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Alarms Handled

Updated 23 September 2026

Summary

Alarms Handled counts alarms an Operator brought to a terminal state: closed with a closure tag.

Alarms that were opened but not completed do not count. This is a throughput figure, not the number of alarms that appeared.

How to interpret it

A high count can indicate strong throughput, but it can also reflect bulk-closing. A low count can reflect a quiet shift, complex alarms, or an Operator who needs help.

Read it with other metrics

- Avg. Processing Time — identifies unusually fast or slow handling.
- Picked Sites — shows breadth of coverage.
- Unique Devices — shows workload density.
- Closure tags — shows the outcomes applied to closed alarms.

When to investigate

Review very high alarm counts paired with processing times under 15 seconds. Review low alarm counts paired with processing times over 3 minutes for difficult events, workflow friction, or training needs.