

# Organization hierarchy

After your IBM® Maximo® Worker Insights tenant is provisioned by IBM, an initial decision that you need to make for your tenant environment is to define the access level to provide for your users. This access controls what each user can see in the dashboard.

## Before you begin

For prerequisites, see [Administration with the IBM Maximo Worker Insights dashboard](#).

## Building your organization hierarchy

The organization is a key concept of IBM Maximo Worker Insights.

In your tenant environment, you must define access for your users, and optionally define suborganizations, so that you control what each user sees in the IBM Maximo Worker Insights dashboard. You define access levels by assigning roles to users and to their position in the organization hierarchy that you build. This concept enables IBM to provide different schemas for different customers based on their needs.

Suborganizations are strictly separated from other suborganizations, and cannot access information outside of their own suborganization.

You can work with your IBM representative to determine what you include in your organization hierarchy.

### Simple scenario

Figure 1 shows an example schema where a tenant's organization is defined first at the country level. In this scenario, the tenant has facilities in different countries and wants each country to be a suborganization. In each country, the tenant has several sites and wants each site to be a suborganization of its country. Each site has at least one plant, and each plant has at least one floor. For each country, site, facility, and floor, the customer creates an organization in the dashboard and the result is an organization tree.

In this scenario, a supervisor in a plant needs to see everything that is happening with workers on multiple floors. The level of access that the supervisor is granted is controlled by the organizational hierarchy.

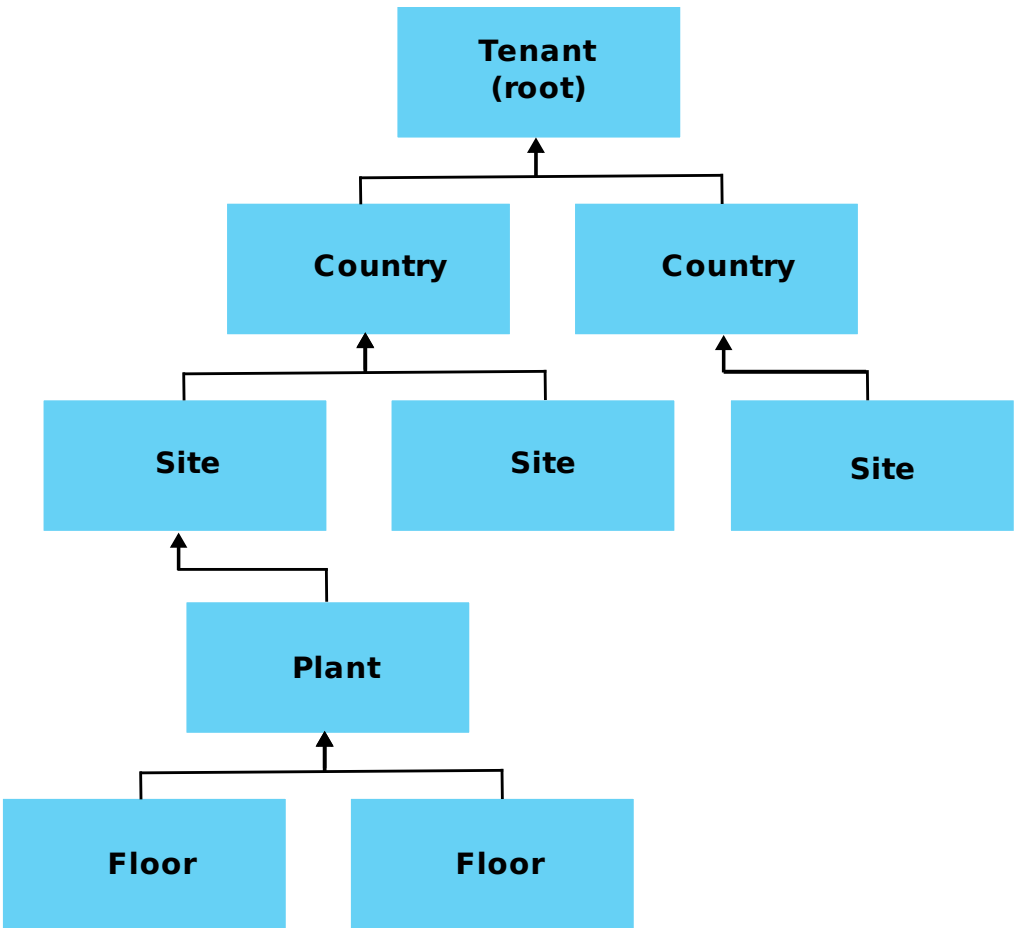


Figure 1. Simple organization hierarchy

Complex scenario

Figure 2 shows an organization for a tenant that resells IBM Maximo Worker Insights to its own clients.

In this scenario, the tenant has numerous clients and wants each client to be a suborganization, since suborganizations cannot access peer or parent information. Each of the clients operate in one or more cities, with one or more sites in each city. Depending on the client, the site can host anything from multi-floor plants, to warehouses, to quarries.

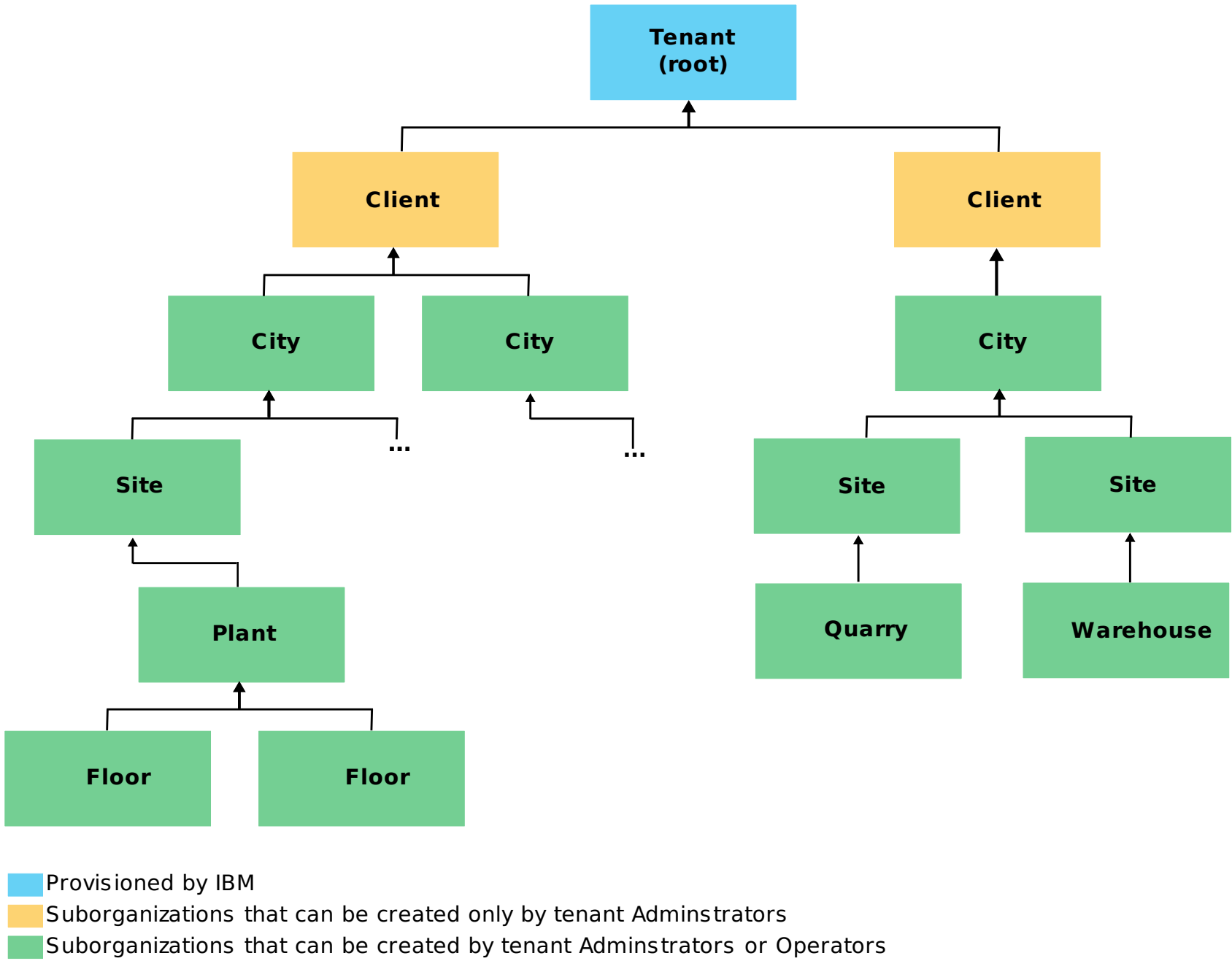


Figure 2. Complex organization hierarchy

Creating organizations

During initial setup, your organization hierarchy must be created by using the IBM Maximo Worker Insights API. For details, see [Creating an organization hierarchy](#).

After your initial organization hierarchy is set up, you can enhance the hierarchy with the API or the dashboard. You can enhance your organization hierarchy with the dashboard by completing the following steps:

1. Determine a plan for an organizational hierarchy that is best for your needs. Contact your IBM representative for guidance.
2. Log in to the dashboard by using the IBM® Maximo® Worker Insights dashboard URL and IBMid that are provided in the welcome letter.
3. Go to the **Organizations** tab.
4. The **Organization tree** shows a top level organization that was set up during the provisioning process. Set up organizations under this organization based on your plan. To set up each organization, click the **Add new**

**organization** button.