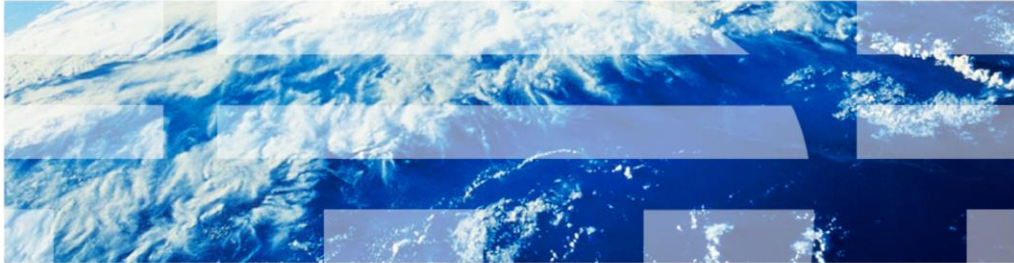

IBM Tivoli Netcool Service Quality Manager V4.1

Service Quality Manager client user function



IBM Tivoli® Netcool® Service Quality Manager V4.1: Service Quality Manager client user function.

This training module is for the Tivoli Netcool Service Quality Manager version 4.1 client user function.

Assumptions

- You have Tivoli Netcool Service Quality Manager 4.1 installed and running
- You are a user with access to Service Quality Manager with Business Objects Report Management, KQI Analyzing, SLA Monitoring, and Alarm Monitoring roles

Assumptions.

The assumptions are that you have Tivoli Netcool Service Quality Manager 4.1 installed and running. You must also be a user with access to Service Quality Manager with Business Objects Report Management, KQI Analyzing, SLA Monitoring, and Alarm Monitoring roles.

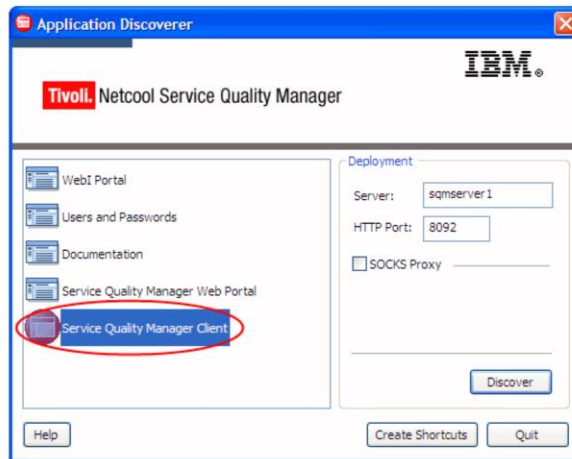
Objectives

Upon completion of this module, you should be able to navigate Service Quality Manager client user functions, including SLA Monitor, KQI Analyzer, and Alarm Monitor.

Objectives.

Upon completion of this module, you should be able to navigate Service Quality Manager client user functions, including SLA Monitor, KQI Analyzer, and Alarm Monitor.

Service Quality Manager client



Service Quality Manager client user function

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Service Quality Manager client.

Double-click the **Service Quality Manager Client** icon in the Application Discoverer window.

Login

Application Login

Login Name: sqmuser

Password: *

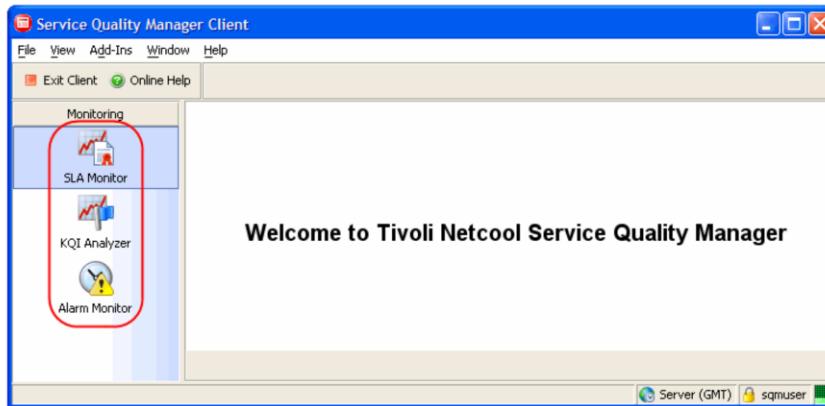
Admin Domain:

Login Cancel

Login.

Enter your user ID and password to log in. Click **Login**.

Monitoring



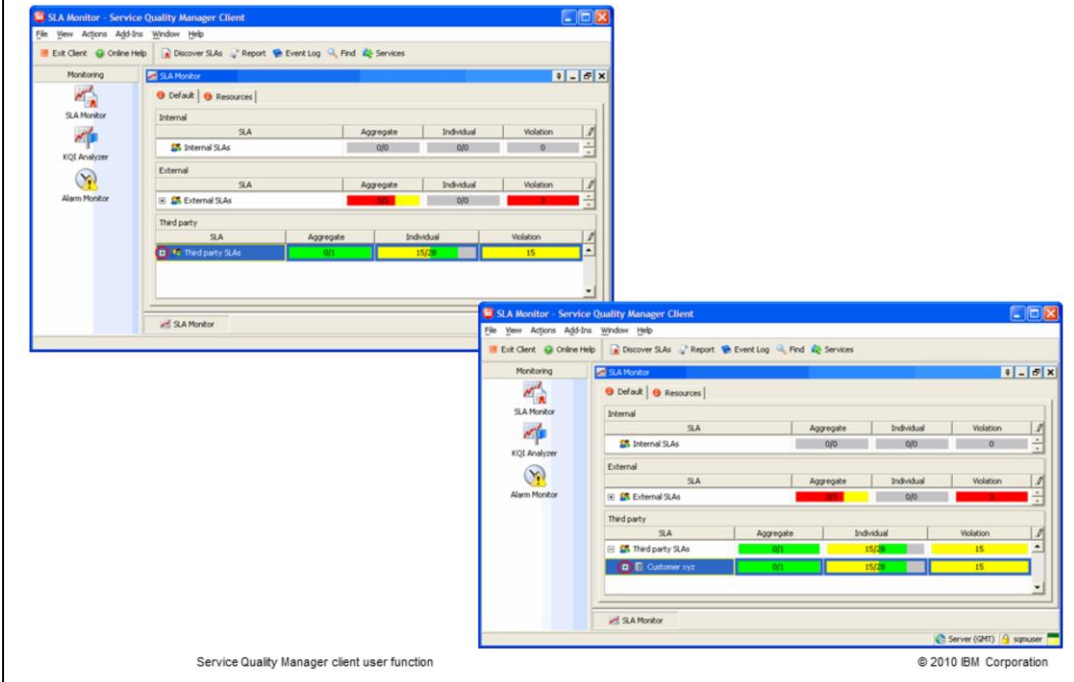
Service Quality Manager client user function

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Monitoring.

Monitoring includes SLA Monitor, KQI Analyzer, and Alarm Monitor. Click **SLA Monitor**.

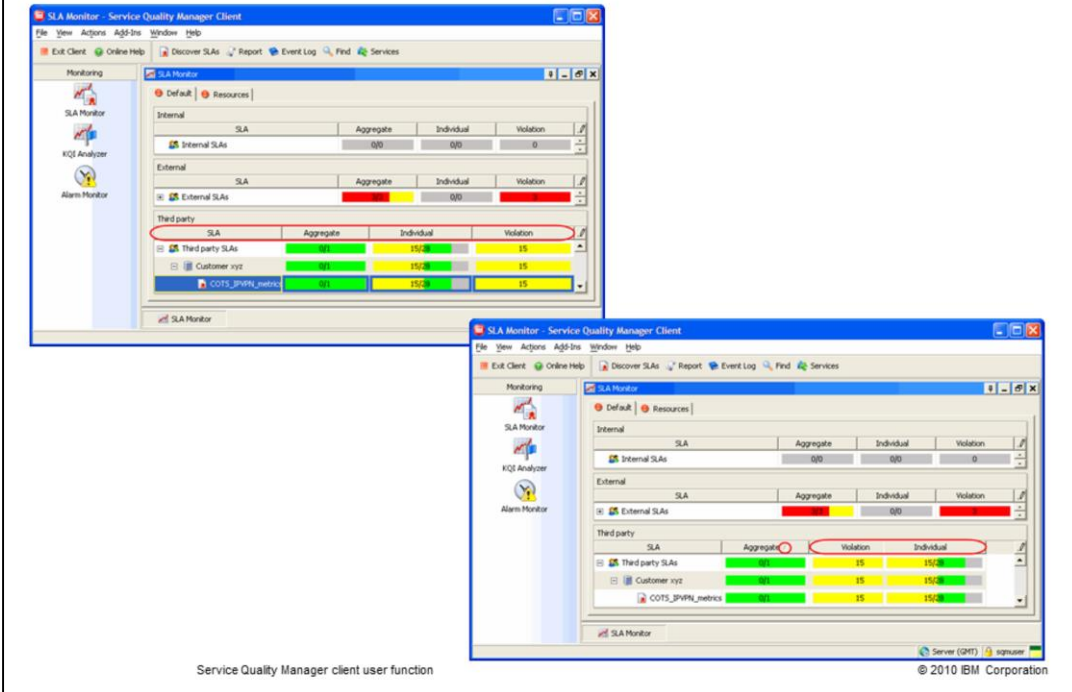
Expand third party SLAs



Expand third party SLAs.

You can close the SLA Monitor window by clicking the **X** in the upper right corner of the window. Internal, external, and third party SLAs are shown. Expand **Third party SLAs**. Expand **Customer xyz**.

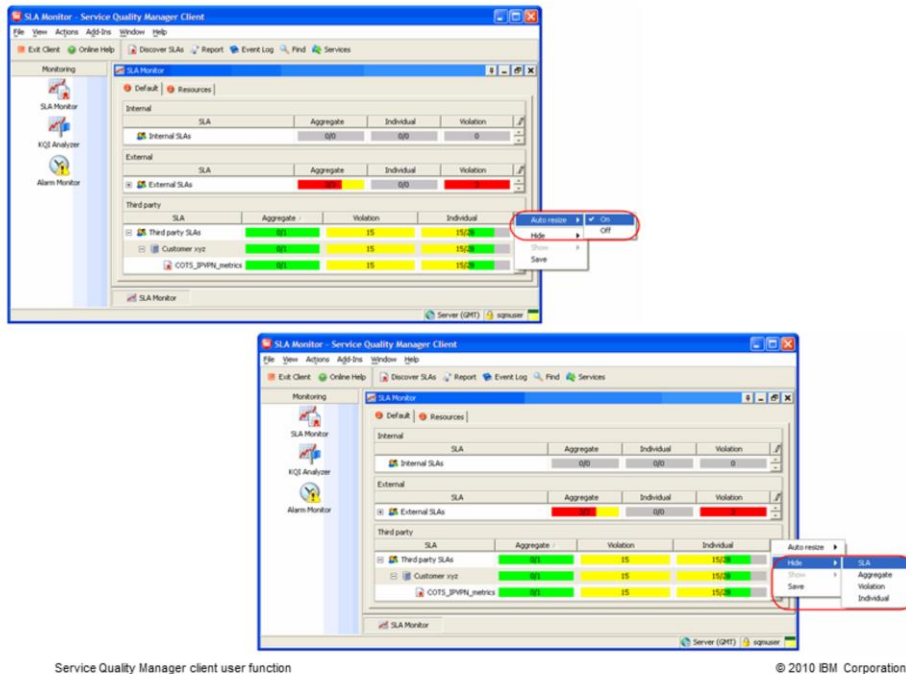
SLA monitor columns



SLA monitor columns.

You can click the pin icon to keep the selected window at the front, preventing other windows from opening in the foreground. The SLA monitor columns are SLA, Aggregate, Individual, and Violation. You can drag the columns to change the location from the default. You can sort the dates by clicking the title of the required column. The sort criteria and direction of the sort is shown by an up or down triangle.

Auto resize, hide, and show columns



Auto resize, hide, and show columns.

You can turn on auto resize to automatically adjust row length. You can hide any column by clicking **Hide** and selecting a column to hide. You can show any hidden column by clicking **Show** and selecting a hidden column. You can save the Hide and Show preferences for future SLA Monitor sessions.

Monitor preferences

The screenshot displays the Service Quality Manager Client interface. The main window shows a tree view on the left with 'Monitor Preferences' selected. Three dialog boxes are open in the foreground:

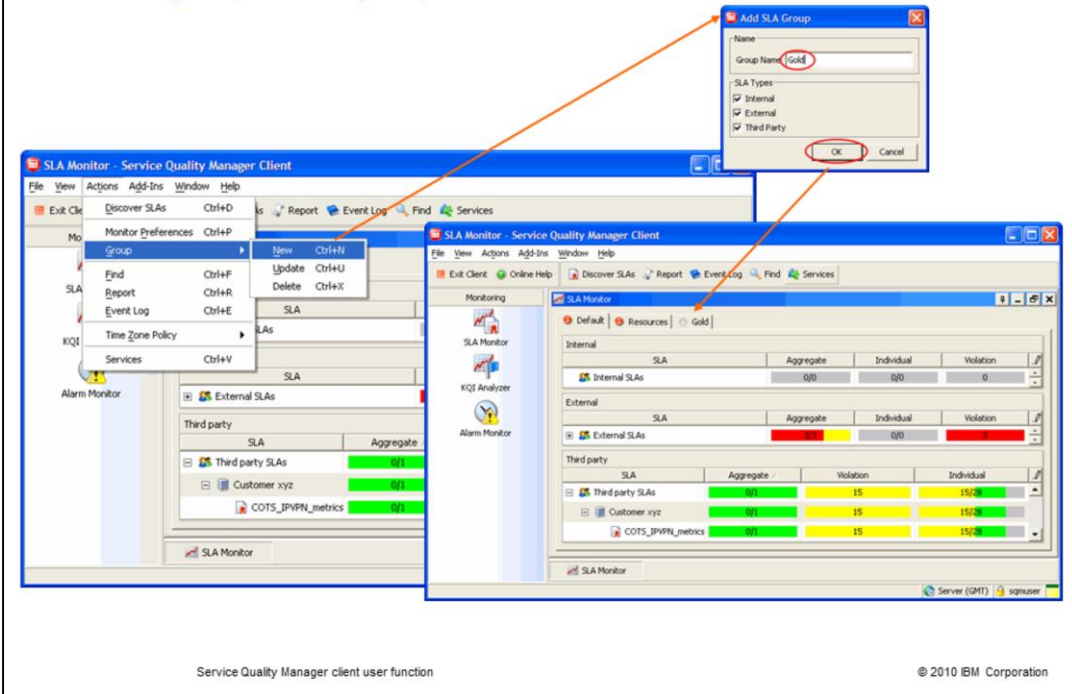
- Table Preferences:** Allows configuration of grid lines (Horizontal, Vertical), row height, and table themes (Table Theme 1, Table Theme 2, Table Grid). It also includes a 'Severity Colours' section with a color-coded legend for Indeterminate, Error, Warning, and Info.
- SLA Preferences:** Configures the 'Colour' for SLA, 'Service Quality Decorator', 'Stack Chart', 'Service Quality Text', and 'Violation and Warning / Total'. It also includes options for 'Show KQI Aliases', 'Drilldown', 'Show Relative Weights', 'Auto Expansion Depth', 'Clause Element Filters', and 'Default Combined Model Action'.
- Diagnose Preferences:** Configures 'RCA Criteria', 'Top Ranked Root Cause Analysis Paths', 'Number of Paths to display', 'SLO', 'Use SLO Criteria?', 'Age', 'Use Age Criteria?', 'Accuracy', and 'Use Accuracy Criteria?'.

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Monitor preferences.

You can adjust the monitor preference by clicking **Actions > Monitor Preferences**. You can adjust the Table, SLA, and Diagnose designs.

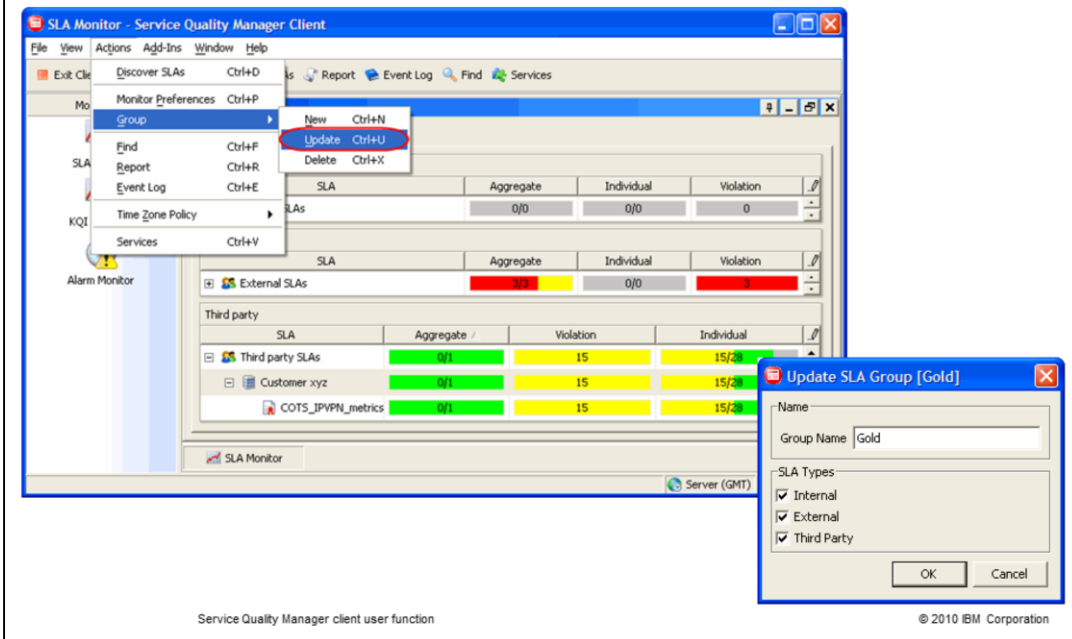
Contract groups: Add group



Contract groups: Add group.

You can organize contracts according to user-defined groups. Click **Actions > Group > New**. Enter the group name **Gold**. Click **OK** to add a new group.

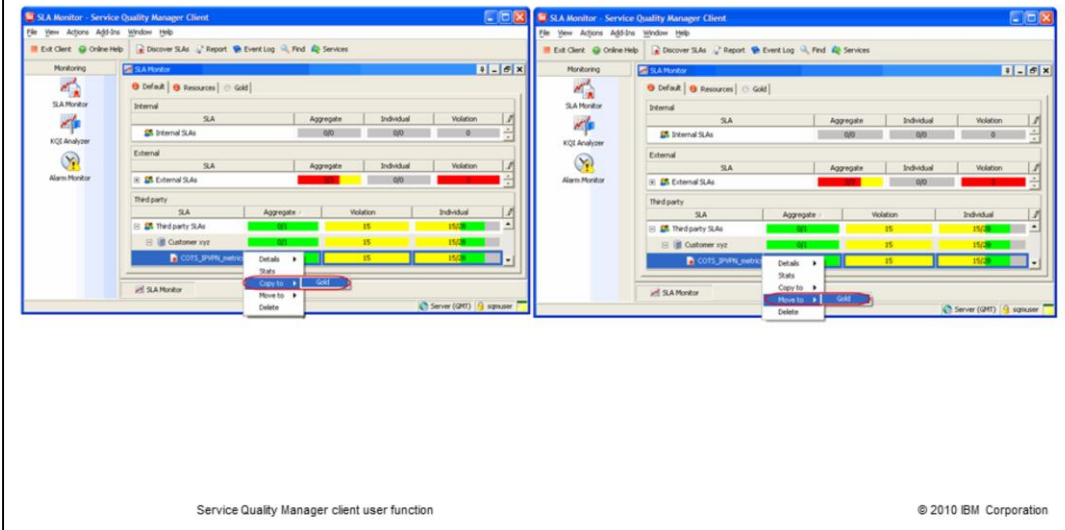
Contract groups: Update group



Contract groups: Update group.

You can update a contract group. Click **Actions > Group > Update**. You can change the group name and SLA types as needed.

Contract groups: Move and copy contracts



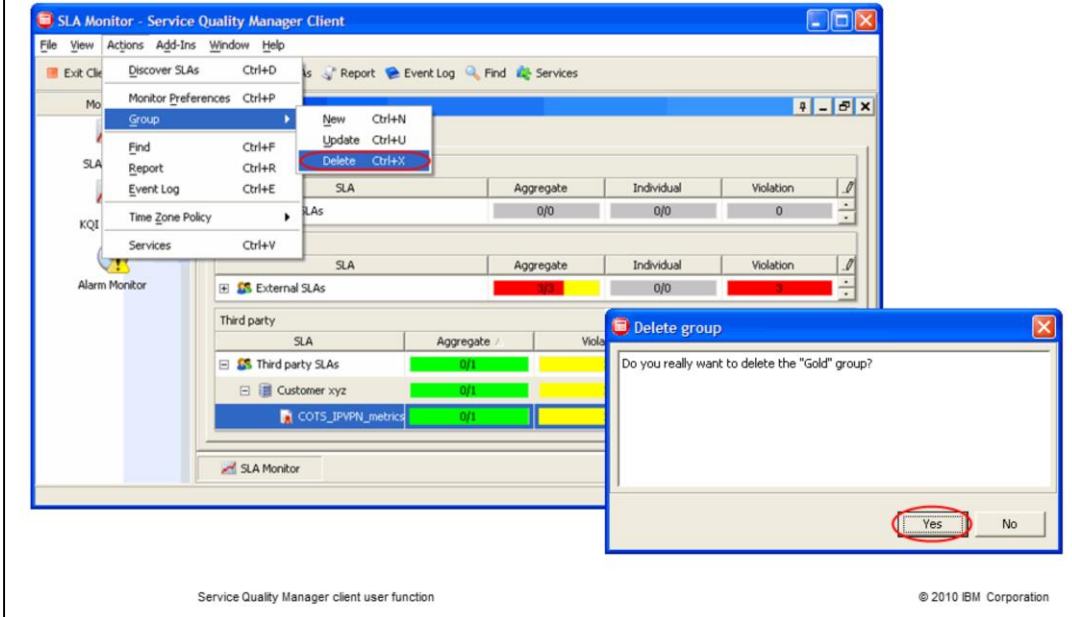
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Contract groups: Move and copy contracts.

You can move and copy contracts. Right-click **COTS_IPVPN_metrics** and select **Copy to > Gold** to copy the contract to the gold group. You can move the contract by right-clicking **COTS_IPVPN_metrics** and selecting **Move to > Gold**.

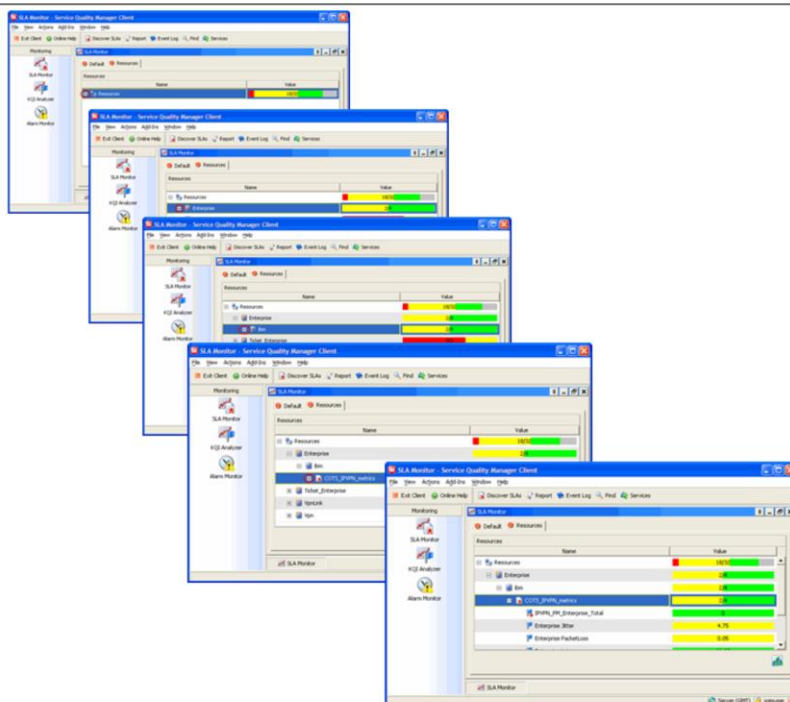
Contract groups: Delete group



Contract groups: Delete group.

You can delete a contract group. Click **Actions** > **Group** > **Delete**. Click **Yes** to delete the current group.

Resources tab



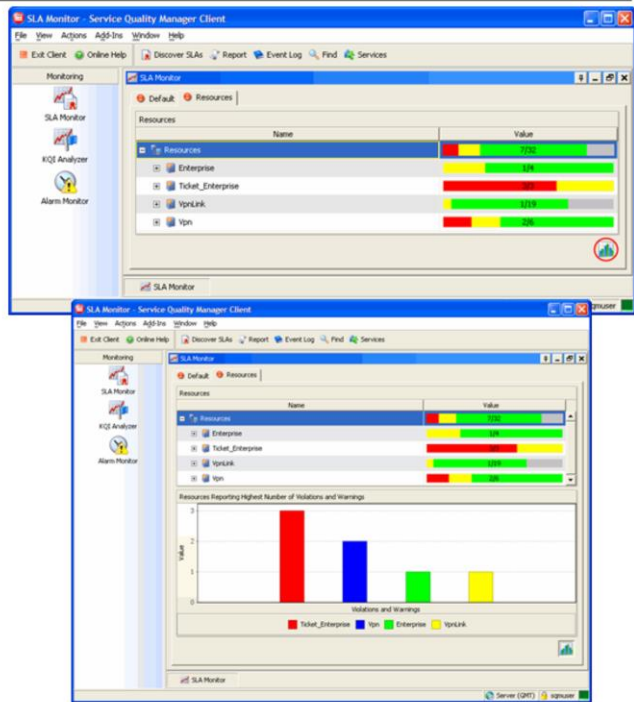
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Resources tab.

The resources tab shows all resource types and all resources being monitored. Expand **Resources** to view resource types. Expand the **Enterprise** resource type to view resources. Expand the **ibm** resource to view contracts. Expand the **COTS_IPVPN_metrics** to view KQIs. You can view a KQI model and historical data by right-clicking a KQI, which will be covered in the detail view section.

Resources tab: Bar chart



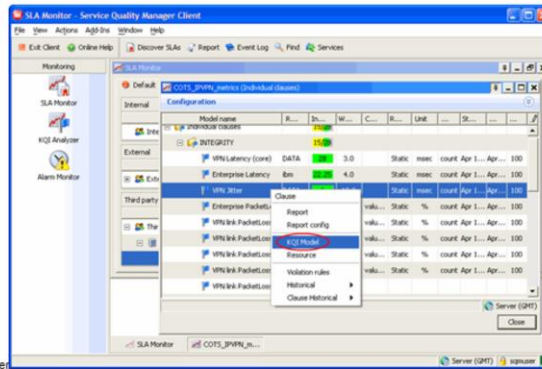
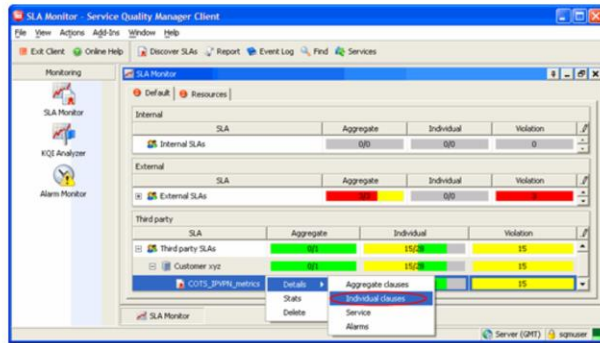
Service Quality Manager client user function

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Resources tab: Bar chart.

Click the bar chart icon to see a graphical representation of contracts that are affected by numbers of violations and warnings.

Clause detail view



Service Quality Manager client

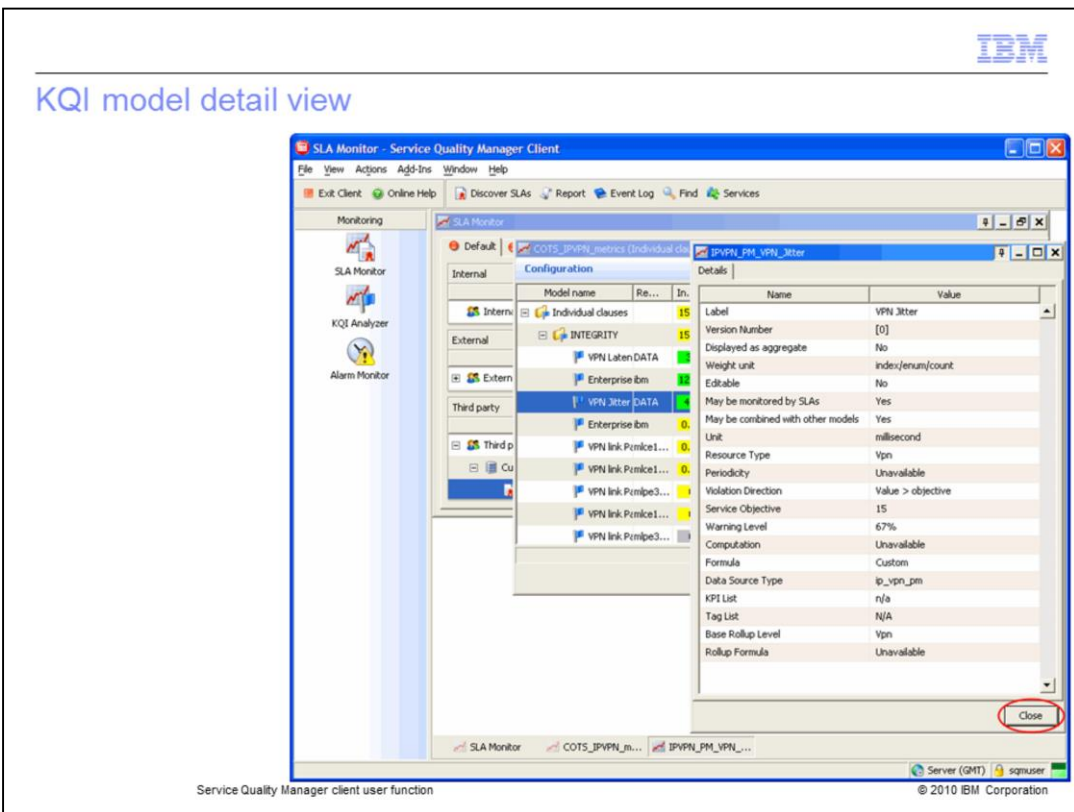
Server (QRT) sqmuser

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Clause detail view.

There are two clause detail views: Aggregate and Individual. Right-click **COTS_IPVPN_metrics**, select **Details > Individual clauses** to view individual clauses. Viewing available reports and report configuration can be done by clicking **Report** or **Report config**. Right-click **VPN Jitter** and select **KQI model** to see the KQI model detail view.

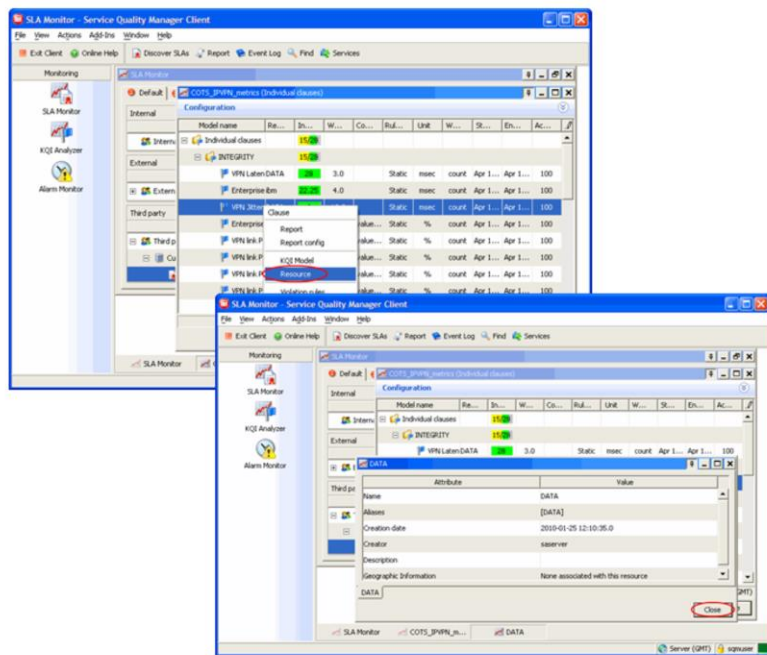
KQI model detail view



KQI model detail view.

The KQI model detail view is shown. Click **Close** to close the KQI model detail view.

Resource detail view



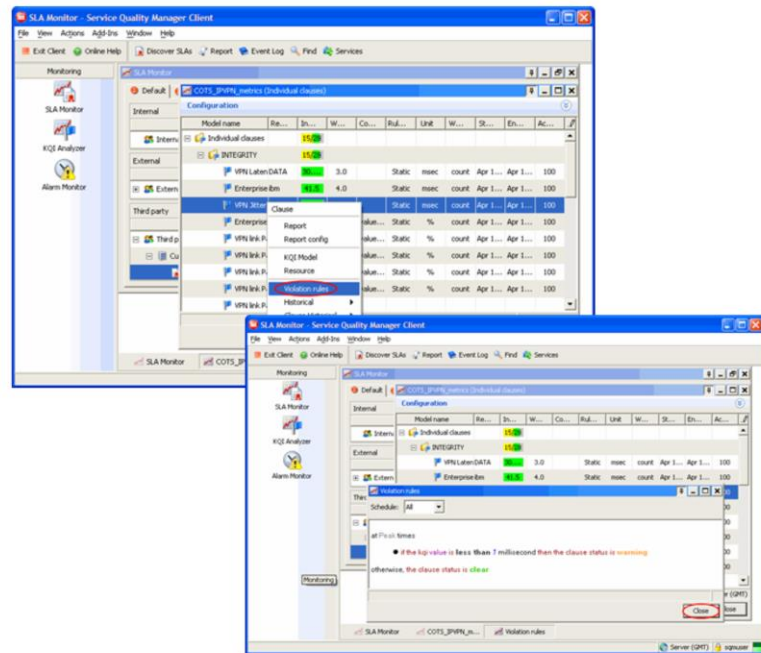
Service Quality Manager client user function

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Resource detail view.

Right-click **VPN Jitter** and select **Resource** to show the resource detail view. Click **Close** to close the resource detail view.

Violation rules detail view



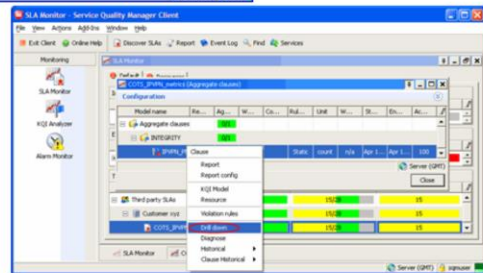
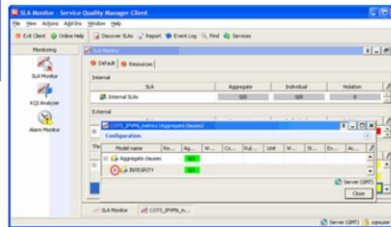
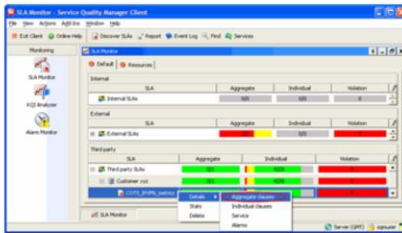
Service Quality Manager client user function

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Violation rules detail view.

Right-click **VPN Jitter** and select **Violation rules** to show the resource detail view. Click **Close** to close the violation rules detail view.

Drill down detail view



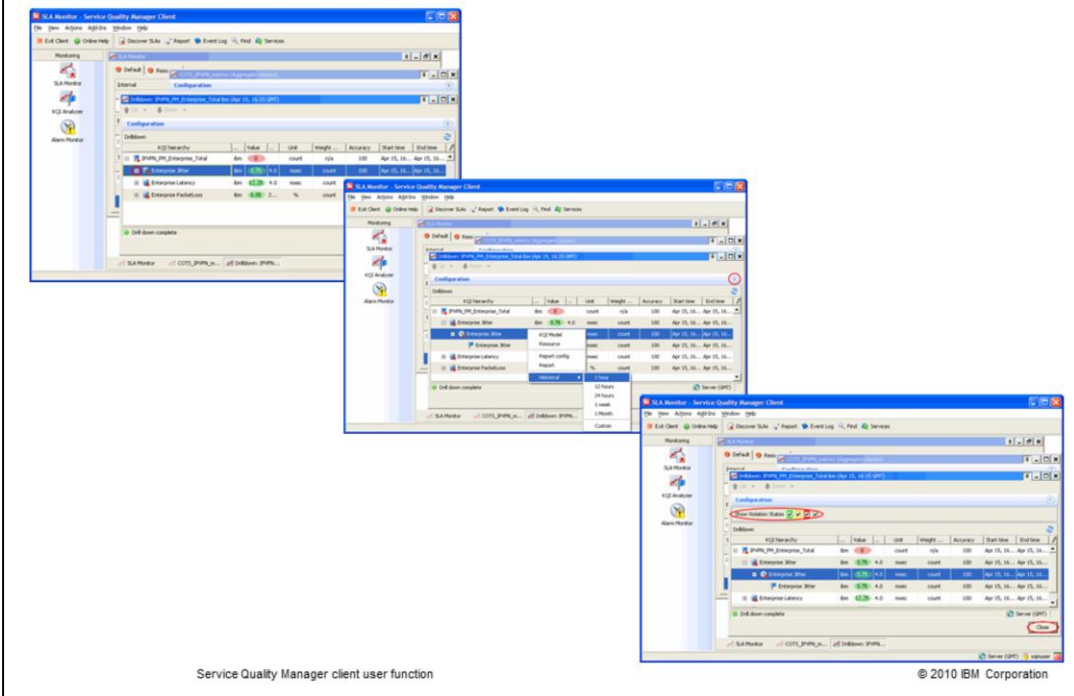
Service Quality Manager client user function

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Drill down detail view.

Right-click **COTS_IPVPN_metrics** and select **Details > Aggregate clauses**. Expand **INTEGRITY**. Right-click **IPVPN_PM_Enterprise_Total** and select **Drill down**.

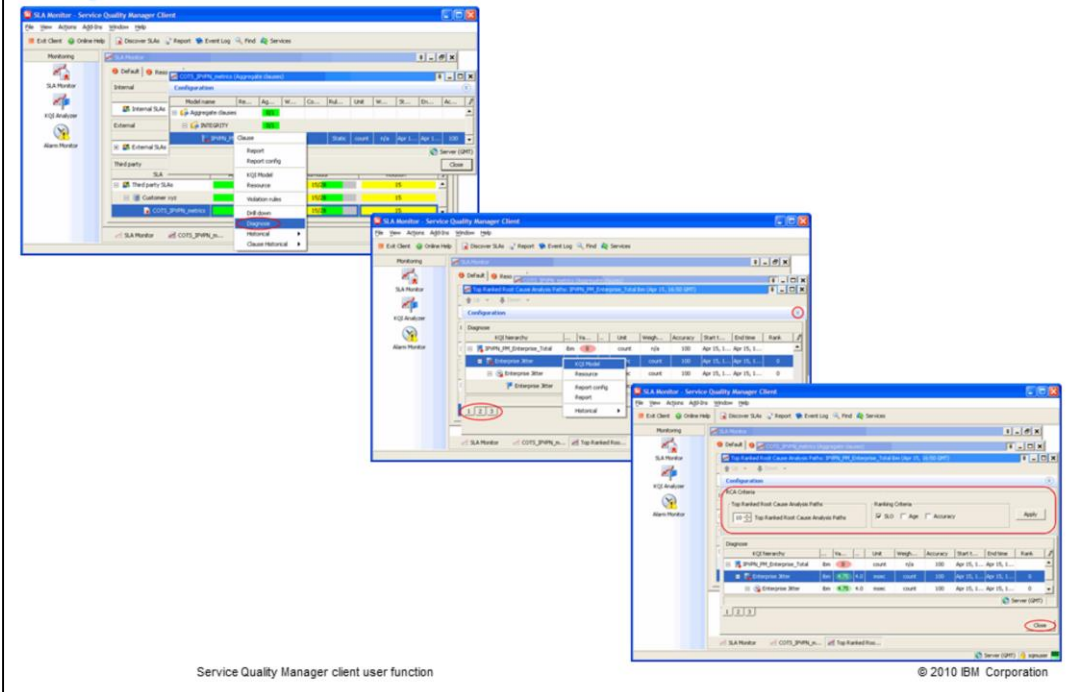
Drill down into combined KQIs



Drill down into combined KQIs.

Expand **Enterprise Jitter**. You can view the **KQI Model**, **Resources**, and **Historical** detail views. Click the **Collapse/Expand Configuration** button. You can see the options to show or hide violation states. Click **Close**.

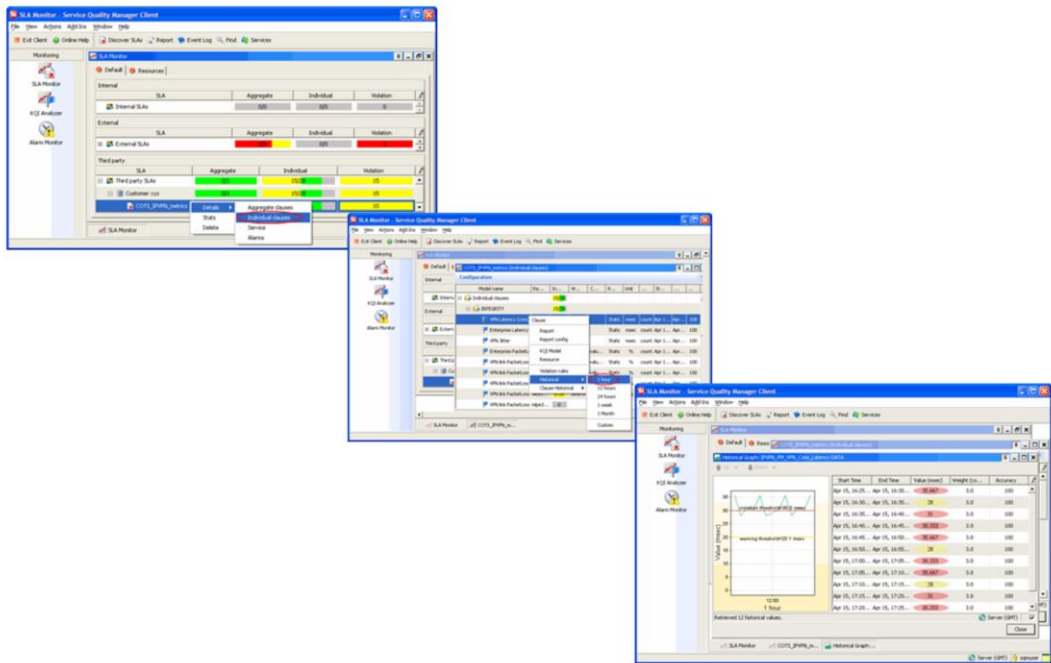
Diagnose detail view



Diagnose detail view.

Right-click **IPVPN_PM_Enterprise_Total** and select **Diagnose**. You can view the **KQI Model**, **Resources**, and **Historical** detail views. You can view low-level KQIs from the numbered tabs. Click the **Collapse/Expand Configuration** button. You can select the number of top-ranked root cause analysis paths to show. You can select ranking criteria. Click **Close**.

Historical detail view



Historical detail view.

Right-click **COTS_IPVPN_metrics** and select **Details > Individual clauses**. Right-click **VPN_Latency (core)** and select **Historical > 1 Hour**. Historical data is shown.

Historical detail view continued

The screenshots show the 'SLA Monitor - Service Quality Manager Client' interface. The main window displays a 'Historical Graph' for 'COIS_SPPM_300_1000_Core_Subtree-DATA'. The graph shows a line plot of 'Value (ms)' over time. A context menu is open over the data point for 'Apr 15, 16:45', showing options: 'Save As...', 'Print', 'Zoom In', 'Zoom Out', 'Auto Range', 'Analysis', and 'Close'. The 'Analysis' option is selected in the second screenshot, showing a sub-menu with options: 'KQI Model', 'Report', and 'Close'.

Start Time	End Time	Value (ms)	Weight (Co...)	Accuracy
Apr 15, 16:25...	Apr 15, 16:30...	35.667	3.0	100
Apr 15, 16:30...	Apr 15, 16:35...	28	3.0	100
Apr 15, 16:35...	Apr 15, 16:40...	31	3.0	100
Apr 15, 16:40...	Apr 15, 16:45...	30.333	3.0	100
Apr 15, 16:45...	Apr 15, 16:50...	35.667	3.0	100
Apr 15, 16:50...	Apr 15, 16:55...	28	3.0	100
Apr 15, 17:05...	Apr 15, 17:10...	30.333	3.0	100
Apr 15, 17:05...	Apr 15, 17:10...	35.667	3.0	100
Apr 15, 17:10...	Apr 15, 17:15...	28	3.0	100
Apr 15, 17:15...	Apr 15, 17:20...	31	3.0	100
Apr 15, 17:20...	Apr 15, 17:25...	30.333	3.0	100

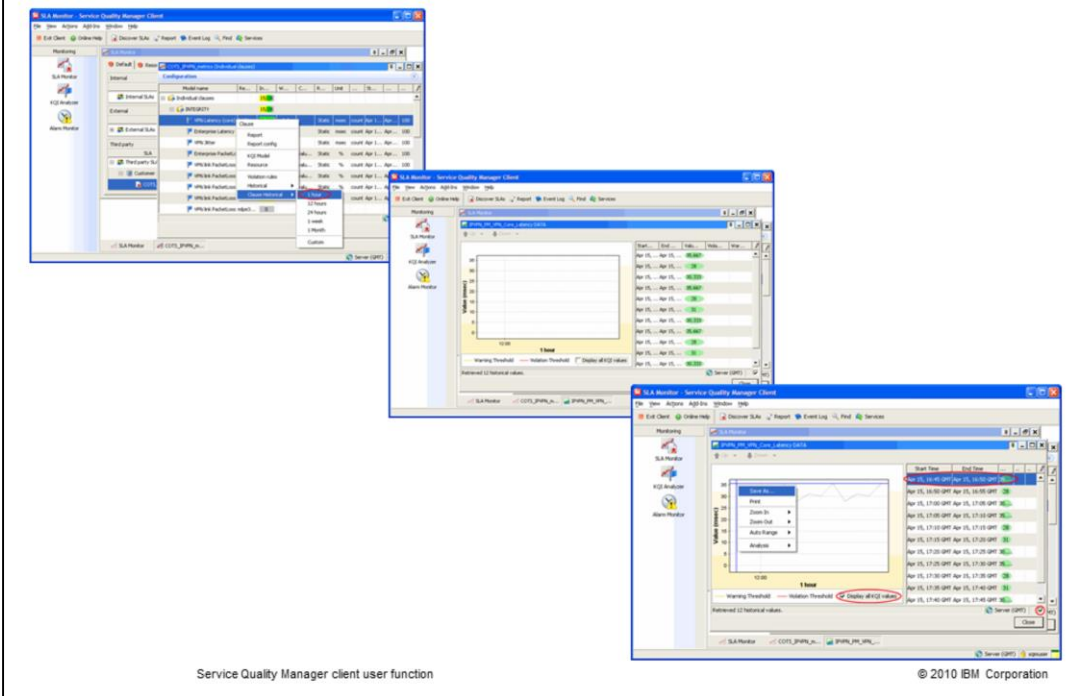
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Historical detail view continued.

Click the start time **Apr 15, 16:45** to see the data point on the historical graph. You can right-click the graph to save the graph and print the graph. You can also zoom in, zoom out, and auto range on the horizontal, vertical, or both axes. You can view a **KQI Model** or **Report** from the **Analysis** option. You can expand the historical graph or show the data points by selecting or clearing the check box. Click **Close**.

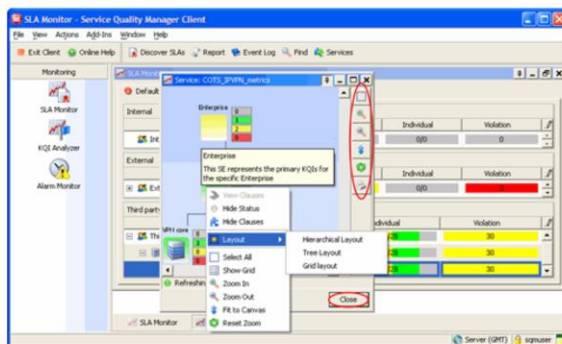
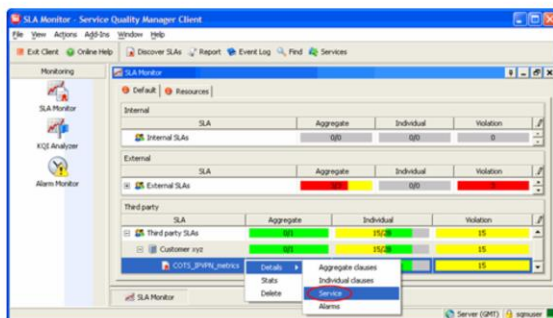
Clause historical detail view



Clause historical detail view.

Right-click **VPN_Latency (core)** and select **Clause Historical** and **1 Hour**. Clause historical data is shown. Click the start time **Apr 15, 6:45** to see the data point on the historical graph. You can right-click the graph to save the graph and print the graph. You can also zoom in, zoom out, and auto range on the horizontal, vertical, or both axes. You can view a **KQI Model** or **Report** from the **Analysis** option. You can expand the historical graph or show the data points by selecting or clearing the check box. Select **Display all KQI models** to show all KQI models.

Service detail view



Service Quality Manager client user function

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Service detail view.

Right-click **COTS_IPVPN_metrics** and select **Details > Service**. You can select clauses, zoom in, zoom out, fit to canvas, refresh zoom, and view a print preview using the icons on the right of the service detail window. You can view service element details by hovering your cursor over a service element. You can right-click the service detail view to show **Hide Status**, **Hide Clause**, **Layout**, **Select All**, **Show Grid**, **Zoom In**, **Zoom Out**, **Fit to Canvas** and **Reset Zoom** options. You can view clauses by double-clicking the service element. Click **Close**.

Alarm monitor detail view

The screenshot illustrates the 'Alarm monitor detail view' in the Service Quality Manager client. The main window shows a table of SLA metrics:

Category	SLA	Aggregate	Individual	Violation
Internal	Internal SLAs	600	600	0
	External SLAs	600	600	0
Third-party	Third party SLAs	15	15	30
	Customer xyz	15	15	30
	COTS_IPVPN_metrics	15	15	30

The 'Alarm Properties' dialog box shows the following details:

- Alarm ID: 7243462343005
- Event Source: SLA Assessment
- System ID Class: SLA Clause Assessment
- Sub System ID: Customer xyz\COTS_IPVPN_metrics
- Event Type: Quality of Service Alarm
- Status: Unspecified
- Severity: Warning
- Probable Cause: Threshold Crossed
- Specific Problem: SLA Clause violated
- Additional Text: Current Value=30.5; Threshold Crossed condition: value > 1.0
- Additional Info: Rollup Level = Enterprise, Weight = 4.0, Accuracy = 100.0
- Alarm Count: 1/75
- First Occurrence: Jan 29, 22:20 GMT
- Last Updated: Apr 15, 18:30 GMT
- User Identity:

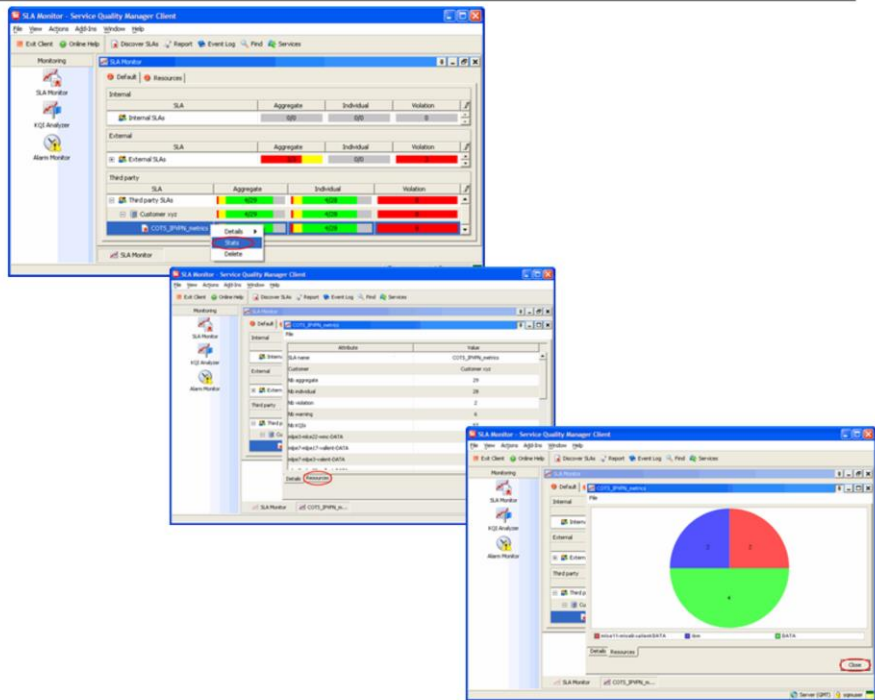
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Alarm monitor detail view.

Right-click **COTS_IPVPN_metrics** and select **Details > Alarms**. The alarm monitor detail view is shown. You can select an alarm. Right-click an alarm to acknowledge the alarm. After the alarm is acknowledged, you can terminate the alarm. You can also view the alarm properties.

Stats view



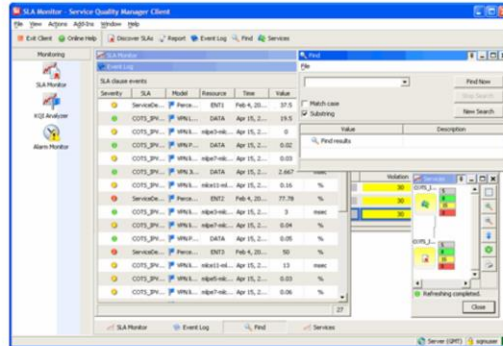
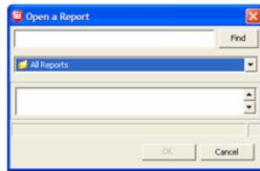
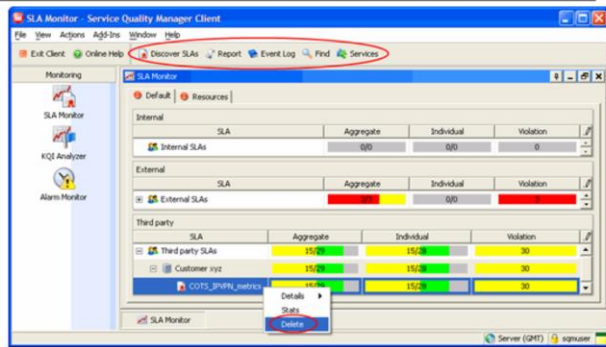
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Stats view.

Right-click **COTS_IPVPN_metrics** and select **Stats**. The stats view details are shown. Click the **Resources** tab to see resources. The stats view resources are shown. Click **Close**.

Other SLA monitor functions

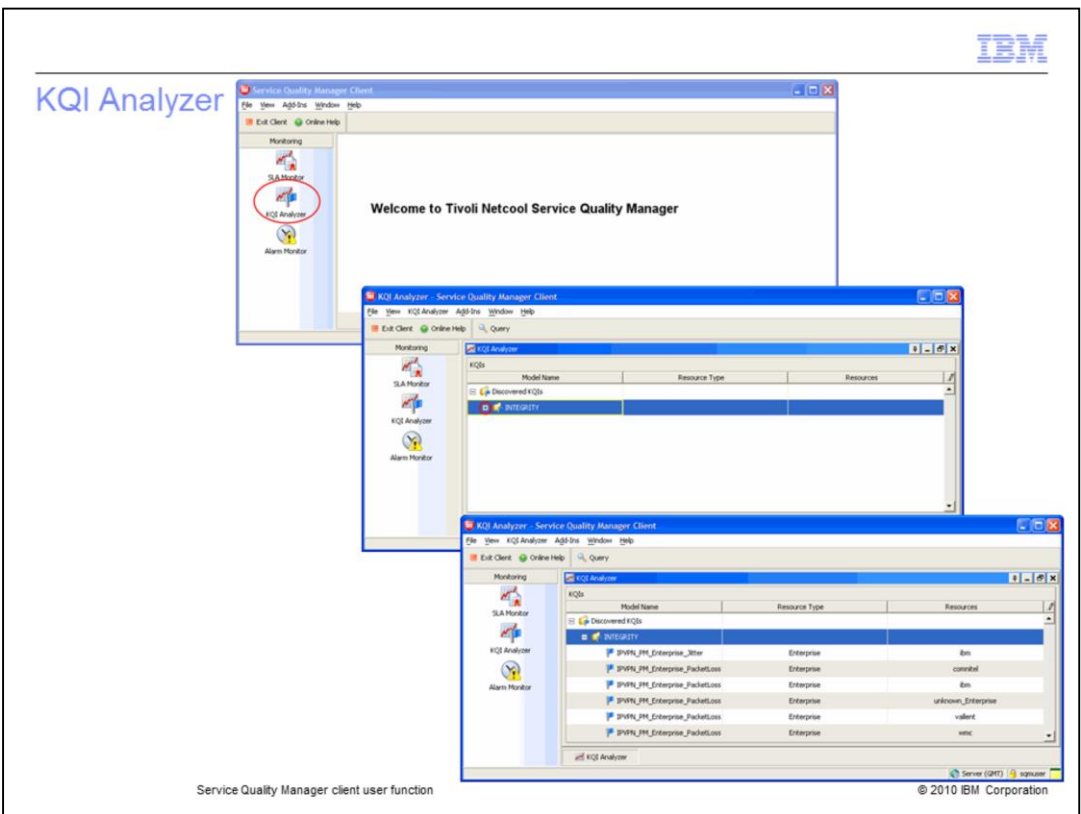


Service Quality Manager client user function

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Other SLA monitor functions.

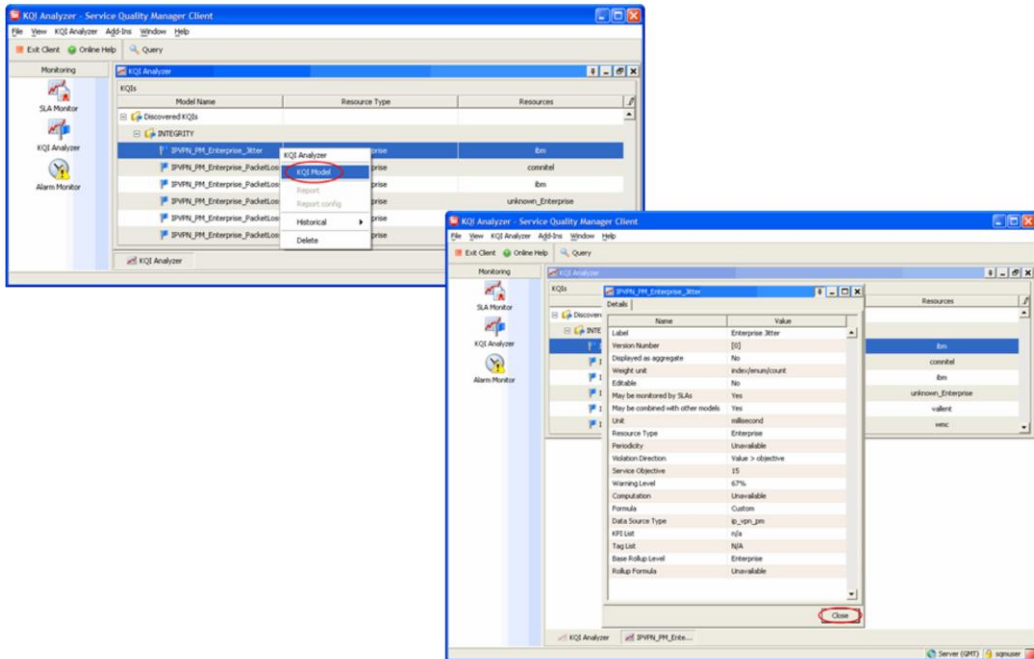
You can right-click **COTS_IPVPN_metrics** and select **Delete** to delete an SLA. You can discover SLAs, view reports, view the event log, find SLAs, and view the services. The Open a Report window is shown. The Event Log, Find, and Services windows are also shown.



KQI Analyzer.

Click **KQI Analyzer** to view KQI Analyzer. The KQI Analyzer window is shown. Expand **INTEGRITY**.

KQI Model



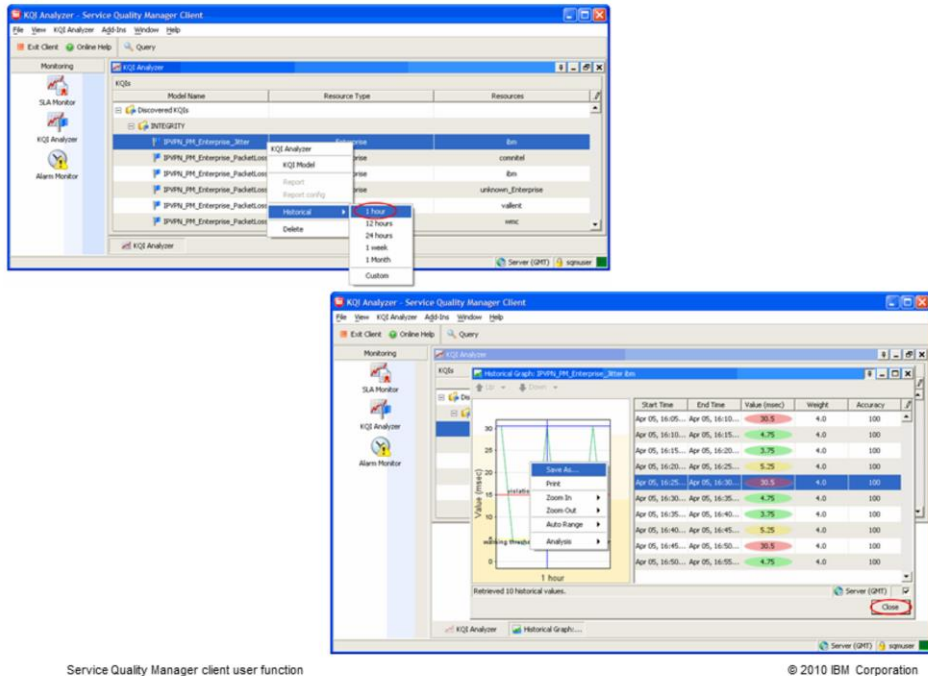
Service Quality Manager client user function

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KQI Model.

Right-click **IPVPN_PM_Enterprise_Jitter** and select **KQI Model** to see the KQI model. The KQI model is shown. Click **Close**.

KQI analyzer historical view



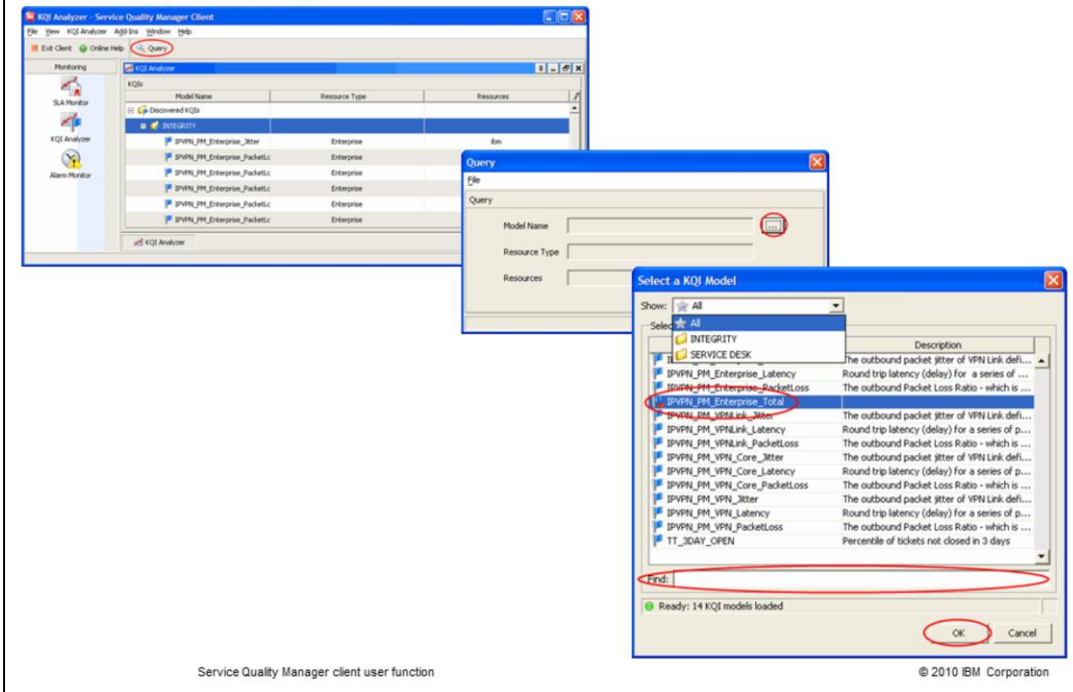
Service Quality Manager client user function

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KQI analyzer historical view.

Right-click **IPVPN_PM_Enterprise_Jitter** and select **Historical > 1 hour**. The historical view is shown. Click the start time **Apr 05, 16:25** to see the data point on the historical graph. You can right-click the graph to save the graph and print the graph. You can also zoom in, zoom out, and auto range on the horizontal, vertical, or both axes. You can view a KQI Model or Report from the **Analysis** option. You can expand the historical graph or show the data points by selecting or clearing the check box. Click **Close**.

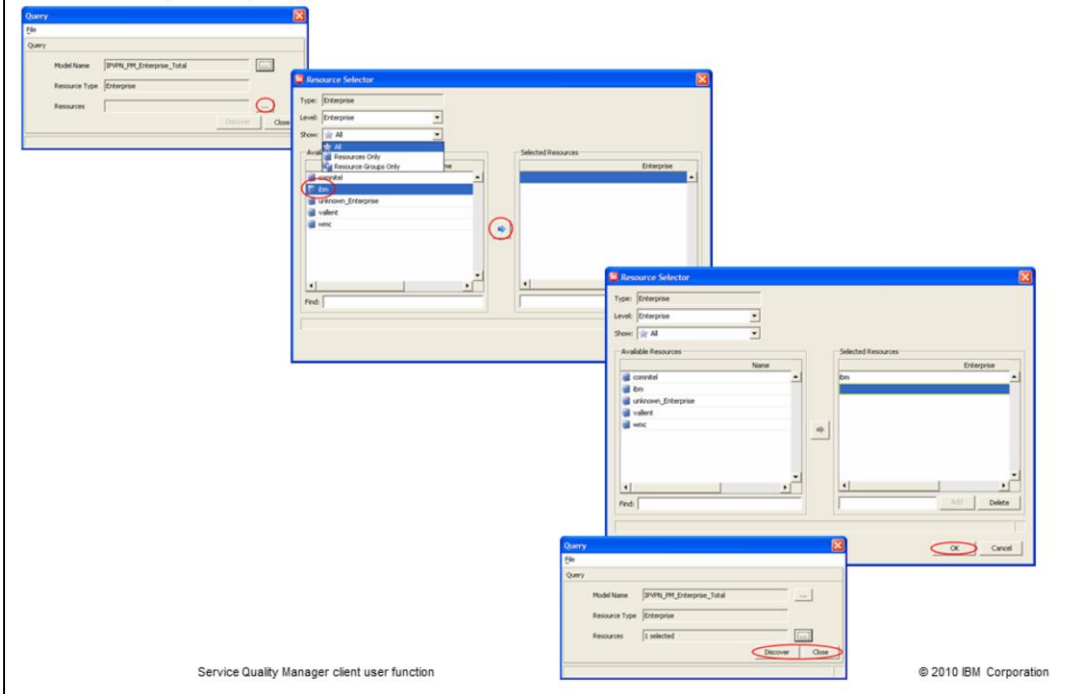
KQI analyzer query



KQI analyzer query.

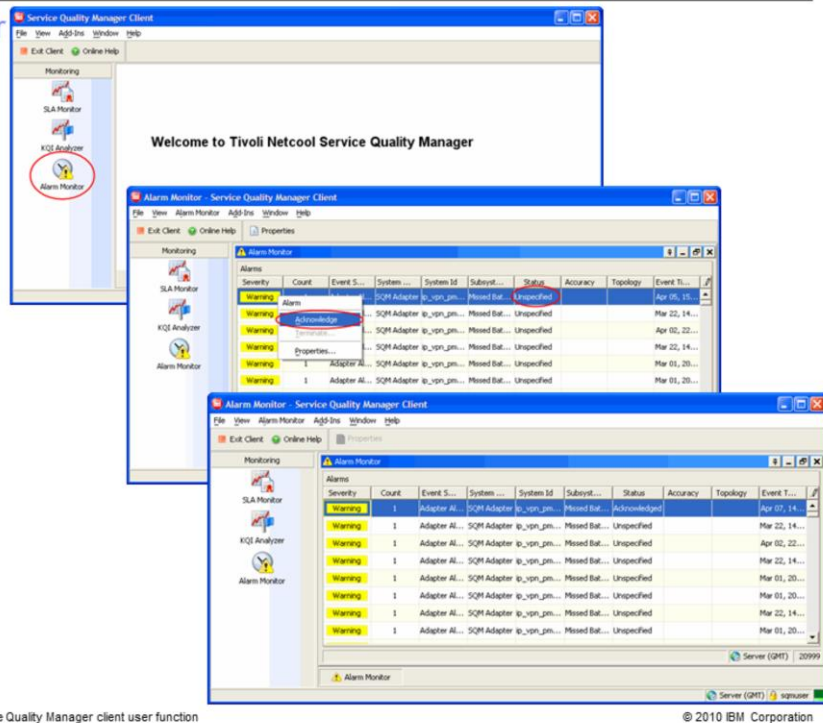
Click **Query**. Click the ellipses (...) button beside the Model Name field. You can search all KQIs or specific KQI categories. You can enter a search criteria to find a specific KQI. Click **IPVPN_PM_Enterprise_Total**. Click **OK**.

KQI analyzer query continued

**KQI analyzer query continued.**

Click the ellipses (...) button beside the **Resources** field in the Query window. You can select the level. You can show **All**, **Resources Only**, or **Resource Groups Only**. Click the right arrow icon in the Resource Selector window. Click **OK** in the Resource Selector window. Click **Discover** in the Query window. Click **Close** in the Query window.

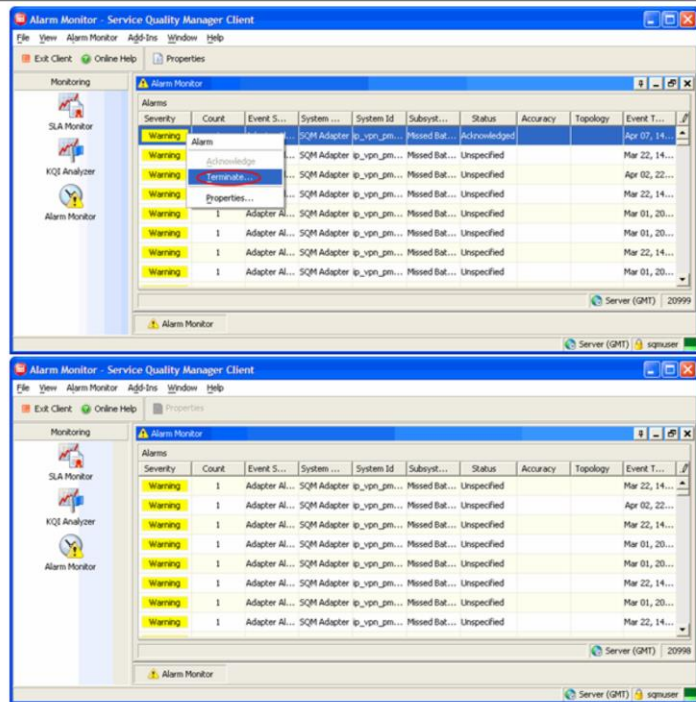
Alarm monitor



Alarm Monitor.

Click **Alarm Monitor** to view the alarm monitor. The alarm monitor window is shown. Right-click an alarm with a status of **Unspecified** and select **Acknowledge** to change the status to **Acknowledged**.

Terminate alarm



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Terminate alarm.

Right-click the acknowledged alarm and select **Terminate** to terminate the alarm. The alarm is removed from the alarm monitor.

Alarm properties

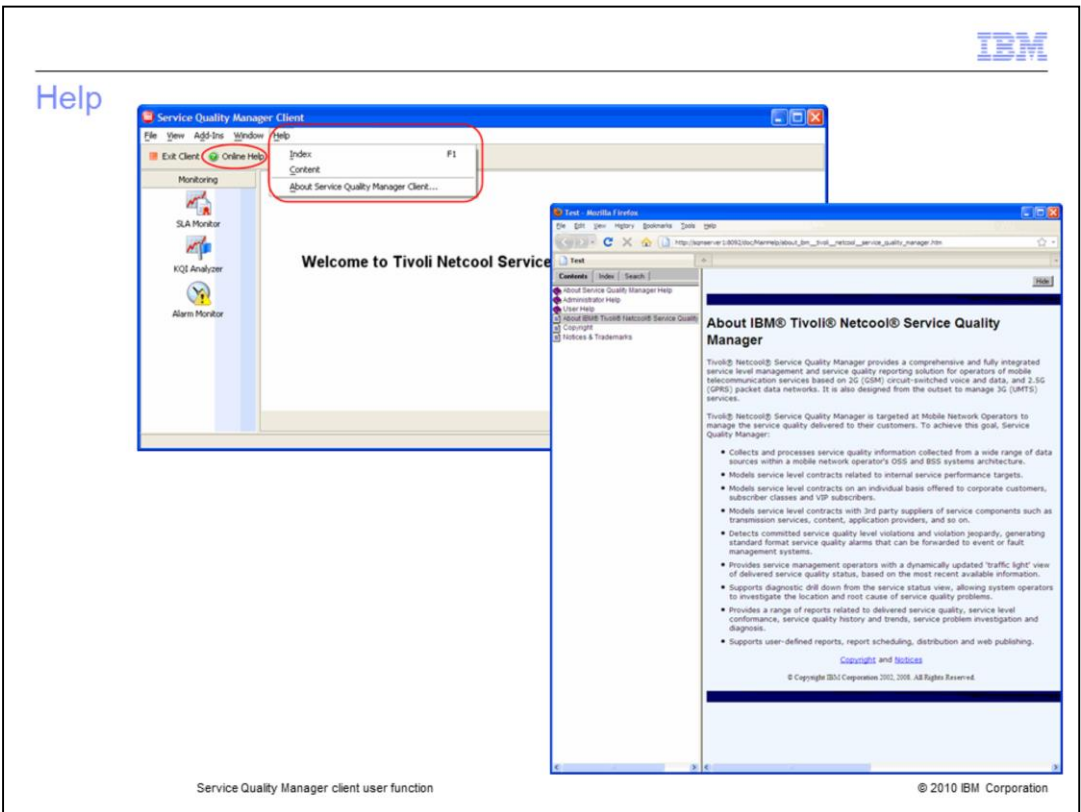
The screenshot shows the 'Alarm Monitor - Service Quality Manager Client' application. The main window displays a table of alarms with columns for Severity, Count, Event S..., System, System Id, Subsys..., Status, Accuracy, Topology, and Event T... A context menu is open over one of the alarm rows, with the 'Properties' option selected. To the right, a 'Details' dialog box titled 'Alarm Properties - 7481833031894' is displayed, showing the following information:

Alarm ID:	7481833031894
Event Source:	Adapter Alarm
System ID Class:	SQM Adapter
System ID:	ip_vpn_pm_loader
Sub System ID:	ST 2010, Thu Mar 11 23:20:00 PST 2010
Event Type:	Communications Alarm
Status:	Unspecified
Severity:	Warning
Probable Cause:	Receive Failure
Specific Problem:	No input data
Additional Text:	ip_vpn_pm_loader missing data for batch : [Thu Mar 11 23:15:00 PST 2010, Thu Mar 11 23:20:00 PST 2010]
Additional Info:	
Alarm Count:	1
First Occurrence:	Mar 22, 14:45 GMT
Last Updated:	Mar 22, 14:45 GMT
User Identity:	

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Alarm properties.

Right-click an alarm and select **Properties** or click the **Properties** button to show the alarm properties. The alarm properties are shown.



Help.

You can view help by selecting from the **Help** drop-down menu. Click **Online Help** to view online help. Online help is shown.

Summary

You should now be able to navigate Service Quality Manager client user functions including SLA Monitor, KQI Analyzer, and Alarm Monitor

Summary.

You should now be able to navigate Service Quality Manager client user functions including SLA Monitor, KQI Analyzer, and Alarm Monitor.

Training roadmap for IBM Tivoli Netcool Service Quality Manager

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

Training roadmap for IBM Tivoli Netcool Service Quality Manager.

You can see the training roadmap for IBM Tivoli Netcool Service Quality Manager by going to the URL listed on the slide.

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