

# Incident response and escalation procedures

This workflow automates security incident response from initial alert detection through escalation, ensuring rapid threat assessment and appropriate personnel notification. It reduces response times and ensures consistent incident handling protocols across all security operations.

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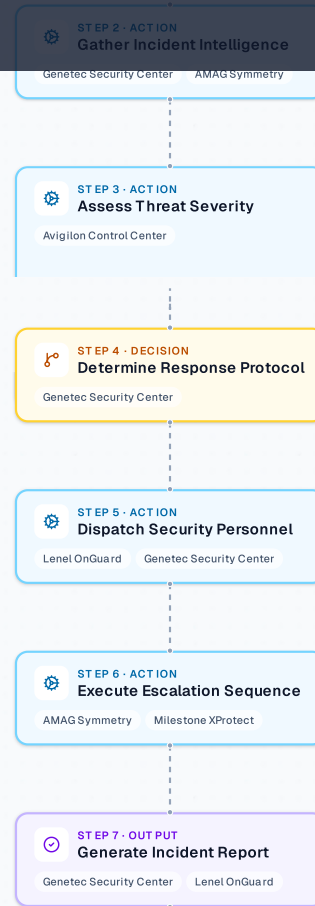
## WORKFLOW TRIGGER

Security alert detected by surveillance system or access control violation

## Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





## Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

### Detect Security Alert

Security monitoring system identifies potential threat through video analytics, access control breach, or alarm activation. Alert data including

location, severity, and timestamp is captured automatically.

## AI Business OS

Milestone XProtect

Avigilon Control Center

2

 ACTION


### Gather Incident Intelligence

System automatically collects relevant video footage, access logs, and sensor data from multiple security systems. Contextual information is compiled into a comprehensive incident package.

Genetec Security Center

AMAG Symmetry

3

 ACTION

### Assess Threat Severity

AI algorithms analyze collected data to determine incident classification and risk level. System evaluates factors like location sensitivity, threat type, and potential impact.

Avigilon Control Center

Bosch Video Management System

4

 DECISION

### Determine Response Protocol

Based on threat assessment, system decides appropriate response level and escalation path. Workflow branches to either standard security response or emergency protocol activation.

Genetec Security Center

5

 ACTION

### Dispatch Security Personnel

System automatically notifies and dispatches nearest available security officers with incident details and response instructions. GPS tracking ensures optimal resource deployment.

Lenel OnGuard

Genetec Security Center

6

 ACTION

## Execute Escalation Sequence

If high-severity incident, system triggers automated escalation to supervisors, law enforcement, or emergency services. Multi-channel notifications ensure critical stakeholder awareness.

AMAG Symmetry

Milestone XProtect

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 OUTPUT

## Generate Incident Report

System compiles comprehensive incident documentation including timeline, evidence, response actions, and resolution status. Report is automatically distributed to relevant stakeholders and compliance systems.

Genetec Security Center

Lenel OnGuard



## Outputs

## AI Business OS

- Automated incident report with evidence package
- Real-time security personnel dispatch notifications
- Compliance documentation for regulatory requirements



### Key Metrics

- Average incident response time
- Escalation accuracy rate
- Security personnel deployment efficiency



### Tools & Integrations

- Milestone XProtect
- Avigilon Control Center
- Genetec Security Center
- AMAG Symmetry
- Lenel OnGuard
- Bosch Video Management System

# AI Business OS

## AI Business OS

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