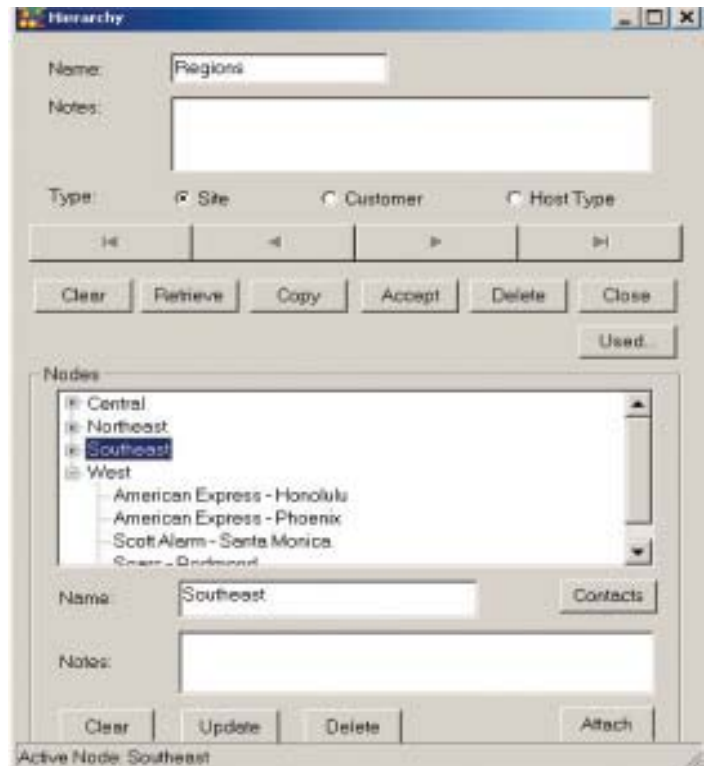


Enhancing Your Flexibility in Viewing, Reporting and Managing Your Network.

IRISnGEN Hierarchy is an optional module that allows you to structure the customer-site-host relationships in the IRISnGEN database to meet the unique reporting, viewing, or support needs of your organization. You can create unlimited logical groupings of customers, sites or host types that conform to your organizational structure and to the way you run your business. Hierarchies are easy to build. You can assign existing customers, sites, or host types as nodes at different levels of the hierarchy to reflect your 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 of your sites by region and by state within the region. If you want to view alarms, or report only 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 selectivity function to route 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 lets you closely monitor these sites during the important startup phases when first impressions are so important. Once the customer is operating solidly for several weeks, you can remove them from the new customer hierarchy.
- Isolate and view alarms for specific combinations of customers, sites, or host types in the Alarm Viewer.
- Generate custom reports that contain data for only the unique mixture of customers, sites or host types that you want.

- 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 as selectivity for Automatic Site Management to make database changes to the SEB units that may not be related by standard organizational hierarchy. For example, you can begin downloading changed passwords for all sites in the Southeast at midnight on a certain day. IRISnGEN Alarm Hierarchy greatly enhances your flexibility in viewing, reporting and managing your monitoring solution. Build as many hierarchies as you need and let IRISnGEN do the work for you.



Ideas that .
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