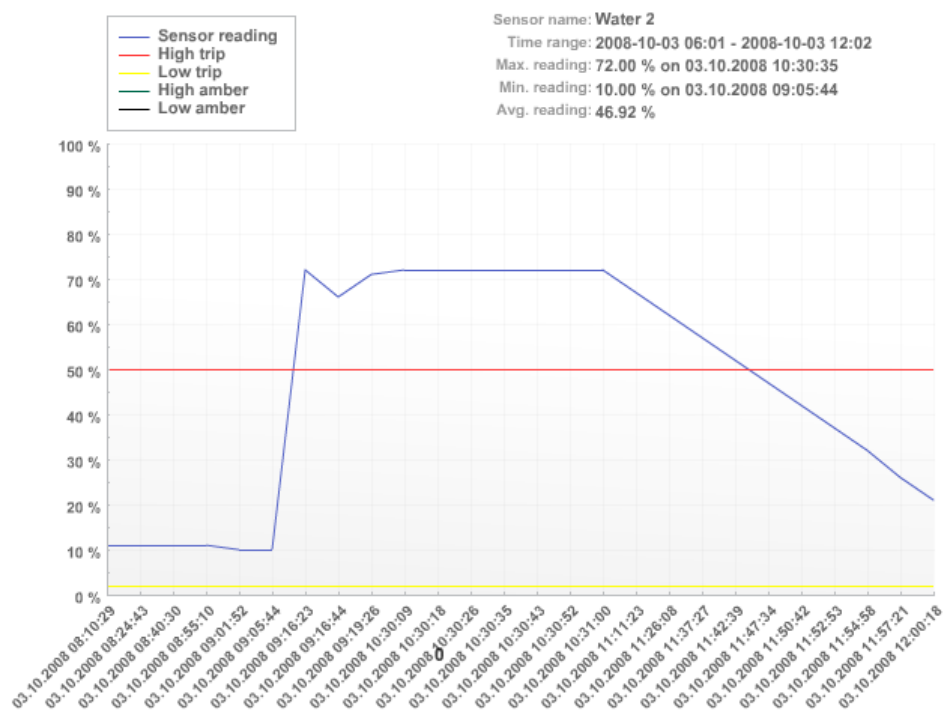
### Spook received the following notification:

ABC Company Spook Alert High alarm triggered on Spook Node 1 (ABC Company Environmentals\_ **Water 2**) 03/10/2008 09:16:32 Value - **High\_68,%** (High=50,Low=2) Stage-2  
03/10/2008 09:16:33

### Installation Plan and Sensor Location:



### Incident Chart:



Continued overleaf...

## Alarm Audit Results:

### Water:

ABC Company Spook Alert High alarm triggered on Spook Node 1 (ABC Company Environmentals\_Water 2) 03/10/2008 09:16:32 Value - High\_68,% (High=50,Low=2) Stage-2 03/10/2008 09:16:33

SMS sent to ABCCompany-rb-sms 03/10/2008 09:16:33

Email sent to ABCCompany -rb-sms@mail.sms2email.com 03/10/2008 09:16:33

Email sent to spook@ ABCCompany.com ABCCompany Environmentals 03/10/2008 09:16:33

### SMS Delivery Audit:

Spook	44771133445	High alarm- ABC Company Environmental's Alarm Stage 2 Water 2 = 68% (High 50, Low 2) 03/10/2008 09:16:33	03-10-08 09:17:10	Delivered	Detail
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### Spook Support Acknowledgement:

ABCCompany Spook Alert Acknowledged Spook Support alarm triggered on Spook Node 1 (ABCCompany Environmentals\_Water 2) 03/10/2008 09:17:54 Value - Acknowledged Spook Support\_68,% (High=50,Low=2) Stage-2 03/10/2008 09:17:54

## Conclusion:

A water alert was notified on Water Sensor 2. Spook Console automated e-mails and SMS messages to ABC Company successfully. Spook Support also called ABC Company at the time of the alert to ensure they were in safe receipt of the notifications.

Once Spook Support confirmed safe delivery of the alarm notification an Acknowledgement was made to the incident at 09:17:54.

## **IMPORTANT:**

- All alarms will assume the automated E-mail and SMS procedures.
- Only critical alarms will be processed by Spook Support 24/7.

## Alarm Definitions:

### Critical Alarms

Please note an incident report will also be published for each of these conditions and posted to mySpook under my SPOOK documents.

- High Temperature
- Smoke
- Water Ingress
- Mains Power Outage
- UPS On
- Generator On

**Continued overleaf...**

### **Non-Critical Alarms (Not included in Second line response)**

Please note that although these alarms will not be contacted in the second line response process, all sensors will be charted in the Spook Weekly Management Report for full audit and trend analysis.

- Humidity High
- Humidity Low
- Temperature Low
- Rapid Change
- Amber Alerts
- IP Ping (if subscribed to)

- END -

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### **Admin Team**

## **spook limited**

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