



IBM Tivoli Training Netcool Service Quality Manager 4.1

Service level agreement creation



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

Assumptions

- You have Netcool Service Quality Manager 4.1 installed and running
- You are a user with access to Service Quality Manager and SLA Provisioning roles

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

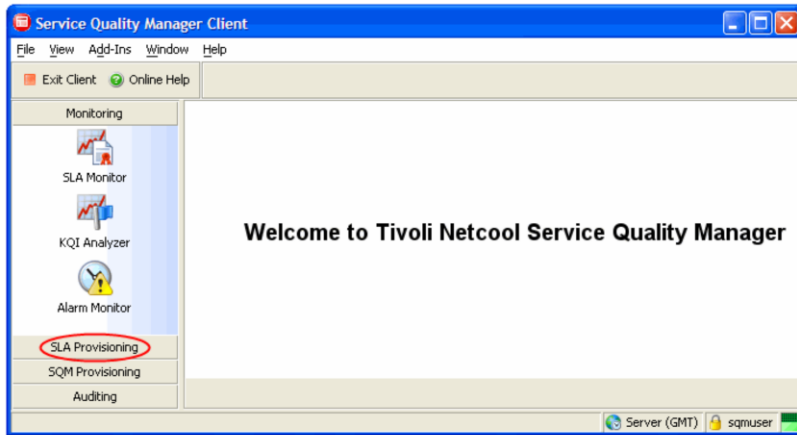
Objectives

- Upon completion of this module, you should be able to:
 - ▶ Create a new service level agreement (SLA)
 - ▶ Create a service level agreement from an existing service level agreement
 - ▶ Create a service level agreement from a template

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.

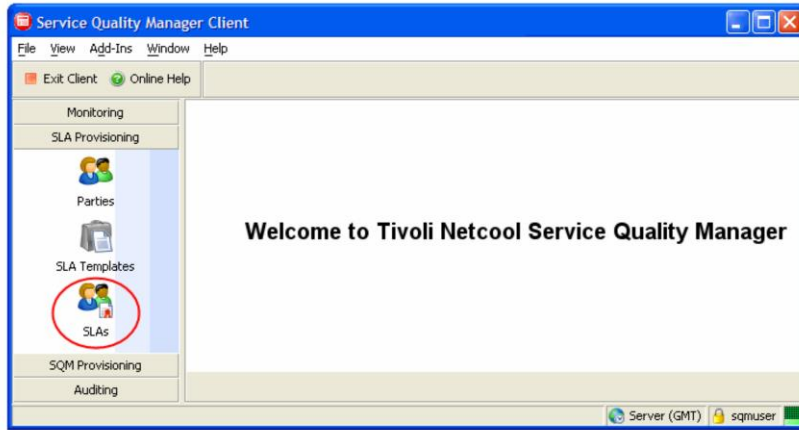
Start SLA provisioning

Click **SLA Provisioning** on the shortcut bar



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

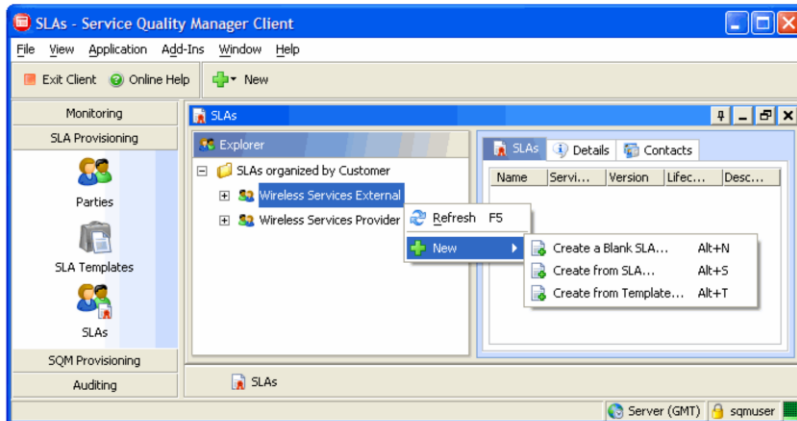
Select SLAs



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

Create an SLA

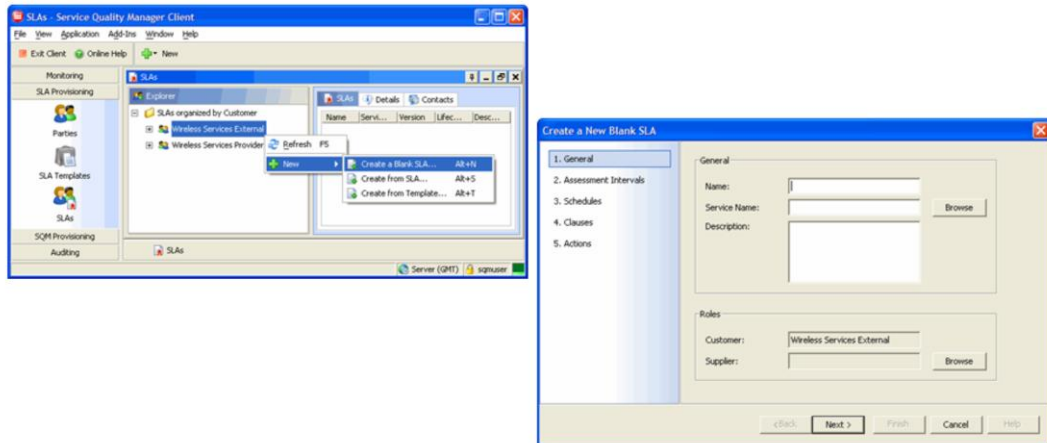
- Highlight and right-click **Wireless Services External**
- You can create a blank SLA, create a new SLA from an existing SLA, or create an SLA from a template



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...**



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

Enter a name and description

- Enter a name
- Enter a description (optional)

The screenshot shows a dialog box titled "Create a New Blank SLA". On the left, a sidebar lists five tabs: 1. General (selected), 2. Assessment Intervals, 3. Schedules, 4. Clauses, and 5. Actions. The main area is divided into two sections: "General" and "Roles". In the "General" section, the "Name:" field contains "WirelessServices" (circled in red), the "Service Name:" field is empty with a "Browse" button, and the "Description:" field contains "Wireless Services Description" (circled in red). In the "Roles" section, the "Customer:" field contains "Wireless Services External" and the "Supplier:" field is empty with a "Browse" button. At the bottom of the dialog, there are five buttons: "< Back", "Next >", "Finish", "Cancel", and "Help".

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

Entering a description is optional.

Enter a service name

Enter a service name or click **Browse** to locate a service name

1. General
2. Assessment Intervals
3. Schedules
4. Clauses
5. Actions

General

Name: WirelessServices

Service Name: Browse

Description: Wireless Services Description

Roles

Customer: Wireless Services External

Supplier: Browse

< Back Next > Finish Cancel Help

You can type the name of the service model.

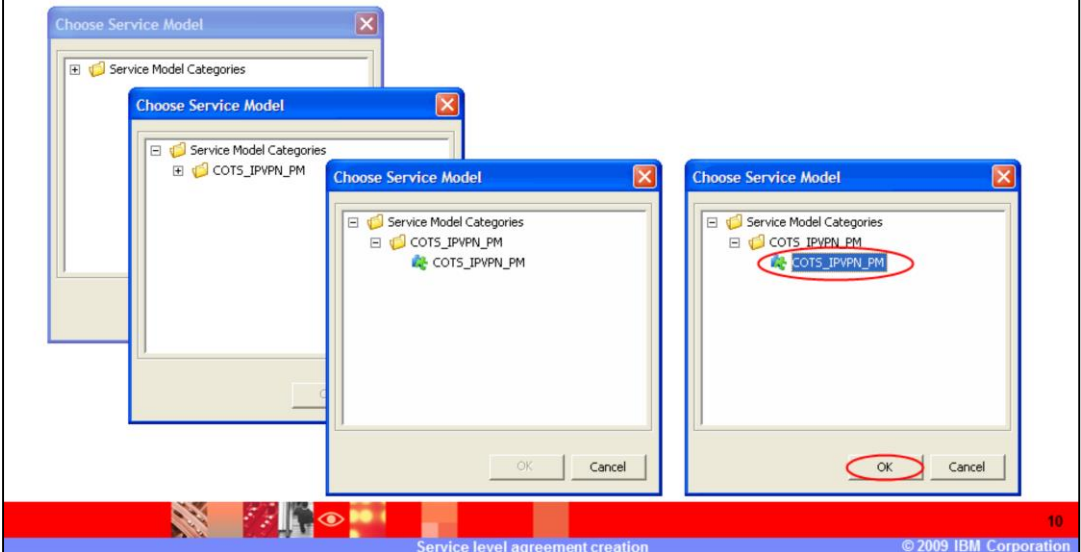
If the service model is not provisioned, the service model is not displayed in the Clause Editor

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.

Select a service model

Expand the folders, select **Service Model**, and click **OK**



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

Select a supplier

Click **Browse** to locate a supplier

1. General
2. Assessment Intervals
3. Schedules
4. Clauses
5. Actions

General

Name: WirelessServices
Service Name: COTS_IPVPN_PM
Description: Wireless Services Description

Roles

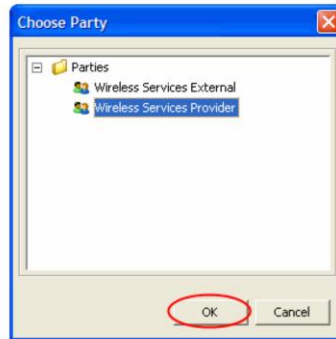
Customer: Wireless Services External
Supplier: **Browse**

< Back Next > Finish Cancel Help

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

Select a party

Highlight a party and click **OK**



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

Finish the general section

The screenshot shows a dialog box titled "Create a New Blank SLA" with a close button (X) in the top right corner. On the left, there is a vertical list of steps: 1. General (selected), 2. Assessment Intervals, 3. Schedules, 4. Clauses, and 5. Actions. The main area is divided into two sections: "General" and "Roles".

General section:

- Name: WirelessServices
- Service Name: COTS_IPVPN_PM (with a "Browse" button to its right)
- Description: Wireless Services Description

Roles section:

- Customer: Wireless Services External
- Supplier: Wireless Services Provider (with a "Browse" button to its right)

At the bottom of the dialog, there are five buttons: "< Back", "Next >" (circled in red), "Finish", "Cancel", and "Help".

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

Select assessment intervals

Select trial and contractual assessment intervals as needed

The screenshot shows a dialog box titled "Create a New Blank SLA" with a sidebar on the left containing five tabs: "1. General", "2. Assessment Intervals" (selected), "3. Schedules", "4. Clauses", and "5. Actions". The main area is divided into two sections, each with a checked radio button and a red circle around it. The top section is labeled "Trial" and contains a "Start Time" field set to "May 19, 2009 00:00 GMT" and an unchecked "End Time: Never" checkbox. Below this is a note: "The Trial Interval must end before the start date of the Contractual Interval if the Contractual Interval is defined." The bottom section is labeled "Contractual" and contains a "Start Time" field set to "May 19, 2009 00:00 GMT" and an unchecked "End Time: Never" checkbox. At the bottom of the dialog are five buttons: "< Back", "Next >", "Finish", "Cancel", and "Help".

Select trial and contractual assessment intervals as needed.

Select interval start and end times

Select start and end times for assessment intervals

- Highlight a 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

1. General

2. Assessment Intervals

3. Schedules

4. Clauses

5. Actions

Trial

Start Time: May 19, 2009 00:00 GMT

End Time: May 20, 2009 00:00 GMT Use Contract Start

The Trial Interval must end before the start date of the Contractual Interval if the Contractual Interval is defined.

Contractual

Start Time: May 20, 2009 00:00 GMT Use Trial End

End Time: Never

< Back Next >

OK Cancel

May 2009						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
						31

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

The screenshot shows a dialog box titled "Create a New Blank SLA" with a close button (X) in the top right corner. On the left is a navigation pane with five items: 1. General, 2. Assessment Intervals (selected), 3. Schedules, 4. Clauses, and 5. Actions. The main area is divided into two sections: "Trial" and "Contractual".

Trial Section:

- Trial
- Start Time: May 19, 2009 00:00 GMT (with a calendar icon)
- End Time: May 20, 2009 00:00 GMT (with a calendar icon) and a "Use Contract Start" button.
- Text: "The Trial Interval must end before the start date of the Contractual Interval if the Contractual Interval is defined."

Contractual Section:

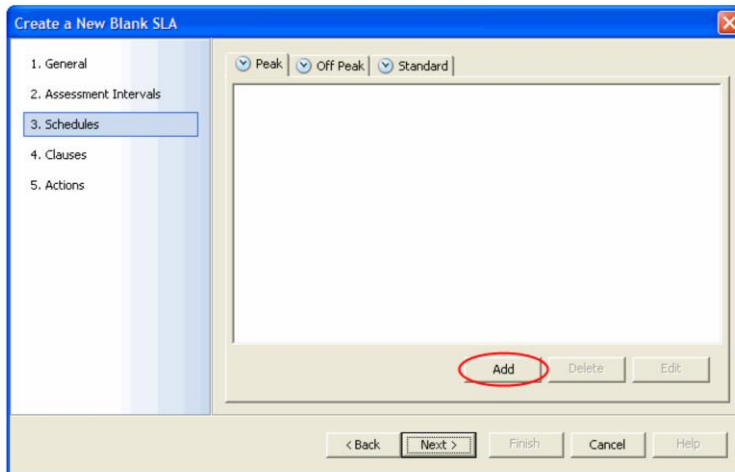
- Contractual
- Start Time: May 20, 2009 00:00 GMT (with a calendar icon) and a "Use Trial End" button.
- End Time: Never

At the bottom of the dialog are five buttons: "< Back", "Next >" (circled in red), "Finish", "Cancel", and "Help".

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

Add a schedule to the new SLA

Click **Add** to add a peak schedule



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

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.

Select holiday and weekday schedules

- You can include or exclude public holidays
- You can include working days, the weekend, the full week, or specific weekdays

The screenshot shows the 'Date/Time composition' dialog box. It has four main sections:

- Public Holidays:** Contains two radio buttons: 'Include Holidays' (checked and circled in red) and 'Exclude Holidays'.
- Week Days:** Contains seven checked checkboxes for 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', and 'Sunday'. To the right are three radio buttons: 'Working Days', 'Week-end', and 'Full Week', all of which are circled in red.
- Specific Days:** Contains two empty text boxes labeled 'Included Days' and 'Excluded Days', each with a small icon to its right.
- Day time coverage:** Contains a time range selector with four segments: '0-6', '6-12', '12-18', and '18-24'. Below this are 'Start' and 'End' dropdown menus, both set to '00:00', and two small icons.

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

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**

The screenshot shows the 'Date/Time composition' dialog box. It has the following sections:

- Public Holidays:** Include Holidays Exclude Holidays
- Week Days:** Monday Tuesday Wednesday Thursday Friday Saturday Sunday. Buttons: Working Days, Week-end, Full Week.
- Specific Days:** Includes 'Included Days' and 'Excluded Days' lists. A calendar for April 2009 is overlaid on the 'Excluded Days' list. The calendar shows days 1 through 30. A red circle highlights the calendar icon in the 'Excluded Days' list, and another red circle highlights the 'OK' button in the calendar's dialog.
- Day time coverage:** Start: 00:00. Buttons: OK, Cancel.



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

The screenshot shows the 'Date/Time composition' dialog box. It is divided into several sections:

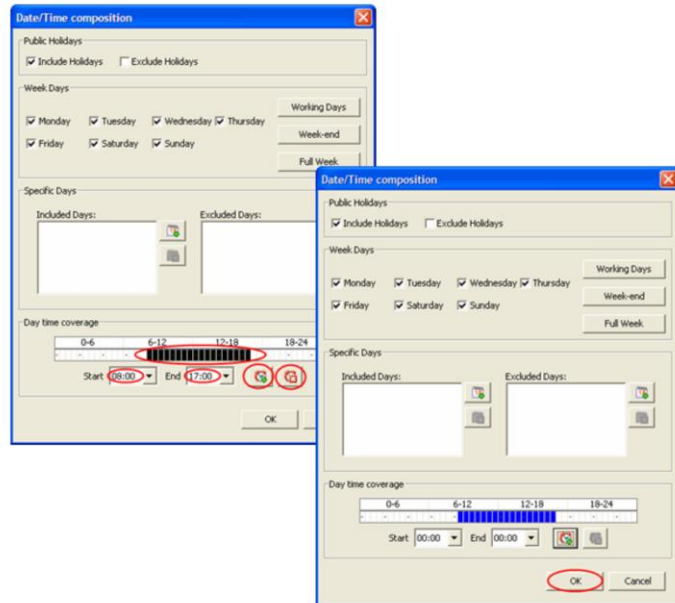
- Public Holidays:** Includes 'Include Holidays' (checked) and 'Exclude Holidays' (unchecked).
- Week Days:** Includes checkboxes for Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday, all of which are checked. There are also buttons for 'Working Days', 'Week-end', and 'Full Week'.
- Specific Days:** Contains two lists: 'Included Days' and 'Excluded Days'. The 'Included Days' list contains one entry: '4/1/09 - Wednesday', which is highlighted with a red oval. A red circle highlights a delete icon (a trash can) next to this entry. The 'Excluded Days' list is currently empty.
- Day time coverage:** Features a grid with time slots (0-6, 6-12, 12-18, 18-24) and 'Start' and 'End' dropdown menus, both set to 00:00. There are also icons for adding and deleting time coverage.

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

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.

Select day time coverage

- You can select the day time coverage by highlighting a block of time on the slider bar or by selecting a start and end time from the menus
- Click the Add Time icon to choose the selected time
- Click the Delete Time icon to change your selection
- Click **OK**



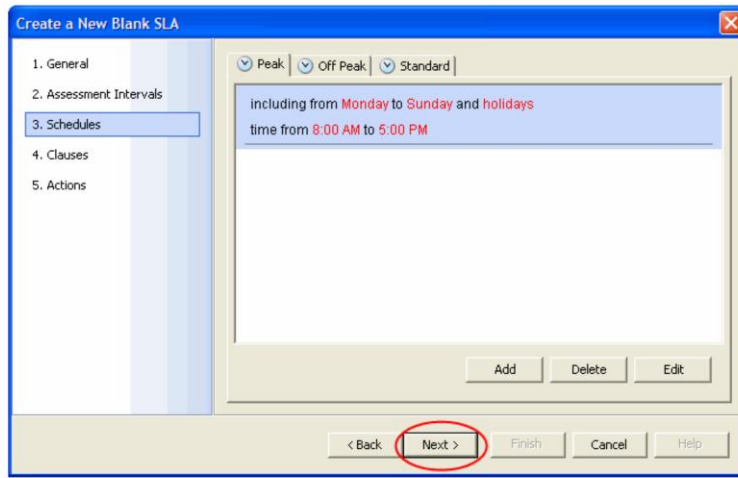
You can select the day time coverage by highlighting a block of time on the slider bar or selecting the **Start** and **End** time from the menus.

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**.

Finish creating the new SLA schedule

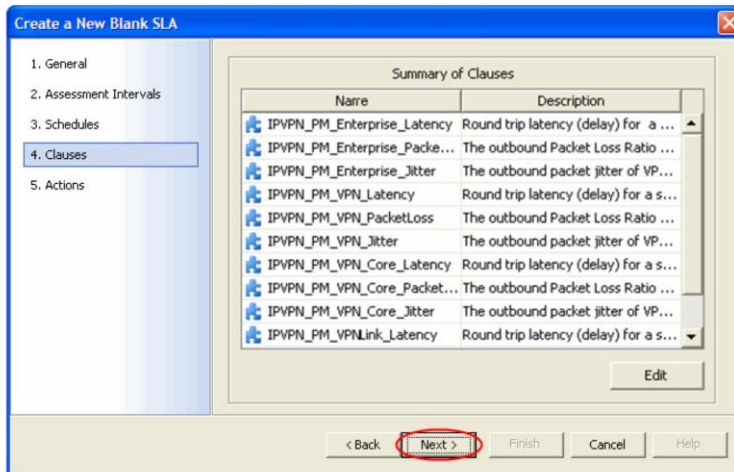


Make sure that there is a time period reported. In this example, the time period is 8:00 a.m. to 5:00 p.m. If no time period is shown, click the **Add** button and click the Add Time icon, which is shaped like a clock.

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

Accept the clauses

Click **Next** to accept the clauses



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

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.

Create new SLA actions

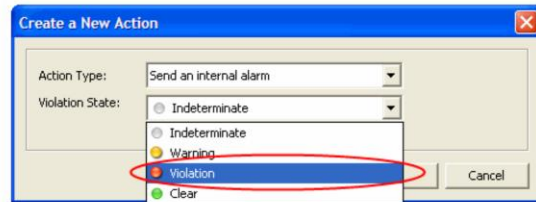
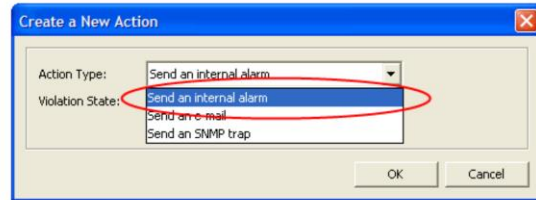
The screenshot shows the 'Create a New Blank SLA' dialog box. On the left is a navigation pane with steps 1 through 5, where '5. Actions' is selected. The main area is titled 'Actions taken when SLA enters a new state' and contains a table with two columns: 'New SLA state' and 'Action taken'. Below the table are 'New', 'Modify', and 'Delete' buttons. The 'New' button is circled in red. A red callout line points from the 'New' button to a smaller 'Create a New Action' dialog box. This smaller dialog has 'Action Type' set to 'Send an internal alarm' and 'Violation State' set to 'Indeterminate'. At the bottom of the main dialog are '< Back', 'Next >', and 'Finish' buttons.

Click **New** to create a new action

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

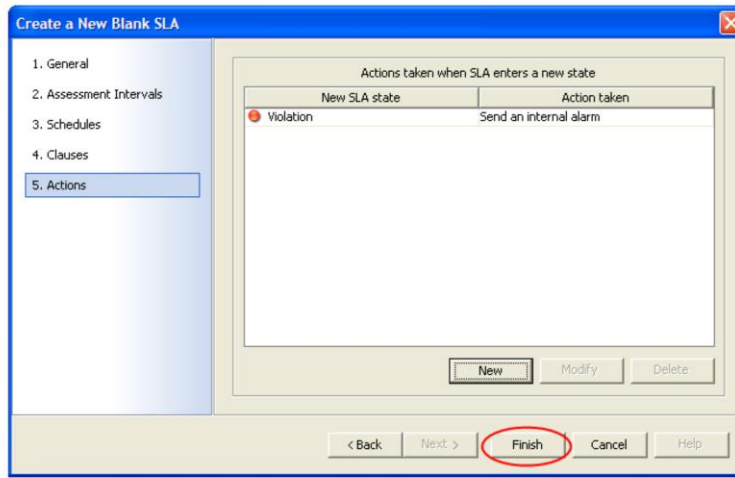
Create new SLA action type and violation state

- 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



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.

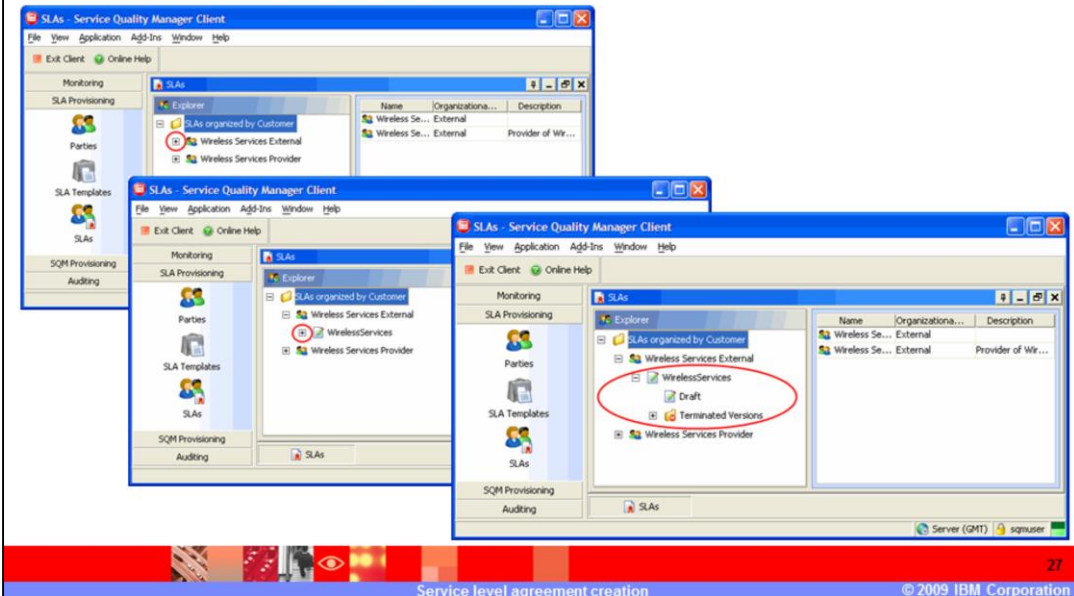
Finish creating the new SLA



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

View the new SLA

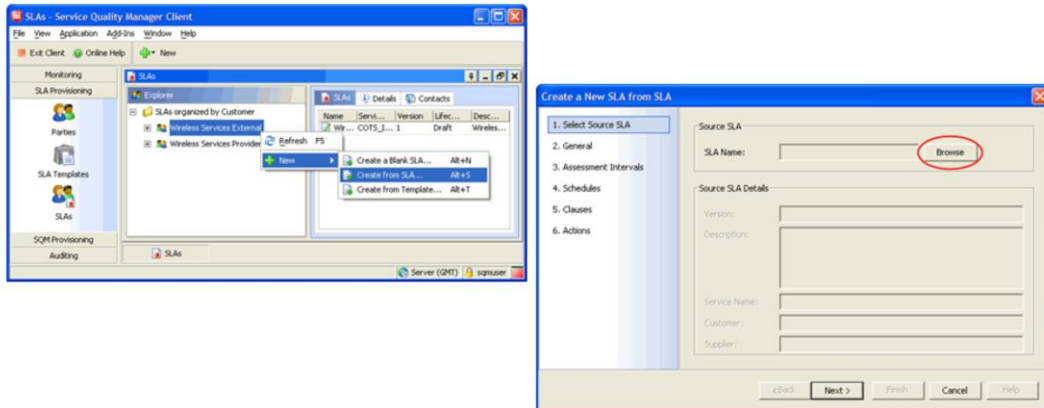
Expand **Wireless Services External** and expand **WirelessServices** to view the new SLA



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

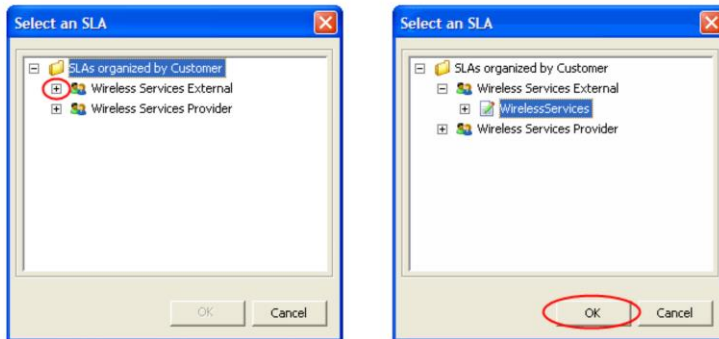


Click **Create from SLA...** to create an SLA from an existing SLA.

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

Select a source SLA

- Expand **Wireless Services External**
- Highlight **WirelessServices**
- Click **OK**



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

Finish selecting the source SLA

The screenshot shows a dialog box titled "Create a New SLA from SLA" with a sidebar on the left containing a list of steps: 1. Select Source SLA (highlighted), 2. General, 3. Assessment Intervals, 4. Schedules, 5. Clauses, and 6. Actions. The main area is divided into two sections: "Source SLA" and "Source SLA Details".

Source SLA

SLA Name:

Source SLA Details

Version:

Description:

Service Name:

Customer:

Supplier:

Navigation buttons at the bottom: <Back, **Next >** (circled in red), Finish, Cancel, Help.

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

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

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

Create a name for the new SLA

Enter a name and click **Next**

The screenshot shows a dialog box titled "Create a New SLA from SLA" with a sidebar on the left containing steps: 1. Select Source SLA, 2. General, 3. Assessment Intervals, 4. Schedules, 5. Clauses, and 6. Actions. The "General" step is active. The main area has two sections: "General" and "Roles". In the "General" section, the "Name" field is circled in red and contains "WirelessServices2". The "Service Name" field contains "COTS_IP4PN_PM" and has a "Browse" button. The "Description" field contains "Wireless Services Description". In the "Roles" section, the "Customer" field contains "Wireless Services External" and the "Supplier" field contains "Wireless Services Provider" with a "Browse" button. At the bottom, the "Next >" button is circled in red.

You can change the service name, description, and roles supplier as needed

Click **Browse** to locate a service name or roles supplier from a list

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**.

Create assessment intervals

1. Select Source SLA
2. General
3. Assessment Intervals
4. Schedules
5. Clauses
6. Actions

Trial

Start Time: May 19, 2009 00:00 GMT

End Time: May 20, 2009 00:00 GMT Use Contract Start

The Trial Interval must end before the start date of the Contractual Interval if the Contractual Interval is defined.

Contractual

Start Time: May 20, 2009 00:00 GMT Use Trial End

End Time: Never

< Back Next > Finish Cancel Help

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

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.

Create schedules

1. Select Source SLA
2. General
3. Assessment Intervals
4. Schedules
5. Clauses
6. Actions

Peak | Off Peak | Standard

including from Monday to Sunday and holidays
time from 8:00 AM to 5:00 PM

Add Delete Edit

< Back Next > Finish Cancel Help

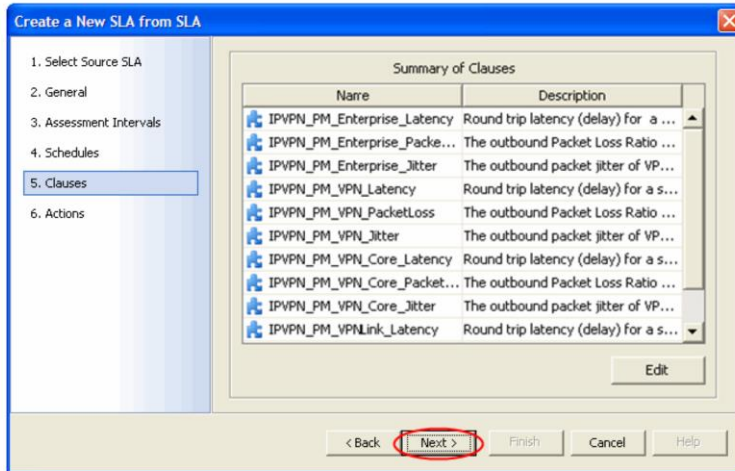
You can add or remove peak, off peak, and standard schedules as needed

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.

Accept clauses



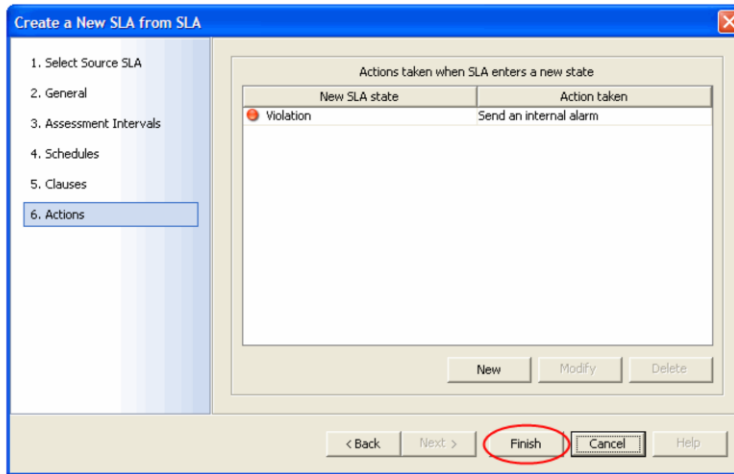
You can edit the clauses by clicking **Edit**

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.

Finish creating an SLA from an existing SLA



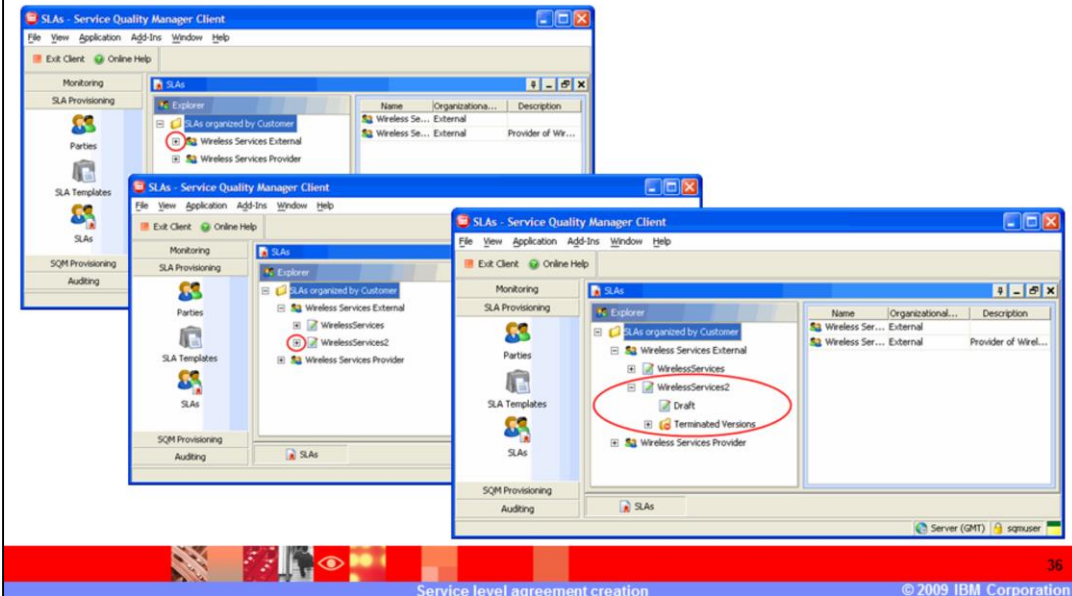
You can add new actions by clicking **New**. You can modify or delete existing actions by highlighting an action and clicking **Modify** or **Delete**.

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**.

View the new SLA

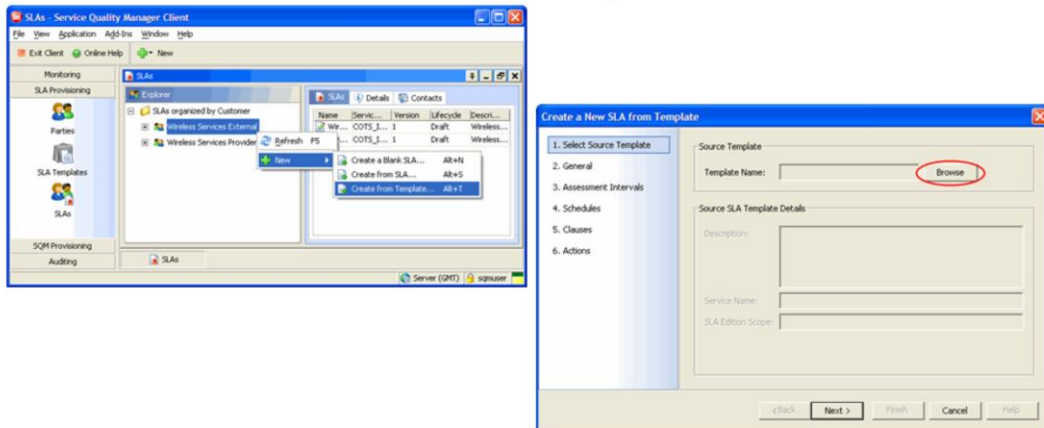
Expand **Wireless Services External** and expand **WirelessServices2** to view the new SLA



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

Create an SLA from a template

- Click **Create from Template...**
- Click **Browse** to locate a template for the SLA

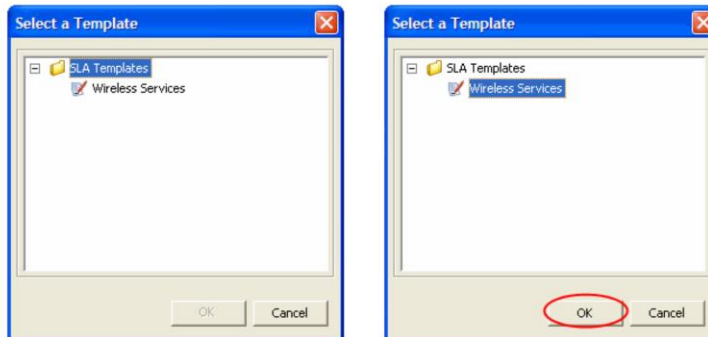


Click **Create from Template...** to create an SLA from a template.

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

Select a source template

- Select the **Wireless Services** template
- Click **OK**



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

Finish selecting the source template

1. Select Source Template

2. General

3. Assessment Intervals

4. Schedules

5. Clauses

6. Actions

Source Template

Template Name: Wireless Services

Source SLA Template Details

Description: Wireless Services Template

Service Name: COTS_IPVPN_PM

SLA Edition Scope: Full Access

< Back **Next >** Finish Cancel Help

Click **Browse** to select another SLA template

Click **Next** to finish the Select Source Template section of SLA creation from a template. You can click **Browse** to select another SLA template.

Enter a name for the new SLA

1. Select Source Template
2. General
3. Assessment Intervals
4. Schedules
5. Clauses
6. Actions

General

Name:

Service Name: Browse

Description:

Roles

Customer:

Supplier: Browse

< Back Next > Finish Cancel Help

You can change the service name and description as needed

Click **Browse** to locate a service name

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.

Select a supplier

Click **Browse** to locate a supplier

The screenshot shows a software dialog box titled "Create a New SLA from Template". On the left is a navigation pane with six steps: 1. Select Source Template, 2. General (selected), 3. Assessment Intervals, 4. Schedules, 5. Clauses, and 6. Actions. The main area is divided into two sections: "General" and "Roles".

General section:

- Name: WirelessServices3
- Service Name: COTS_IPVPN_PM (with a "Browse" button to its right)
- Description: Wireless Services Template

Roles section:

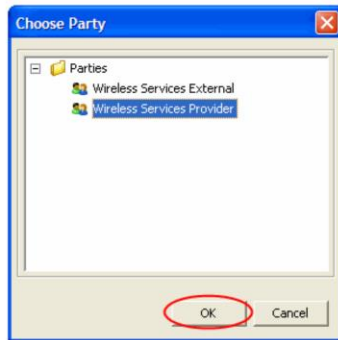
- Customer: Wireless Services External
- Supplier: (empty field) (with a "Browse" button to its right, which is circled in red)

At the bottom of the dialog are buttons for "< Back", "Next >", "Finish", "Cancel", and "Help".

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

Select a party

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



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

Finish the general section

The screenshot shows a software dialog box titled "Create a New SLA from Template". On the left is a vertical navigation pane with six steps: 1. Select Source Template, 2. General (highlighted), 3. Assessment Intervals, 4. Schedules, 5. Clauses, and 6. Actions. The main area is divided into two sections: "General" and "Roles".

General Section:

- Name:
- Service Name:
- Description:

Roles Section:

- Customer:
- Supplier:

At the bottom of the dialog are five buttons: "< Back", "Next >" (circled in red), "Finish", "Cancel", and "Help".

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

Identify assessment intervals

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

The screenshot shows a dialog box titled "Create a New SLA from Template" with a sidebar on the left containing steps 1 through 6. Step 3, "Assessment Intervals", is selected. The main area has two sections: "Trial" and "Contractual". The "Contractual" section has a checked checkbox and a "Start Time" field set to "May 27, 2009 00:00 GMT". The "Trial" section has an unchecked checkbox and a "Start Time" field set to "May 27, 2009 00:00 GMT". Below the sections is a note: "The Trial Interval must end before the start date of the Contractual Interval if the Contractual Interval is defined." At the bottom, there are buttons for "< Back", "Next >", "Finish", "Cancel", and "Help". The "Next >" button is circled in red.

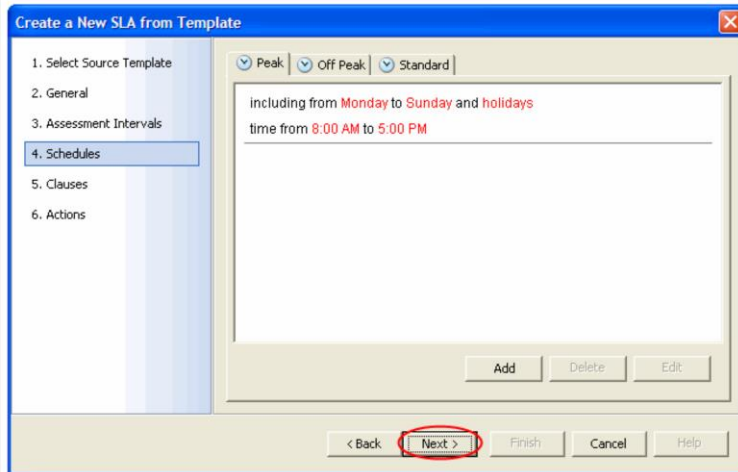
You can add or remove trial and contractual assessment intervals and change the start and end times as needed.

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.

Create schedules



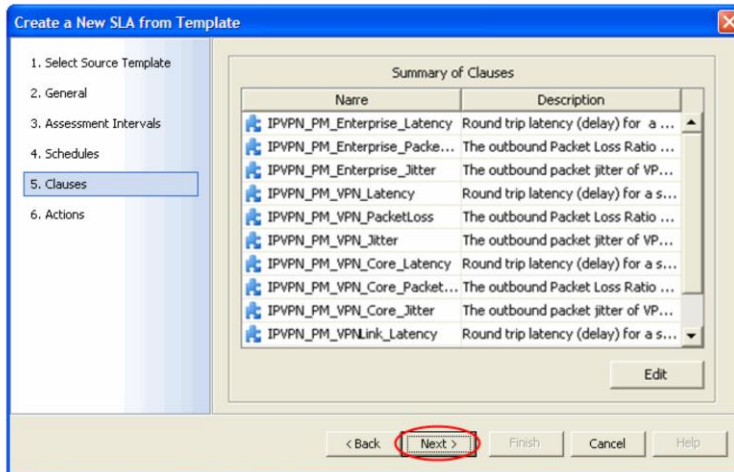
You can add or remove peak, off peak, and standard schedules as needed.

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.

Accept the clauses



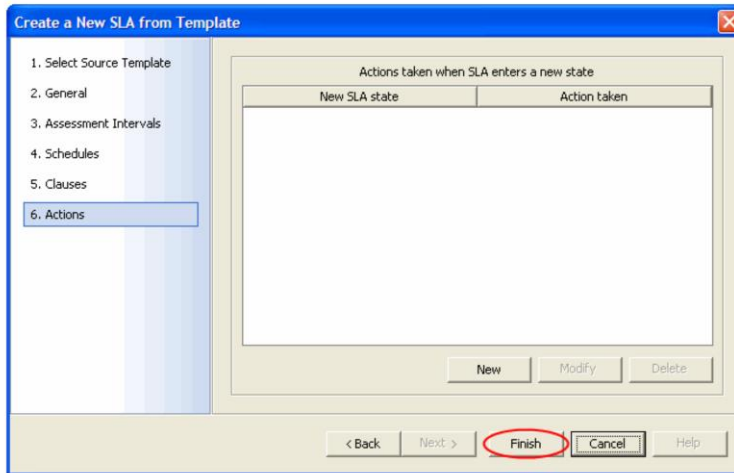
You can edit the clauses by clicking **Edit**

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.

Finish creating an SLA from a template



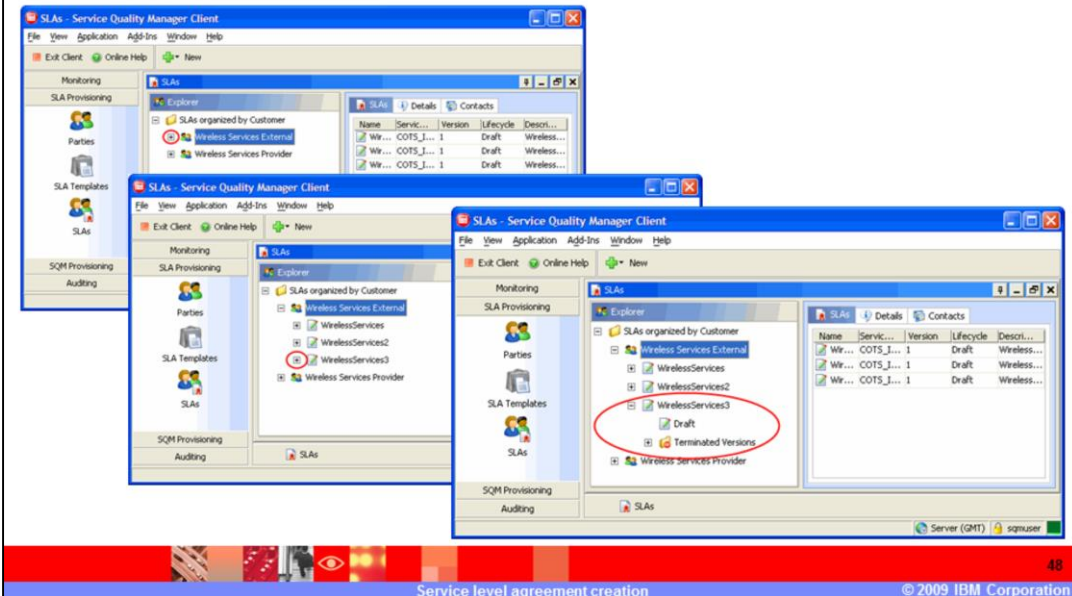
You can add new actions by clicking **New**.

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

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

View the new SLA

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

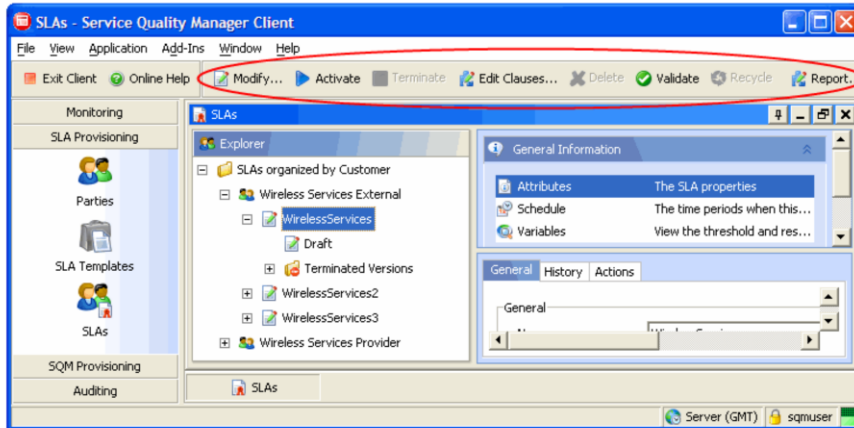


Expand **Wireless Services External** and expand **WirelessServices3** to view the new SLA.

SLA actions

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



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.

Training roadmap for Netcool Service Quality Manager

http://www.ibm.com/software/tivoli/education/edu_prd.html



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

Summary

- You should now be able to:
 - ▶ Create a new service level agreement
 - ▶ Create a service level agreement from an existing service level agreement
 - ▶ Create a service level agreement from a template

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.

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