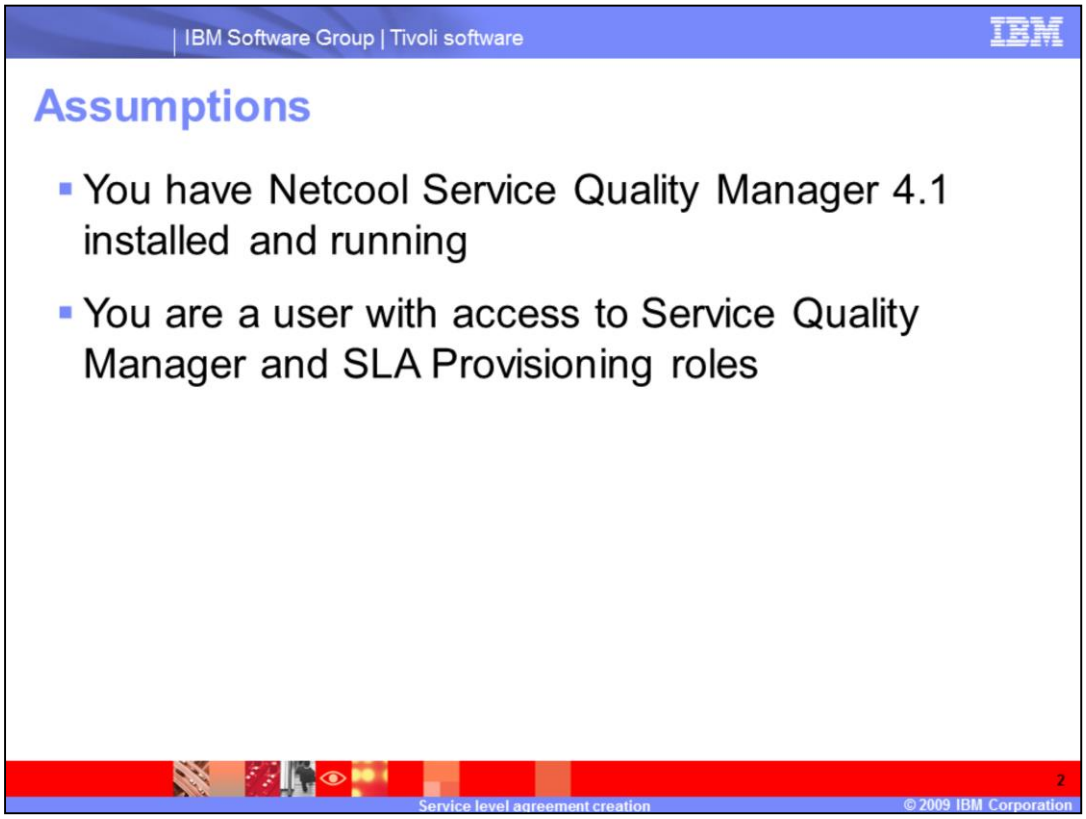
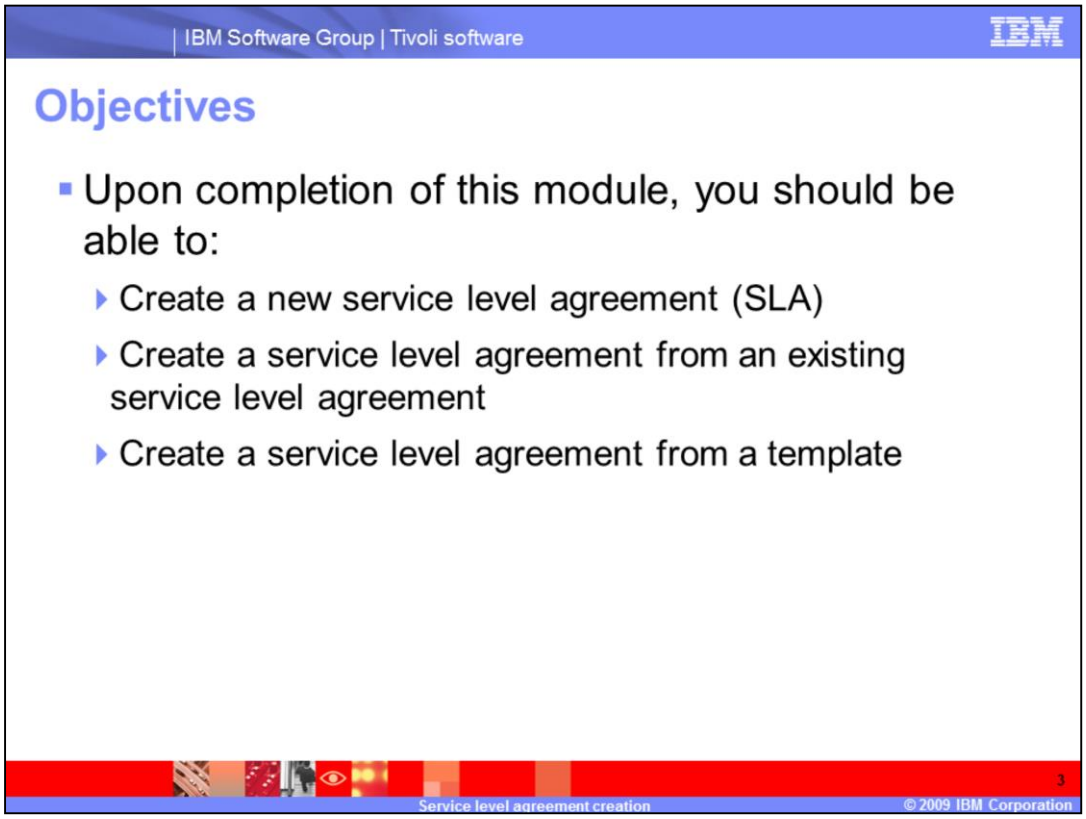
IBM Tivoli Training Netcool® Service Quality Manager 4.1, Service level agreement creation.



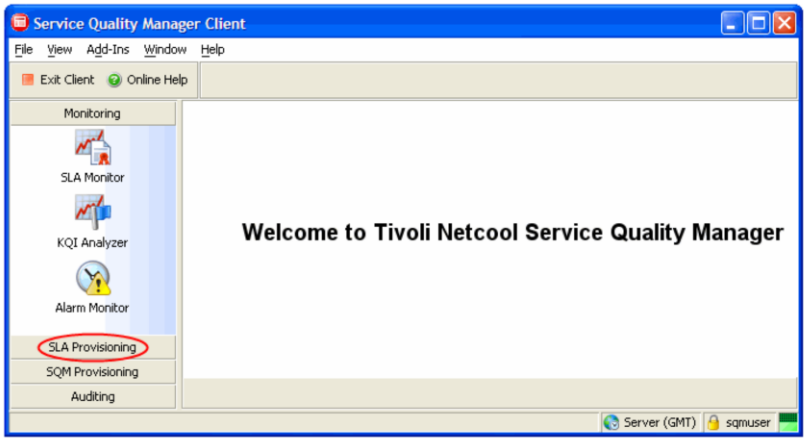
The assumptions are that you have Netcool Service Quality Manger 4.1 installed and running and that you are a user with access to Service Quality Manager and an SLA Provisioning Role.



Upon completion of this module, you should be able to create a new service level agreement, create a service level agreement from an existing service level agreement, and create a service level agreement from a template.

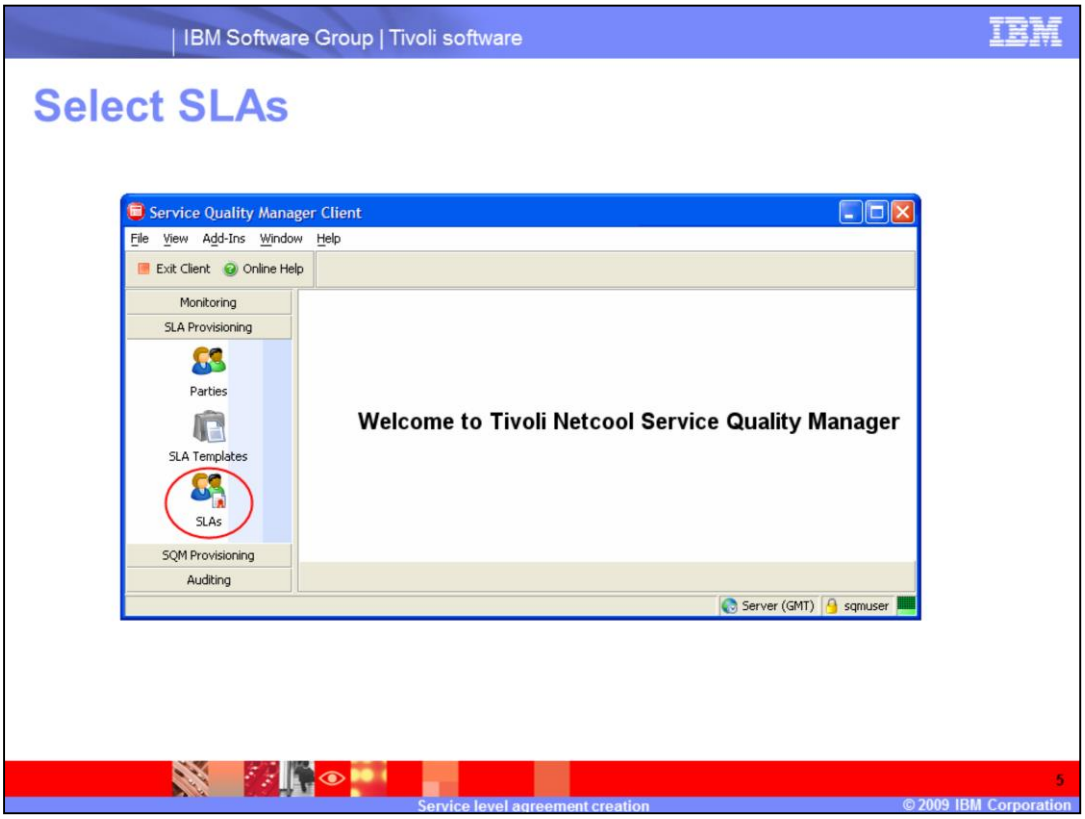
Start SLA provisioning

Click **SLA Provisioning** on the shortcut bar



© 2009 IBM Corporation

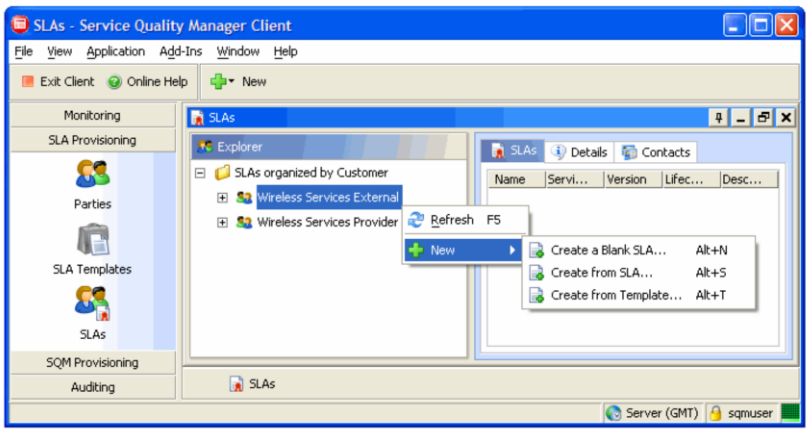
Starting at the welcome page, click **SLA Provisioning** on the shortcut bar.



Click **SLAs** in the **SLA Provisioning** menu.

Create an SLA

- Highlight and right-click **Wireless Services External**
- You can create a blank SLA, create a new SLA from an existing SLA, or create an SLA from a template

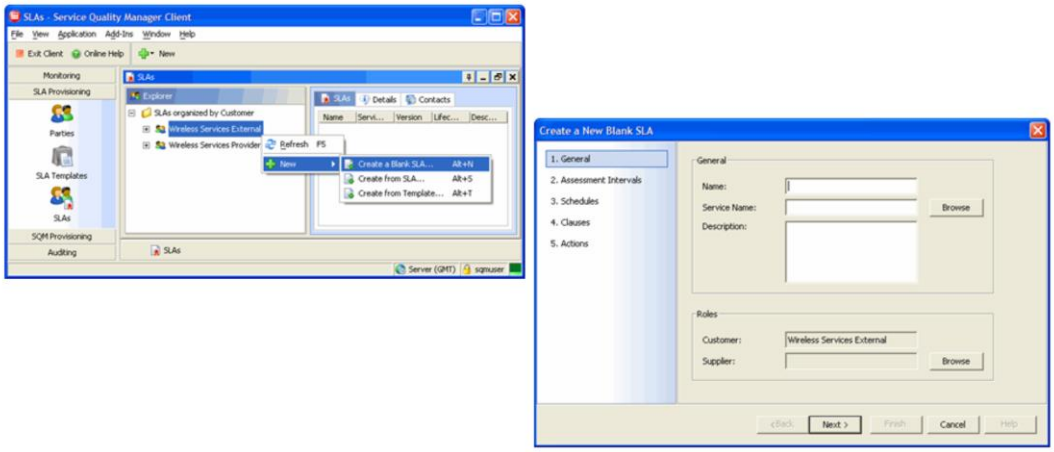


© 2009 IBM Corporation

In the **SLAs** window, highlight the Wireless Services External party and click **New**, or right-click the **Wireless Services External** party to create an SLA.

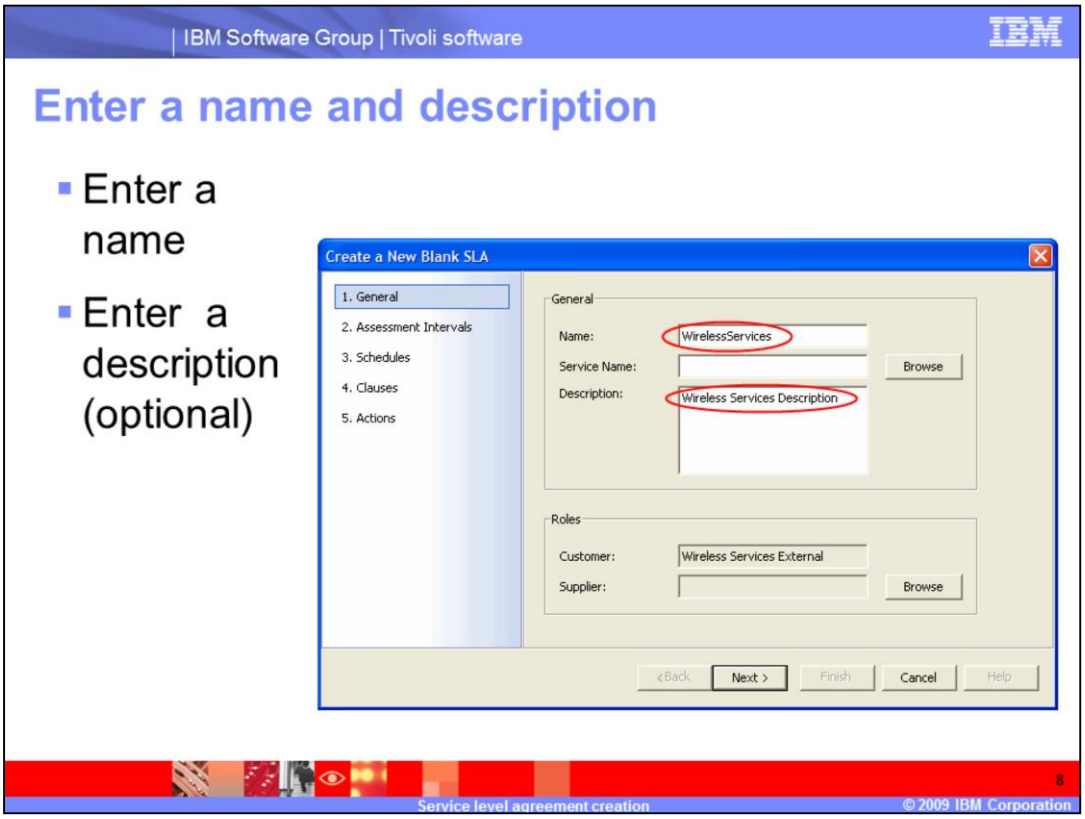
Create a new SLA

Click **Create a Blank SLA…**



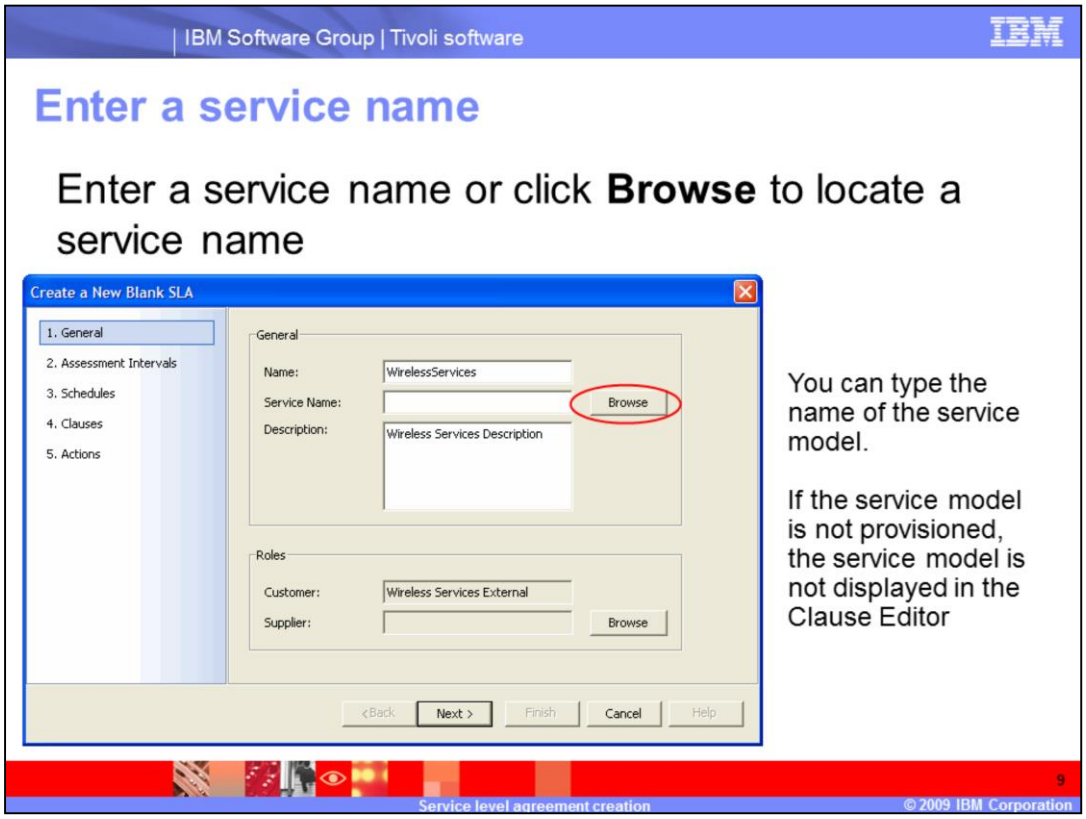
© 2009 IBM Corporation

Click **Create a Blank SLA…** to create a new SLA.



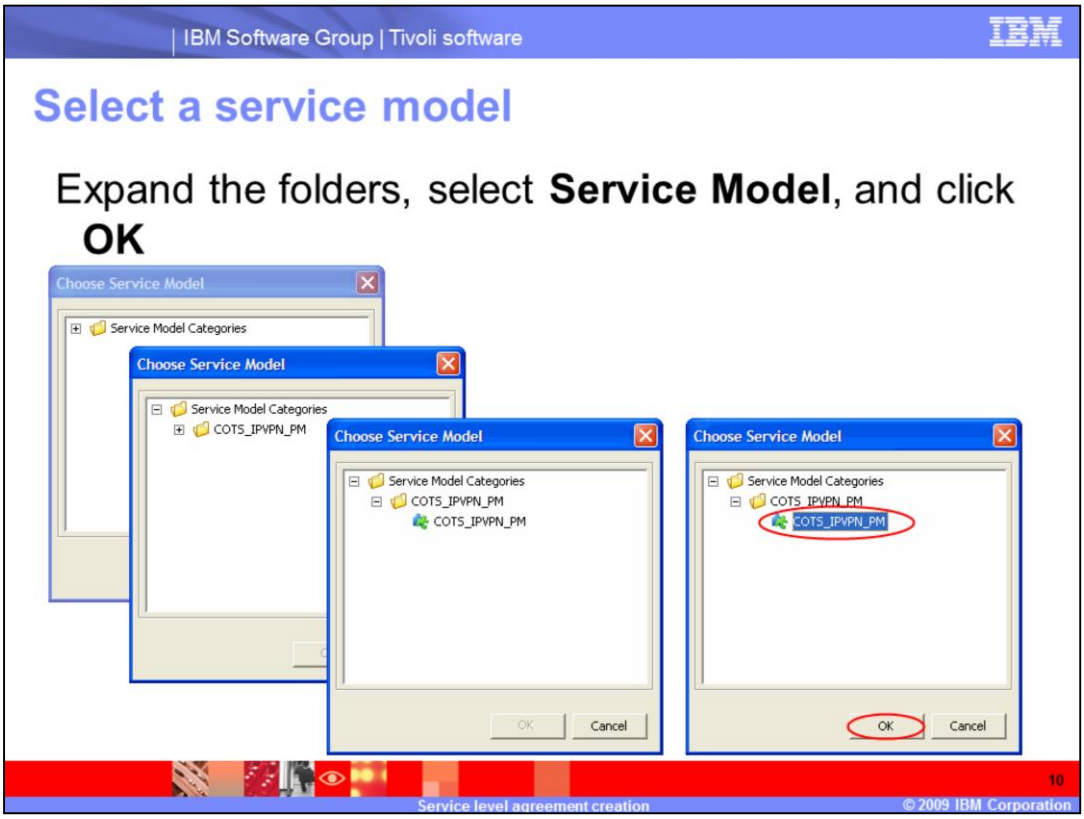
You must enter the name of the SLA, for example, **WirelessServices**.

Entering a description is optional.

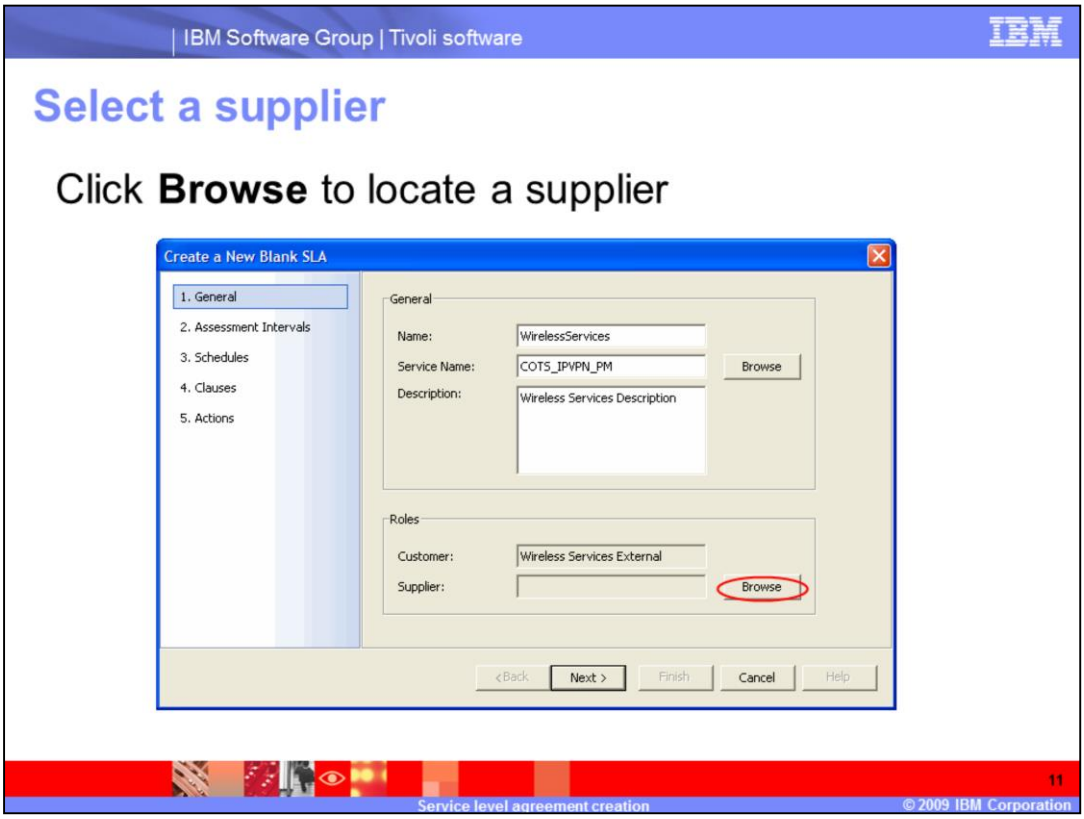


Click **Browse** to select a service name from a new window.

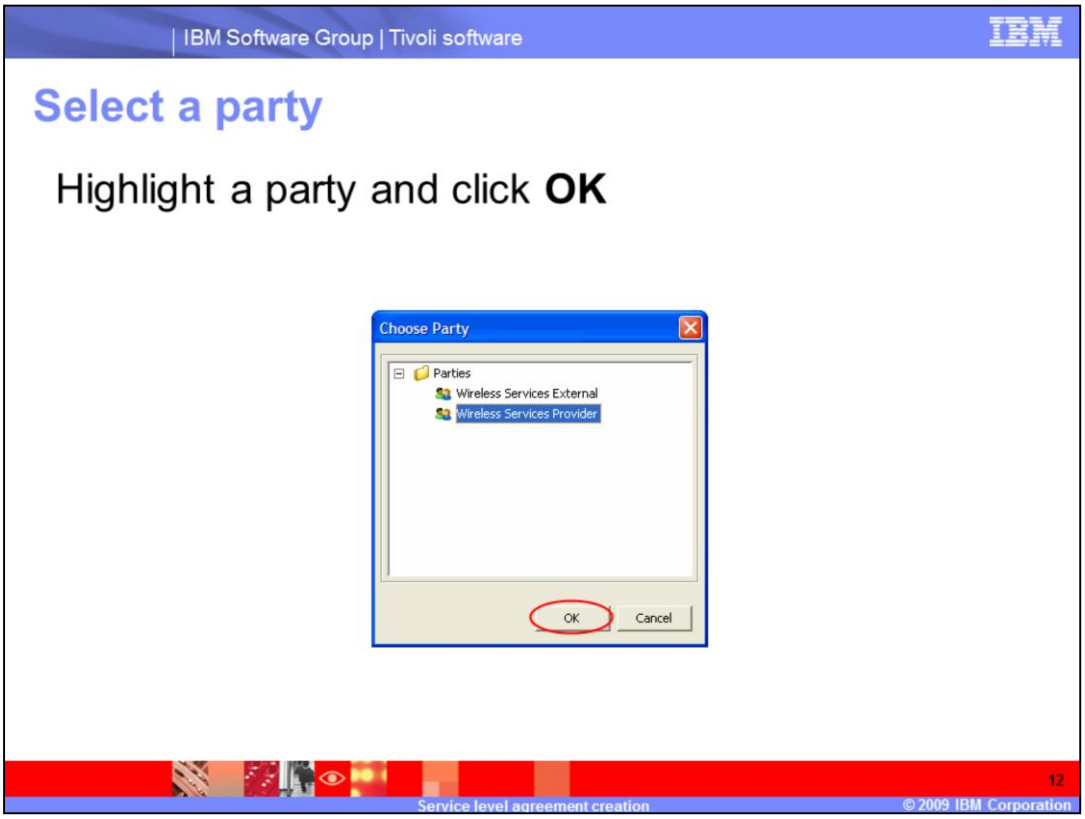
You can type the name of the service model, but if the service model is not provisioned, the service model is not be displayed in the Clause Editor, and you must add clauses manually.



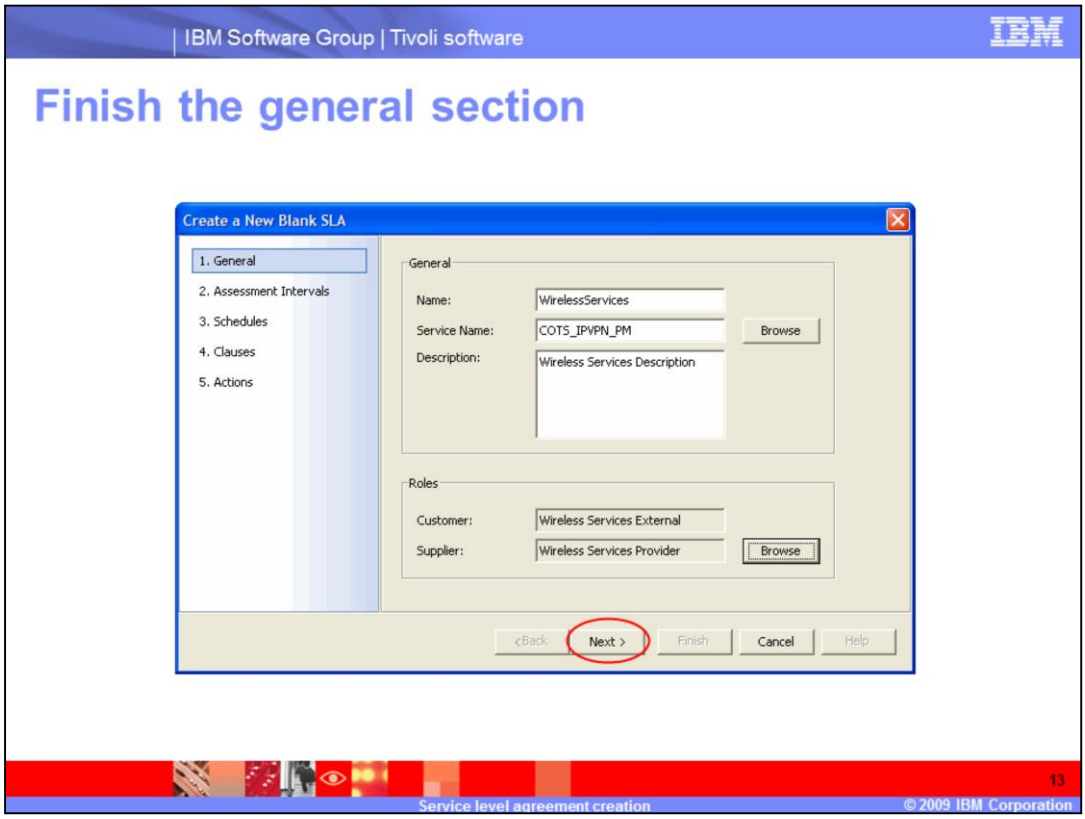
Expand **Service Model** categories. Expand **COTS_IPVPN_PM**. Select the **COTS_IPVPN_PM** service model and click **OK**.



Click **Browse** to select a supplier from a new window.



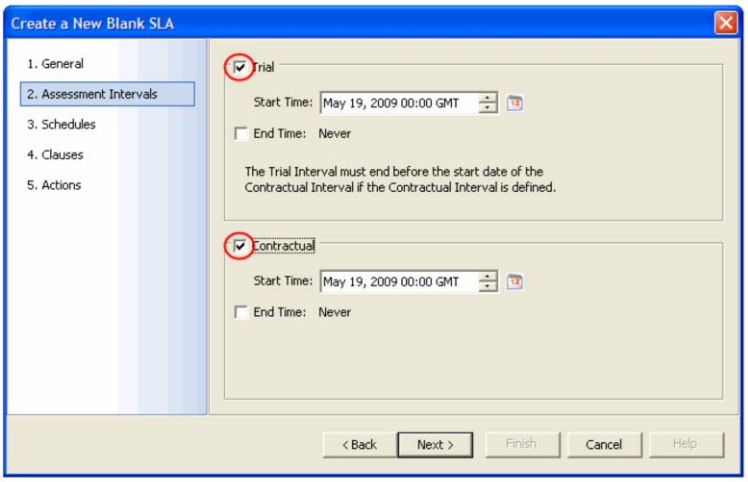
Select the **Wireless Services Provider** party and click **OK**.



Click **Next** to finish the General section of SLA creation.

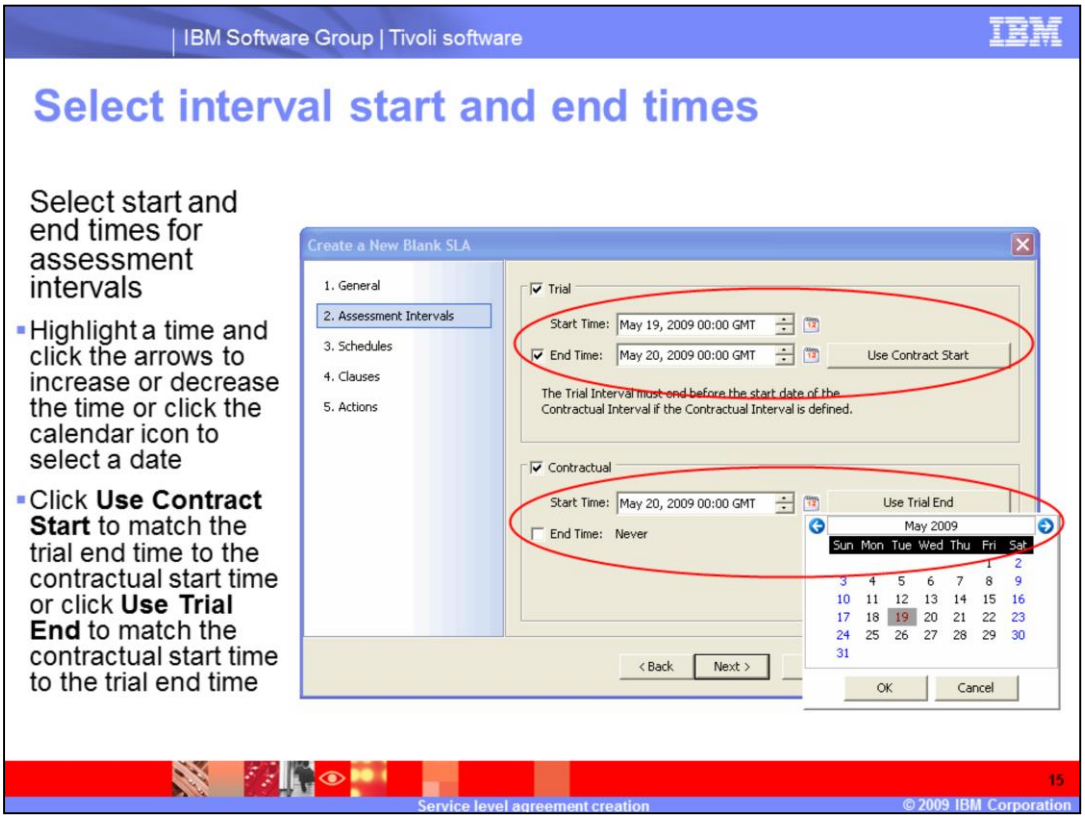
Select assessment intervals

Select trial and contractual assessment intervals as needed



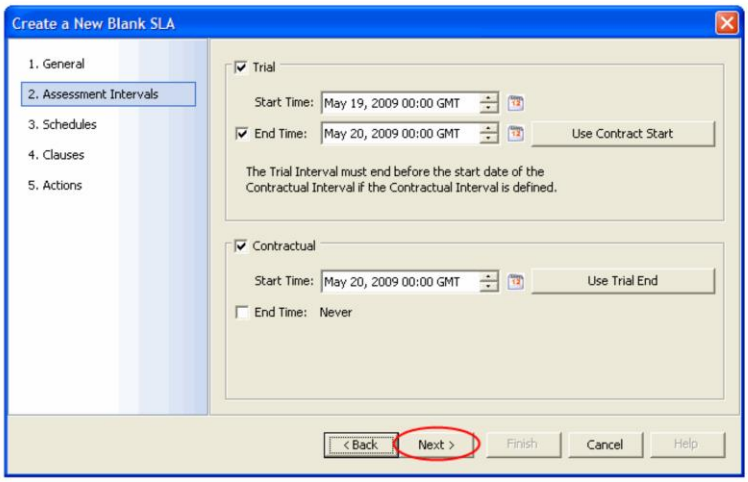
© 2009 IBM Corporation

Select trial and contractual assessment intervals as needed.



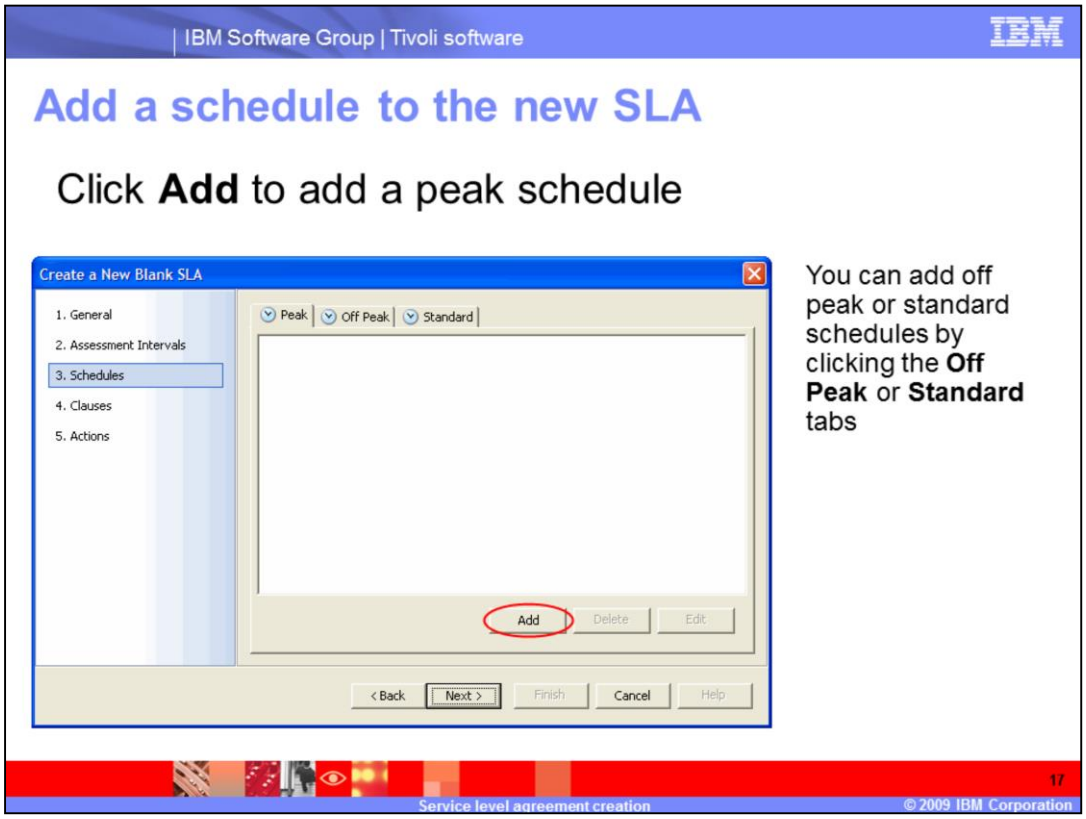
Select start and end times for the assessment intervals. Highlight a section of time and click the arrows to increase or decrease the time, or click the calendar icon to select a date. Click **Use Contract Start** to match the trial end time to the contractual start time, or click **Use Trial End** to match the contractual start time to the trial end time as needed.

Finish creating new SLA assessment intervals



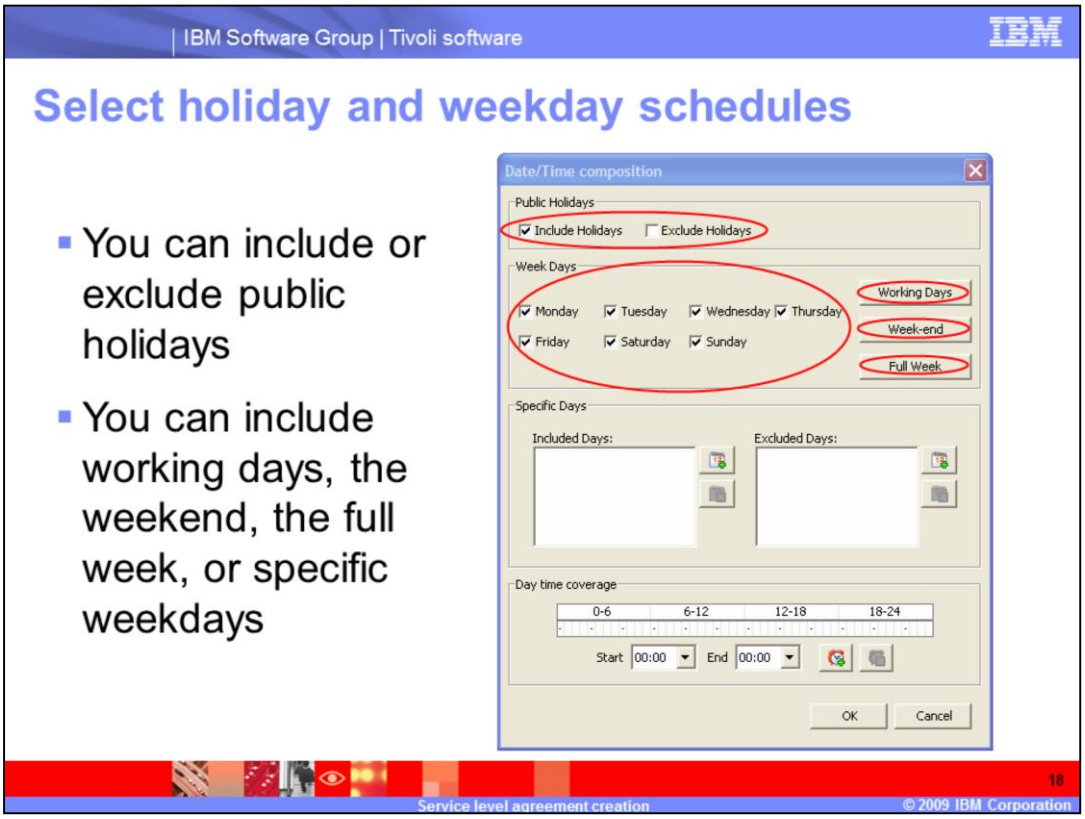
© 2009 IBM Corporation

Click **Next** to finish the Assessment Intervals section of SLA creation.



Click **Add** to add a peak schedule to your SLA.

You can add off peak or standard schedules by clicking the **Off Peak** and **Standard** tabs.

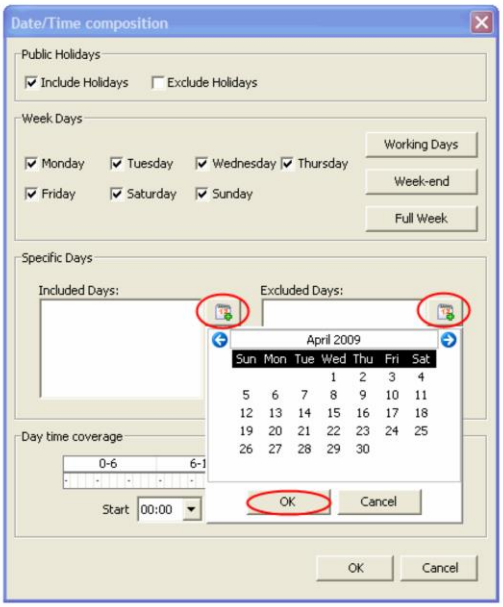


You can include or exclude public holidays by selecting Include Holidays or Exclude Holidays in the Public Holidays section.

You can include working days, weekend, or full week, or add specific weekdays to your SLA template. For specific days, select the check boxes for the days listed in the Weekdays section.

Add specific days to a new SLA

- You can include or exclude specific days from the schedule
- Click the calendar icon to select dates from a calendar, select day to include or exclude, and click **OK**

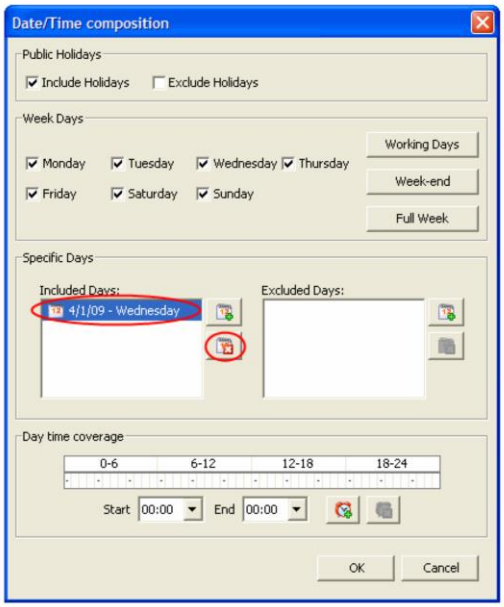


© 2009 IBM Corporation

You can add specific days to include and exclude from the schedule of your SLA by clicking the calendar icons, selecting a day to include or exclude, and clicking **OK**.

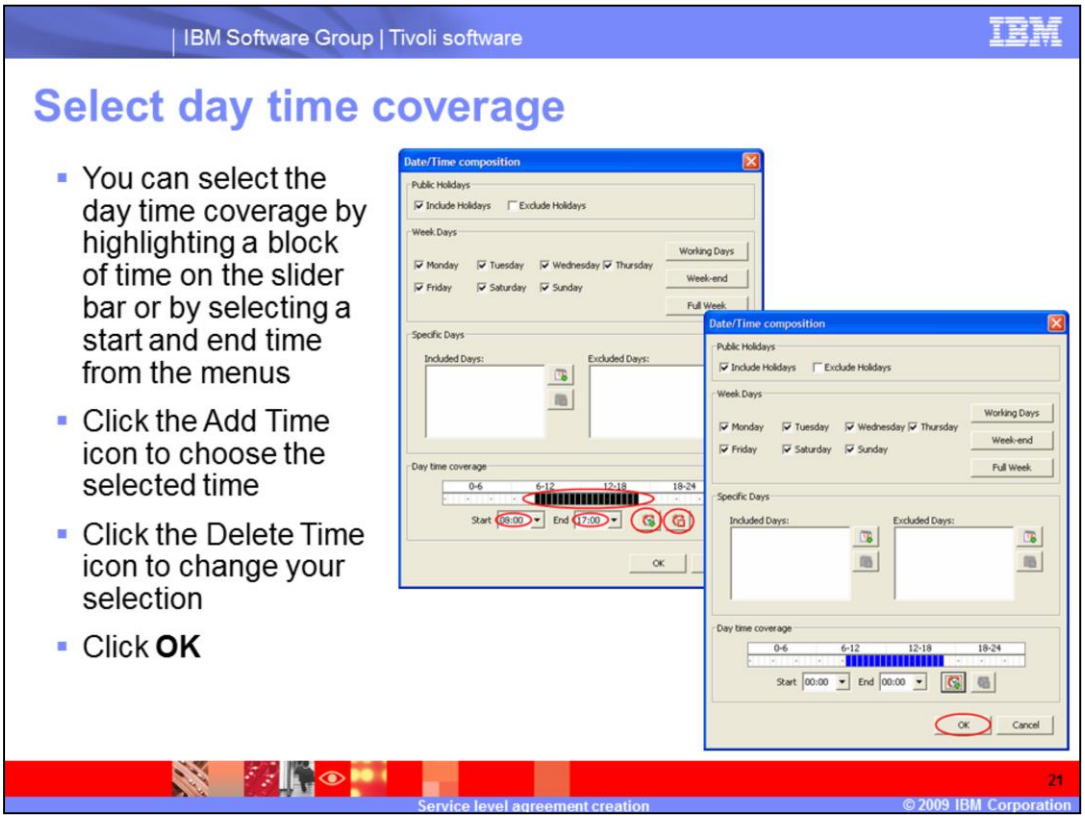
Delete specific days from a new SLA

- You can delete specific days to include or exclude them from the schedule
- Highlight the day to delete and click the delete icon



© 2009 IBM Corporation

You can delete specific days to include and exclude from the schedule of your SLA by highlighting the day to delete and clicking the delete icon.

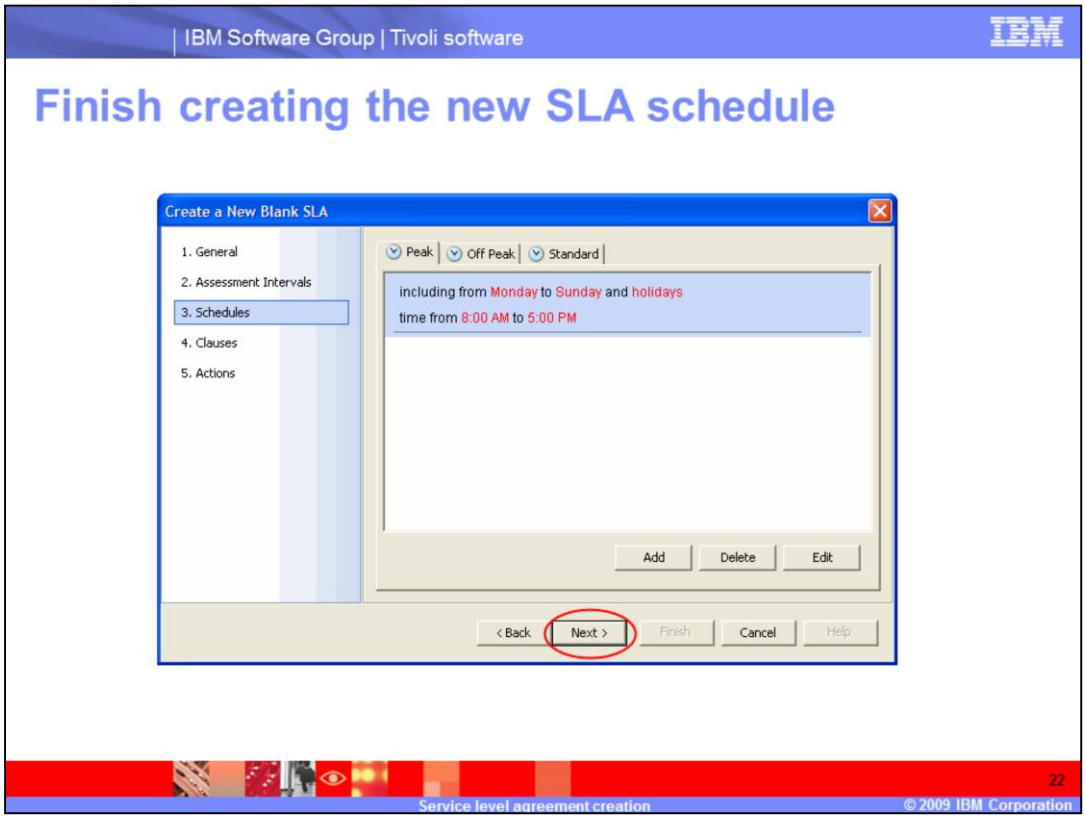


You can select the day time coverage by highlighting a block of time on the slider bar or selecting the **Start** and **End** time from the menus.

You can click the Add Time icon to choose the selected time, which then changes to blue.

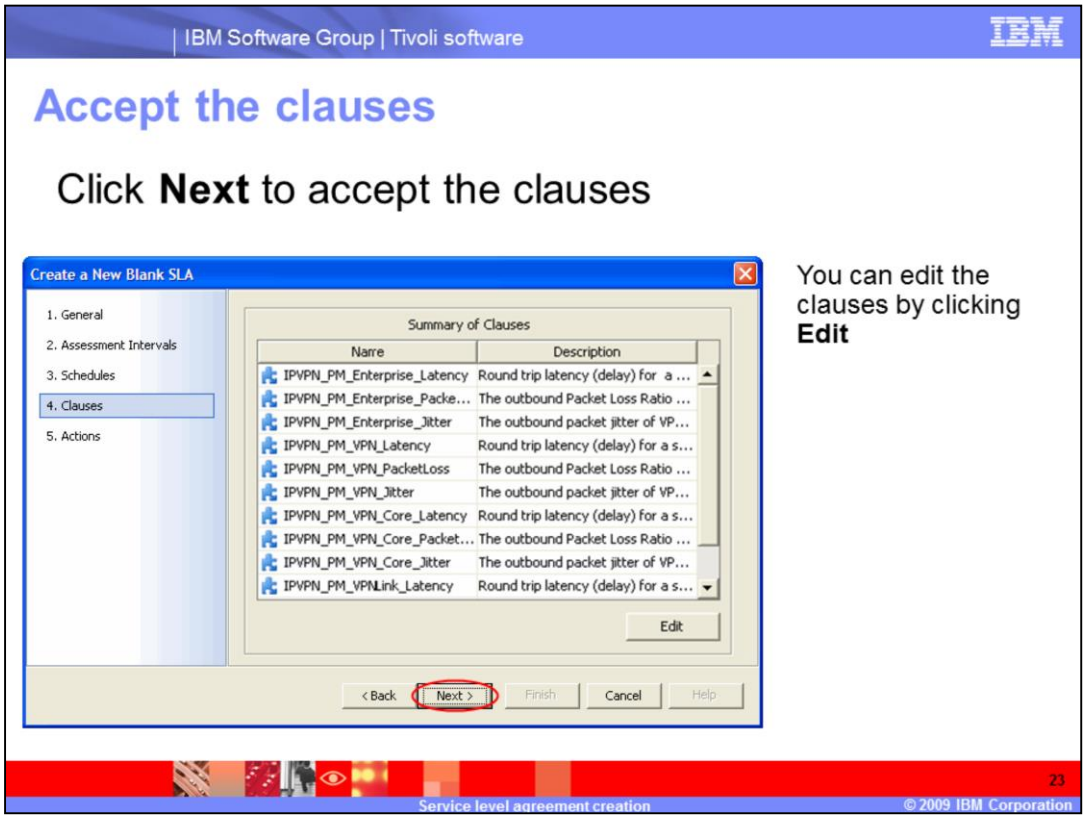
You can click the Delete Time icon to change your selection.

Click **OK**.



Make sure that there is a time period reported. In this example, the time period is 8:00 a.m. to 5:00 p.m. If no time period is shown, click the **Add** button and click the Add Time icon, which is shaped like a clock.

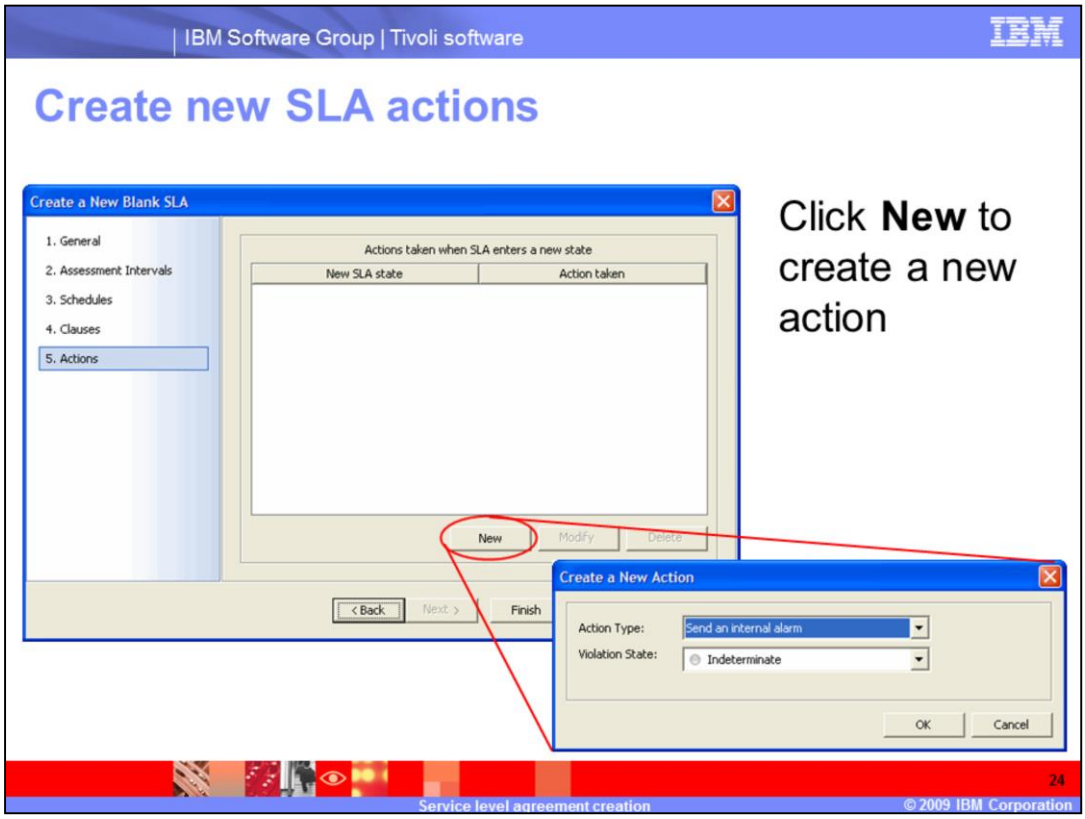
Click **Next** to finish the Schedules section of the SLA creation.



Click **Next** to accept the clauses section.

You can edit the clauses by clicking **Edit**.

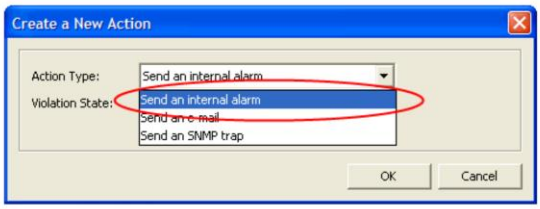
If the model initially chosen is not provisioned, there are no clauses, and you must add the clauses manually.

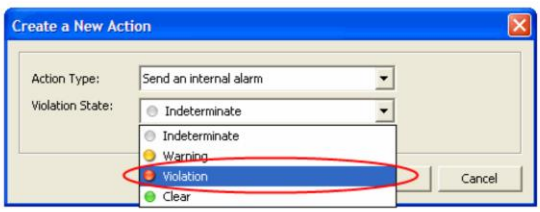


Click **New** to create a new action.

Create new SLA action type and violation state

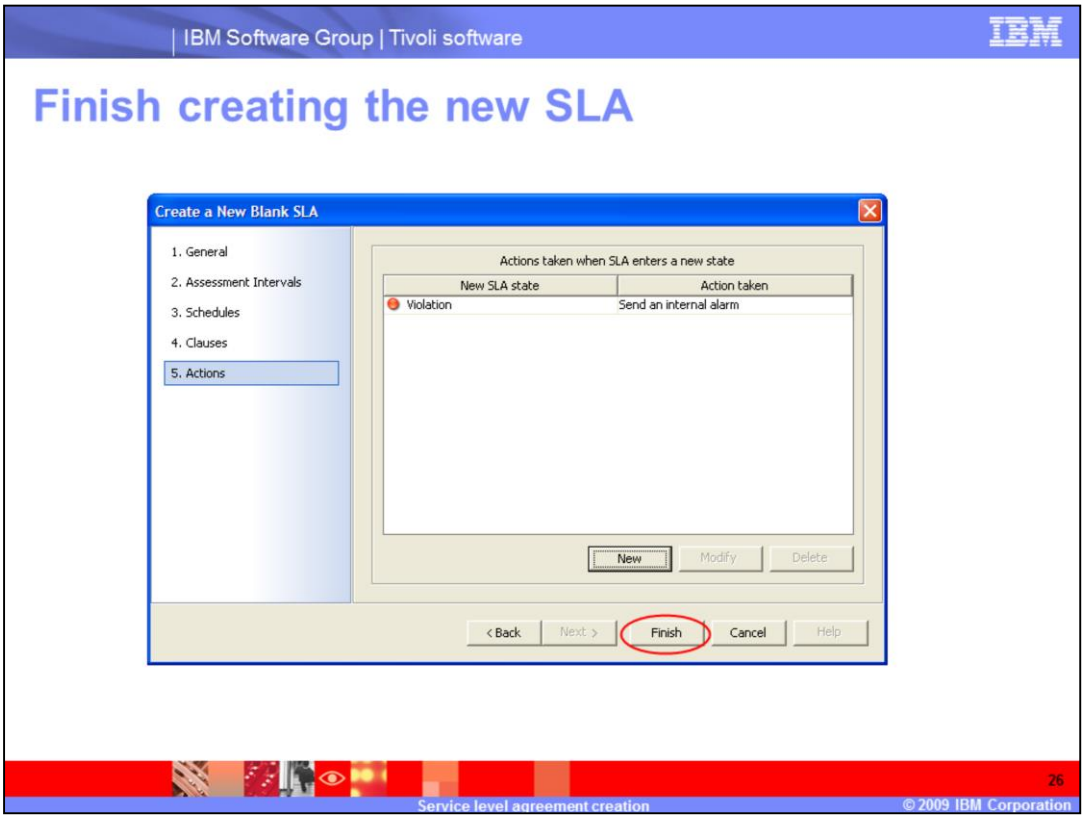
- Select an action type and a violation state
- Valid action types are send an internal alarm, send an e-mail, and send an SNMP trap
- Valid violation states are indeterminate, warning, violation, and clear
- Select **Send an internal alarm** as the Action Type and **Violation** as the Violation State



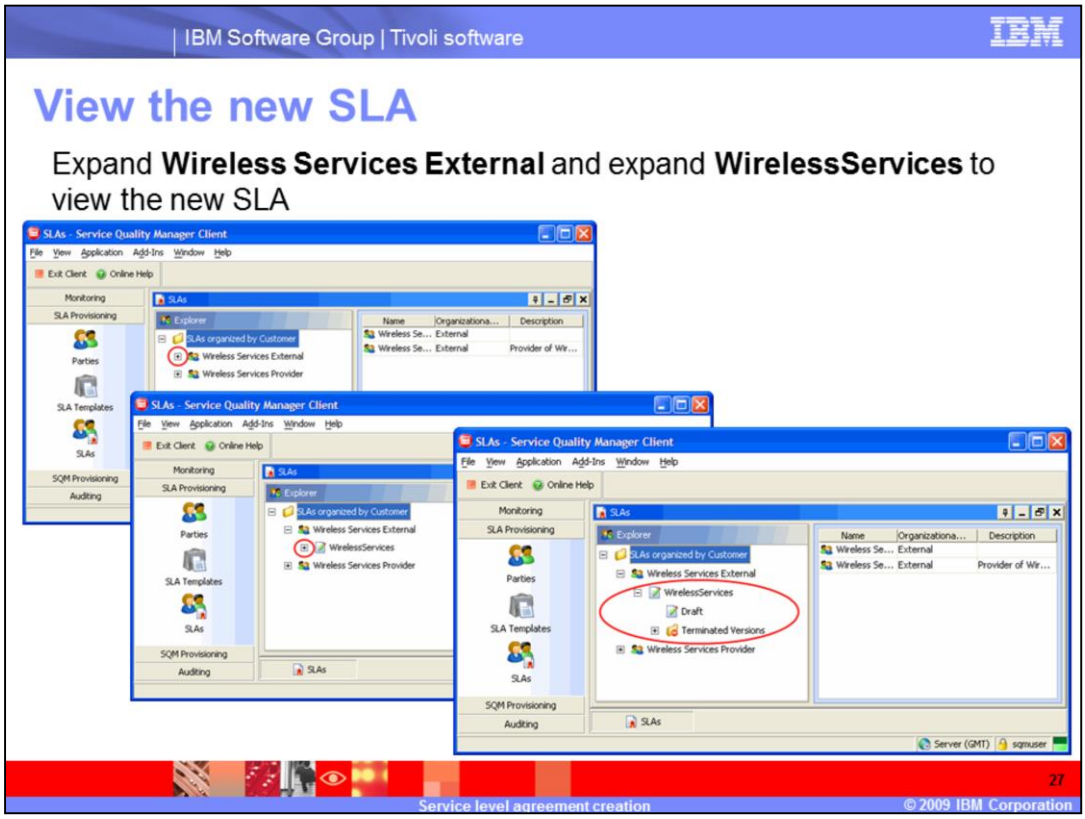


© 2009 IBM Corporation

Choose an action type and violation state. Valid action types are send an internal alarm, send an e-mail, and send an SNMP trap. Valid violation states are indeterminate, warning, violation, and clear. Select **Send an internal alarm** as the Action Type, and **Violation** as the Violation State.



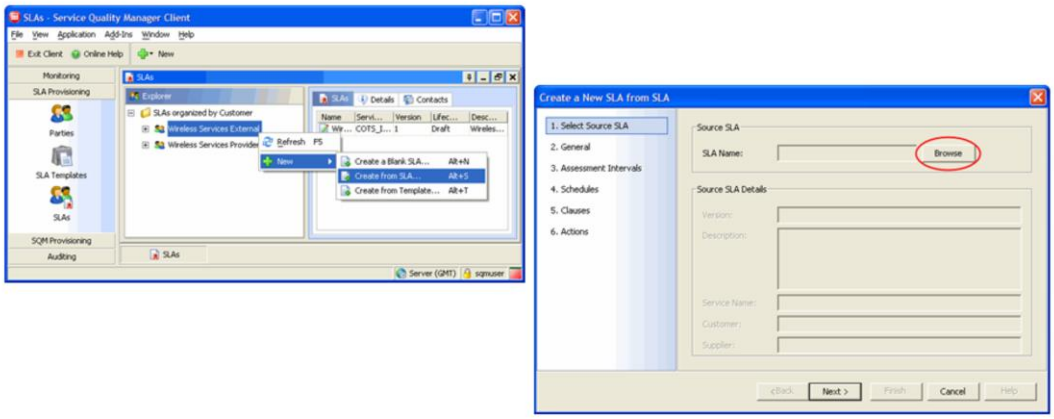
Click **Finish** to finish the Actions section of SLA creation and create your SLA.



Expand **Wireless Services External** and expand **WirelessServices** to view the new SLA.

Create a new SLA from an existing SLA

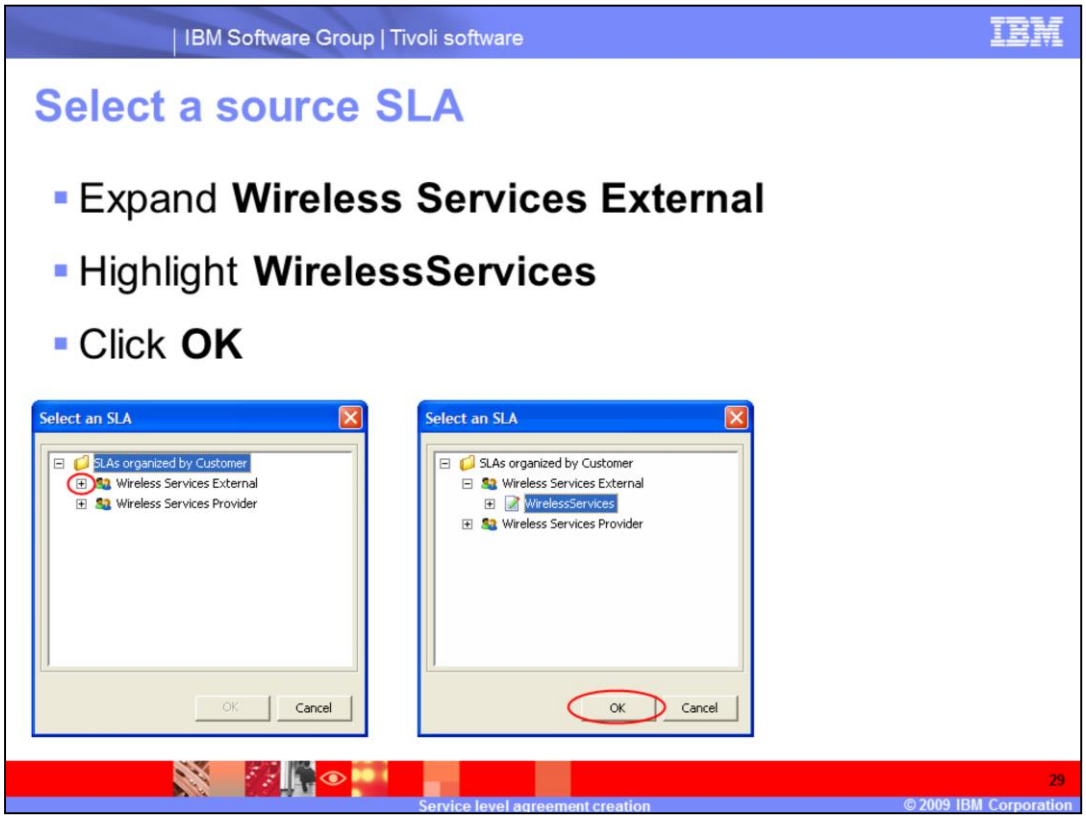
- Click **Create from SLA…**
- Click **Browse** to select a source SLA from which to create the new SLA



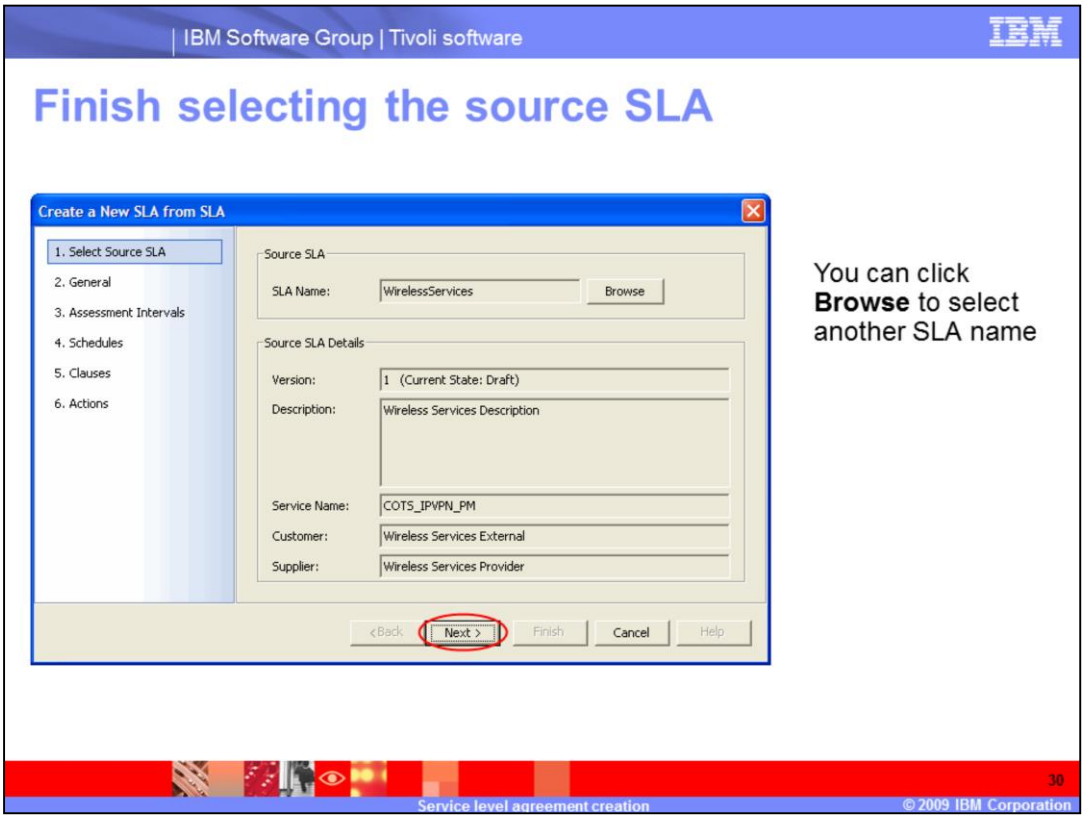
© 2009 IBM Corporation

Click **Create from SLA…** to create an SLA from an existing SLA.

Click **Browse** to select an SLA from which to create the new SLA.

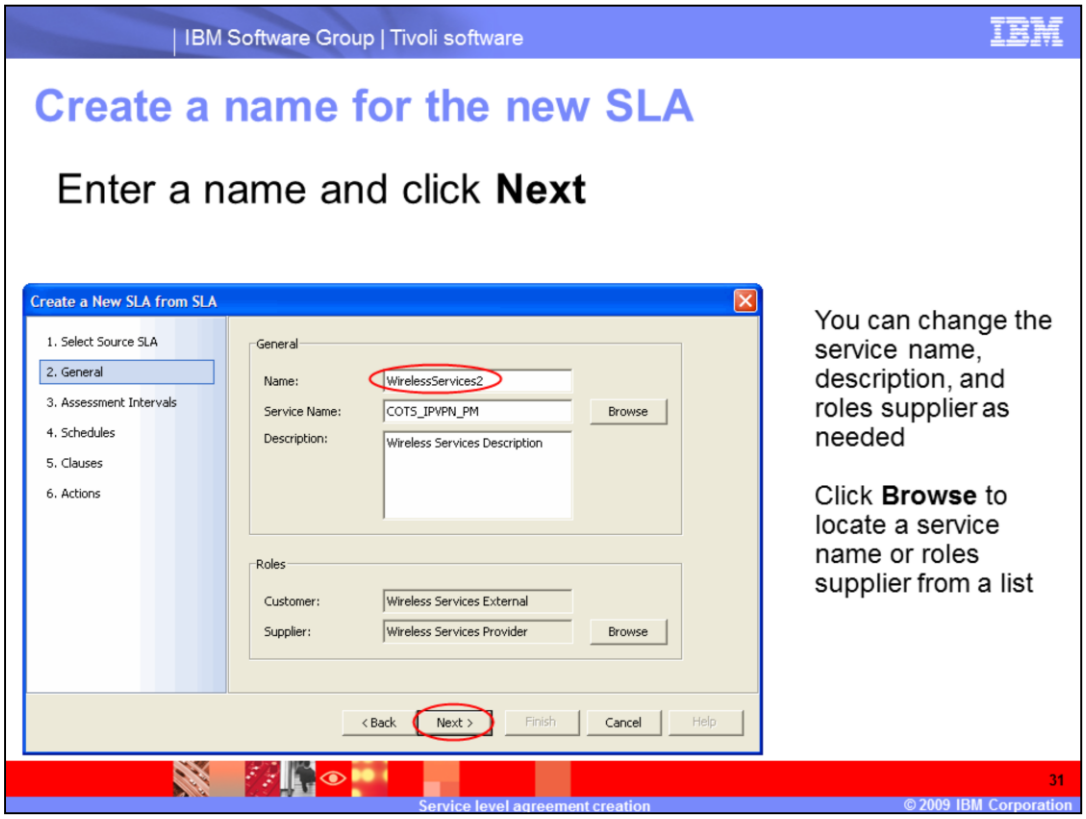


Expand **Wireless Services External**. Select the **WirelessServices** SLA and click **OK**.



Click **Next** to finish selecting the source SLA.

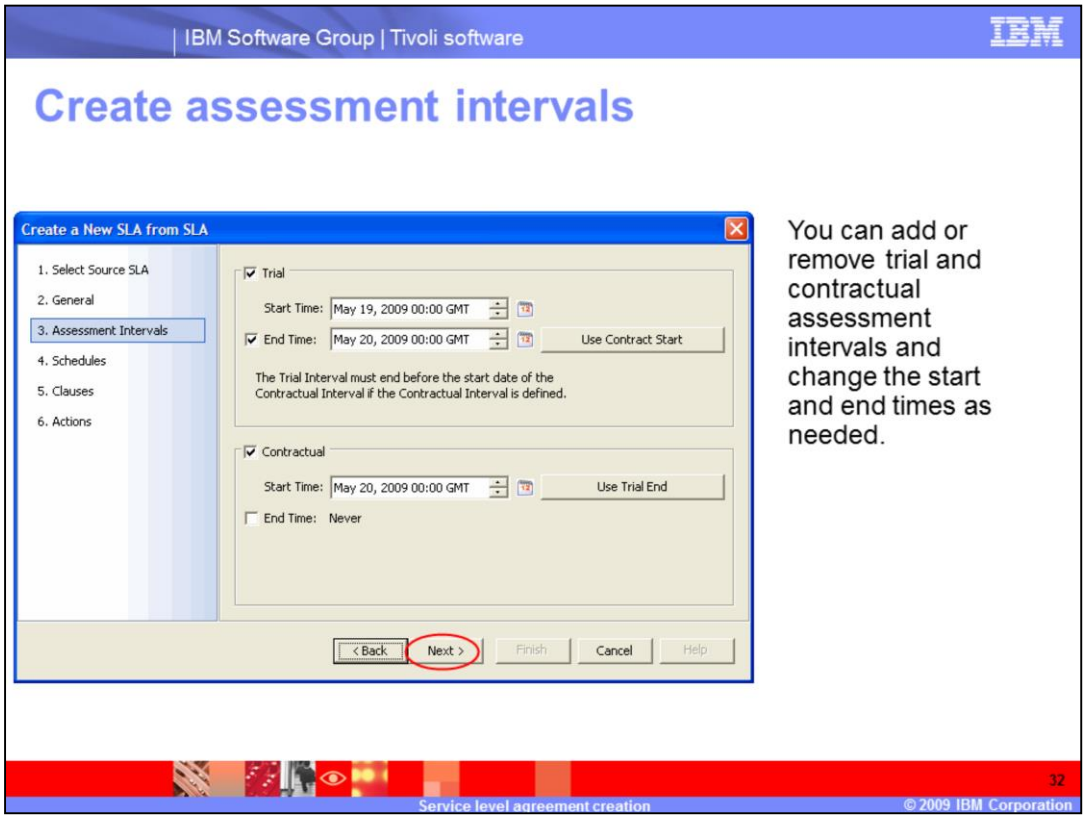
You can click **Browse** to select another SLA name.



You must enter the name of the SLA, for example, **WirelessServices2**.

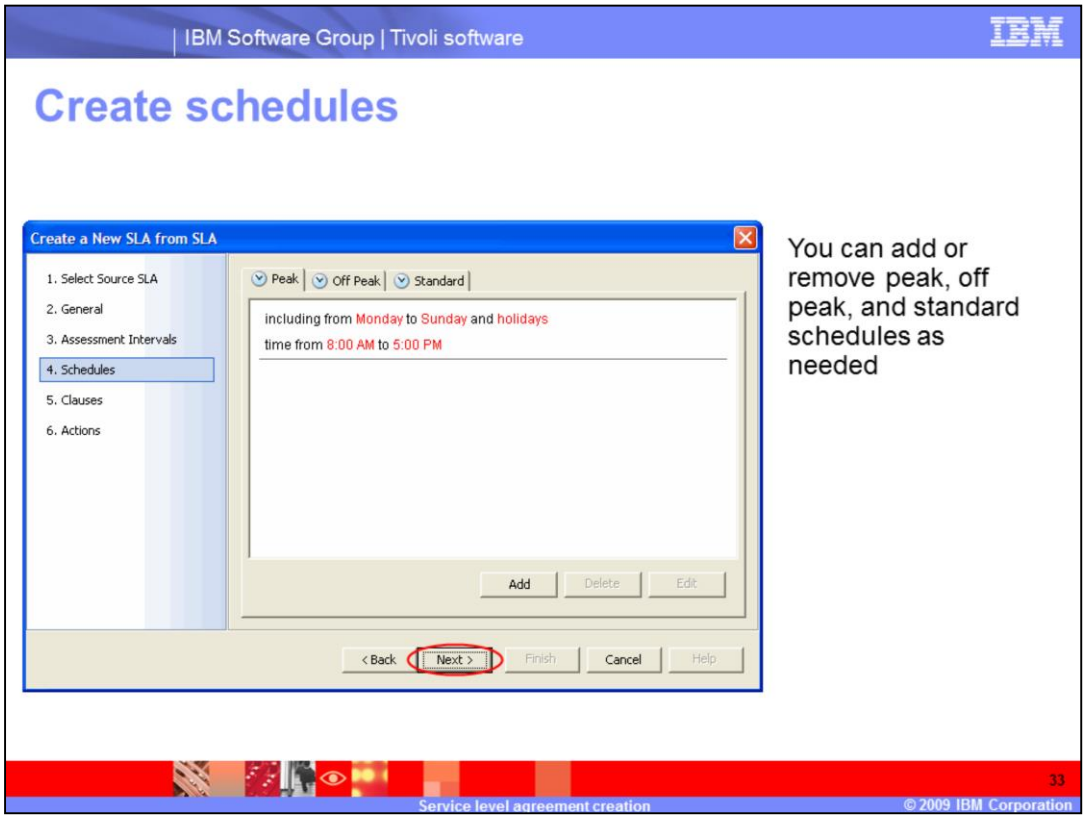
You can change the service name, description and roles supplier as needed. You can click **Browse** for the service name or roles supplier to select from a list.

Click **Next**.



Click **Next** to finish the Assessment Intervals section of SLA creation.

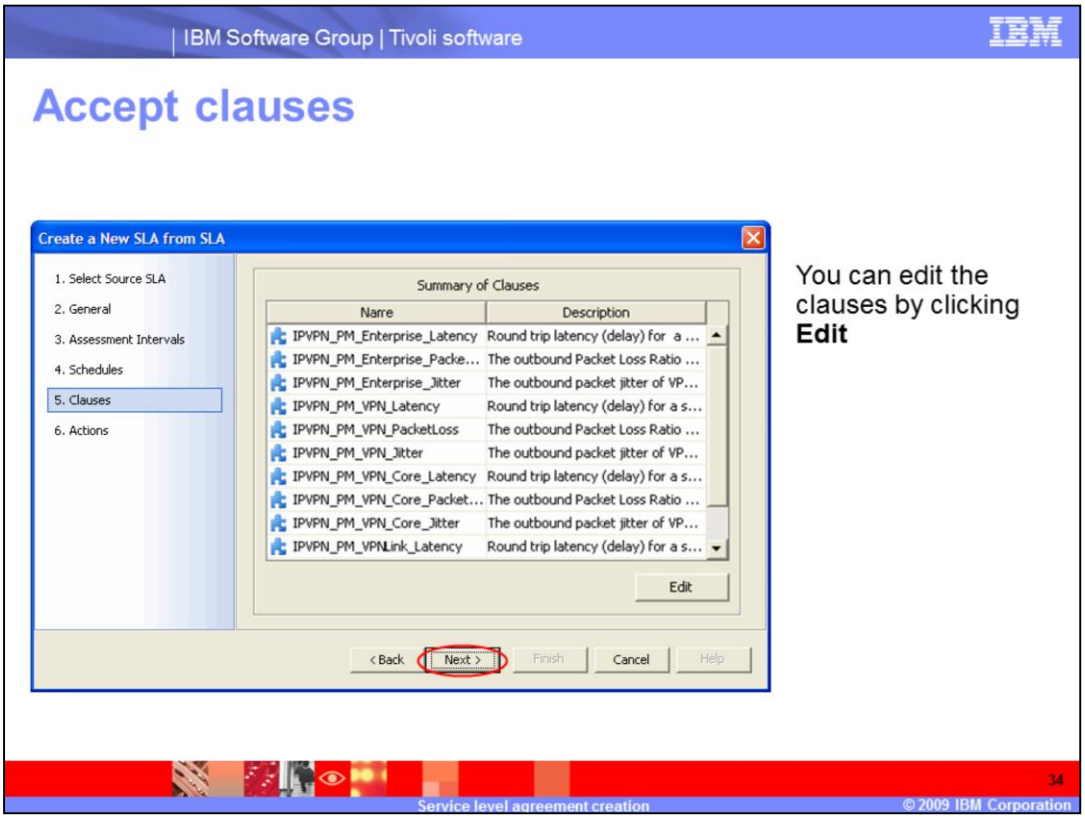
You can add or remove trial and contractual assessment intervals, and change the start and end times as needed.



Make sure that there is a time period reported. In this example, the time period is 8:00 a.m. to 5:00 p.m. If no time period is shown, click the **Add** button and click the Add Time icon, which is shaped like a clock.

Click **Next** to finish the Schedules section of SLA creation.

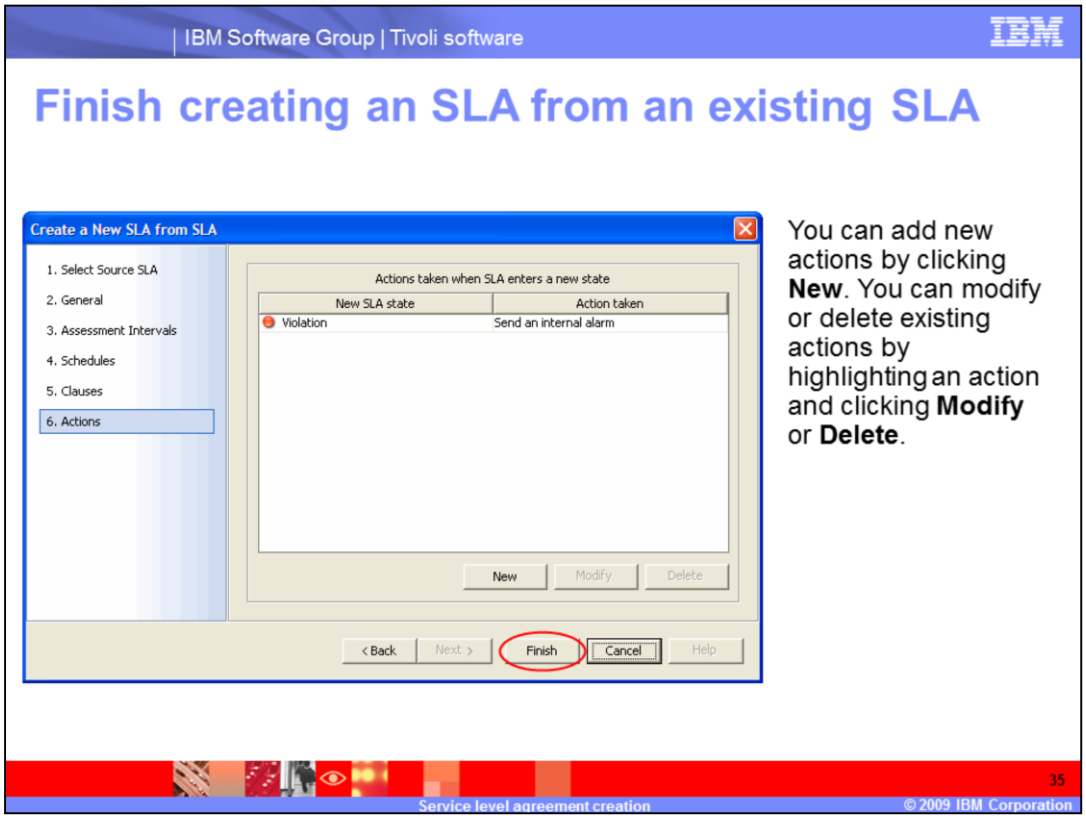
You can add or remove peak, off peak and standard schedules as needed.



Click **Next** to finish the Clauses section of SLA creation.

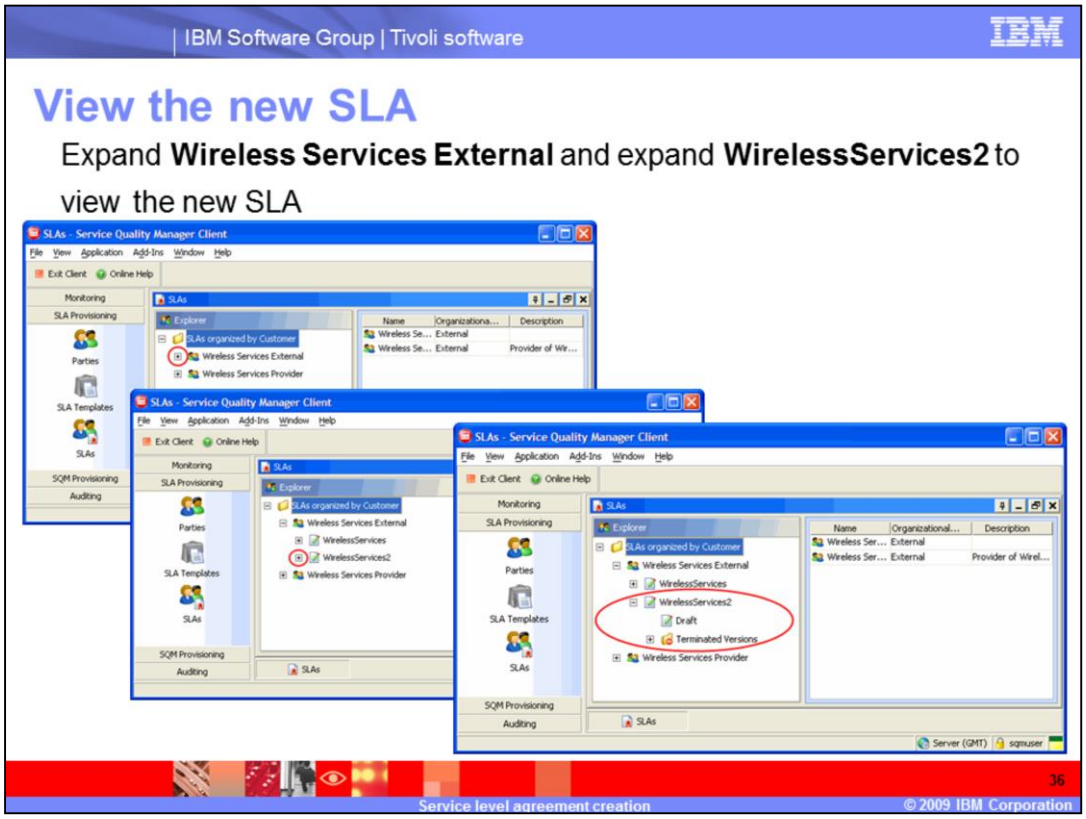
You can edit the clauses by clicking **Edit**.

If the model initially chosen is not provisioned, there are no clauses, and you must add the clauses manually.

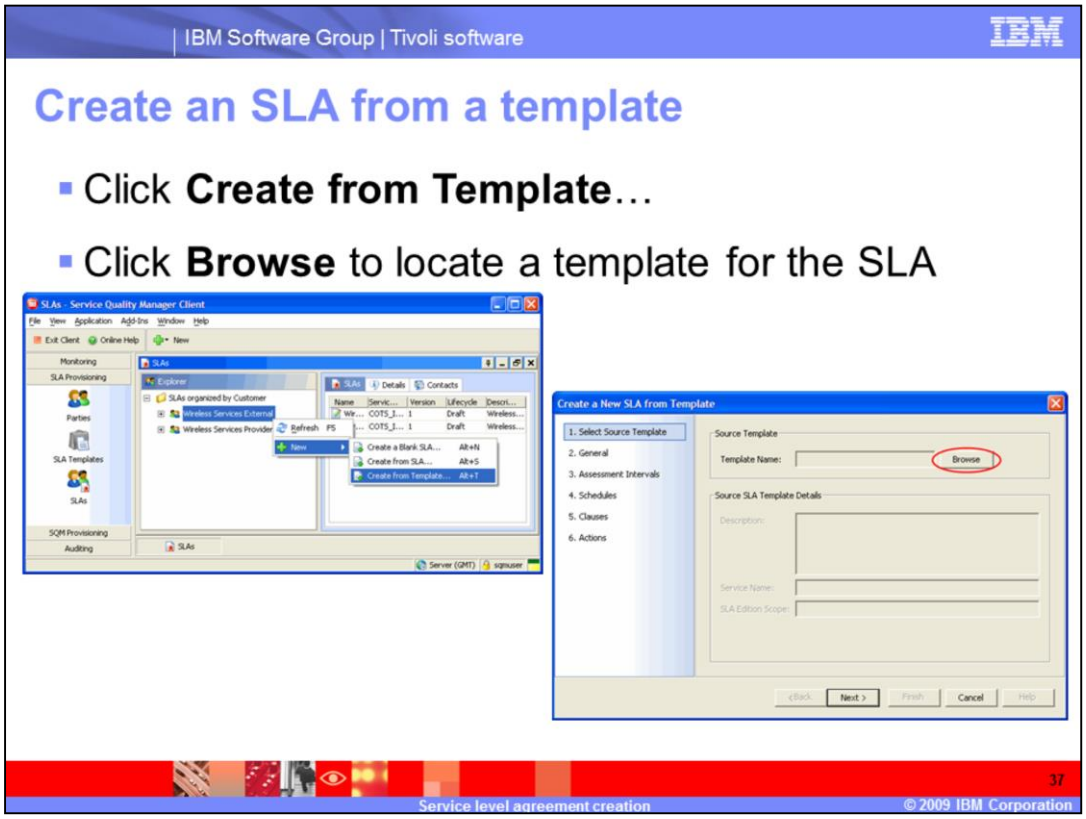


Click **Finish** to finish the Actions section of SLA creation and create your SLA.

You can add new actions by clicking **New**. You can modify or delete existing actions by highlighting an action and clicking **Modify** or **Delete**.

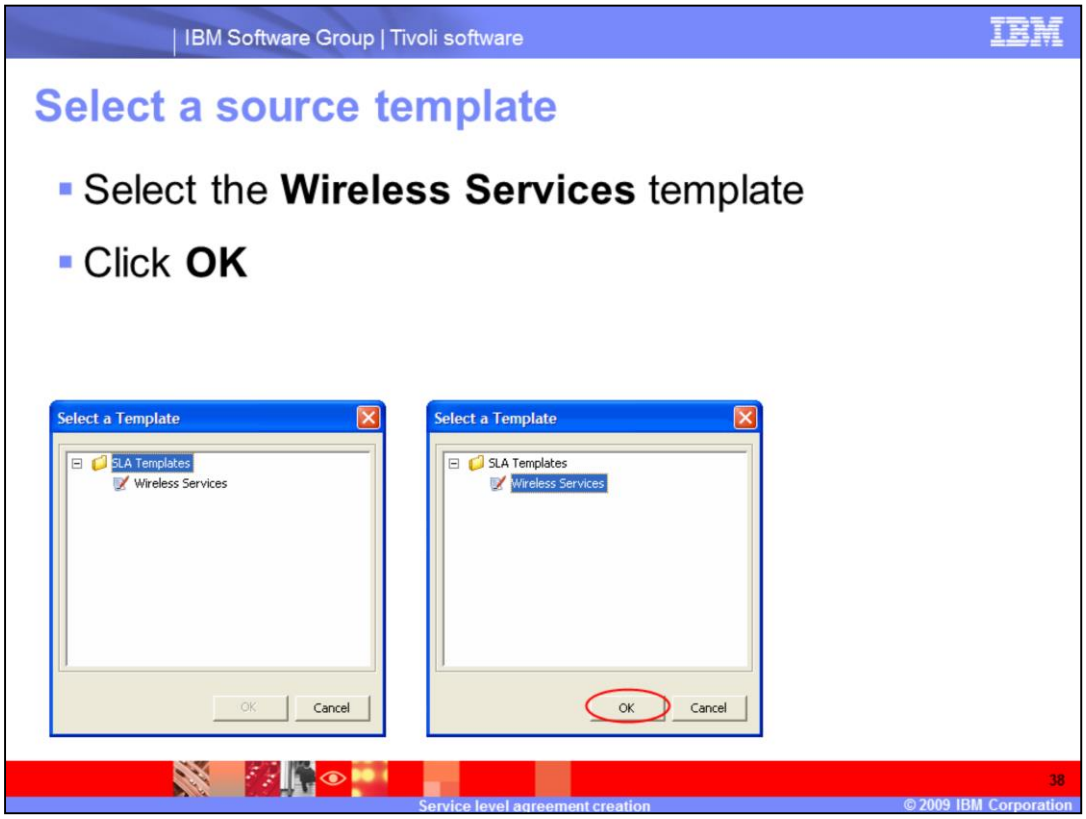


Expand **Wireless Services External** and expand **WirelessServices2** to view the new SLA.

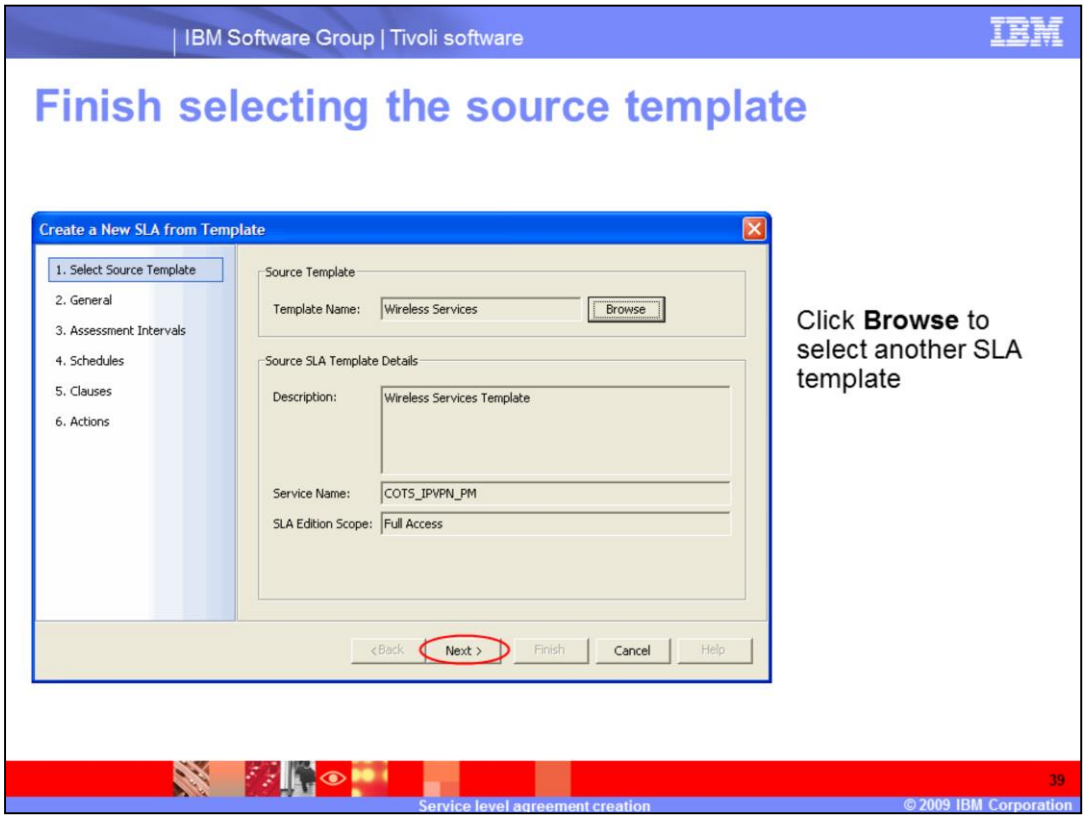


Click **Create from Template…** to create an SLA from a template.

Click **Browse** to locate a template for the SLA.

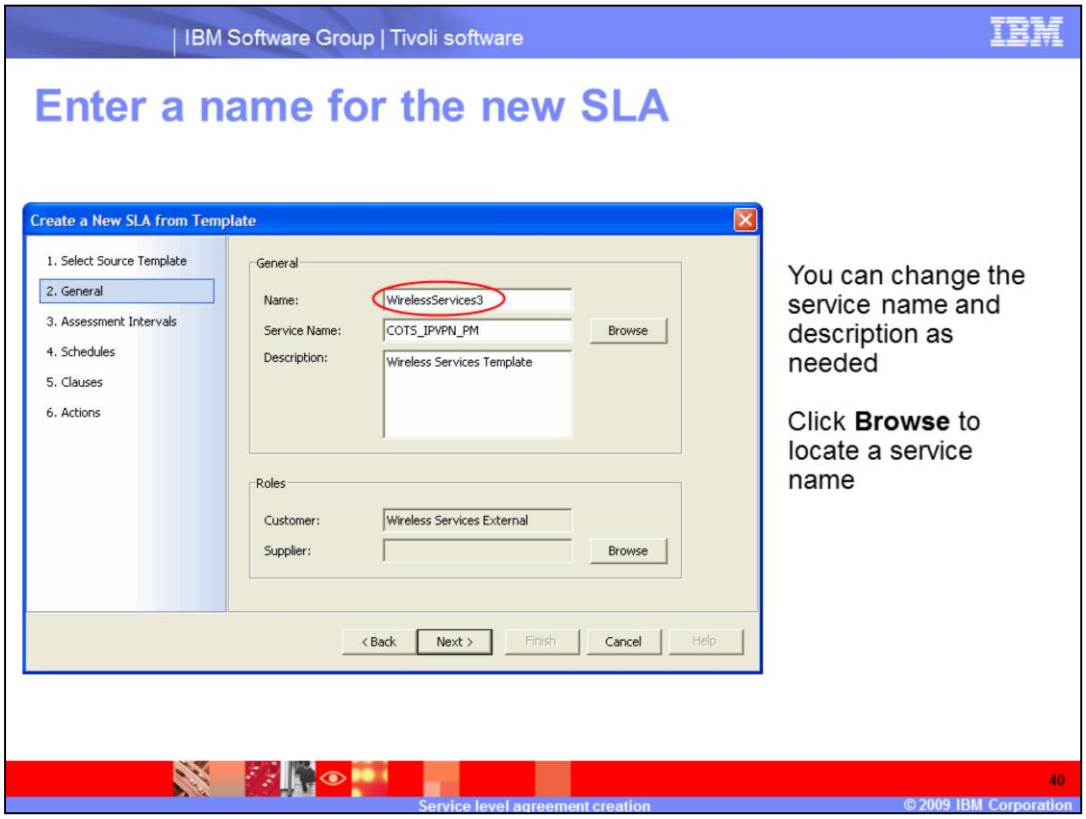


Expand **Wireless Services**. Select the **Wireless Services** template and click **OK**.



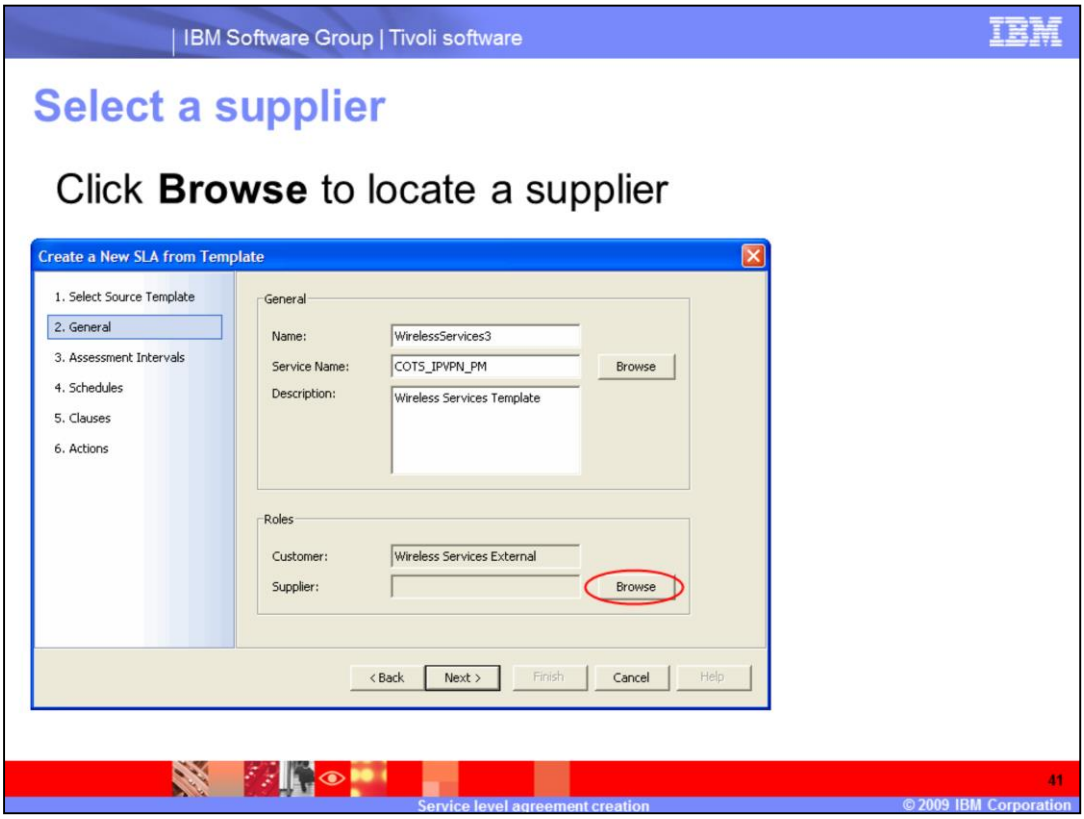
Click **Next** to finish the Select Source Template section of SLA creation from a template.

You can click **Browse** to select another SLA template.



You must enter the name of the SLA, for example, **WirelessServices3**.

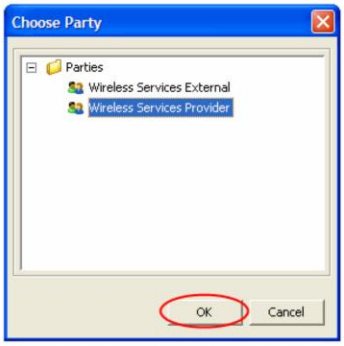
You can change the service name and description as needed. You can click **Browse** to locate and select a service name from a list.



Click **Browse** to select a supplier from a new window.

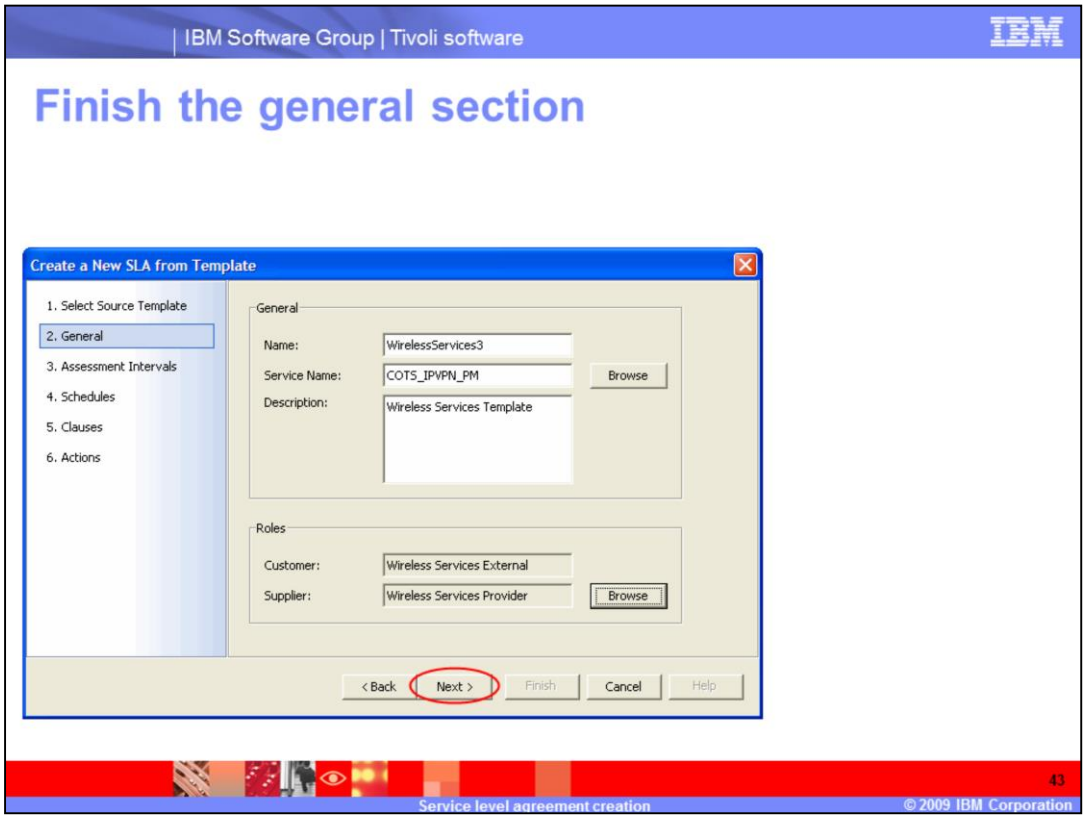
Select a party

Select a Wireless Services Provider party and click **OK**



© 2009 IBM Corporation

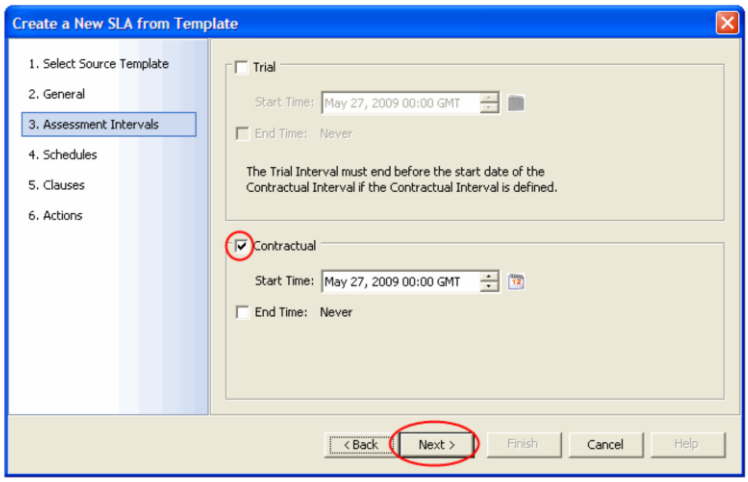
Select the **Wireless Services Provider** party and click **OK**.



Click **Next** to finish the General section of SLA creation from a template .

Identify assessment intervals

- Select contractual assessment intervals as needed
- Click **Next**



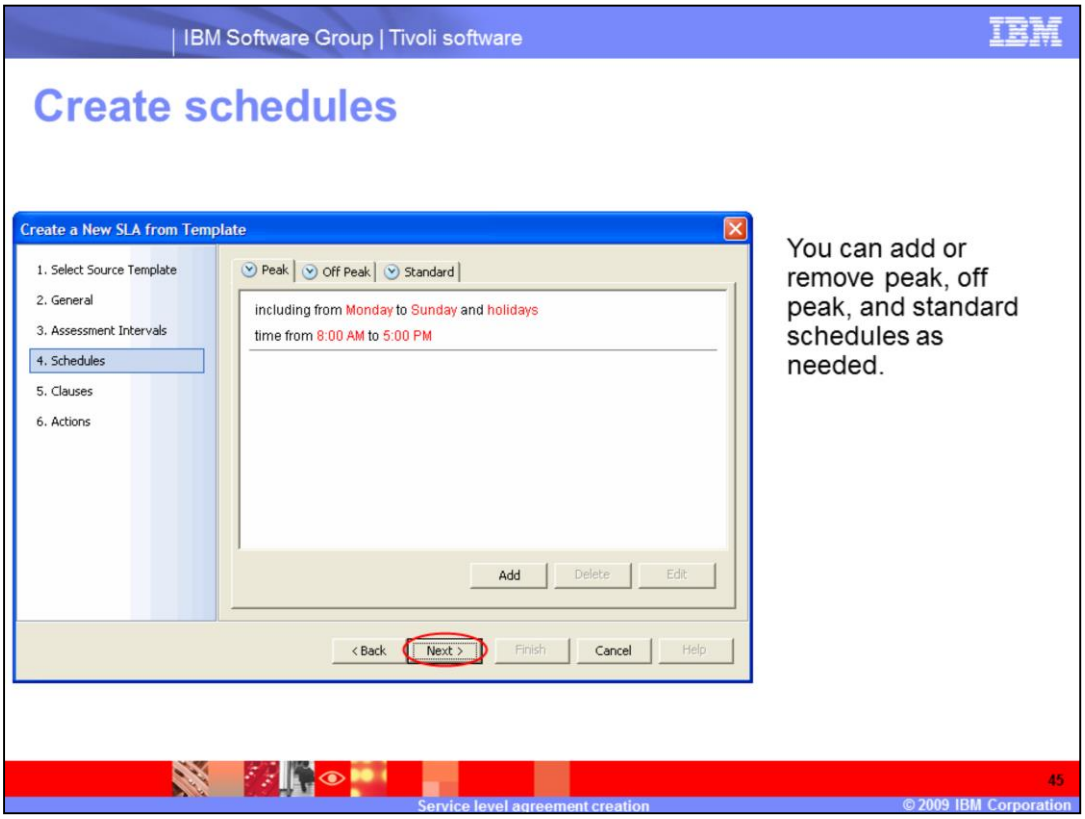
You can add or remove trial and contractual assessment intervals and change the start and end times as needed.

© 2009 IBM Corporation

Select Contractual Assessment Interval as needed.

Click **Next**.

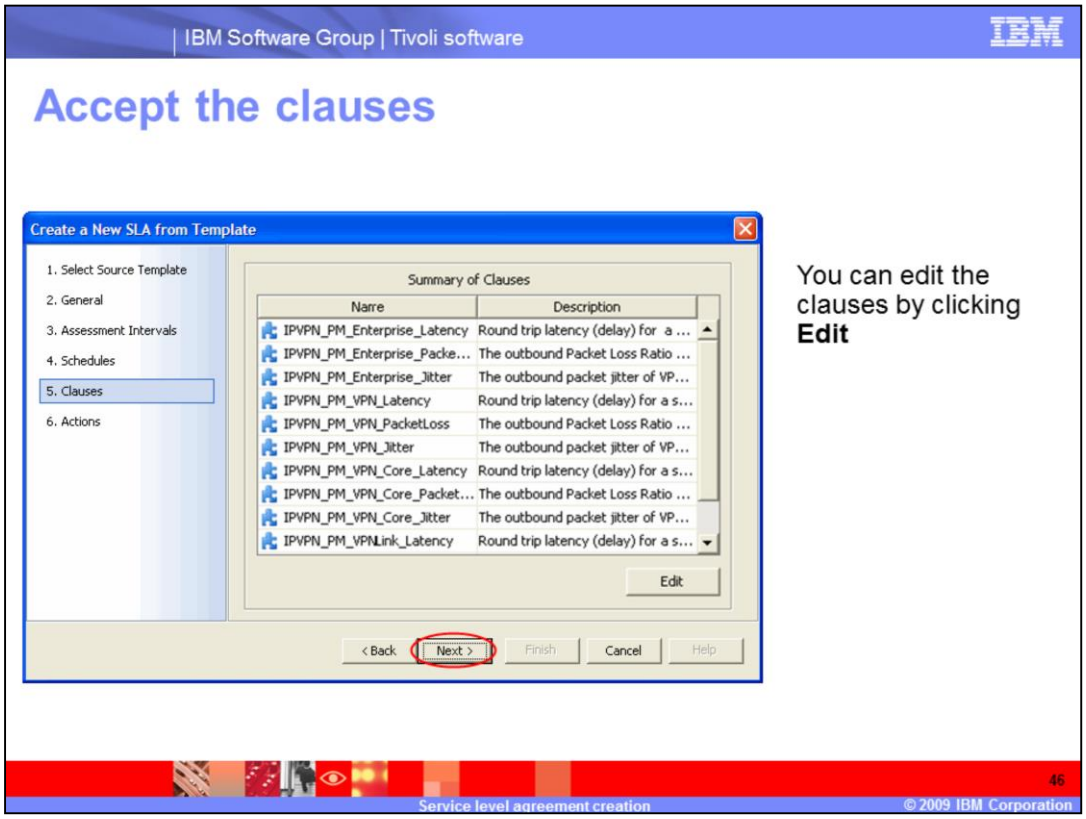
You can add or remove trial and contractual assessment intervals, and change the start and end times as needed.



Make sure that there is a time period reported. In this example, the time period is 8:00 a.m. to 5:00 p.m. If no time period is shown, click the **Add** button and click the Add Time icon, which is shaped like a clock.

Click **Next** to finish the Schedules section of SLA creation from a template.

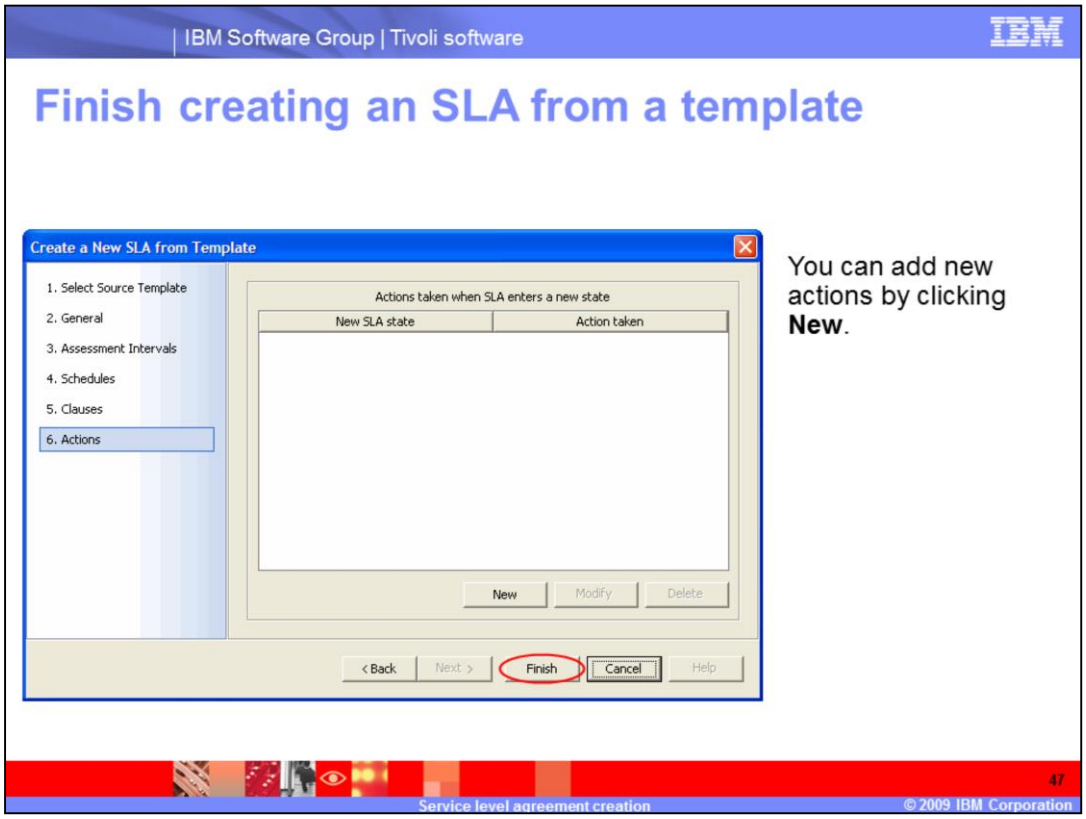
You can add or remove peak, off peak, and standard schedules as needed.



Click **Next** to finish the clause section of SLA creation from a template.

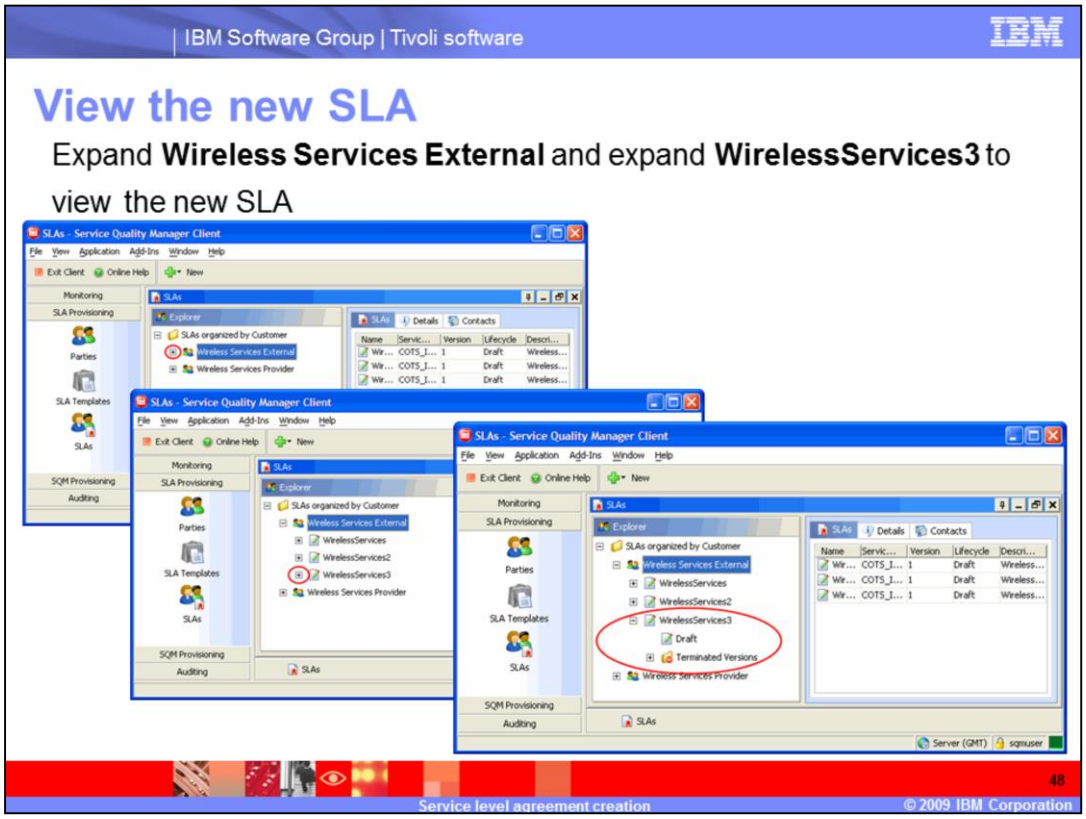
You can edit the clauses by clicking **Edit**.

If the model initially chosen is not provisioned, there are no clauses, and you must add the clauses manually.

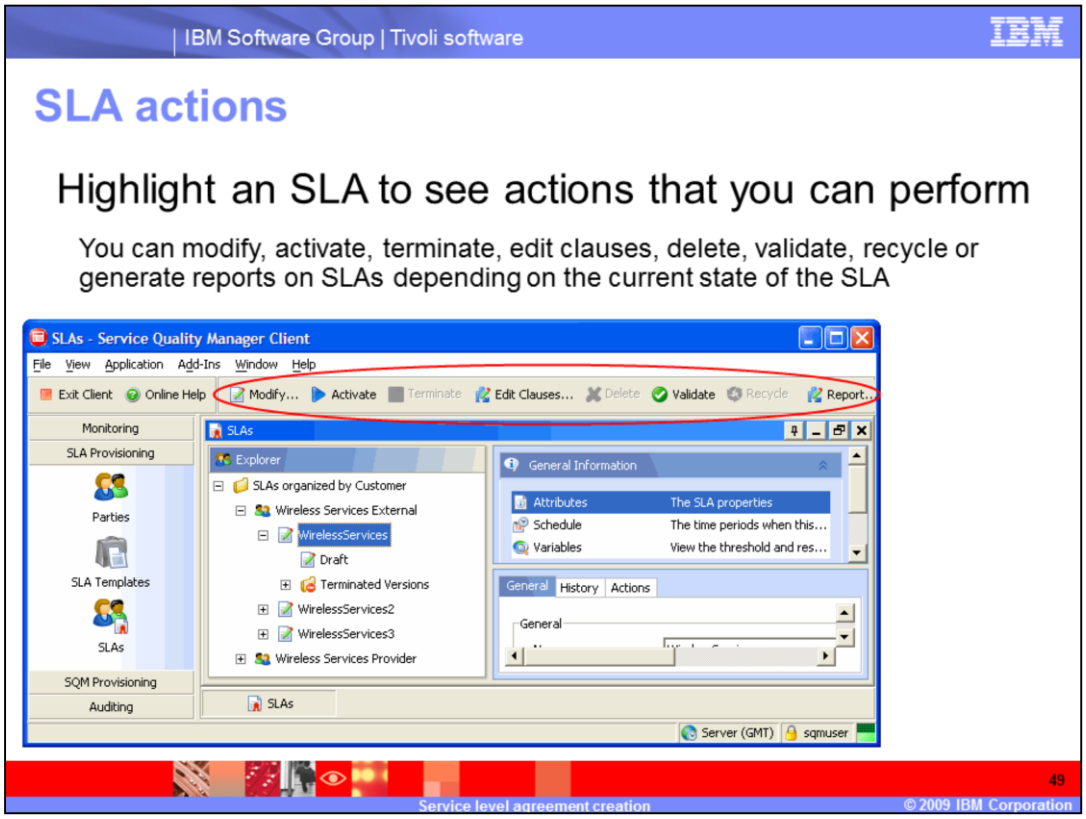


Click **Finish** to finish the Actions section of SLA creation and create your SLA.

You can add new actions by clicking **New**.

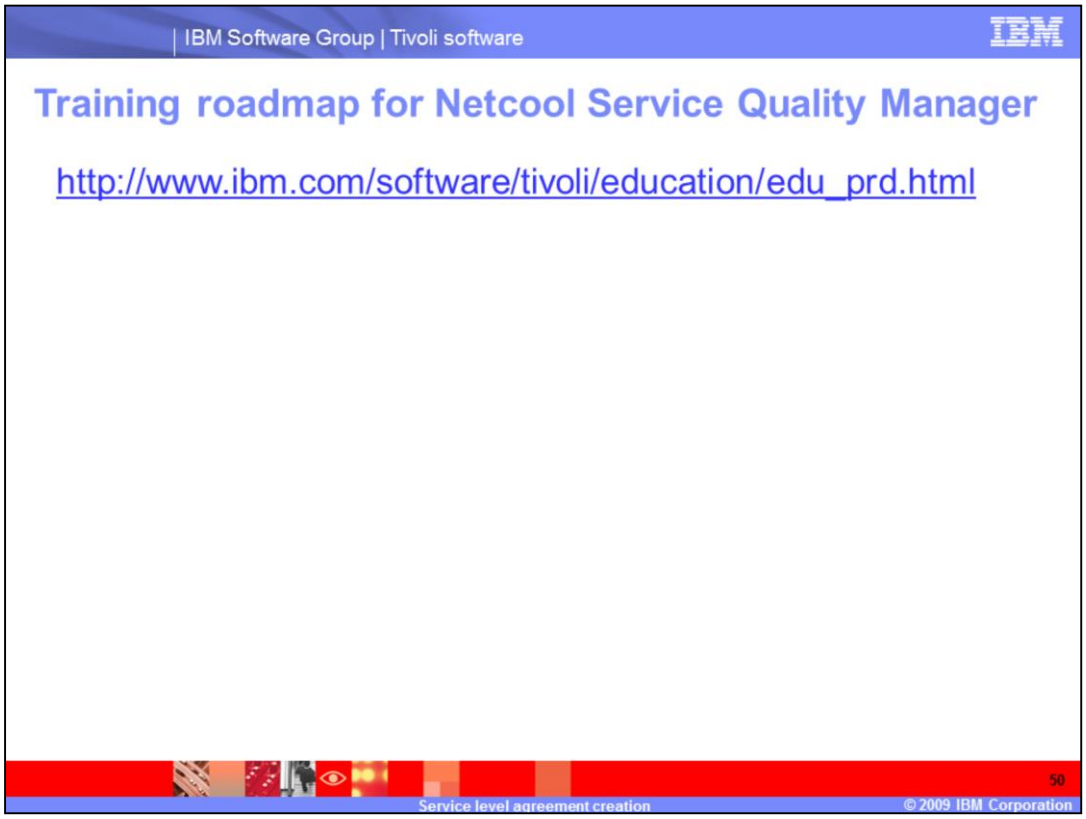


Expand **Wireless Services External** and expand **WirelessServices3** to view the new SLA.



Highlight an SLA to see actions that you can perform.

You can modify, activate, terminate, edit clauses, delete, validate, recycle or generate reports on SLAs depending on the current state of the SLA.



You can see the training roadmap for Netcool Service Quality Manager by going to http://www.ibm.com/software/tivoli/education/edu_prd.html

You should be able to create a new service level agreement, create a service level agreement from an existing service level agreement and create a service level agreement from a template.

Trademarks, copyrights, and disclaimers

IBM, the IBM logo, ibm.com, and the following terms are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both:

Netcool Tivoli

If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of other IBM trademarks is available on the Web at "Copyright and trademark information" at http://www.ibm.com/legal/copytrade.shtml

Other company, product, or service names may be trademarks or service marks of others.

Product data has been reviewed for accuracy as of the date of initial publication. Product data is subject to change without notice. This document could include technical inaccuracies or typographical errors. IBM may make improvements or changes in the products or programs described herein at any time without notice. Any statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only. References in this document to IBM products, programs, or services does not imply that IBM intends to make such products, programs or services available in all countries in which IBM operates or does business. Any reference to an IBM Program Product in this document is not intended to state or imply that only that program product may be used. Any functionally equivalent program, that does not infringe IBM's intellectual property rights, may be used instead.

THE INFORMATION PROVIDED IN THIS DOCUMENT IS DISTRIBUTED "AS IS" WITHOUT ANY WARRANTY, EITHER EXPRESS OR IMPLIED. IBM EXPRESSLY DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. IBM shall have no responsibility to update this information. IBM products are warranted, if at all, according to the terms and conditions of the agreements (for example, IBM Customer Agreement, Statement of Limited Warranty, International Program License Agreement, etc.) under which they are provided. Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products in connection with this publication and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products.

IBM makes no representations or warranties, express or implied, regarding non-IBM products and services.

The provision of the information contained herein is not intended to, and does not, grant any right or license under any IBM patents or copyrights. Inquiries regarding patent or copyright licenses should be made, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785
U.S.A.

Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. All customer examples described are presented as illustrations of how those customers have used IBM products and the results they may have achieved. The actual throughput or performance that any user will experience will vary depending upon considerations such as the amount of multiprogramming in the user's job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve throughput or performance improvements equivalent to the ratios stated here.

© Copyright International Business Machines Corporation 2009. All rights reserved.

Note to U.S. Government Users - Documentation related to restricted rights-Use, duplication or disclosure is subject to restrictions set forth in GSA ADP Schedule Contract and IBM Corp.