



CS Action and Response Management™

System administrators are able to configure executable alarm actions including jump-to maps for alarms, phone messaging with context-sensitive messages, emailing or paging security responders, setting or clearing output relays (horns, lights, or annunciation devices), and arming or disarming other alarm inputs.

Actions can be configured for an alarm based on the amount of time that passes once it enters a “bad” state. SQL subqueries are assignable to actions so that a cross-check of other alarms or system conditions can take place before an action is processed.

Furthermore, when one operator fails to acknowledge an alarm, the system can automatically escalate to supervisors and management, depending on the administrator’s plan.

For Colleges and Universities

CS Action and Response Management™

Many campuses have operators monitoring their building entry permissions in real-time through the CS Access™ module of CS Gold®. In some situations, there is a need for alarm actions to be implemented immediately and automatically, without operator intervention.

The CS Action and Response Management™ module allows the CS Gold system to notify responsible parties of alarm conditions via email or phone. It can also lock or unlock doors, activate alarm functions, and escalate according to the action plans created by the security staff. You determine the course of action, and CS Action and Response Management follows through on your plan.

CS Action and Response Management goes far beyond simply monitoring alarm activity; it allows you and your system to respond quickly to events as they occur. Actions can be initiated the moment alarms meet the programmed conditions for escalation, rather than waiting for intervention from campus personnel. This means operators spend their time making decisions, rather than sorting through and responding to alarms manually.

CS Gold®



Response and alarm management beyond simple monitoring

- **Automatic phone call, fax, email, or page with context-sensitive message sent to action plan participants**
- **Automatic alarm action**
- **Actions and messages created according to status**
- **Quick responses**
- **User-definable actions**
- **State changes and triggers**

CS Action and Response Management™

CS Action and Response Management is triggered by alarms defined in CS Gold, including individual alarm points, door force and prop, bad card read, online/offline reader status, individual patron alarms, and card pass/fail. Actions can be assigned calendars and schedules so different actions can be performed based on the day and time the alarm occurs. When an alarm changes states, the following information is captured: date and time, alarm number, location, event type, previous state, operator comment, and operator identification.

The configuration will also allow for proactively arming and disarming alarms according to user-defined schedules.

Common uses of CS Action and Response Management:

Use #1:

Door prop plan

- Set a door prop alarm to sound a local siren and display on a campus map at a security monitor console as soon as the door is open for longer than the assigned door prop time.
- Set the map on the door console to display live video from the door location when the operator double-clicks the alarm indication.
- Automatically send a text message to a pager if the prop is not cleared within two minutes.
- Automatically call the building director or the police if the alarm has not been cleared in five minutes, and at the same time begin calling a list of security officers, requiring them to acknowledge receipt of the message using the telephone response.
- Automatically call a list of staff members if the alarm is not cleared within one hour. Accept leaving a message on an answering machine for some supervisors, while requiring acknowledgment from others.

Use #2:

Emergency notification

In the event that a patron must be notified of an emergency (e.g., injury, hospitalization, or death of a relative):

- Set alarm to notify when a specific patron's card is used.
- Send an email to supervisors (or selected staff members) showing where and when the card was swiped, as well as a message to be delivered to the patron.
- Automatically telephone the supervisor and begin a recorded message of notification.

CBORD and CS Gold are registered trademarks, and CS Access and CS Action and Response Management are trademarks, of The CBORD Group, Inc. All other brand and product names are trademarks, registered trademarks, or service marks of their respective owners.

