Manual Process Flowchart
1
2
3
4
Pre-automation
Operator Analysis
Determined to be Al Level?
Enhanced Call Confirmation/Notification Procedure
ECC/PSAP Notification Procedure
Alarm Level Four (Observed threat to life)
A
Operator or automated* decision points
Determined to be AL4
ECC/PSAP Notification [ECC AL4 – Threat to Life]
Subscriber Notification {as appropriate}
Complete
Close
Alarm Level Three [Observed threat to property]
B
Escalate (Yes)
Is there video, audio or other data that indicates an immediate threat to life
No
Determined to be AL3
Confirmation or ECC Notify
Conf.
ECC / CS-V-01 Procedure
Escalation, Yes/No/or Close
Yes
No
ECC/PSAP Notify
Complete
To Close AL0
Subscriber Notification
ECC/PSAP Notification (ECC AL3 – Threat to Property)
Close AL3
Complete
Alarm Level Two [Data or observations indicate human activity]
C
Escalate (Yes)
Is there video, audio or other data that indicates an immediate threat to property or life
No
Determined to be AL2
To ECC AL3 or AL4
3 or 4
Change to 3 or 4
Yes
ECC / CS-V-01 Procedure
Escalation, No Contact, or Close
No Contact
Complete
To Close AL0
Subscriber Notification
ECC/PSAP Notification (ECC AL2)
Complete AL2
Escalate (Yes)
Escalate (Yes)
Alarm Level One [Minimal Data Available; Low Confidence]
D
These events may occur in any order
Intrusion Event Received in Automation
Cancel/Open/ Abort or other data Received to deescalate
No
Visual or Audio indicates human activity [Yes or No]
No
Other Data Suggesting Human is Present Needing an ARQ
No
Yes
Determined to be AL1
To ECC AL3 or AL4
3 or 4
To ECC AL2
2
Change to 2, 3, or, 4
Escalate
ECC / CS-V-01 Procedure
Escalation, No Contact, Or Close
No Contact
Complete
Close AL0
Subscriber Notification
ECC/PSAP Notification (ECC AL1)
Close AL1
Alarm Level Zero [No call for service]
E
End User Notification if needed
Did notification change category
Yes
No Complete
Close AL0
To ECC
1
Change to 1, 2, 3, or, 4
2
To ECC AL2
3
To ECC AL3 or AL4
At any point the End User can take to any Alarm Level (0-4)
*Automated Processing may update Reporting Category and alert operator at any point prior to ECC Call for Service
1
2
3
4