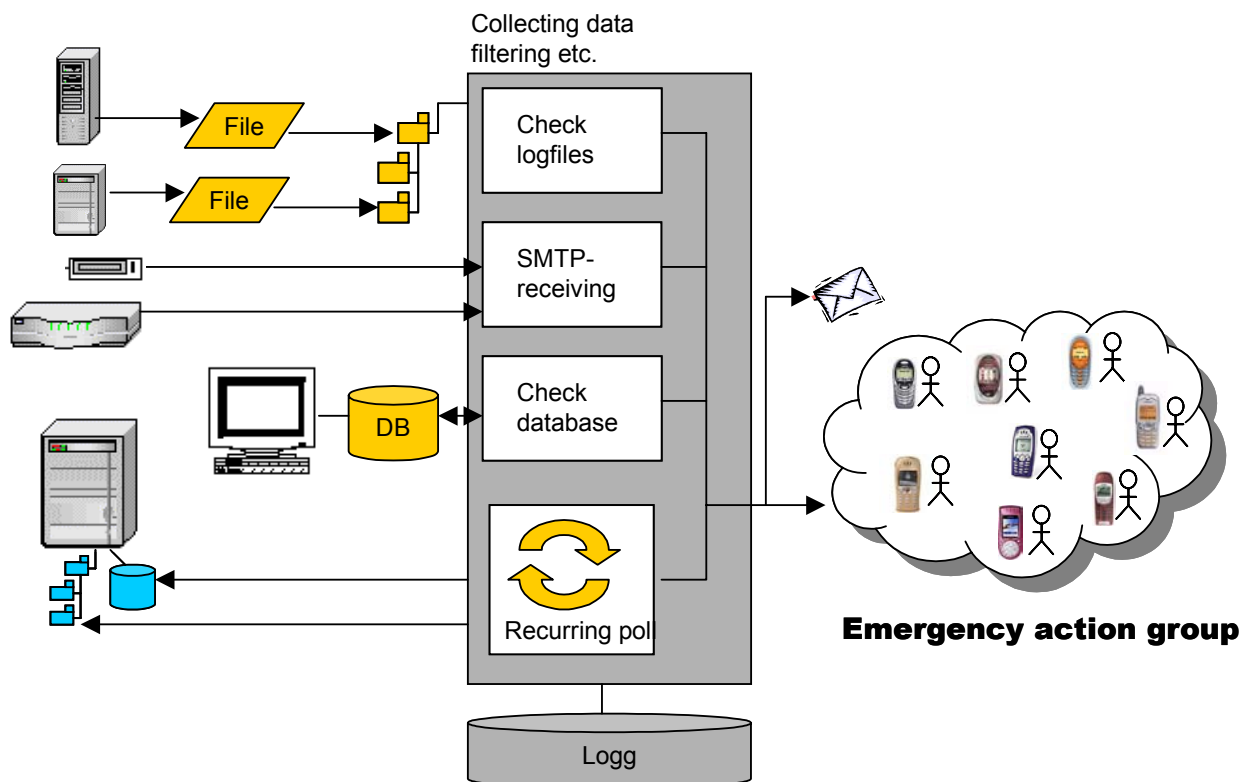


Concept type
Corporate SMS

Business Sector
IT Services

Date
June 2003

Error notification to the emergency action group



When service providers run mission critical systems, they need the ability to send an alert fast. An SMS to a cell phone will often be the most efficient communication. Messages covering most kind of error situations can be transmitted.

Typical operations for this kind of system could be:

- Receive a file containing the error message and name of the group to distribute to.
- Check whether other computer systems are up-running, or not (using the ping mechanism)
- Check for specific error codes in a log file or database.
- Perform a standard query to a database (to check if it is responding)



There may be organized several emergency action groups, based on skills and responsibility.

If you give the receiver a response opportunity, you achieve additional advantages:

- Log the time the members of the emergency team responded at. This can be input to statistics later
- Have backup notification if no one answers. E.g. a “backup emergency team” can be notified if no one answers in the “first line”.