

CrossTalk™ Alarm Classification Plug-in

Generic Alarm Classification Plug-in

- ◆ Off the shelf application for Classification, Prioritisation, and Grouping of alarms
- ◆ Enables Operators to define their own dedicated Operational policies for the management of alarms
- ◆ Increases the quality and efficiency of Operations fault handling processes
- ◆ Allows Operations staff to focus on high priority service impacting alarms
- ◆ Enables alarms to be processed in a uniform and consistent manner
- ◆ Greatly reduces time consuming manual procedures when handling alarms
- ◆ Delivers rapid business benefit and return on investment
- ◆ Low cost of ownership due to simple configuration by Systems Administrators

CrossTalk™ Alarm Classification is a plug-in application for the CrossTalk™ Foundation. It can be rapidly deployed to add immediate benefit for operators.

The plug-in enables HP OpenView TeMIP customers to add significant high value functionality to their solution through simple configuration.

It can be used to classify, group, and prioritise alarms according to a customer's operational policies, by adding key information into dedicated display columns in the HP OpenView TeMIP Alarm Handling Client. This includes the ability to add extra Operator defined alarm attributes.

The display field names and content are configurable to meet the customer's operational needs. The following fields are provided by default:

| Display Field | Description |
|--------------------|---------------------------------|
| Severity | Reclassified alarm severity |
| Priority | Priority for handling the fault |
| Service | Impacted Services |
| Component | Network Equipment affected |
| Node Type | Network Equipment type |
| Customers Affected | Customers affected |
| Action on Event | Action to be taken by Operator |
| Impact Level | Impact of the fault |

The information to be displayed in each field can be populated from a spreadsheet, database or other XML data source and is automatically loaded into HP OpenView TeMIP without interruption to service.

This permits operations supervisors to define and maintain fault management policies using a tool which is easy to use and that they are already familiar with.

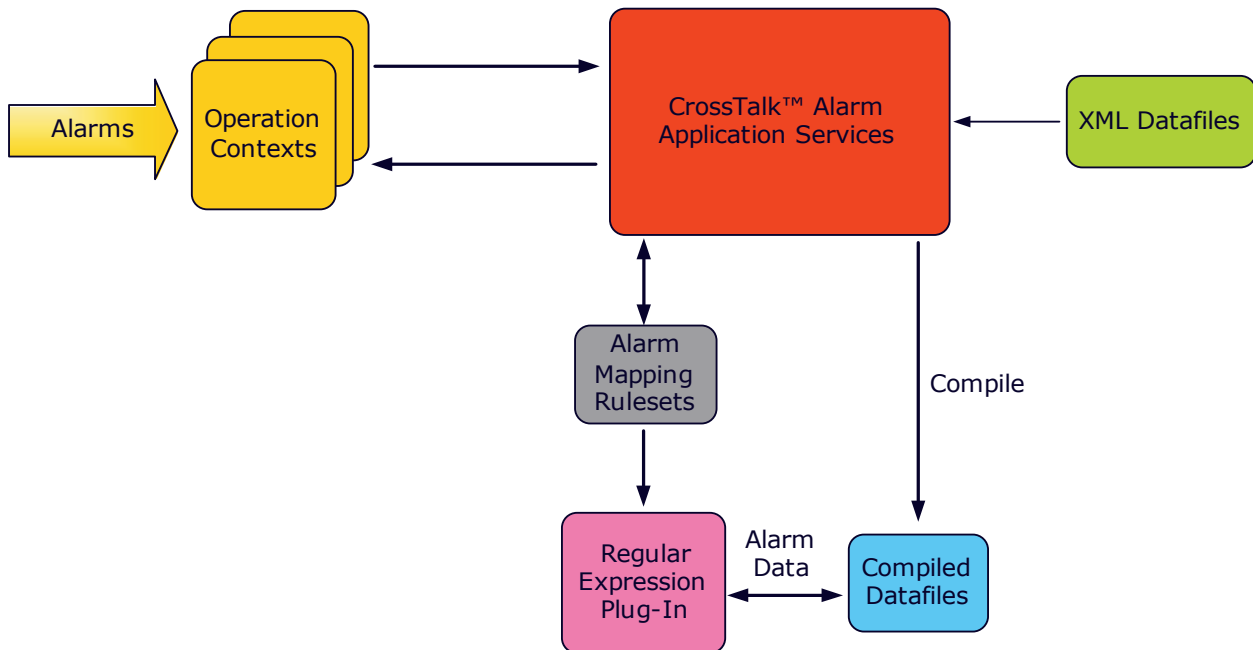
To add support for an alarm type, a row is added to the spreadsheet or other data source, specifying alarm type identification parameters and the values that should be populated in the display fields.

Standard HP OpenView TeMIP Client filtering is used to display alarms relevant to each operational area. This enables operators to focus on alarms according to priority and service impact rather than having to manually check all alarms to determine this.

The information required to determine the impact of the fault and the required action to be taken, are presented to the user in the alarm, avoiding the need for time consuming manual processes to determine this.

A key benefit is that new types of equipment can be introduced into operational support without significant increase in Operations work load, which is always a significant challenge in managing an ever evolving network.

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Key Features and Benefits:

- ◆ Increases the quality and efficiency of Operations fault handling processes
- ◆ Standard key information is added to alarms so that those with the highest priority are identified and processed in a uniform manner
- ◆ Operators can focus on handling high priority service affecting alarms; rather than having to rely on time consuming manual procedures to do this
- ◆ Greatly reduces the amount of time spent by Operators determining the impact of each alarm
Also reduces the risk of service affecting alarms being missed due to manual checking of large numbers of alarms
- ◆ New types of equipment can be introduced into operational support without significant increase in Operations workload
- ◆ Empowers Operations Supervisors to easily modify or add support for new alarm types into HP OpenView TeMIP through simple configuration
- ◆ Update of HP OpenView TeMIP is automatic and does not require any interruption to service

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