

ScadaTec Application Note

ScadaPhone – Callout Scheduling #1

December 19, 2002

Purpose:

This note gives an example of how to configure ScadaPhone to switch between contacting two people when alarms occur. One contact is on call for two weeks and then the other contact is on call for two weeks while the first contact is off. The contacts switch at 8:00 AM every other Tuesday. Each contact has his own pager.

Note:

The object is to configure ScadaPhone to call one contact for two weeks and then on Tuesday switch contacts. On the Tuesday that the contacts switch, ScadaPhone is to call one contact until 8:00 AM and call the other contact for the remainder of the day. The problem lies in that on the first Tuesday of the two-week period, ScadaPhone is to call one contact all day. However, on the next Tuesday, one contact is called for part of the day and the other contact is called the rest of the day.

To make this work smoothly, several things need to be set up:

1. If the ScadaPhone Contacts have not already been created, create a new contact for each person following the standard procedure. (From the 'Contacts' tab click the 'New' button and fill out the resulting form.)
2. Add the new contacts to the Scheduler contact list for the desired alarm group(s).
3. In the Scheduler 'Action Scheduling' frame, set up the desired ScadaPhone actions for each day of the week.
4. In the Scheduler 'Contact Scheduling' frame, highlight the first new contact name and click the 'Configure contact availability schedule' button. Configure the availability schedules for this contact to show the contact as being available during the hours that you want the contact paged for each day of the week. Then while In the 'Contact Availability Scheduler' form, create a new schedule that will be used for the Tuesdays when the contacts switch. Give the schedule a meaningful name such as 'TuesdaySpecial'. The schedule should show the contact 'Available' during the usual hours from midnight until 8:00 AM and 'Unavailable' from 8:00 AM until midnight. Repeat for the second contact.

Once everything set as above, the following needs to be done to make this work. On Monday evening before everyone leaves, do the following:

1. In the Scheduler 'Contact List', move the persons name who is currently 'On Duty' to the top of the list.
2. On the 'Contact Availability Scheduler' form, for the person currently 'On Duty', move the special Tuesday schedule 'TuesdaySpecial' to 'Tuesday' in the 'Day-of-week defaults' frame. This is done by highlighting the 'TuesdaySpecial' schedule in the 'Schedule names' list and clicking on the schedule name following the 'Tuesday: ' label in the 'Day-of-week defaults' frame.
3. On the 'Alarm Contact' form for the contact who is currently 'Off Duty', check the 'Enabled' checkbox..

Now everything is in place for the Tuesday switch-over. Sometime before the next Tuesday, the standard weekday schedule will need to be restored to 'Tuesday' in the 'Day-of-week' defaults frame. You may also want to uncheck the 'Enabled' box for the 'Off Duty' contact. If you have questions about how to do any of the above steps please check the on-line help under the 'Creating a Schedule' topic. You may also call ScadaTec technical support for assistance.