



IRISnGEN Hierarchy

Enhancing Flexibility in Viewing, Reporting & Managing A Network

IRISnGEN Hierarchy is an optional module that groups logical sets of customers, sites, or host types in the IRISnGEN database to meet the unique reporting, viewing, or support needs of an organization. Create unlimited logical groupings that conform to an organizational structure and to the way the business is run. Hierarchies are easily built by assigning existing customers, sites, or host types as nodes at different levels of the hierarchy to reflect unique requirements. A customer, site, or host type can belong to several hierarchy schemes. For example, site ABC Corp. may belong to the Florida node and may also belong to an entirely separate hierarchy in the Premium Customers node. The possibilities are unlimited.

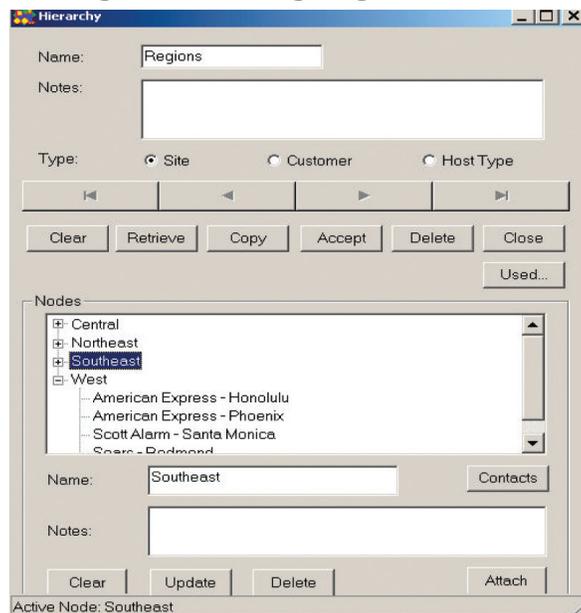
Hierarchies are used with any IRISnGEN function that uses selectivity, such as the Alarm Viewer, report generation, forwarding selectors, or Automated Site Management. There are many ways to utilize the Hierarchy feature:

- Group all sites by region and by state within the region. To view alarms or reports in the Southeastern region, select the appropriate hierarchy node for the Southeast region.
- Categorize all monitored hosts. For example, have a top level called router, second-level child nodes for each router manufacturer, and third-level child nodes for each model.
- Combine the Hierarchy feature with the Viewer or Forwarding selectivity function to direct alarms using skills-based-routing to the person or persons who are best suited to deal with the problem.
- Build nodes for equipment types, groupings of equipment or industry segments, such as military bases, oil refineries, or hospitals that may have special needs or procedures that go beyond just the knowledge of the equipment.
- Create a hierarchy for new customers only. This allows one to closely monitor these sites during the important startup phases when first impressions are so important. Once the customer is operating solidly for several weeks, they are removed from the new customer hierarchy.
- Control access to alarm information by assigning a hierarchy limitation to a user. The user can view only those alarms in his assigned hierarchy.

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- Generate custom reports that contain data for only the unique mixture of customers, sites, or host types needed.
- Maintain a special hierarchy list for critical care customers who need special attention. Customers are added to, or removed from, the hierarchy list as required.
- Use hierarchy for Automatic Site Management to make database changes to the SEB units that may not be related by standard organizational hierarchy. For example, begin downloading changed passwords for all sites in the Southeast at midnight on a certain day.

IRISnGEN Alarm Hierarchy greatly enhances the flexibility in viewing, reporting and managing your monitoring solution. Build as many hierarchies as needed and let IRISnGEN do the rest.

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