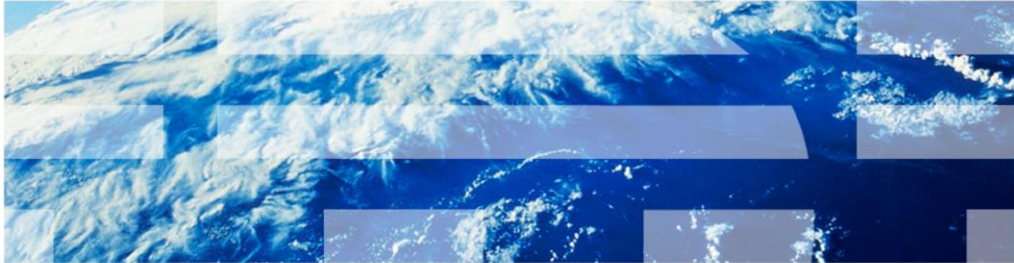


---

# IBM Tivoli Netcool Service Quality Manager V4.1

## Service Quality Manager Web user function



### **IBM Tivoli® Netcool® Service Quality Manager 4.1: Service quality manager Web user function.**

This training module is for the Tivoli Netcool Service Quality Manager 4.1 service quality manager Web 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 and SLA Web Monitoring

### **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 and SLA Web Monitoring.

## Objectives

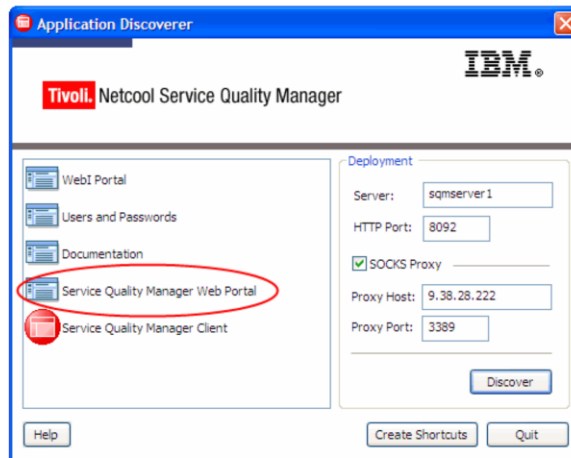
- Upon completion of this module, you should be able to navigate Service Quality Manager Web user functions

### **Objectives.**

Upon completion of this module, you should be able to navigate Service Quality Manager Web user functions.

## Service quality manager Web portal

Click the **Service Quality Manager Web Portal** icon in the Application Discoverer window



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Service Quality Manager Web user function

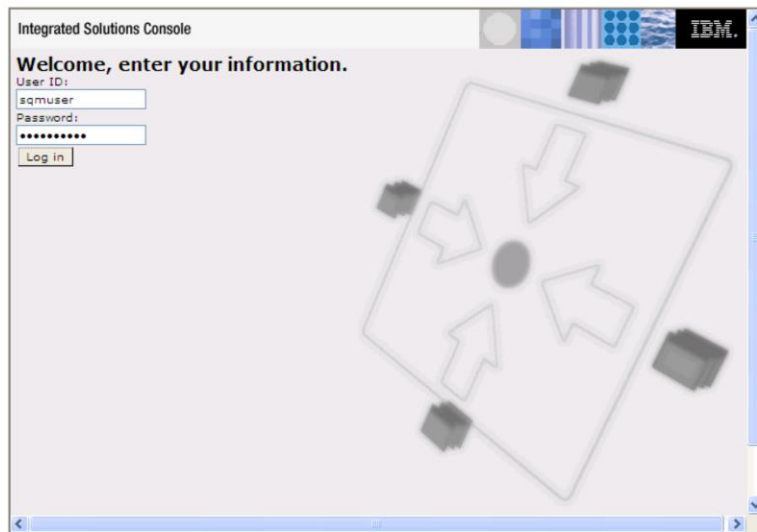
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### Service quality manager Web portal.

Click the **Service Quality Manager Web Portal** icon in the Application Discoverer window.

## Login

Enter your user ID and password to log in



The screenshot shows a web browser window displaying the IBM Integrated Solutions Console login page. The page title is "Integrated Solutions Console". Below the title, there is a message: "Welcome, enter your information." The login form includes a "User ID:" field with the text "sqmuser" entered, a "Password:" field with masked characters "\*\*\*\*\*", and a "Log in" button. The background of the page features a large, faint graphic of a whiteboard with several arrows pointing towards a central point, surrounded by small server icons. The browser's address bar and status bar are visible at the bottom of the window.

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Service Quality Manager Web user function

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### Login.

Enter your user ID and password to log in.

## Service quality manager

### Expand **Service Quality Manager**

Integrated Solutions Console    Welcome sqmuser    Help | Logout    IBM

View: All tasks    --- Select Action ---

Service Quality Manager

Welcome

Integrated Solutions Console provides a common administration console for multiple products. The table lists the product suites that can be administered through this installation. Select a product suite to view more information.

Suite Name	Version
<a href="#">WebSphere Application Server</a>	6.1.0.23

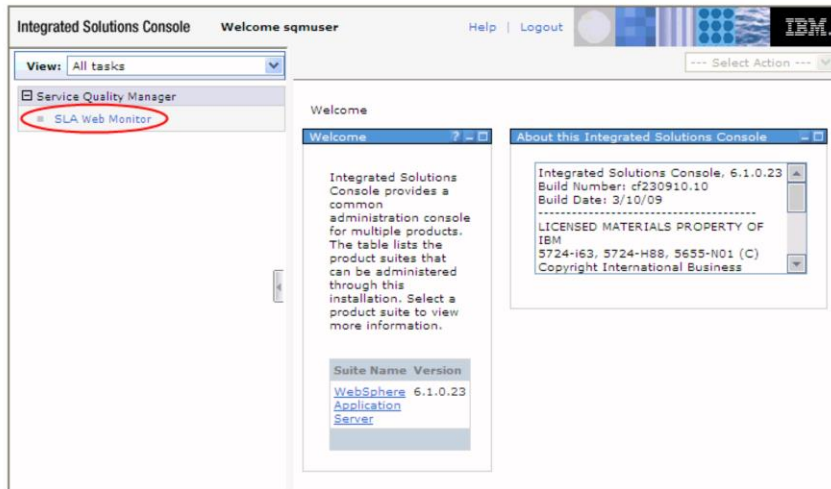
About this Integrated Solutions Console  
 Integrated Solutions Console, 6.1.0.23  
 Build Number: cf230910.10  
 Build Date: 3/10/09  
 -----  
 LICENSED MATERIALS PROPERTY OF  
 IBM  
 5724-I63, 5724-H88, 5655-N01 (C)  
 Copyright International Business

**Service quality manager.**

Expand **Service Quality Manager**.

## SLA Web monitor

Click **SLA Web Monitor**



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**SLA Web monitor.**

Click **SLA Web Monitor.**

## Hide navigation menu

Click the **Hide Navigation** button

The screenshot shows the IBM Integrated Solutions Console interface. The main content area displays the 'SLA Web Monitor' page, which includes a table of SLA metrics. The left-hand navigation pane is visible, and a red circle highlights the 'Hide Navigation' button located at the bottom of this pane.

SLA	Aggregate	Individual
External SLAs	0/0	0/0
Internal SLAs	0/0	0/0
Third Party SLAs	0/0	0/0

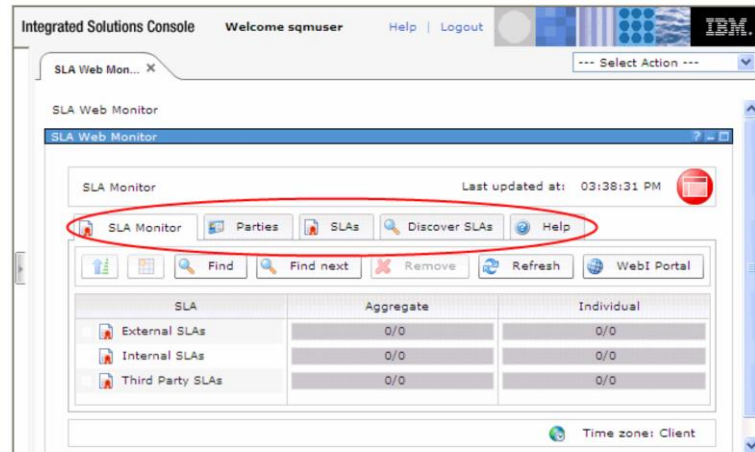
**Hide navigation menu.**

Click the **Hide Navigation** button.



## SLA monitor tabs

- SLA Monitor contains five tabs: **SLA Monitor**, **Parties**, **SLAs**, **Discover SLAs**, and **Help**
- Click the **Discover SLAs** tab to discover SLAs

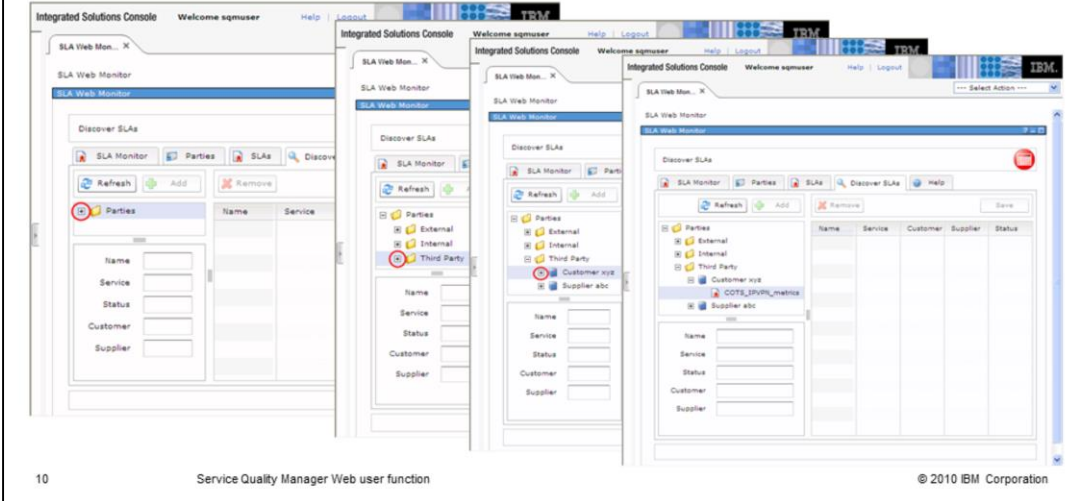


### SLA monitor tabs.

SLA Monitor contains the five tabs: **SLA Monitor**, **Parties**, **SLAs**, **Discover SLAs**, and **Help**. Click the **Discover SLAs** tab to discover SLAs.

## Discover SLAs tab

- Expand **Parties**
- Expand **Third Party**
- Expand **Customer xyz**
- Click **COTS\_IPVPN\_metrics**

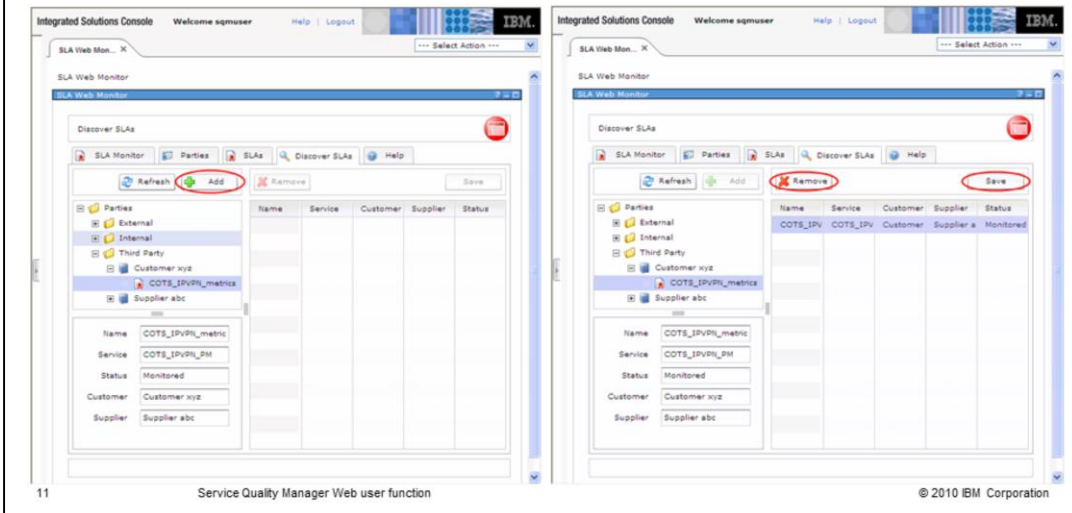


## Discover SLAs tab.

Expand **Parties**. Expand **Third Party**. Expand **Customer xyz**. Click **COTS\_IPVPN\_metrics**.

## Add and remove SLAs and save current configuration

- Click **Add** to add an SLA
- You can click **Remove** to remove the selected SLA
- Click **Save** to save the current configuration



### Add and remove SLAs and save current configuration.

Click **Add** to add an SLA. You can click **Remove** to remove the selected SLA. Click **Save** to save the current configuration.

## SLA monitor tab

- Click the **SLA Monitor** tab
- Expand **Third Party SLAs**

The left screenshot shows the 'SLA Monitor' tab selected in the navigation menu. The tree view on the left shows the following structure:

- Parties
  - External
  - Internal
  - Third Party
    - Customer xyz
    - COTS\_IPV1\_merits
    - Supplier abc

The table below shows the details for the selected SLA:

Name	Service	Customer	Supplier	Status
COTS_IPV	COTS_IPV	Customer	Supplier x	Monitored

The right screenshot shows the 'SLA Monitor' tab selected. The summary table below shows the following data:

SLA	Aggregate	Individual
External SLAs	0/0	0/0
Internal SLAs	0/0	0/0
Third Party SLAs	0/0	15/20

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## SLA monitor tab.

Click the **SLA Monitor** tab. Expand **Third Party SLAs**.

## SLA monitor tab: view SLA

- Expand **Customer xyz**
- Double-click **COTS\_IPVPN\_metrics** to view the SLA service data tabs

The screenshots show the IBM SLA Monitor interface. The top screenshot shows the 'Customer xyz' row selected in the SLA table. The bottom screenshot shows the 'COTS\_IPVPN\_metrics' row selected under the 'Customer xyz' group.

SLA	Aggregate	Individual
External SLAs	0/0	0/0
Internal SLAs	0/0	0/0
Third Party SLAs	0/0	15/25
Customer xyz	0/0	15/25

SLA	Aggregate	Individual
External SLAs	0/0	0/0
Internal SLAs	0/0	0/0
Third Party SLAs	0/0	15/25
Customer xyz	0/0	15/25
COTS_IPVPN_metrics	0/0	15/25

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Service Quality Manager Web user function

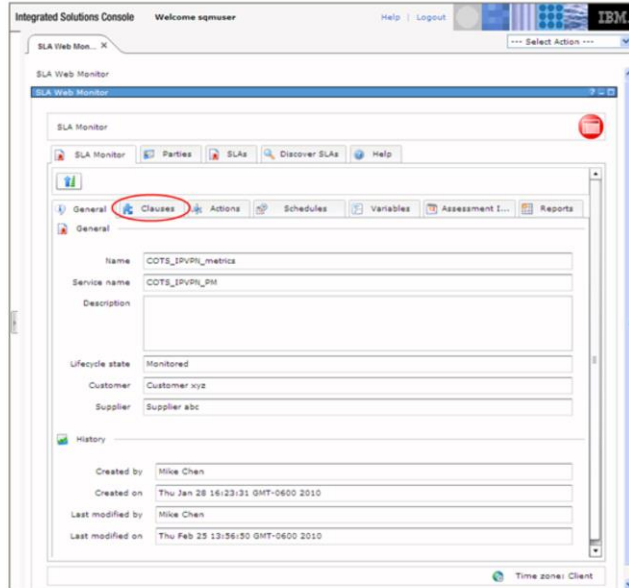
© 2010 IBM Corporation

## SLA monitor tab: view SLA.

Expand **Customer xyz**. Double-click **COTS\_IPVPN\_metrics** to view the SLA service data tabs.

## SLA monitor tab: general service data tab

- The **General** service data tab shows current and historical general data
- Click the **Clauses** tab



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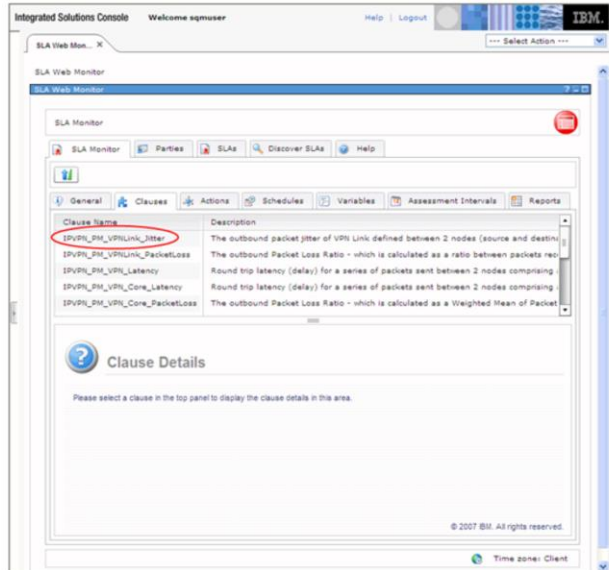
© 2010 IBM Corporation

### SLA monitor tab: general service data tab.

The **General** service data tab shows current and historical general data. Click the **Clauses** tab.

## SLA monitor tab: clauses service data tab

- The **Clauses** service data tab shows clause data
- Click **IPVPN\_PM\_VPNLink\_Jitter**



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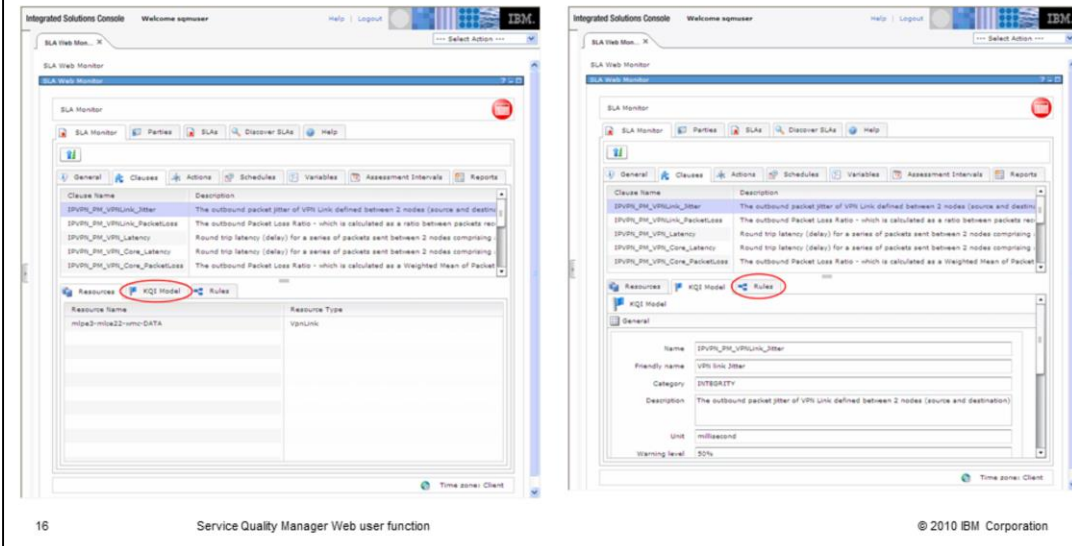
© 2010 IBM Corporation

### SLA monitor tab: clauses service data tab.

The **Clauses** service data tab shows clause data. Click **IPVPN\_PM\_VPNLink\_Jitter**.

## SLA monitor tab: clauses service data tab: resources and KQI model

- The clause resources are shown
- Click the **KQI Model** tab to see the KQI Model details
- Click the **Rules** tab



## SLA monitor tab: clauses service data tab: resources and KQI model.

The clause resources are shown. Click the **KQI Model** tab to see the KQI Model details. Click the **Rules** tab.



## SLA monitor tab: clauses service data tab: rules

- The clause rules are shown
- Click the **Actions** tab

The screenshot displays the IBM SLA Monitor web interface. The top navigation bar includes 'Integrated Solutions Console', 'Welcome sqmuser', 'Help', 'Logout', and the IBM logo. Below this, the 'SLA Monitor' tab is active, with a 'Select Action' dropdown menu. The main content area features a 'SLA Monitor' header and a navigation menu with options: 'SLA Monitor', 'Parties', 'SLAs', 'Discover SLAs', and 'Help'. A secondary navigation bar contains tabs for 'General', 'Clauses', 'Actions', 'Schedules', 'Variables', 'Assessment Intervals', and 'Reports'. The 'Actions' tab is highlighted with a red circle. Below the tabs is a table with columns 'Clause Name' and 'Description'. The table lists several clauses, including 'IPVPII\_PM\_VPILink\_Jitter', 'IPVPII\_PM\_VPILink\_PacketLoss', 'IPVPII\_PM\_VPI\_Latency', 'IPVPII\_PM\_VPI\_Core\_Latency', and 'IPVPII\_PM\_VPI\_Core\_PacketLoss'. Below the table are tabs for 'Resources', 'KQI Model', and 'Rules'. The 'Rules' tab is active, showing a rule definition: 'At Peak times: If the KQI value is less than 1 then the clause status is warning. Otherwise the clause status is clear.' The bottom of the interface shows 'Time zone: Client' and '© 2010 IBM Corporation'.

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**SLA monitor tab: clauses service data tab: rules.**

The clause rules are shown. Click the **Actions** tab.

## SLA monitor tab: actions service data tab

- The clause actions are shown
- Click the **Schedules** tab

The screenshot displays the IBM SLA Monitor interface within the Integrated Solutions Console. The page title is "SLA Monitor" and the user is logged in as "Welcome sqmuser". The interface includes a navigation menu with tabs for "General", "Clauses", "Actions", "Schedules", "Variables", "Assessment Intervals", and "Reports". The "Schedules" tab is currently selected and highlighted with a red circle. Below the navigation menu, there is a table with columns for "New SLA State" and "Action Taken". The table contains three rows of data:

New SLA State	Action Taken
Warning	Send an internal alarm
Violation	Send an internal alarm
Clear	Send an internal alarm

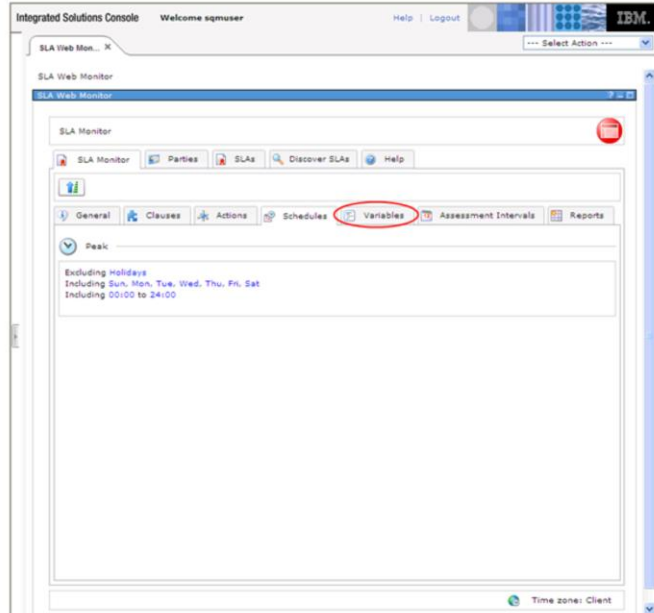
At the bottom of the page, there is a footer with the text "18 Service Quality Manager Web user function © 2010 IBM Corporation".

### SLA monitor tab: actions service data tab.

The clause actions are shown. Click the **Schedules** tab.

## SLA monitor tab: schedules service data tab

- The clause schedules are shown
- Click the **Variables** tab

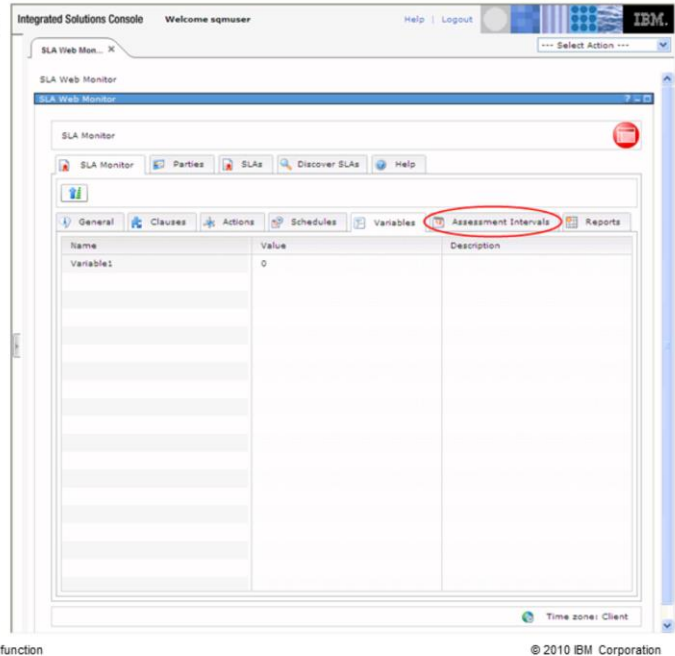


### SLA monitor tab: schedules service data tab.

The clause schedules are shown. Click the **Variables** tab.

## SLA monitor tab: variables service data tab

- The clause variables are shown
- Click the **Assessment Intervals** tab



The screenshot shows the 'SLA Monitor' interface with the 'Assessment Intervals' tab selected. The table below displays the data for the selected tab.

Name	Value	Description
Variable1	0	

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Service Quality Manager Web user function

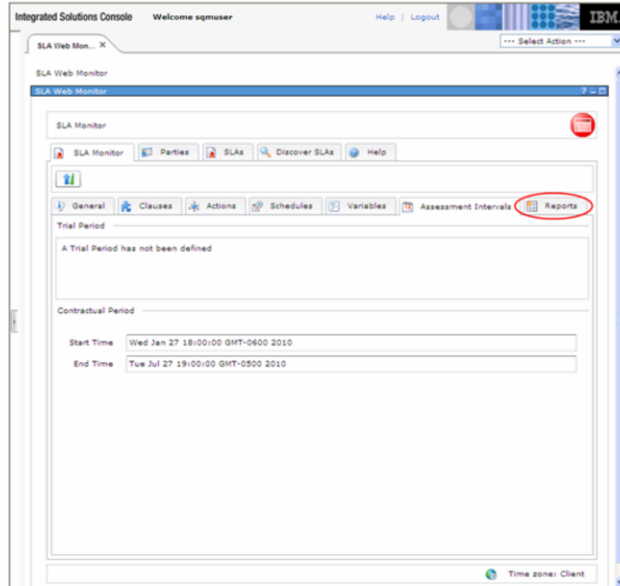
© 2010 IBM Corporation

### SLA monitor tab: variables service data tab.

The clause variables are shown. Click the **Assessment Intervals** tab.

## SLA monitor tab: assessment intervals service data tab

- The clause assessment intervals are shown
- Click the **Reports** tab



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### SLA monitor tab: assessment intervals service data tab.

The clause assessment intervals are shown. Click the **Reports** tab.

## SLA monitor tab: reports service data tab

- The clause reports are shown
- You can click **Refresh Reports** to refresh the view
- Click **View Report** to see the report

The screenshot shows the 'SLA Monitor' interface within the 'Integrated Solutions Console'. The 'Reports' sub-tab is active, displaying a table of associated reports. The table has two columns: 'Report Name' and 'Description'. One report is listed: 'SLA Management Report' with the description 'Service level agreement detail information'. Below the table, the 'View Report' and 'Refresh Reports' buttons are highlighted with a red circle.

Report Name	Description
SLA Management Report	Service level agreement detail information

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### SLA monitor tab: reports service data tab.

The clause reports are shown. You can click **Refresh Reports** to refresh the view. Click **View Report** to see the report.

# SLA management report

The report is shown as a PDF

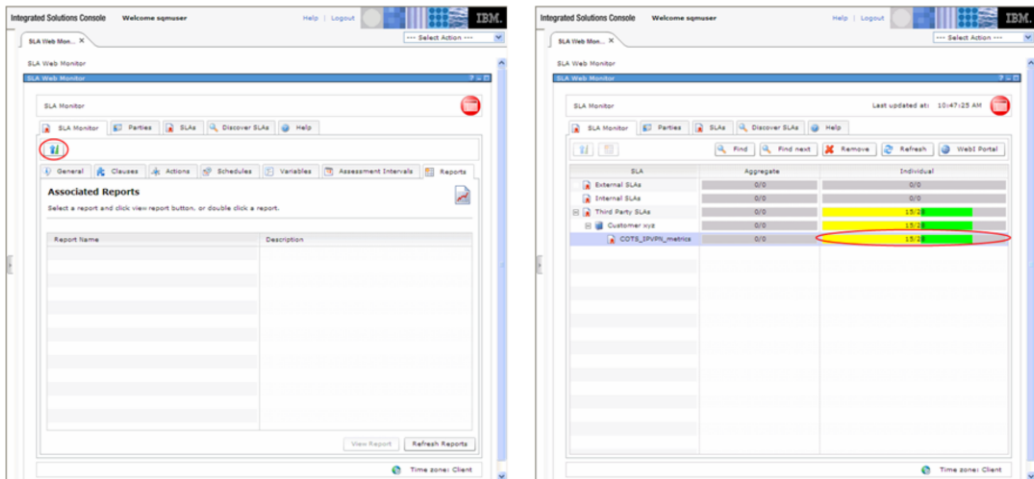
The image displays four overlapping PDF reports generated by Tivoli Service Level Agreement. Each report provides a detailed overview of a specific SLA class, including its key quality indicators, associated business units, and performance rules. The reports are titled 'Tivoli Service Level Agreement' and show various metrics and configurations for different service classes.

## SLA management report.

The report is shown as a PDF.

## SLA monitor tab: individual clause

- Click the **drill up** icon
- Double-click the **Individual** clause for COTS\_IPVPN\_metrics



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### SLA monitor tab: individual clause.

Click the **drill up** icon. Double-click the **Individual** clause for COTS\_IPVPN\_metrics.



## SLA monitor tab: individual clauses

- Expand **Individual Clauses**
- Click **IPVPN\_PM\_Enterprise\_Jitter** to see KQI Model details
- Expand **IPVPN\_PM\_Enterprise\_Jitter**

The image displays two screenshots of the IBM Service Quality Manager web interface. The left screenshot shows the 'SLA Monitor' tab with 'Individual Clauses' expanded. The right screenshot shows the 'KQI Model' details for 'IPVPN\_PM\_Enterprise\_Jitter'.

**SLA Monitor - Individual Clauses Table:**

Clause Name	Value	Unit
IPVPN_PM_Enterprise_Jitter	215	ms
IPVPN_PM_Enterprise_PacketLoss	0.00	%
IPVPN_PM_VPN_Comp_Jitter	0.00	ms
IPVPN_PM_VPN_Comp_Latency	0.00	ms
IPVPN_PM_VPN_Comp_PacketLoss	0.00	%
IPVPN_PM_VPN_Jitter	0.00	ms
IPVPN_PM_VPN_Latency	0.00	ms
IPVPN_PM_VPN_PacketLoss	0.00	%
IPVPN_PM_VPN_Loss	0.00	%
IPVPN_PM_VPN_Loss_PacketLoss	0.00	%

**KQI Model Details for IPVPN\_PM\_Enterprise\_Jitter:**

- Name: IPVPN\_PM\_Enterprise\_Jitter
- Priority name: Enterprise Jitter
- Category: JITTER
- Description: The out-of-band packet jitter of VPN link (defined between 2
- Unit: millisecond
- Warning level: 67%
- Service objective: 15
- Weight unit: index/num/count
- Violation direction: Value > objective
- Aggregate: False
- Combinable: Yes
- Version number: 1
- Editable: False
- Contractable: Yes

### SLA monitor tab: individual clauses.

Expand **Individual Clauses**. Click **IPVPN\_PM\_Enterprise\_Jitter** to see KQI Model details. Expand **IPVPN\_PM\_Enterprise\_Jitter**.

## SLA monitor tab: resource

- Click **ibm** to see resource details
- Click the **historical view** icon to see the historical view

The image displays two screenshots of the IBM Service Quality Manager web interface. The left screenshot shows the SLA Monitor tab with a list of SLA clauses and a detailed view of the 'ibm' resource. The right screenshot shows the same interface with the 'historical view' icon highlighted.

**Left Screenshot: SLA Monitor Tab**

The interface shows a list of SLA clauses under the 'Individual' tab. The 'ibm' resource is selected, and its details are displayed on the right. The details include:

- Name: SPURM\_PSI\_Enterprise\_Slter
- Friendly name: Enterprise\_Slter
- Category: INTEGRITY
- Description: The outbound packet size of SIP calls defined between 2
- Unit: millisecond
- Warning level: 67%
- Service objective: 13
- Weight unit: instructions/second
- Violation direction: Value > objective
- Aggregate: False
- Combinable: Yes
- Version number: 1
- Editable: False
- Contractible: Yes

**Right Screenshot: SLA Monitor Tab**

The interface shows the same list of SLA clauses, but the 'historical view' icon is highlighted. The details on the right are:

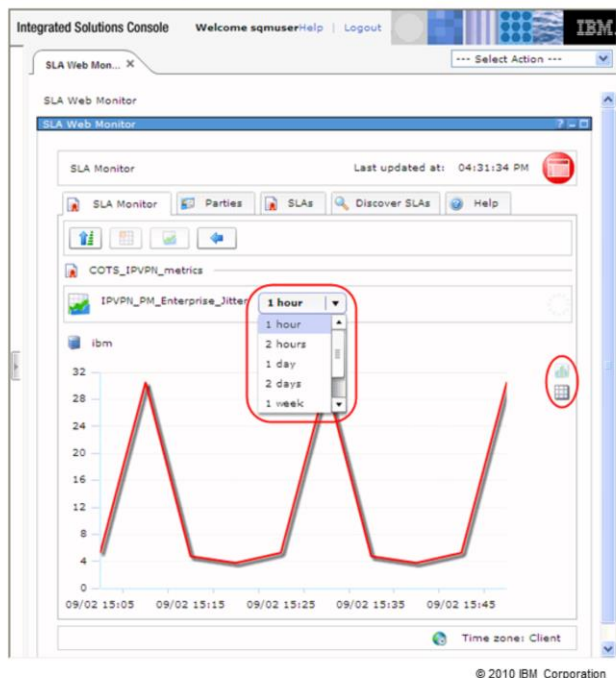
- KQI Model: SPURM\_PSI\_Enterprise\_Slter
- Resource: ibm
- Value: 4.75
- Start time: 30/01/2010 01:50
- End time: 30/01/2010 01:53
- State: Warning
- Weight: 4.00
- Priority: 100

## SLA monitor tab: resource.

Click **ibm** to see resource details. Click the **historical view** icon to see the historical view.

## SLA monitor tab: resource historical view

- You can change the time interval from the pull-down menu
- You can switch from graph representation to table representation
- Click the **table representation** icon to switch to table representation



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### SLA monitor tab: resource historical view.

You can change the time interval from the pull-down menu. You can switch from graph representation to table representation. Click the **table representation** icon to switch to table representation.

## SLA monitor tab: reports and return to previous view

- You can click the **reports** icon to see reports when available
- Click the **left arrow** icon to return to the previous view

Integrated Solutions Console Welcome sqmuserhelp | Logout

SLA Web Monitor

SLA Monitor Last updated at: 04:41:34 PM

SLA Monitor Parties SLAs Discover SLAs Help

COTS\_IPVPII\_metrics

IPVPII\_Enterprise\_Jitter 1 hour

Start time	End time	Value	State
09/02 15:45	09/02 15:50	30.50	Warning
09/02 15:50	09/02 15:55	4.75	Warning
09/02 16:00	09/02 16:05	5.25	Warning
09/02 16:05	09/02 16:10	30.50	Warning
09/02 16:10	09/02 16:15	4.75	Warning
09/02 16:15	09/02 16:20	3.75	Warning
09/02 16:20	09/02 16:25	5.25	Warning
09/02 16:25	09/02 16:30	30.50	Warning
09/02 16:30	09/02 16:35	4.75	Warning

Time zone: Client

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### SLA monitor tab: reports and return to previous view.

You can click the **reports** icon to see reports when available. Click the **left arrow** icon to return to the previous view.

## SLA monitor tab: historical view and return to SLA view

- You can click the **historical view** icon to return to the historical view
- Click the **drill up** icon to return to the SLA view

Integrated Solutions Console Welcome sqmuser Help | Logout

SLA Web Monitor

SLA Monitor Last updated at: 04:46:34 PM

SLA Monitor Parties SLAs Discover SLAs Help

COTS\_IPVPN\_metrics

Individual Clauses	Individual
IPVPN_PM_Enterpr	15/24
IBM	3.75
IPVPN_PM_Enterpr	0/1
IPVPN_PM_VPN_Cc	1/1
IPVPN_PM_VPN_Cc	0/1
IPVPN_PM_VPN_Cc	0/1
IPVPN_PM_VPN_Cc	0/1
IPVPN_PM_VPN_Jit	0/1
IPVPN_PM_VPN_La	0/1
IPVPN_PM_VPN_Pa	0/1
IPVPN_PM_VPNLin1	0/1
IPVPN_PM_VPNLin1	1/1
IPVPN_PM_VPNLin1	12/17

KQI Model: IPVPN\_PM\_En...  
 Resources: ibm  
 Value: 4.75  
 Start time: 09/02 16:30  
 End time: 09/02 16:35  
 State: Warning  
 Weight: 4.00  
 Accuracy: 100

Time zone: Client

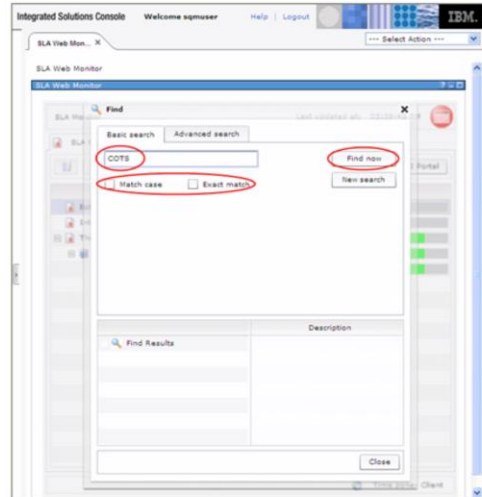
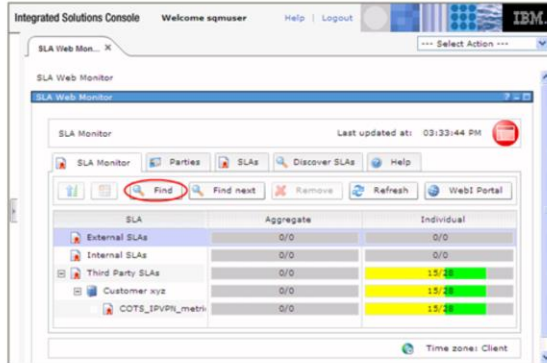
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### SLA monitor tab: historical view and return to SLA view.

You can click the **historical view** icon to return to the historical view. Click the **drill up** icon to return to the SLA view.

## SLA monitor tab: find SLA now

- Click **Find** to find an SLA
- Enter **COTS** as the search term
- You can select **Match case** and **Exact match** to match case and search for an exact match
- Click **Find now**



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Service Quality Manager Web user function

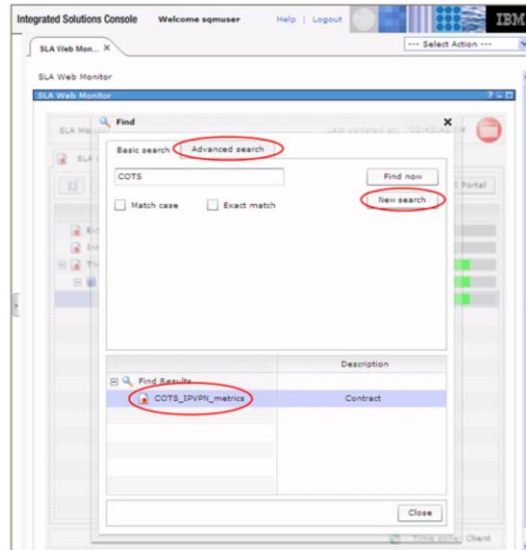
© 2010 IBM Corporation

### SLA monitor tab: find SLA now.

Click **Find** to find an SLA. Enter **COTS** as the search term. You can select **Match case** and **Exact match** to match case and search for an exact match. Click **Find now**.

## SLA monitor tab: search types

- Double-click **COTS\_IPVPN\_metrics** to find the result
- You can start a new search by clicking **New search**
- Click **Advanced search**



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Service Quality Manager Web user function

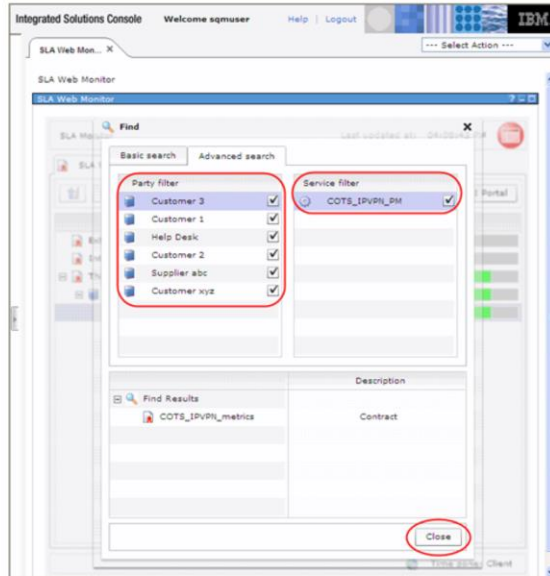
© 2010 IBM Corporation

### SLA monitor tab: search types.

Double-click **COTS\_IPVPN\_metrics** to find the result. You can start a new search by clicking **New search**. Click **Advanced search**.

## SLA monitor tab: advanced search options

- You can filter by party and service by selecting the parties and services
- Click **Close**



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Service Quality Manager Web user function

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### SLA monitor tab: advanced search options.

You can filter by party and service by selecting the parties and services. Click **Close**.



## SLA monitor tab: SLA monitor options

- You can find the next SLA from your search by clicking **Find next**
- You can click **Remove** to remove the highlighted SLA
- You can click **Refresh** to refresh the view
- Click **WebI Portal** to view the WebI portal

The screenshot shows the 'SLA Monitor' interface in the Integrated Solutions Console. The page title is 'SLA Web Mon... X' and the user is 'Welcome sqmuser'. The interface includes a navigation bar with 'SLA Monitor', 'Parties', 'SLAs', 'Discover SLAs', and 'Help'. Below the navigation bar are buttons for 'Find', 'Find next', 'Remove', 'Refresh', and 'WebI Portal'. The 'Find next' button is circled in red. The main content area displays a table of SLA metrics.

SLA	Aggregate	Individual
External SLAs	0/0	0/0
Internal SLAs	0/0	0/0
Third Party SLAs	0/0	4/28
Customer xyz	0/0	4/28
COTS_IPVPN_metrics	0/0	4/28

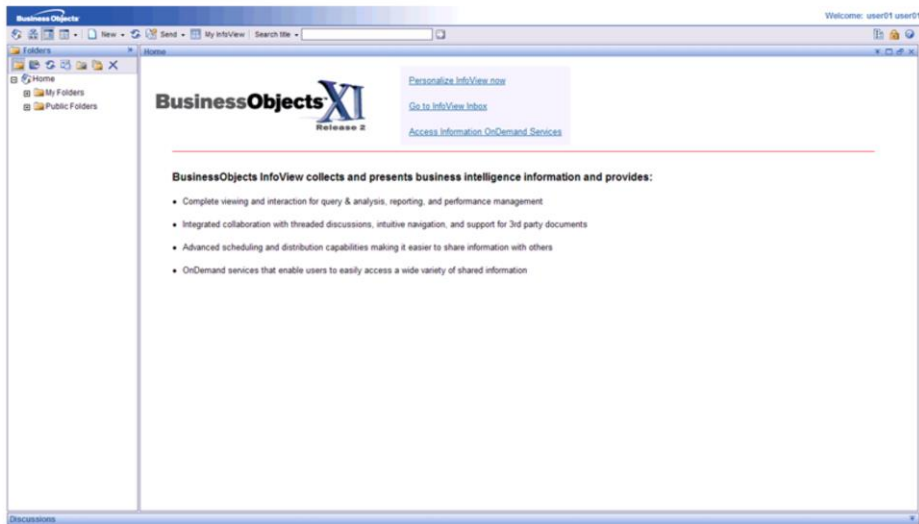
Time zone: Client

### SLA monitor tab: SLA monitor options.

You can find the next SLA from your search by clicking **Find next**. You can click **Remove** to remove the highlighted SLA. You can click **Refresh** to refresh the view. Click **WebI Portal** to view the WebI portal.

## SLA monitor tab: Web portal

The Web portal is shown



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Service Quality Manager Web user function

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## SLA monitor tab: Web Portal.

The Web portal is shown.

## SLA monitor tab: go to parties tab

Click **Parties** to see the information on the Parties tab

The screenshot shows the 'SLA Monitor' page in the 'Integrated Solutions Console'. The 'Parties' tab is highlighted with a red circle. The page displays a table with the following data:

SLA	Aggregate	Individual
External SLAs	0/0	0/0
Internal SLAs	0/0	0/0
Third Party SLAs	0/0	4/28
Customer xyz	0/0	4/28
COTS_IPVPN_metrics	0/0	4/28

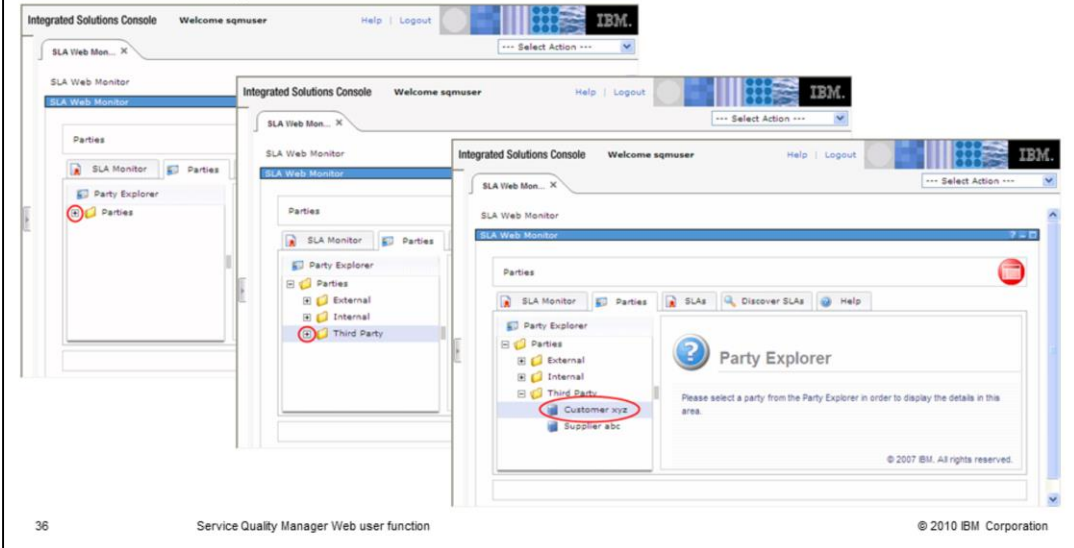
The 'Individual' column for 'Third Party SLAs', 'Customer xyz', and 'COTS\_IPVPN\_metrics' shows a progress bar with a green segment indicating 4/28 completion.

**SLA monitor tab:** go to parties tab.

Click **Parties** to see the information on the Parties tab.

## Parties tab

- Expand **Parties**
- Expand **Third Party**
- Click **Customer xyz**

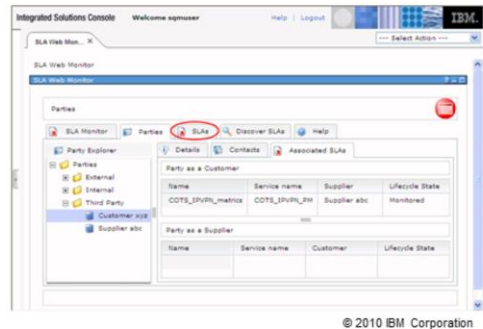
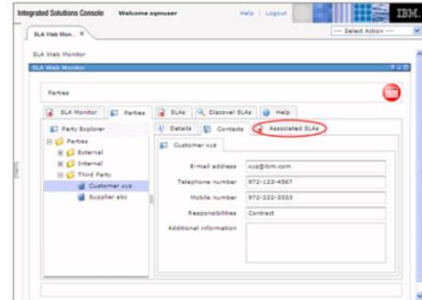
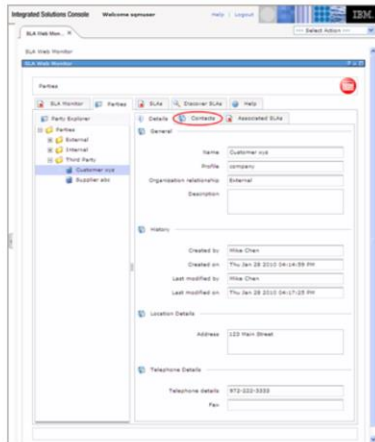


## Parties tab.

Expand **Parties**. Expand **Third Party**. Click **Customer xyz**.

## Parties tab: details, contacts, and associated SLAs

- The **Details** tab shows General, History, Location Details, and Telephone Details
- Click the **Contacts** tab to see contact information
- Click the **Associated SLAs** tab to see associated SLAs
- Click the **SLAs** tab

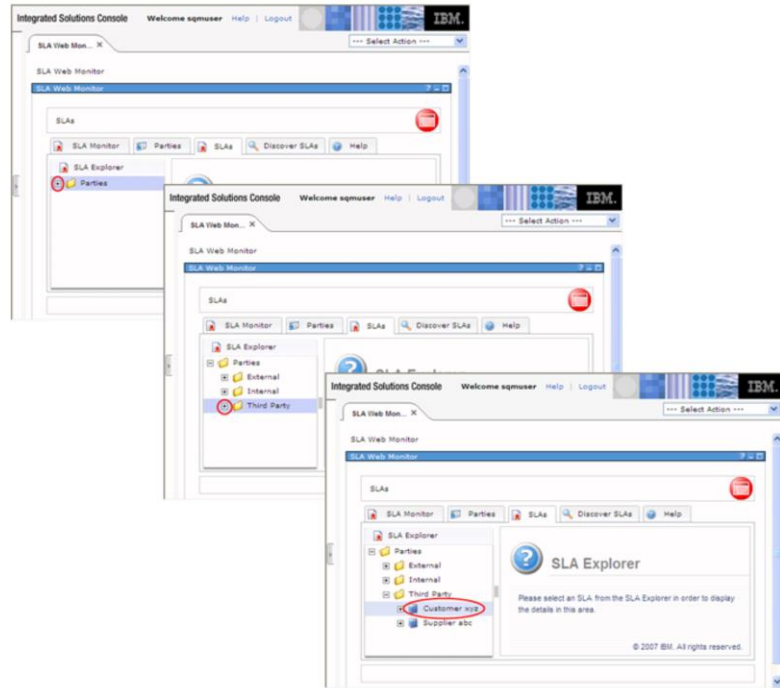


### Parties tab: details, contacts and associated SLAs.

The **Details** tab shows General, History, Location Details, and Telephone Details. Click the **Contacts** tab to see contact information. Click the **Associated SLAs** tab to see associated SLAs. Click the **SLAs** tab.

## SLAs tab

- Expand **Parties**
- Expand **Third Party**
- Click **Customer xyz**



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Service Quality Manager Web user function

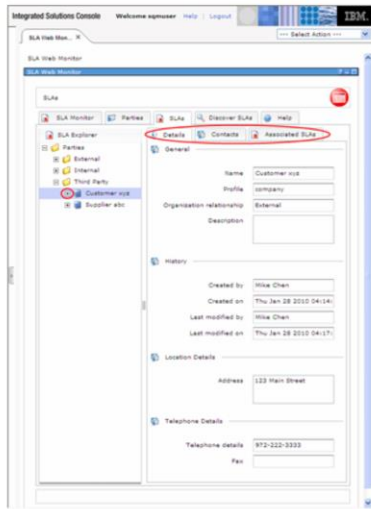
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### SLAs tab.

Expand **Parties**. Expand **Third Party**. Click **Customer xyz**.

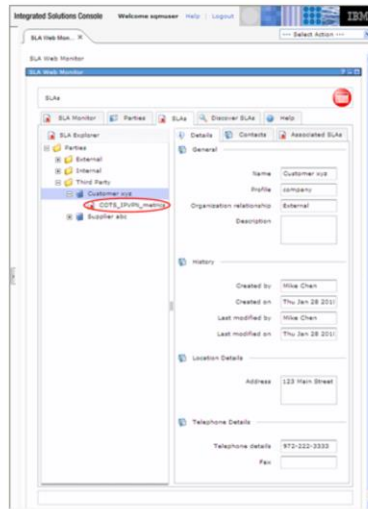
## SLAs tab: expand party

- You can view party details, contacts, and associated SLAs from the **SLAs** tab
- Expand **Customer xyz**
- Click **COTS\_IPVPN\_metrics**



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Service Quality Manager Web user function



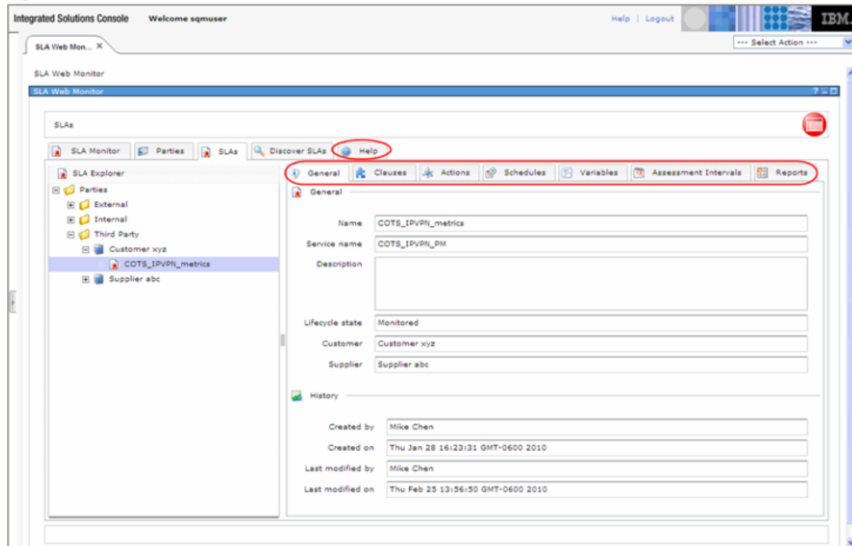
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## SLAs tab: expand party.

You can view party details, contacts, and associated SLAs from the **SLAs** tab. Expand **Customer xyz**. Click **COTS\_IPVPN\_metrics**.

## SLAs tab: service data tabs

- The same service data tabs from the SLA monitor tab are shown
- Click **Help**



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Service Quality Manager Web user function

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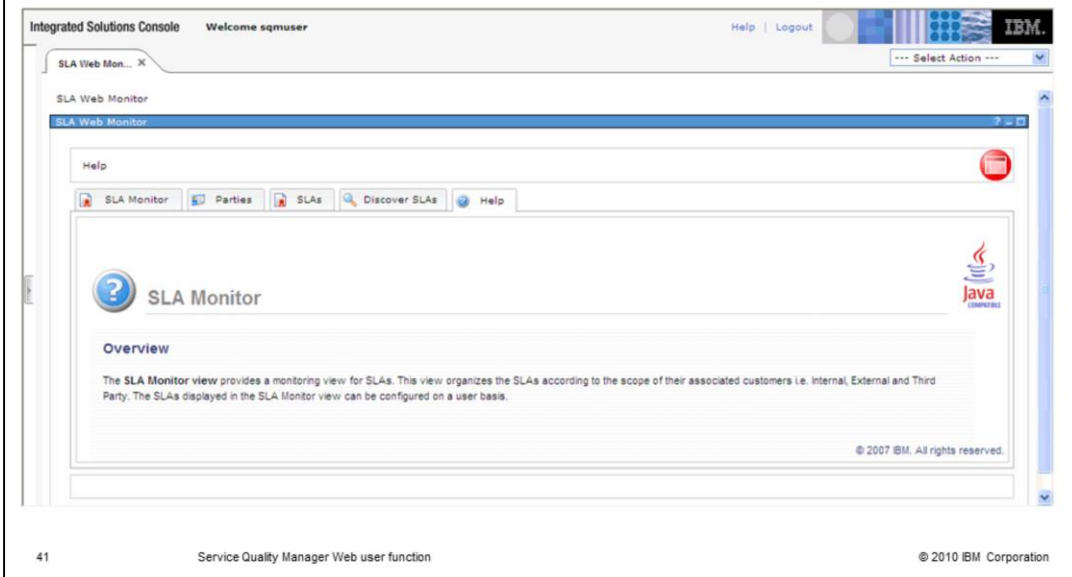
## SLAs tab: service data tab.

The same service data tabs from the SLA monitor tab are shown. Click **Help**.



## SLAs tab: help tab

The **Help** tab is shown



**SLAs tab: help tab.**

The **Help** tab is shown.

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## Summary

- You should now be able to navigate Service Quality Manager Web user functions

### **Summary.**

You should now be able to navigate Service Quality Manager Web user functions.

## Training roadmap for IBM Tivoli Netcool Service Quality Manager

[http://www.ibm.com/software/tivoli/education/edu\\_prd.html](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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