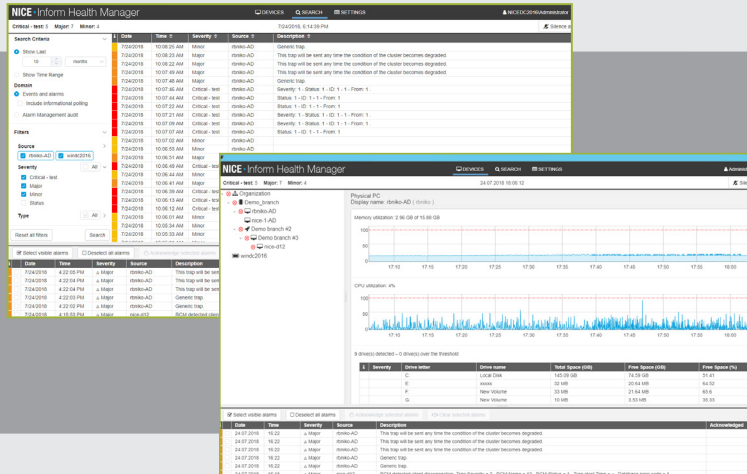


NICE Inform

Take Control of Your System Health and Performance



“NICE’s applications are intended to build public confidence in emergency services. As such, NICE offers a set of solutions that meet the need for effective, responsive, and accountable multi-channel emergency contact handling.”

– Frost & Sullivan, North American 911 Recording and Quality Management Company of the Year Award

Recording of public safety communications demands the highest levels of system performance and uptime. All software and hardware components must run in concert, supporting the control of critical communications and emergency response processes. Lapses in performance of any element must result in immediate notification to appointed administrators who are responsible for bringing the system or any of its components back on track.

The NICE Inform Health Manager has been designed to provide detailed device monitoring to track, visualize and rapidly alert to specific events, based on rules that categorize event types by severity and other criteria, and promptly initiate the appropriate response directed to designated users. The server running this service is configured as the SNMP trap destination for all NICE solution components, as well as third party devices such as UPS or NTP clock. Users access all information and configuration in web based and rich clients.

Proactive Monitoring of All Devices

The Health Manager uses the SNMP protocol to receive traps from the devices in the monitored system. Authorized users configure data polling frequency in seconds for every device, and the number of poll failures resulting in a critical alarm or a condition that triggers an alarm. In this manner, the system can monitor CPU, Memory, and Storage, in addition to external devices. This information is also visualized in status and trend charts.

Rapid Response

All Health Manager workstations sound an audible alarm and trigger a desktop pop-up within 2 seconds of the alarm raised by the server, whether triggered by a specific SNMP trap received or upon a device polling that passes a threshold. The alarms are displayed on the Health Manager server screen and connected workstations simultaneously. Email notifications can be configured as well for specific alarm types based on severity and other criteria. Health Manager monitors this activity as well, and raises an alarm if email notifications fail to send to assure that appropriate users are notified about all configured events.

Unmatched Scalability

The easy set-up and configuration of the Health Manager makes it equally suited to small agency environments as well as larger sites and complex multi-site agencies with many devices. Users may easily add their devices for monitoring (NICE Inform Recorder, NICE Inform Server, Workstations, and any other hardware on the network that interacts with NICE systems via a set of protocols), customize their hierarchy in a device tree, and start monitoring them within seconds.



Device and Alarm Settings

Each active alarm is displayed with its date, time, severity (word label and color-coding), source (device) and a description in plain English. The number of critical, major and minor alarms is shown in the header counter in the graphical interface, for rapid status assessment. The system also tracks status notification events.

Users can select one or multiple active alarms in the graphical interface, acknowledge, silence or clear them, and add a note describing reasons such as specific actions taken. Cleared alarms continue to be stored in the system's history for statistical reporting.

Severity Levels

Four levels of severity are provided, with default labels set as Critical, Major, Minor and Status or Informational Event. These labels and corresponding icons, color-coding, and a sound notification can be customized for each, according to agency requirements.

Alarm Flow

Users may set the period after which an acknowledged but not cleared alarm is raised again, and a period after which a silenced alarm is raised again if the alarm condition persists. Audible alarms are accompanied by a desktop notification in the task bar on the user's screen with information on severity and an alarm description. An audit log automatically collects data on acknowledged and silenced alarms, including date, time, user, action taken, and reason.

SNMP MIB File Management

While the system starts with 6 MIB files for interaction with a set of devices, additional MIB files can be uploaded as needed and organized in a MIB tree, to support interaction with new devices. As soon as the new MIB files are uploaded, the system receives notifications from the corresponding new devices.

Alarm Search and Filtering

Authorized users may search and filter past events that are retained in the system database, ranging anywhere from past minutes to past months, whether this pertains to Alarm Management Audit related to user actions, or Alarms and Informational Events related to devices, such as SNMP traps or the history of memory or CPU utilization. The results can be filtered by devices, severity, and type.

Protocols and Plugins

SNMP is the main protocol used by the Health Manager for receive/send communications with connected devices. WMI plugin allows the Health Manager to receive information about memory, CPU and storage usage. ICMP plugin pings devices to record a response. Relay board plugin allows the system to signal alarm status with blinking lights.



About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the leading open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 3,000 organizations worldwide rely on NICE public safety solutions.

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