

SCRAM Systems® – New Daily Action Plan Features in SCRAMNET® - Phase 2

The first phase of our Daily Action Plan (DAP) upgrade initiative was introduced in May of this year. Phase 1 included:

- * Workload Snapshot – The DAP that you receive each morning is now a snapshot of the *Workload* page in SCRAMNET.
- * Administrator Settings – Your administrator can now set up DAP parameters and DAP recipients, as well as send out a previous DAP upon request.

At that time, SCRAM Systems informed you that more DAP changes were coming soon.

Now, SCRAM Systems is pleased to notify you that we are rolling out the second phase of this initiative — Automated Transfers! With a release scheduled for Thursday, September 12, 2019 at 10:00 AM MDT, the system will automatically transfer high-priority alerts back to SCRAM Systems when additional information is needed, and a final disposition has not been determined (confirmed/not confirmed).

The table below describes the alerts that will be automatically transferred, how long after the alert appears on the *Active Workload* page that it will be transferred to SCRAM Systems if not addressed, and the follow-up action that you can expect from your Data Analyst if the alert is NOT resolved in the specified period of time.

Alert	Automatic Transfer	Data Analyst Follow-Up Action
Alcohol Detected Alert	After 48 hours	Contact after one week or four transfers
Potential Tamper/Potential Removal Alerts	After 72 hours	Contact after two weeks or five transfers
Remote Diagnostic Alert (Bracelet Power Up)	After 72 hours	Contact after one week

Feedback

As always, please feel free to contact SCRAM Systems Customer Services at 1-303-785-7879 with any recommendations for system improvements.