

Docket UT-140597
Data Request CenturyLink Next Generation 911 System Outage
August 11, 2014

RS-69

In response to staff's data request RS-49, Intrado states that the company categorizes its alarms from Minor to Critical with 4 levels of categorization based on the severity of the alarm. Please answer the following:

- a. Please provide the name of each level of categorization of the alarm.

RESPONSE:

Alarms are categorized based on 4 levels of severity: Critical, Major, Minor, and Warning.

Respondent: Intrado

- b. Please describe the criteria the company uses to ascertain the category of the alarms.

RESPONSE:

The criteria that Intrado uses to ascertain the category of the alarms is:

- **Critical** – A condition exists that requires immediate attention and likely mitigation
- **Major** – A condition in which temporary system impact may exist. System is fully functional. Important information that requires action on all partial system impacts
- **Minor** – Alarm that is informational about the system. System is fully functional. A condition that reflects important information about non-critical elements or conditions within the solution.
- **Warning** – Informational message about a particular element within the system. System is fully functional.

Respondent: Intrado

- c. What alarm category was given to the "threshold counter" before the 911 outage and what alarm category is assigned the present "threshold counter" today?

RESPONSE: A response to this request is still being prepared and will be provided as soon as it is complete.

Respondent: Intrado

SUPPLEMENTAL RESPONSE (8/11/14)

Before the 9-1-1 outage, the system did provide alarms; but these were generic in nature and did not specifically flag the threshold counter condition. Today, the threshold counter is set to use alarms in each of the four categories for this condition.

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- We have established a Warning alarm to inform and alert the team should the counter reach a particular initial threshold.
- A Minor alarm has been established as a proactive alert in the event the counter should reach a threshold requiring proactive action.
- A Major alarm has been established for use when a threshold has been reached and action is necessary to prevent system impact.
- A Critical alarm has been established to immediately notify the support team and NOC that remediation is required and mitigation is essential.

Respondent: Intrado