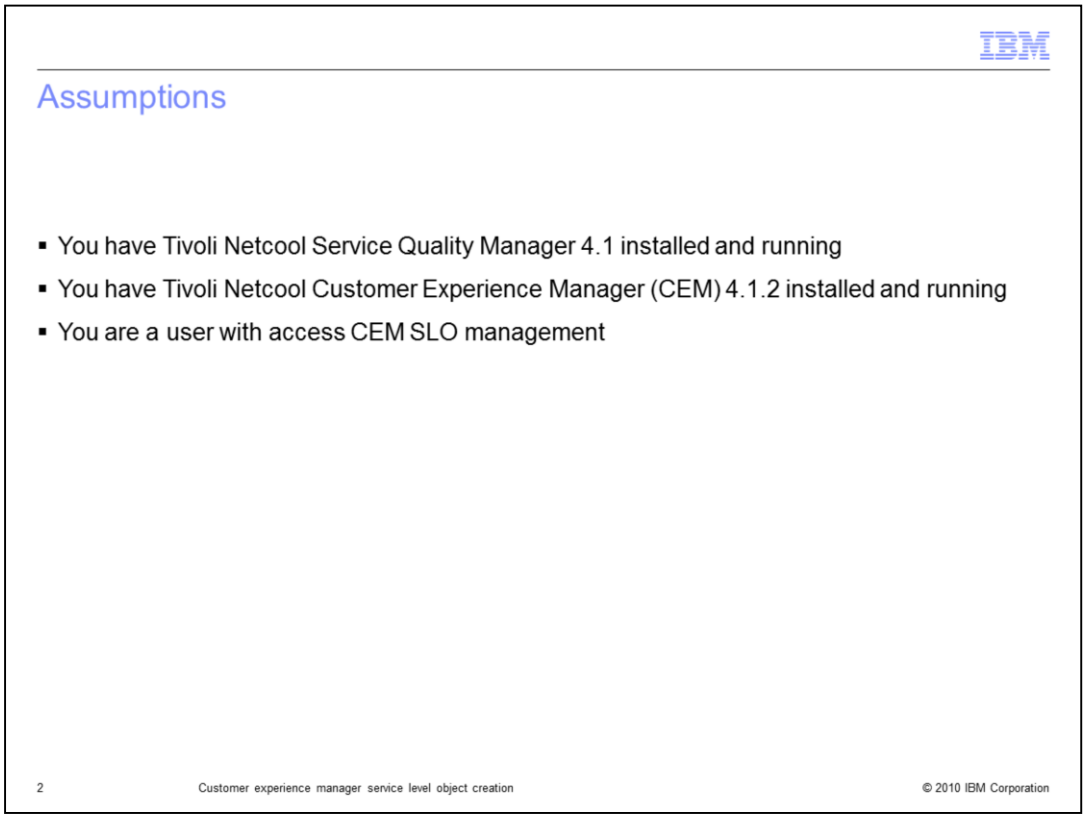
IBM® Tivoli® Netcool® Service Quality Manager 4.1: Customer experience manager service level objective creation.

This training module is for IBM Tivoli Netcool Service Quality Manager 4.1 customer experience manager service level objective creation.

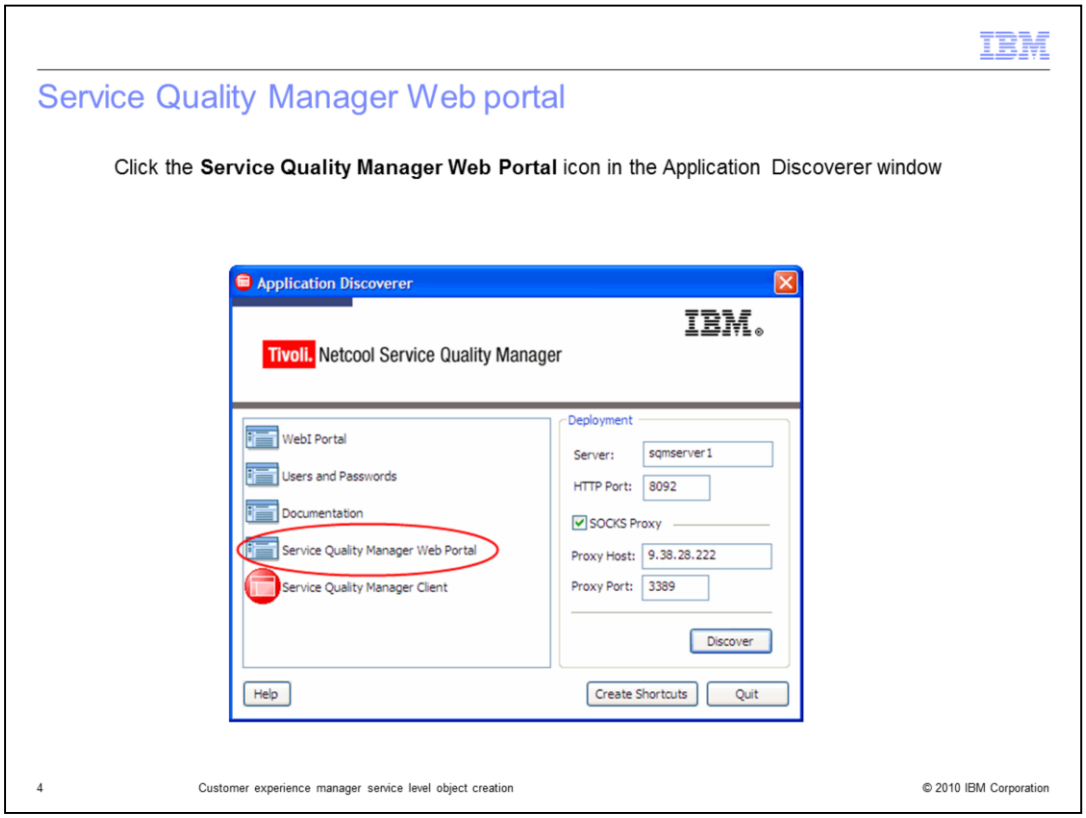


Assumptions.

The assumptions are that you have Tivoli Netcool Service Quality Manager 4.1 and Tivoli Netcool Customer Experience Manager (CEM) 4.1.2 installed and running. You must also be a user with access to CEM SLO Management.

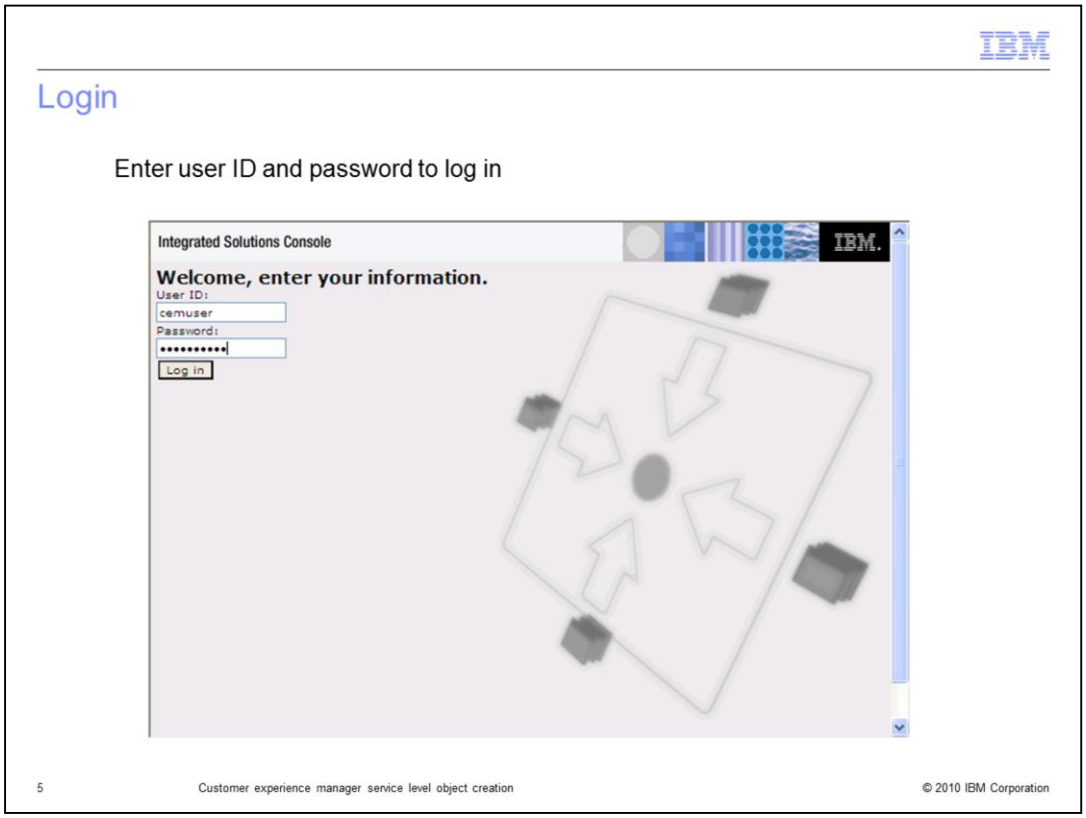
Objectives.

Upon completion of this module, you should be able to create a service level objective category and a service level objective.



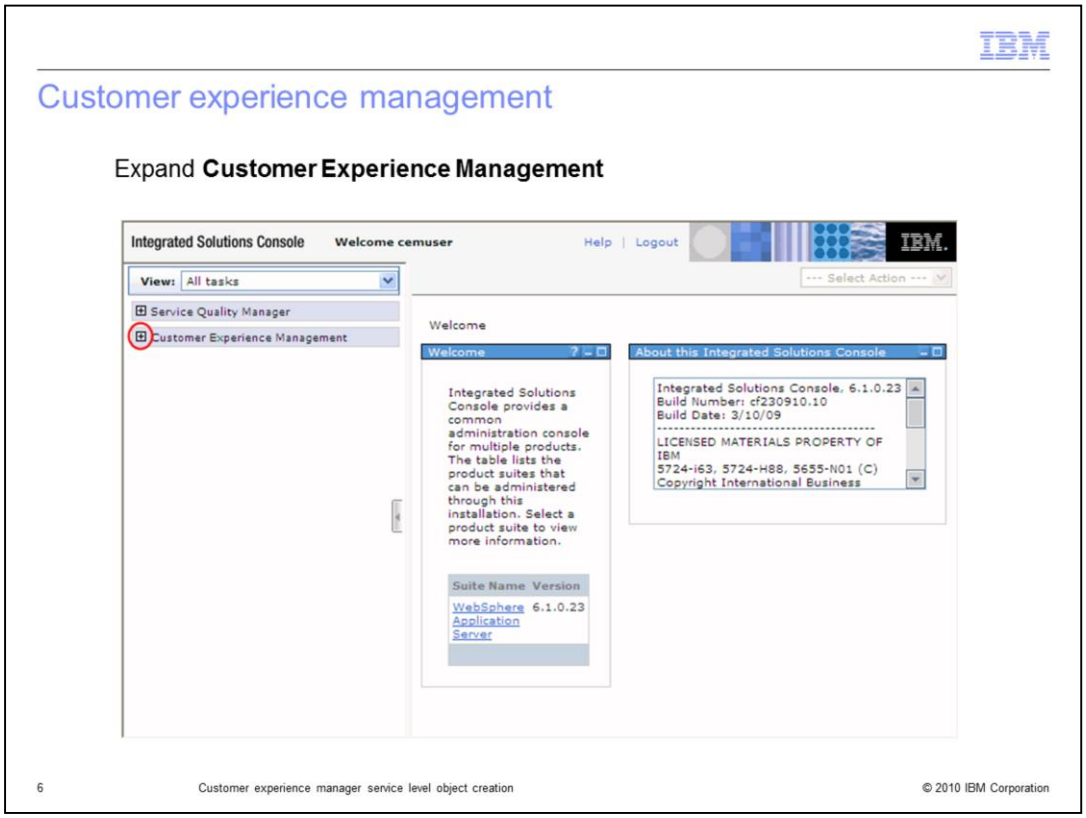
Service Quality Manager Web portal.

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



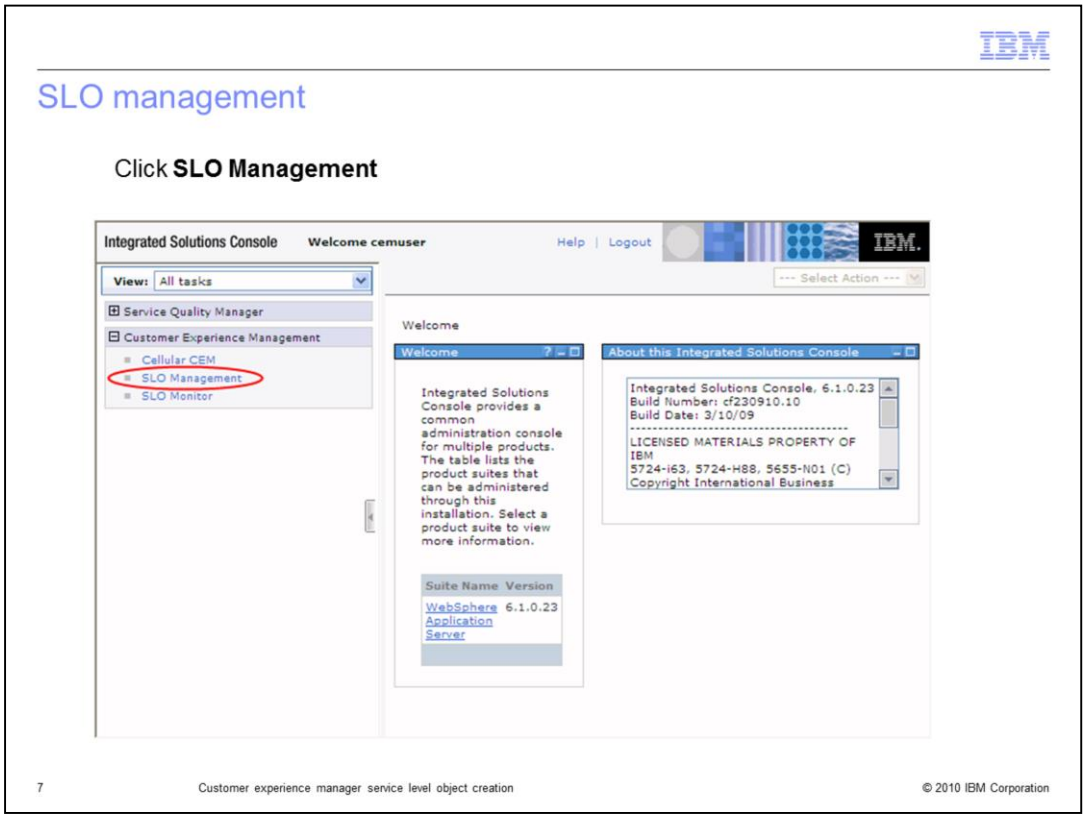
Login.

Enter user ID and password to log in.



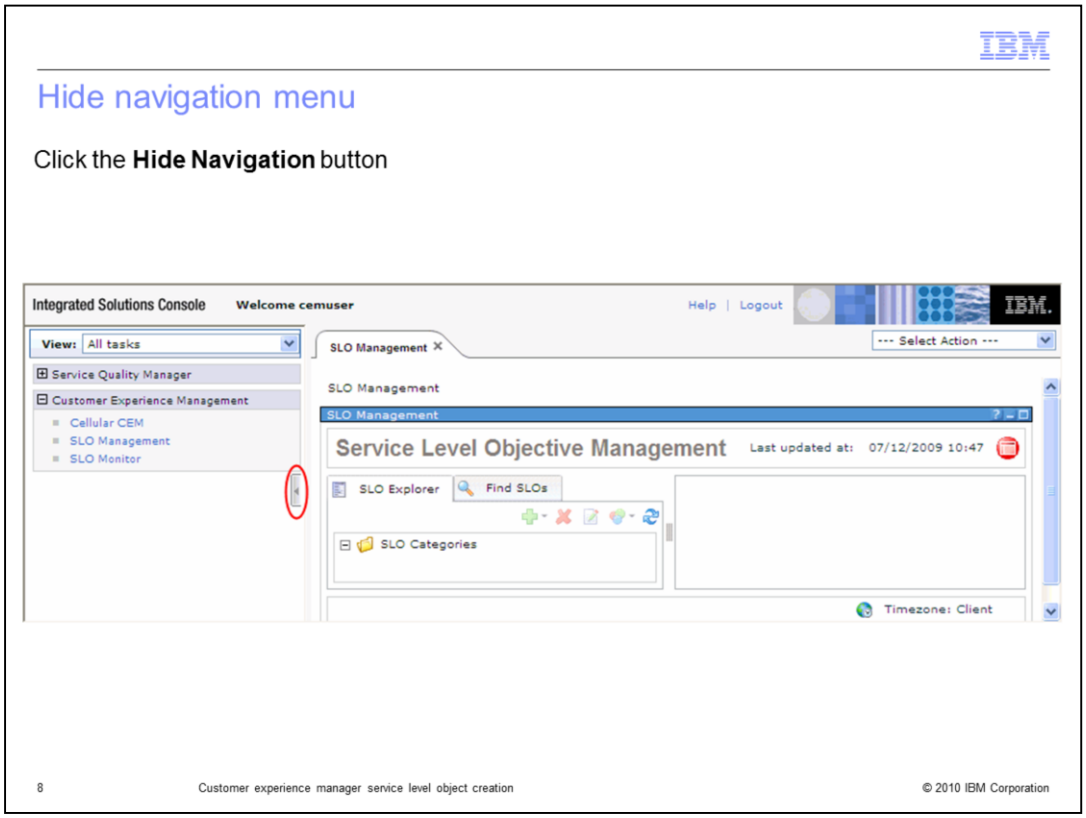
Customer experience management.

Expand **Customer Experience Management**.



SLO management.

Click **SLO Management**.

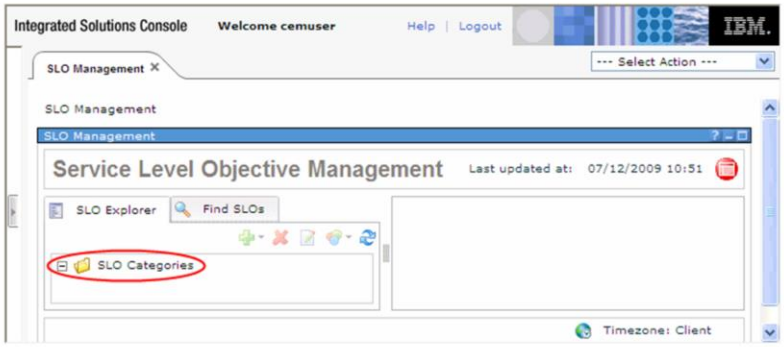


Hide navigation menu.

Click the **Hide Navigation** button.

SLO categories

Click the **SLO Categories** folder



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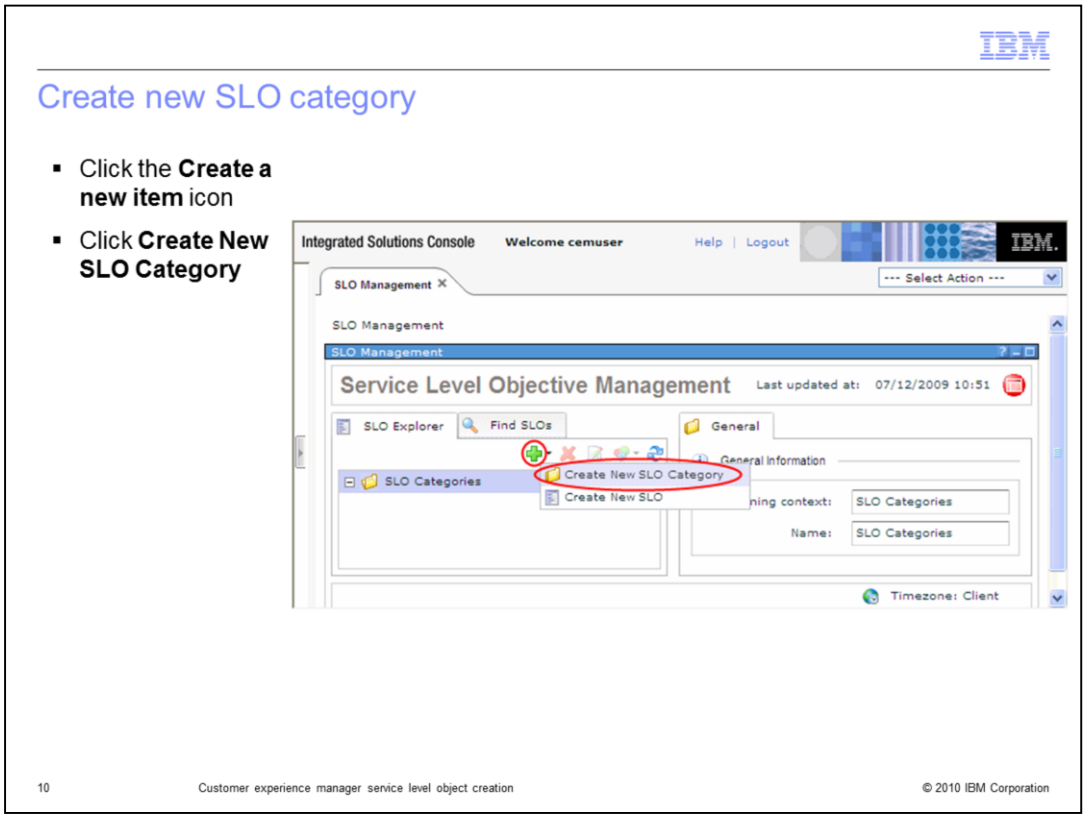
SLO categories.

Click the **SLO Categories** folder.

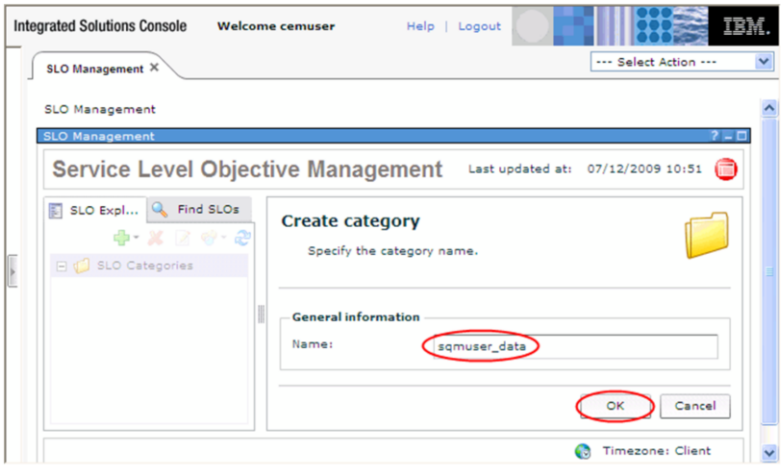


Create new SLO category.

Click the **Create a new item icon**. Click **Create New SLO Category**.

Create new SLO category name

- Enter name **sqmuser_data**
- Click **OK**



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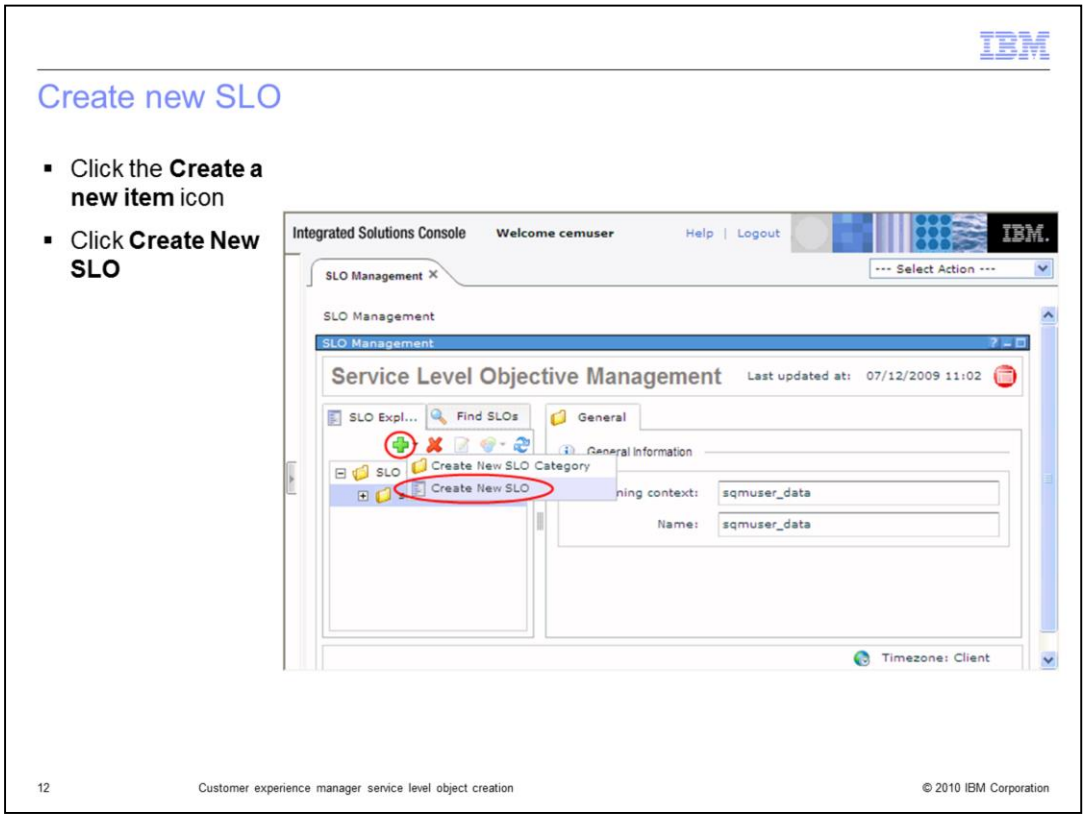
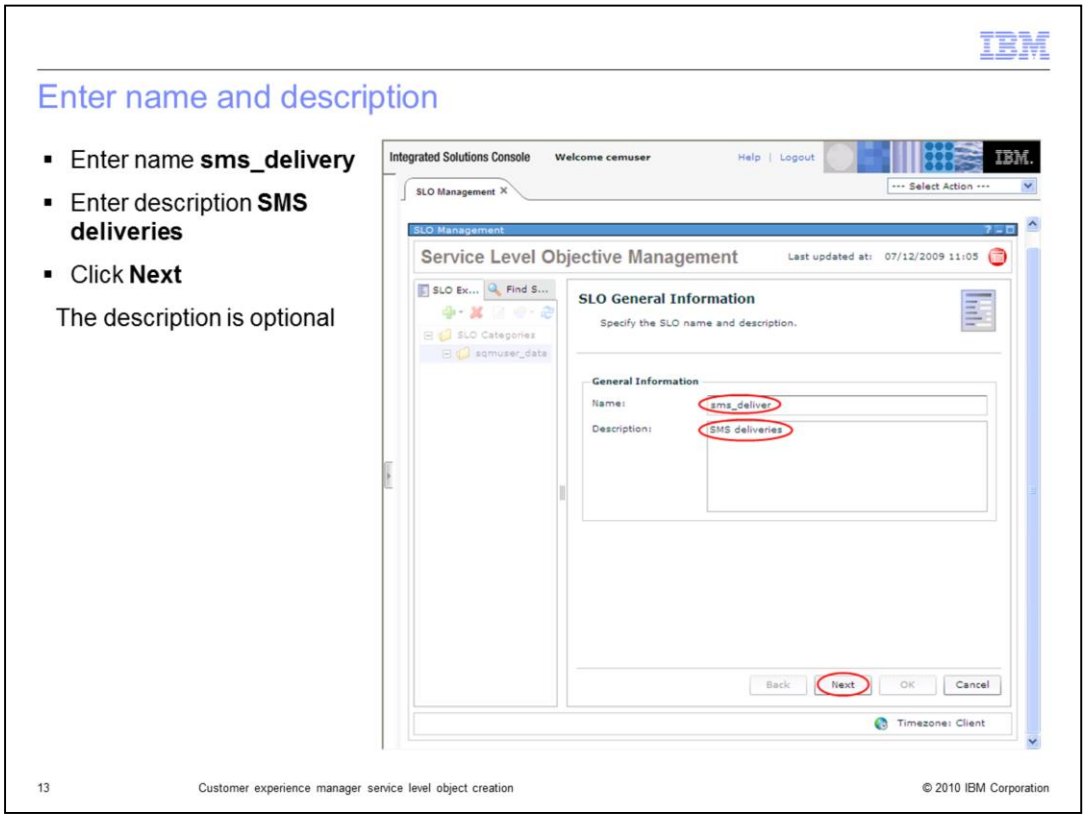
Create new SLO category name.

Enter name **sqmuser_data**. Click **OK**.



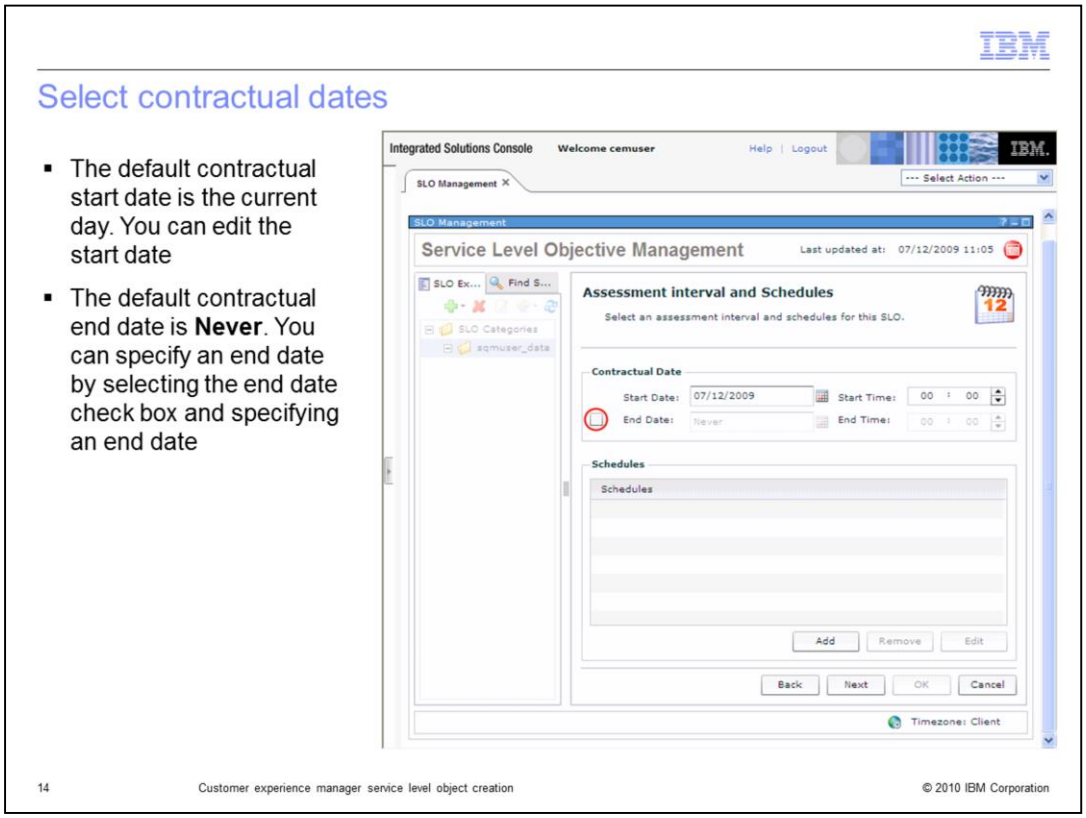
Create new SLO.

Click the **Create a new item** icon. Click **Create New SLO**.



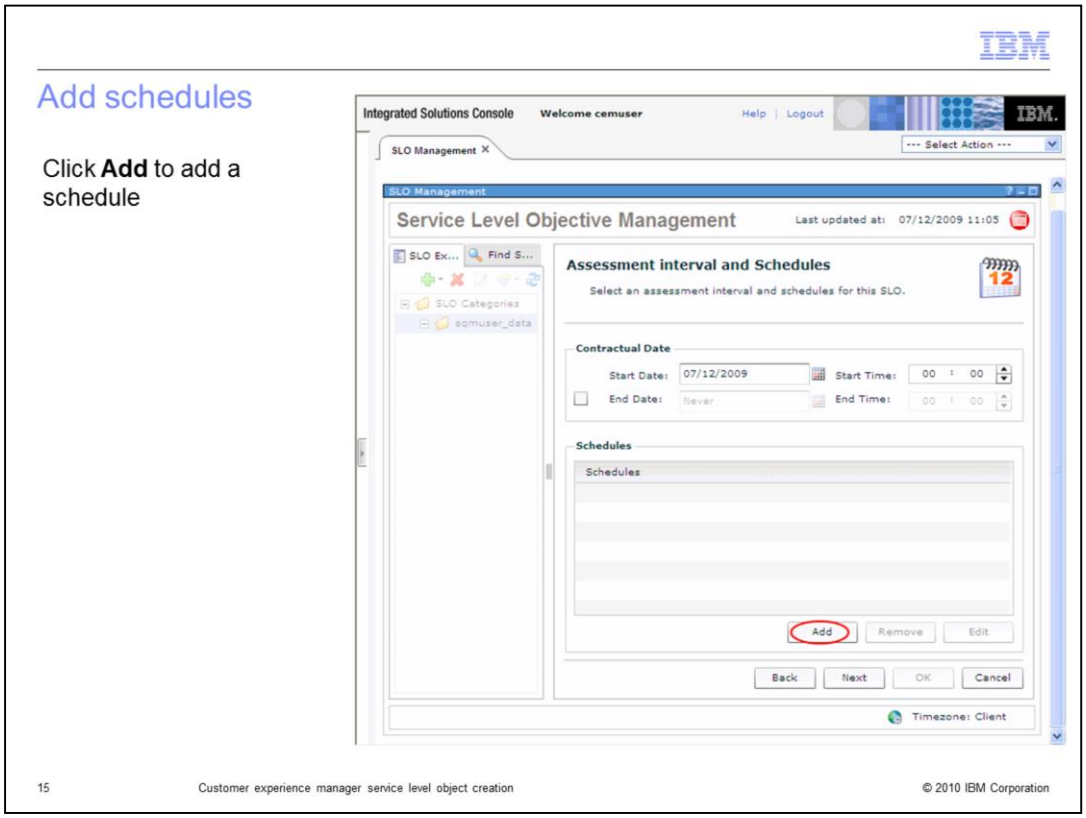
Enter name and description.

Enter name **sms_delivery**. Enter description **SMS deliveries**. Click **Next**. The description is optional.



Select contractual dates.

The default contractual start date is the current day. You can edit the start date. The default contractual end date is **Never**. You can specify an end date by selecting the **End Date** check box and specifying an end date.

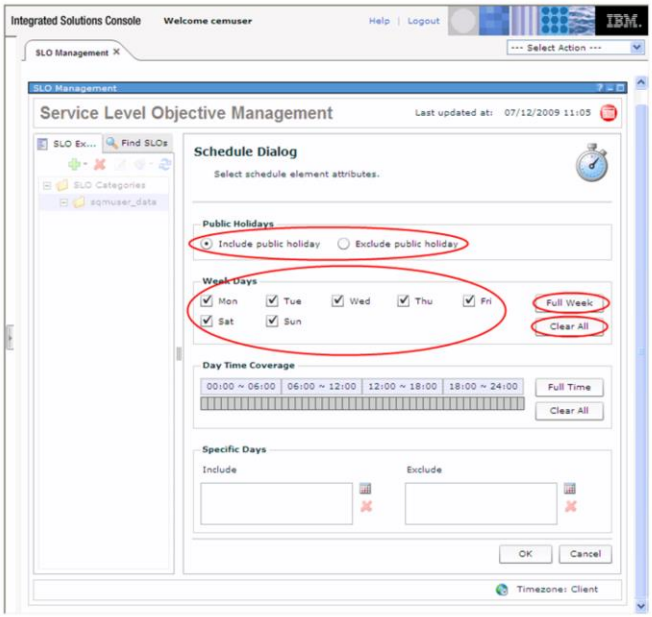


Add schedules.

Click **Add** to add a schedule.

Select holiday and weekday schedules

- You can include or exclude public holidays
- You can include the full week or specific weekdays
- You can click **Clear All** to clear all the weekday selections



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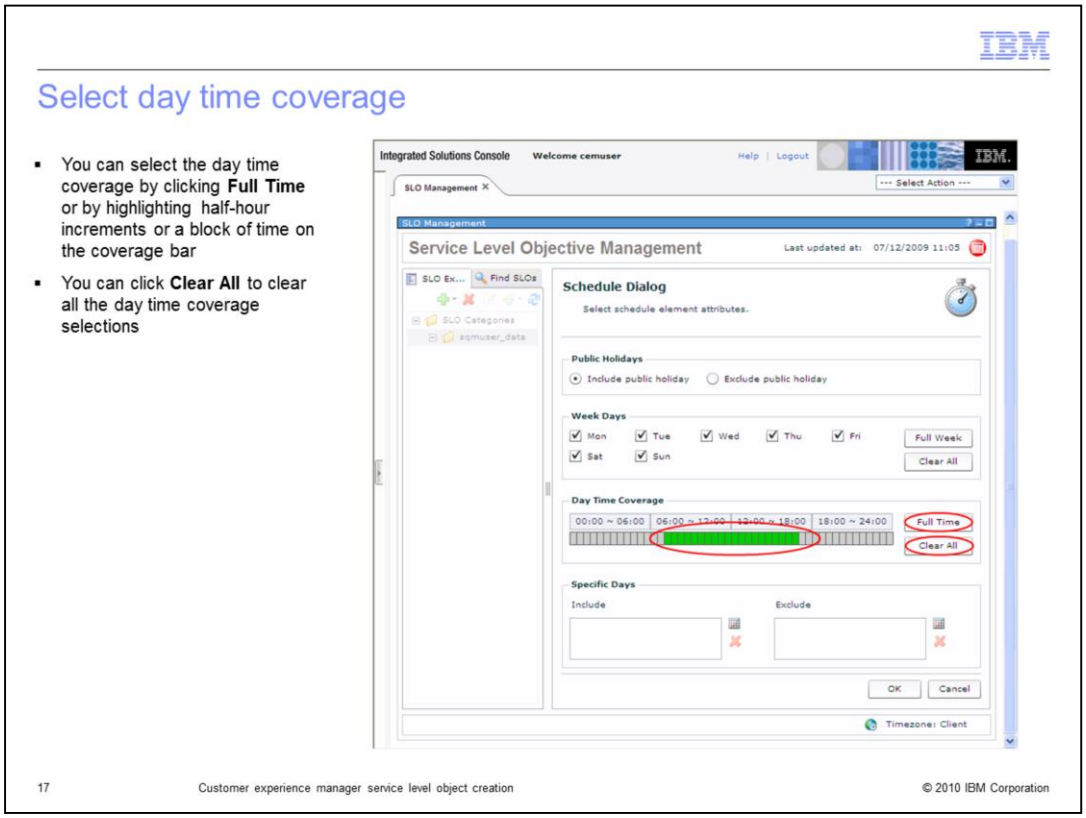
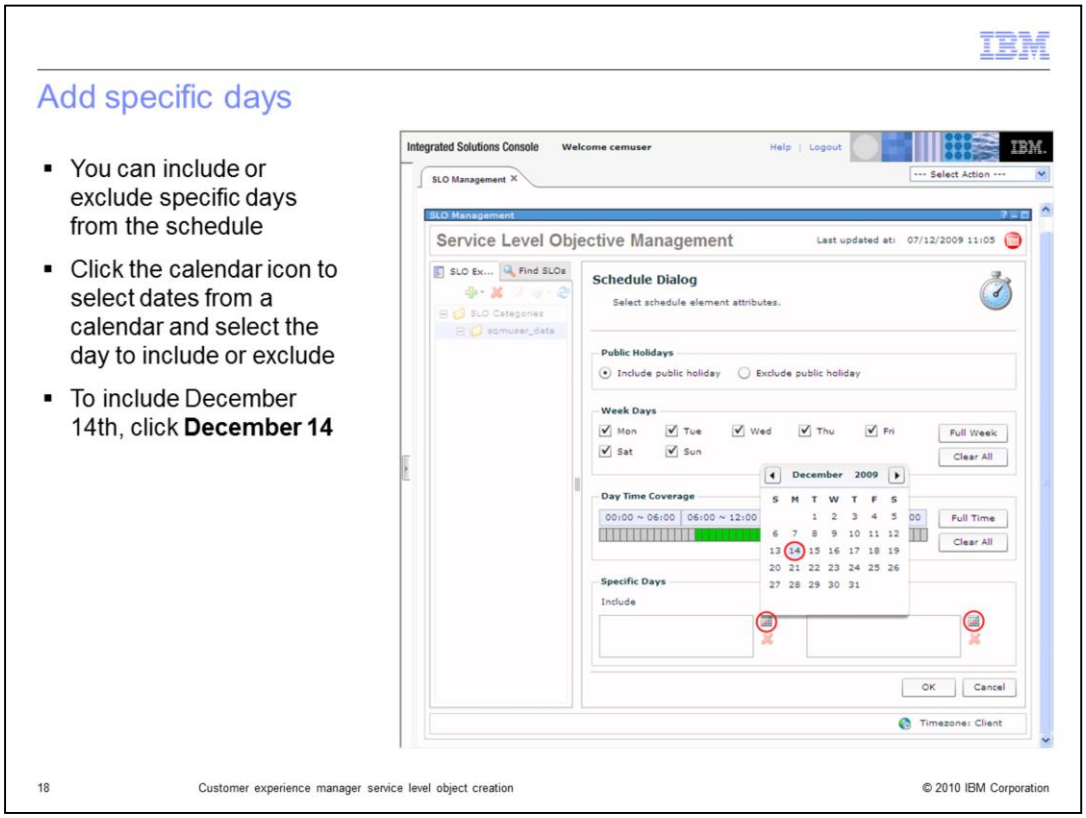
Select holiday and weekday schedules.

You can include or exclude public holidays. You can include the full week or specific weekdays. You can click **Clear All** to clear all the week day selections.



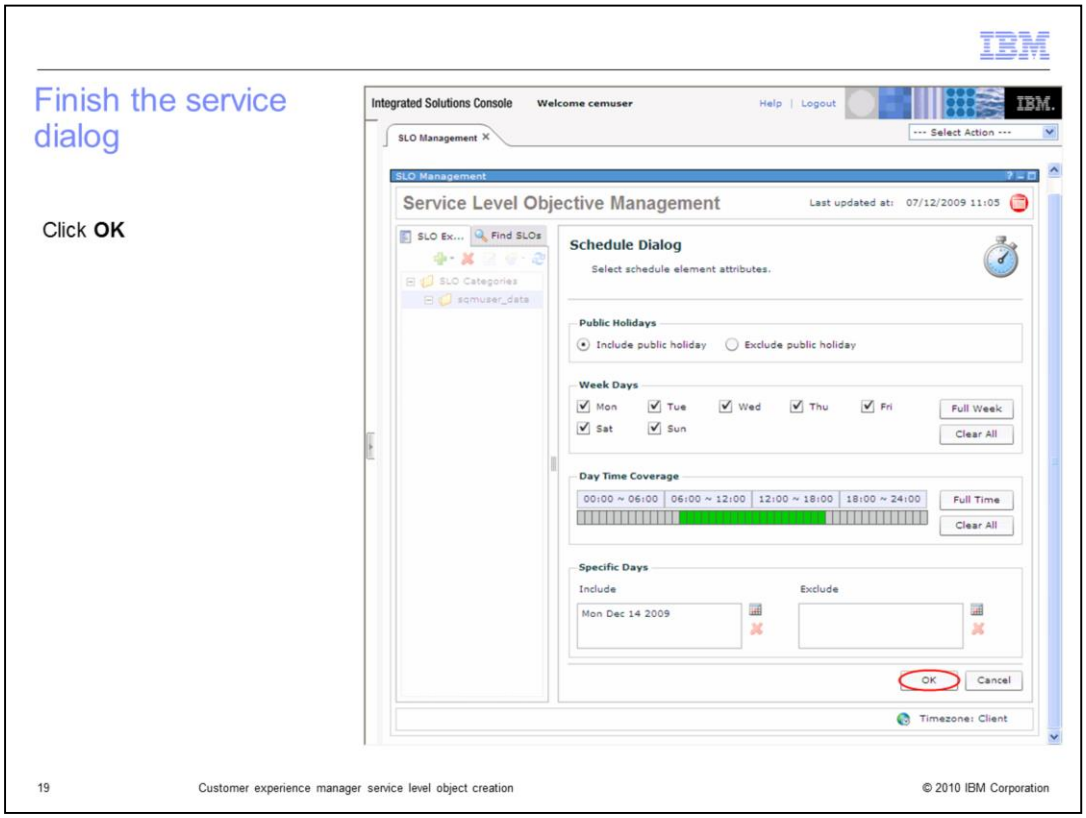
Select day time coverage.

You can select the day time coverage by clicking **Full Time** or by highlighting half-hour increments or a block of time on the coverage bar. You can click **Clear All** to clear all the day time coverage selections.



Add specific days.

You can include or exclude specific days from the schedule. Click the calendar icon to select dates from a calendar and select the day to include or exclude. To include December 14th, click **December 14**.

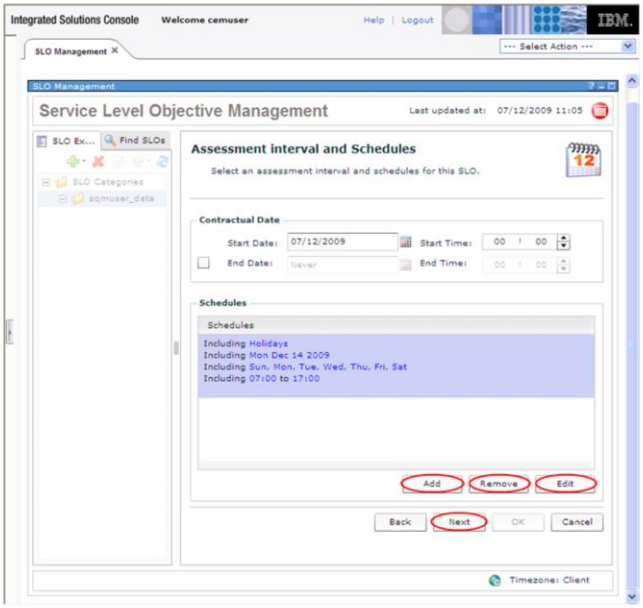


Finish the service dialog.

Click **OK**.

Verify and finish assessment interval and schedules

- Verify that schedules are complete
- You can add, remove, and edit schedules by clicking **Add**, **Remove**, and **Edit**
- Click **Next**



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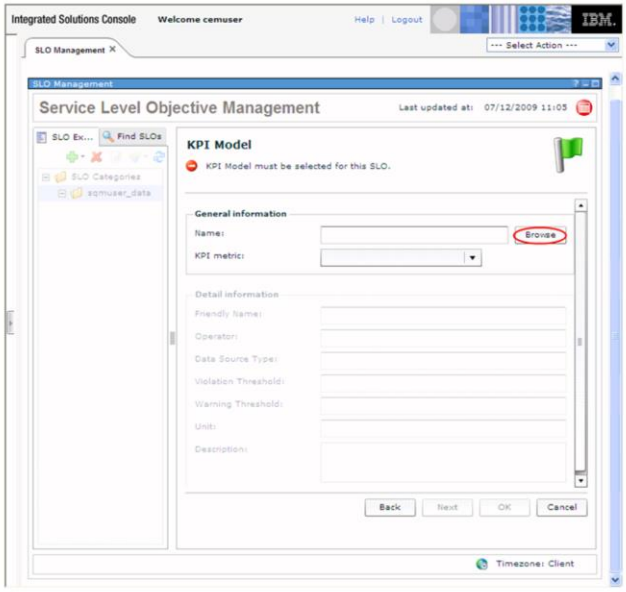
Verify and finish assessment interval and schedules.

Verify schedules are complete. You can add, remove, and edit schedules by clicking **Add**, **Remove**, and **Edit**. Click **Next**.

Browse KPI model

Click **Browse** to see KPI models



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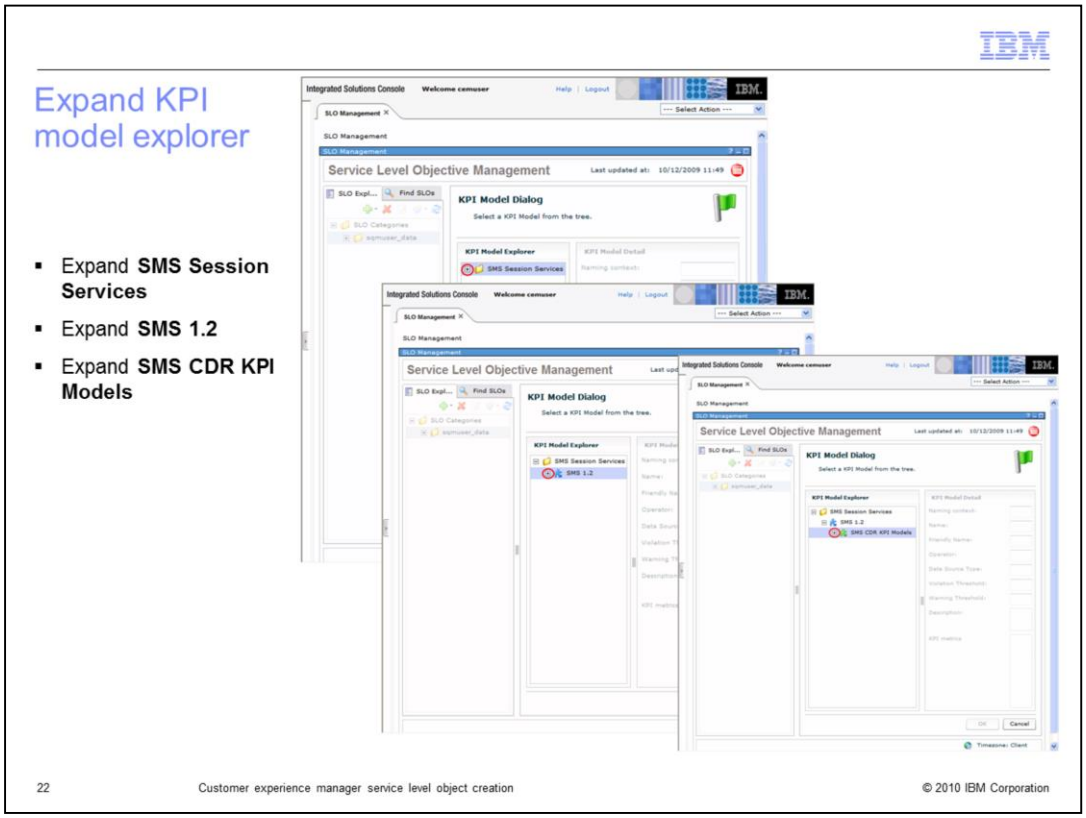
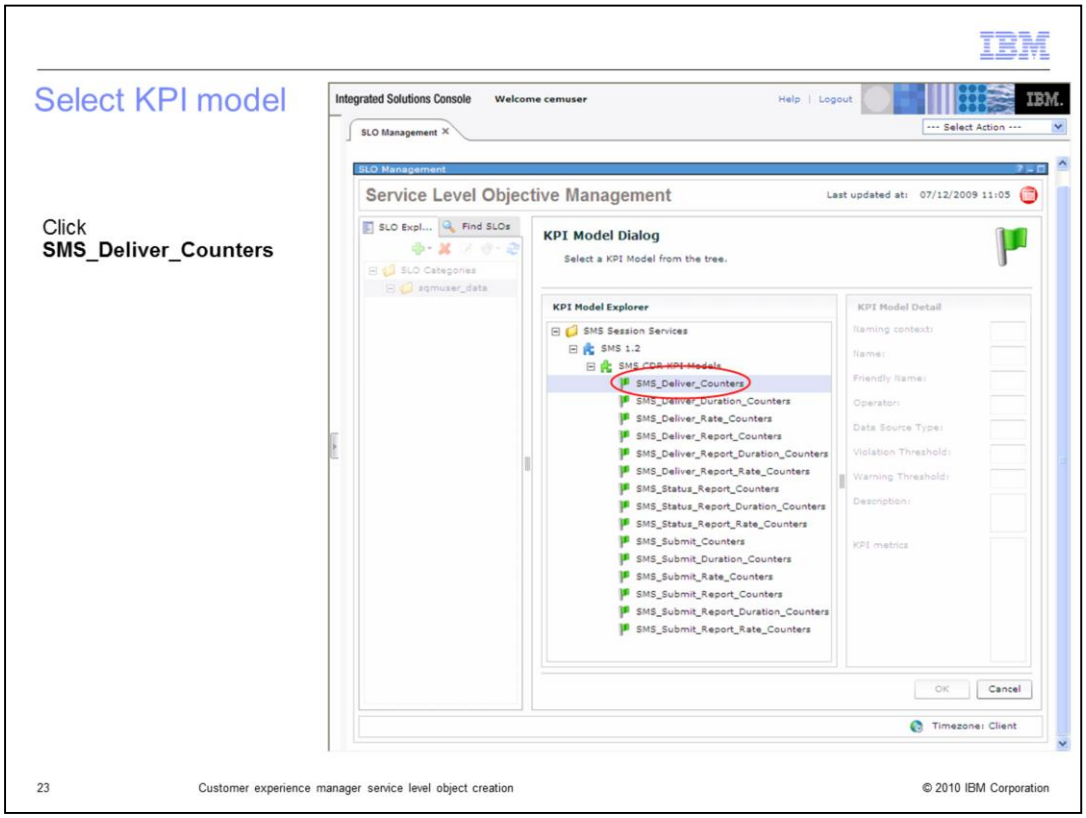
Browse KPI model.

Click **Browse** to see KPI models.



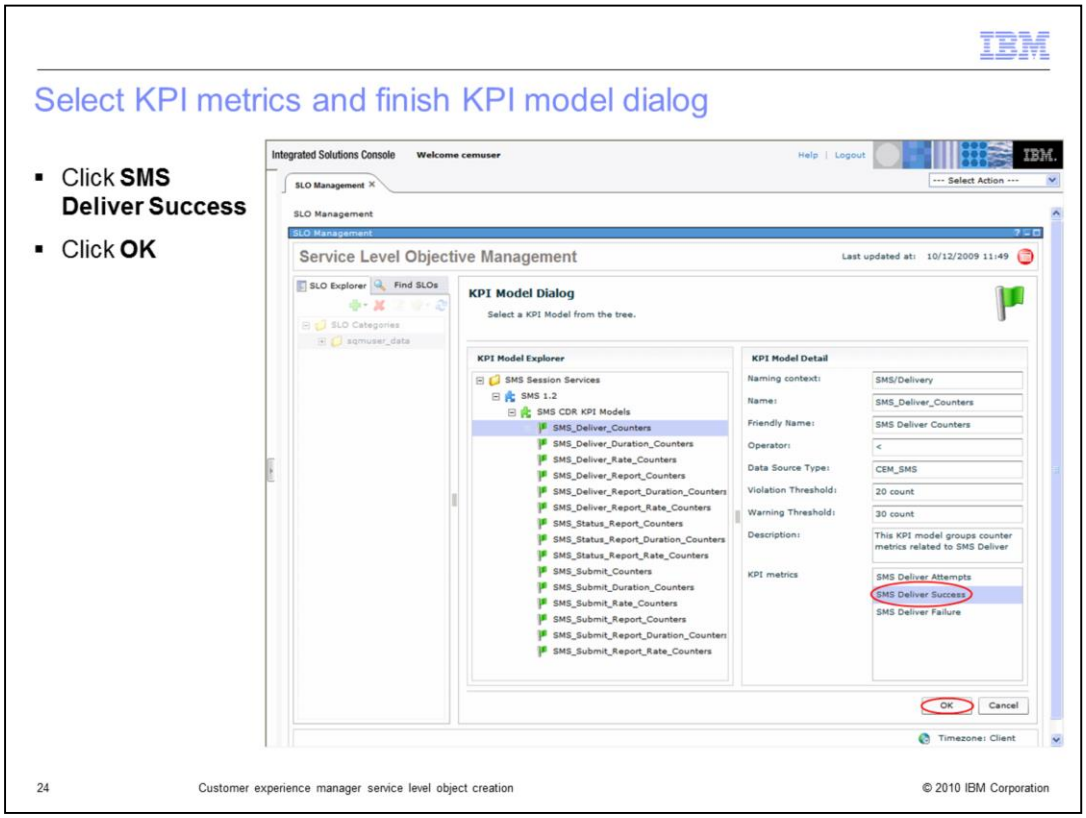
Expand KPI model explorer.

Expand **SMS Session Services**. Expand **SMS 1.2**. Expand **SMS CDR KPI Models**.



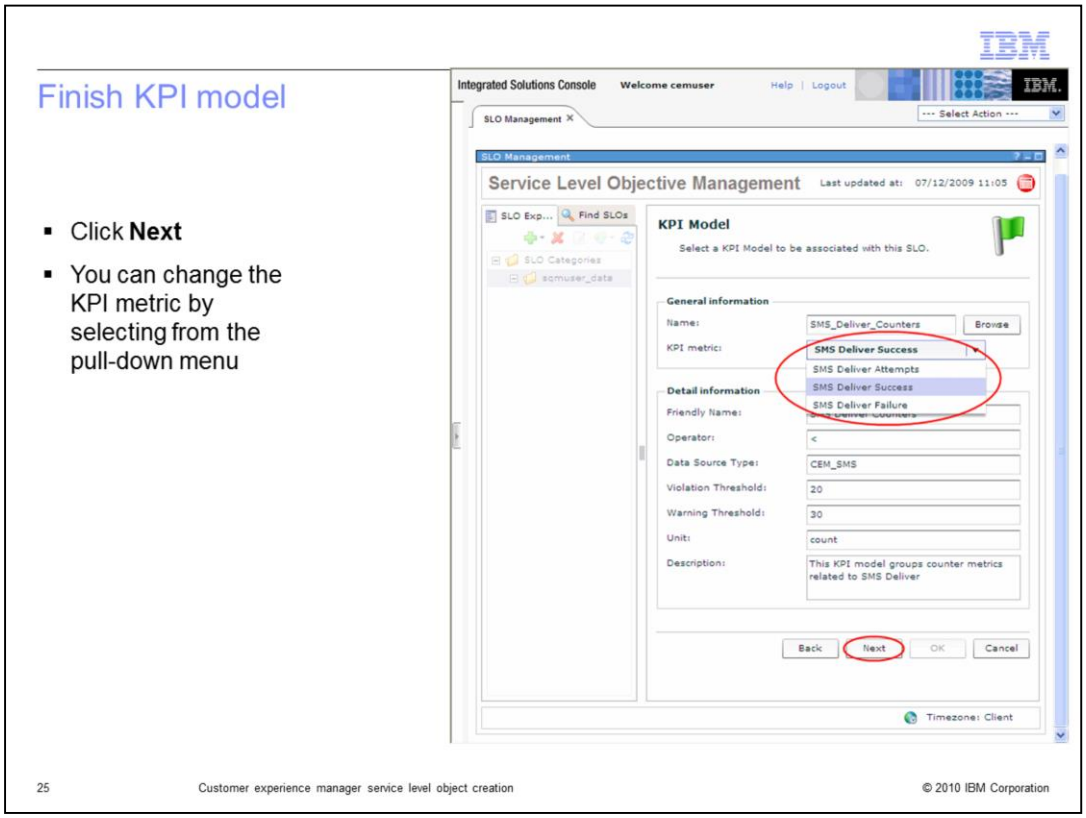
Select KPI model.

Click **SMS_Deliver_Counters**.



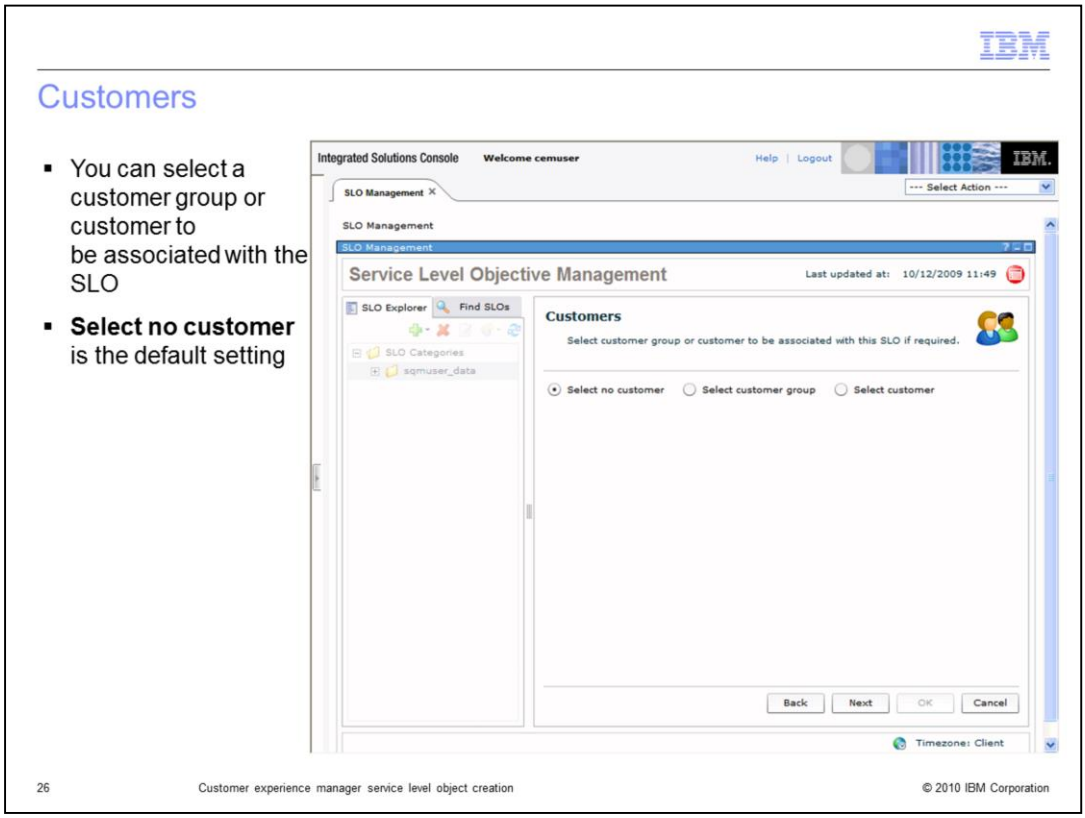
Select KPI metrics and finish KPI model dialog.

Click **SMS_Deliver_Success**. Click **OK**.



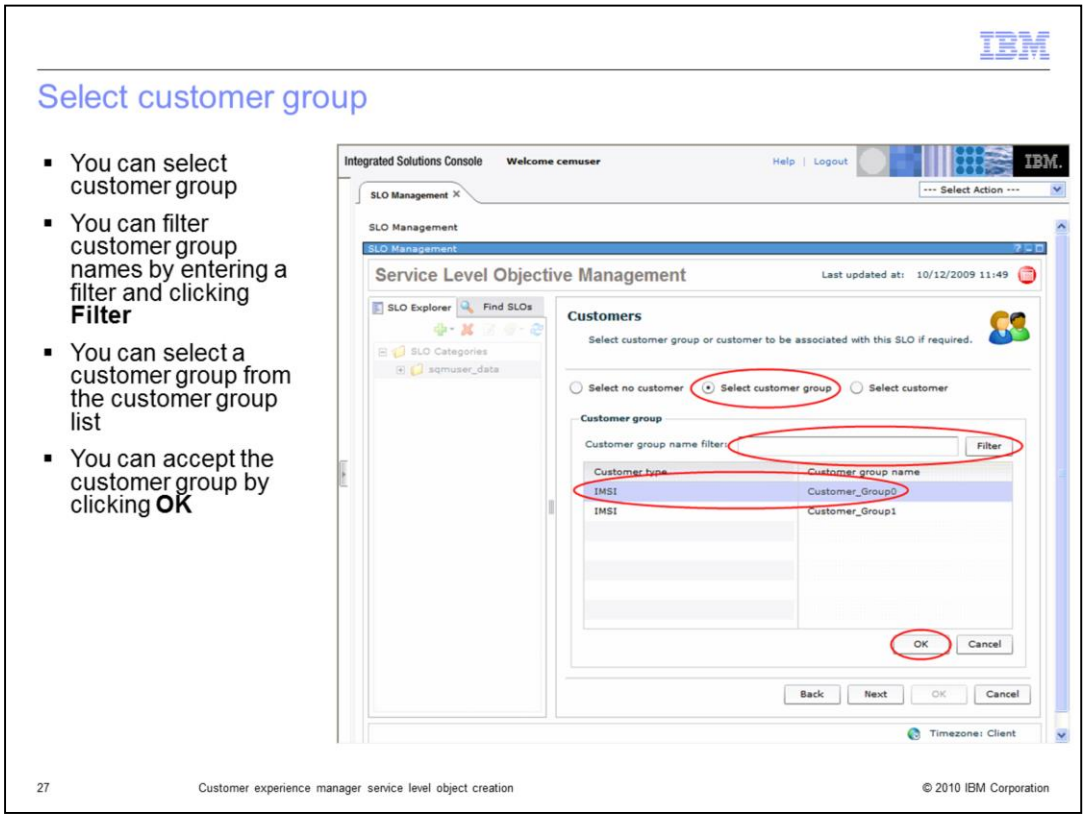
Finish KPI model.

Click **Next**. You can change the KPI metric by selecting from the pull-down menu.



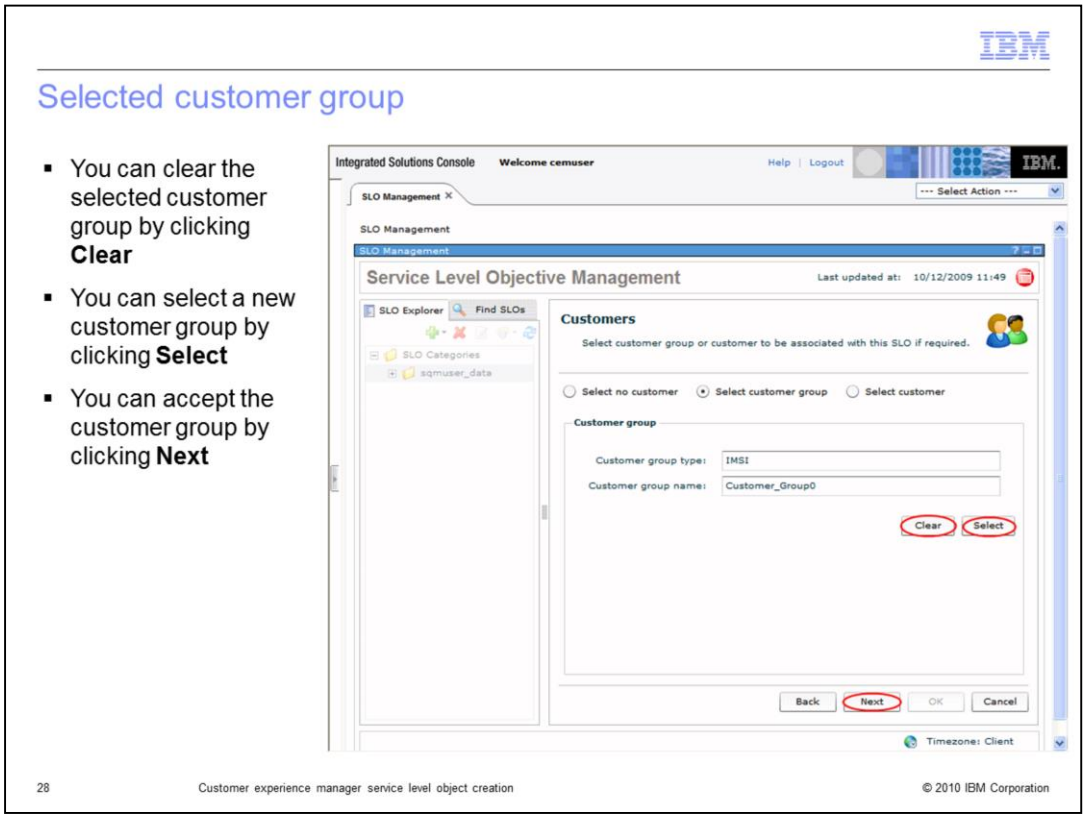
Customers.

You can select a customer group or customer to be associated with the SLO. **Select no customer** is the default setting.



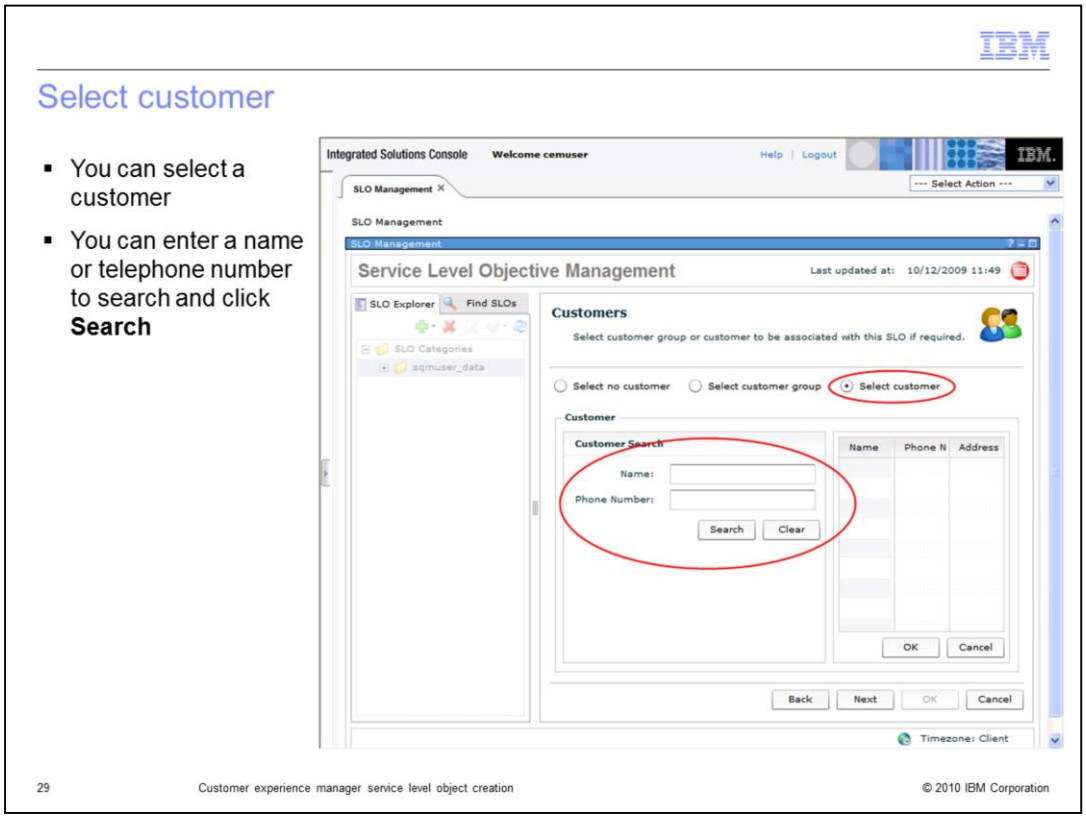
Select customer group.

You can select customer group. You can filter customer group names by entering a filter and clicking **Filter**. You can select a customer group from the customer group list. You can accept the customer group by clicking **OK**.



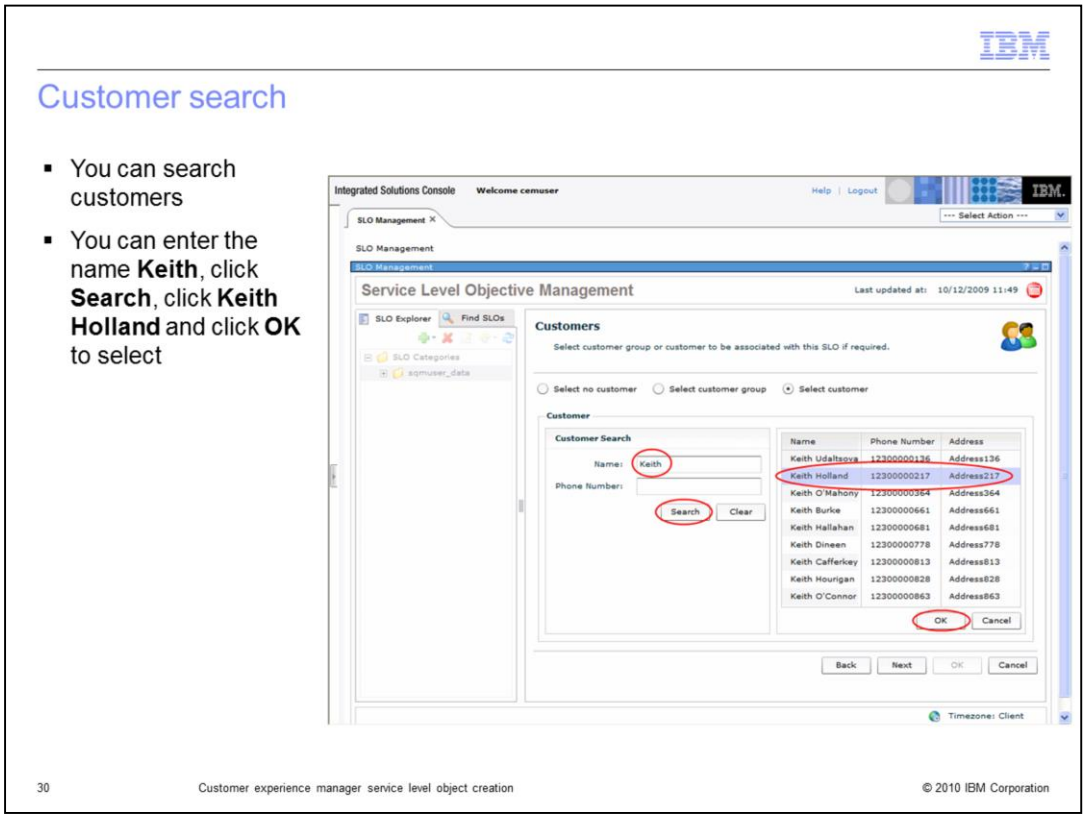
Selected customer group.

You can clear the selected customer group by clicking **Clear**. You can select a new customer group by clicking **Select**. You can accept the customer group by clicking **Next**.



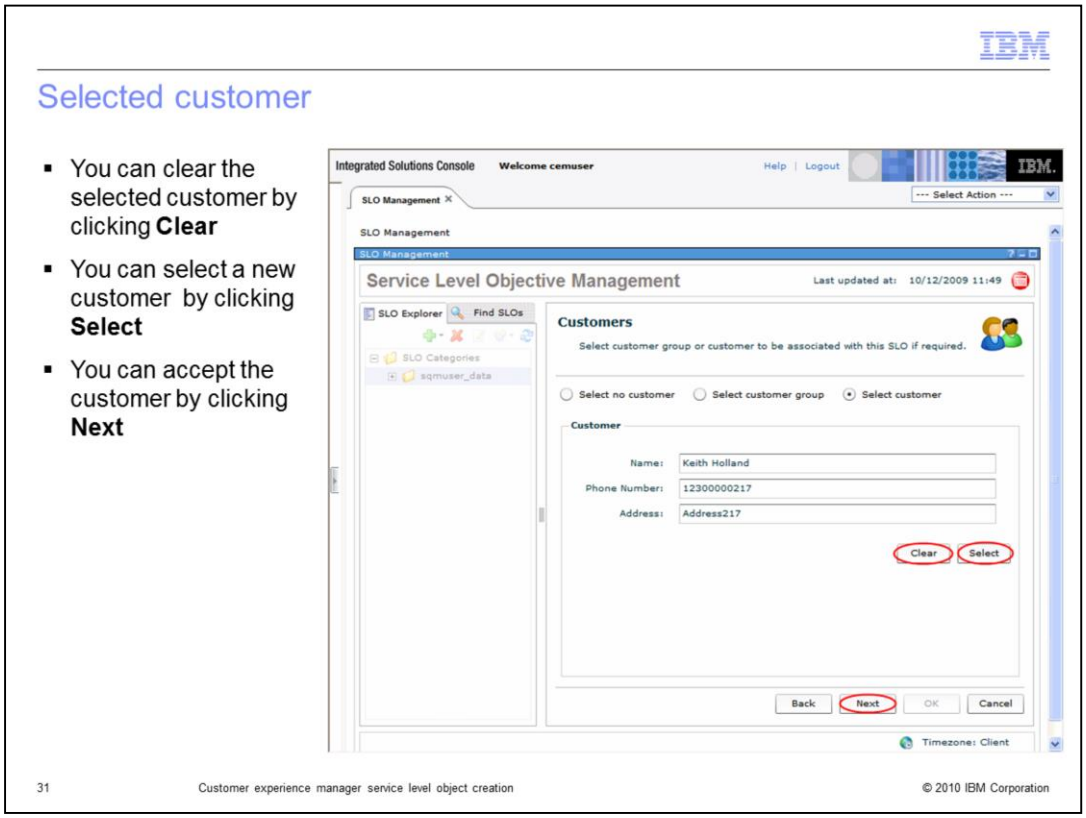
Select customer.

You can select a customer. You can enter a name or telephone number to search and click **Search**.



Customer search.

You can search customers. You can enter the name **Keith**, click **Search**, click **Keith Holland** and click **OK** to select.

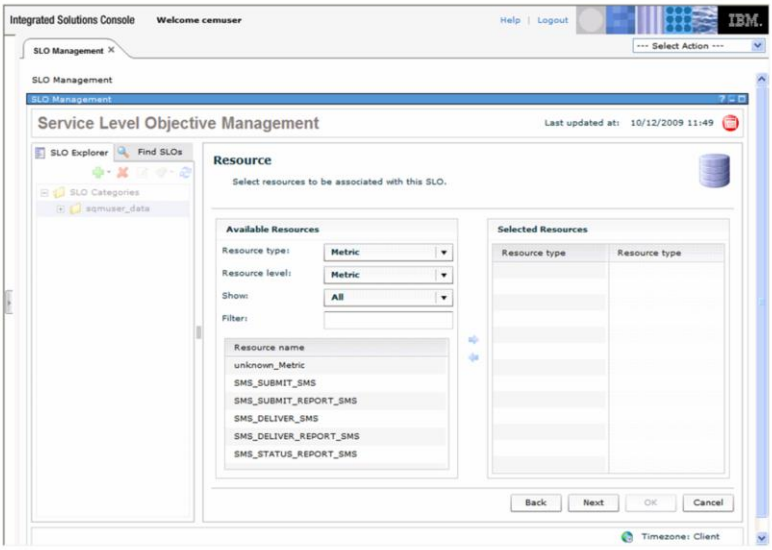


Selected customer.

You can clear the selected customer by clicking **Clear**. You can select a new customer by clicking **Select**. You can accept the customer by clicking **Next**.

Resource

- You can select resources to associate with the SLO



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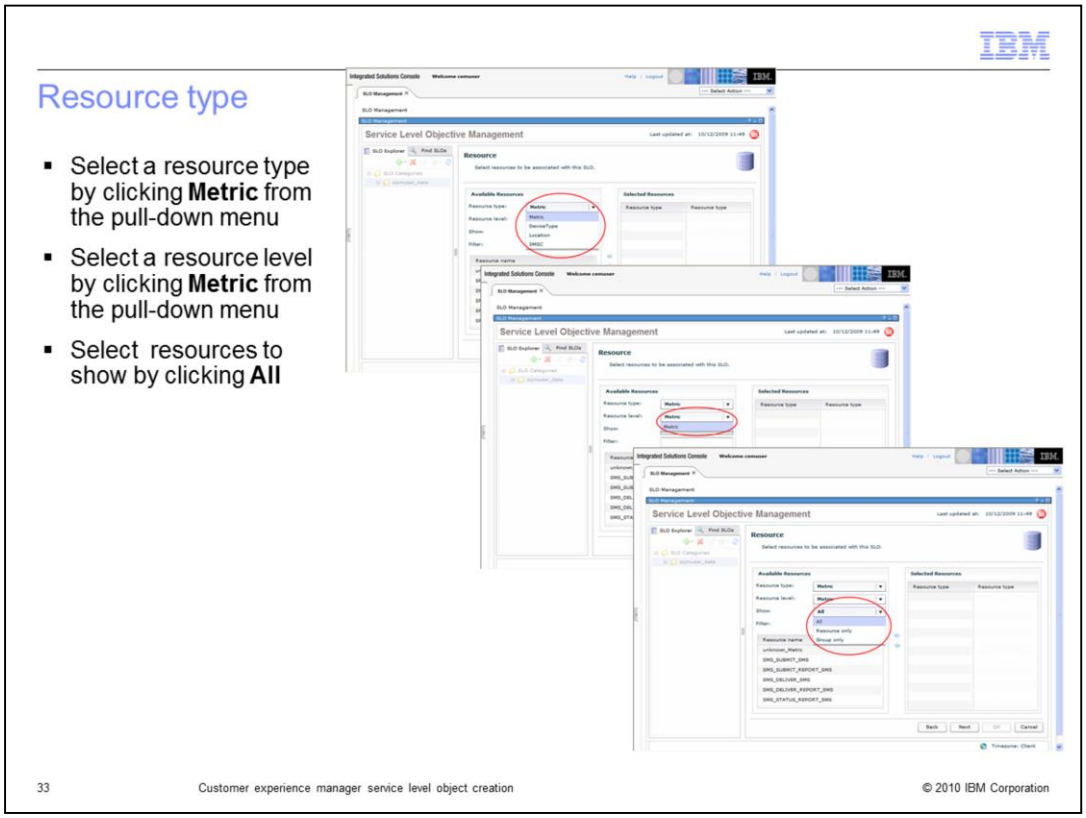
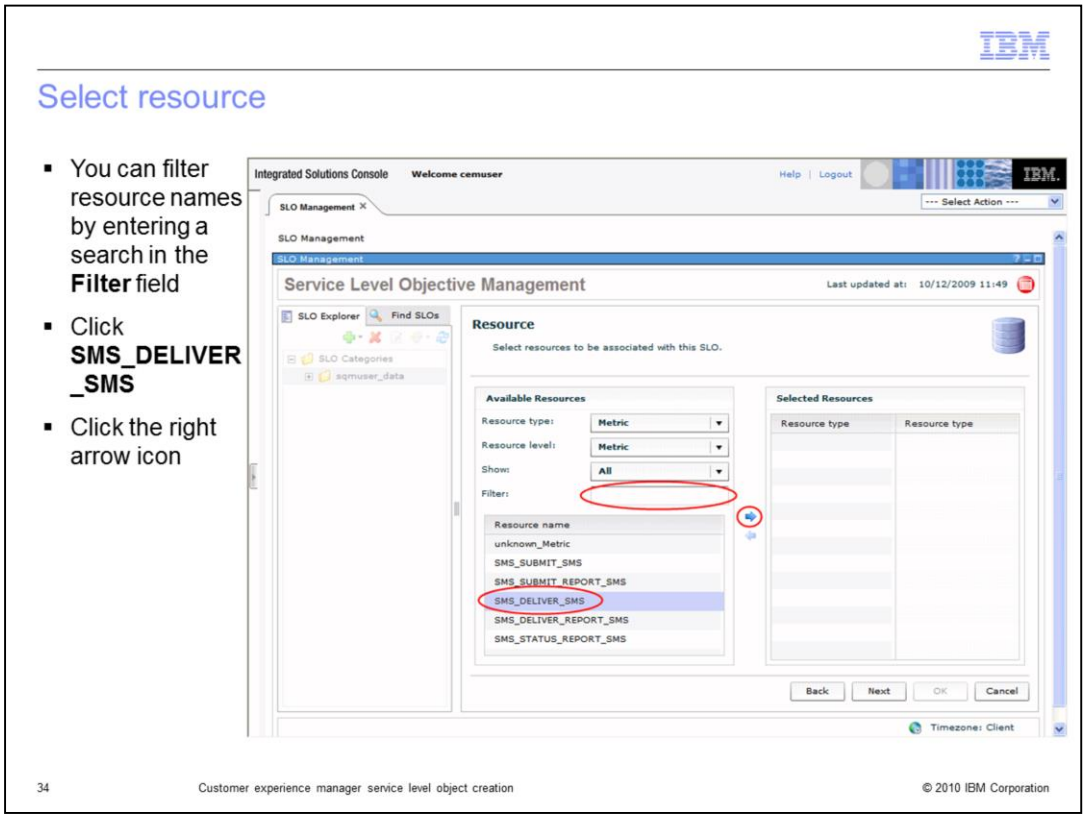
Resource.

You can select resources to associate with the SLO.



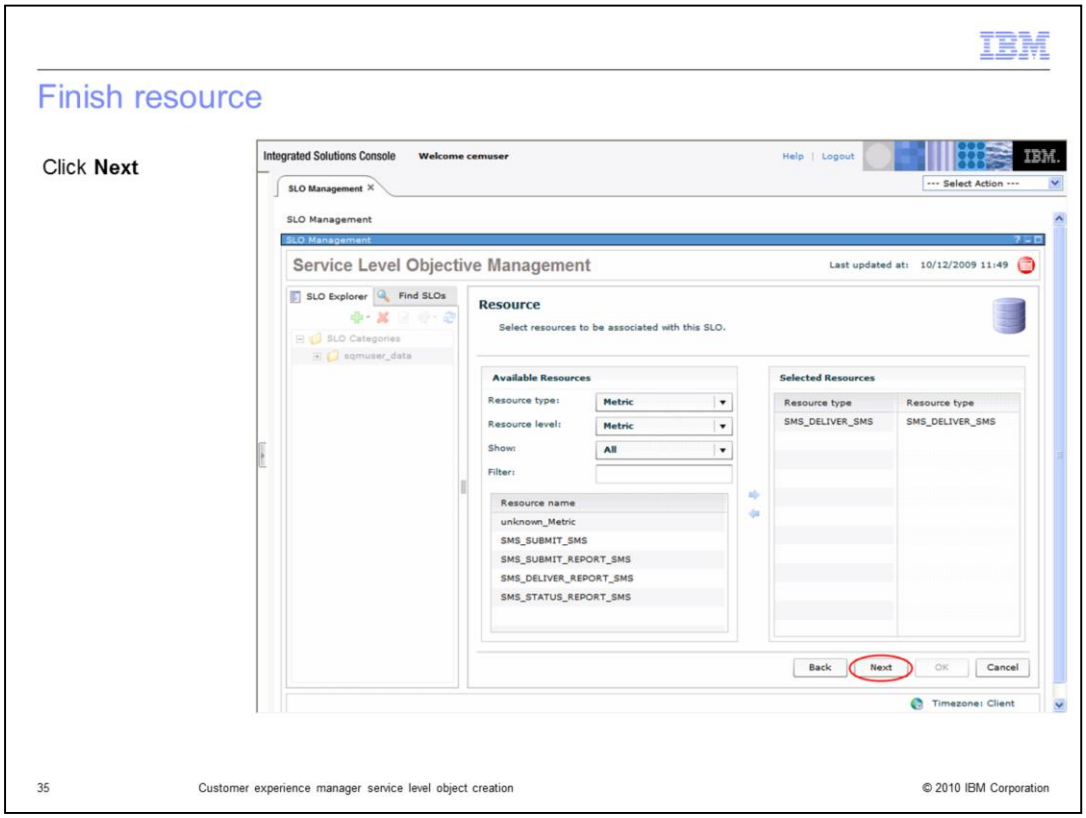
Resource type.

Select a resource type by clicking **Metric** from the pull-down menu. Select a resource level by clicking **Metric** from the pull-down menu. Select resources to show by clicking **All**.



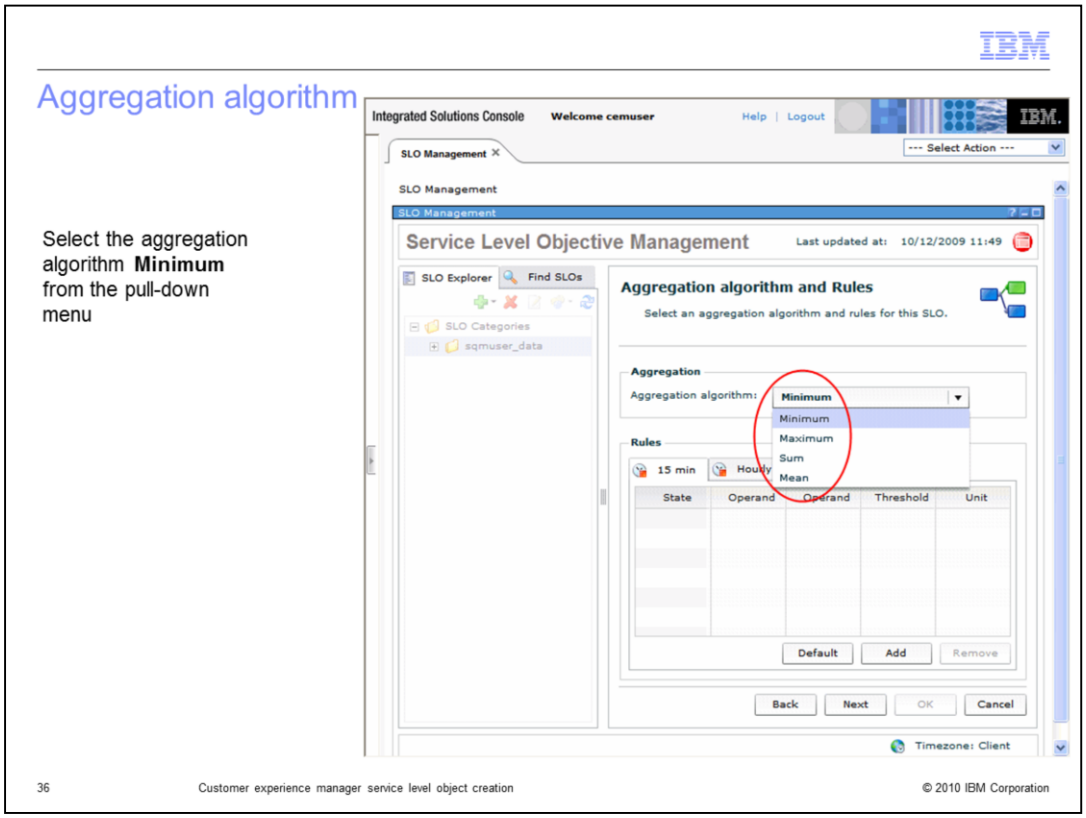
Select Resource.

You can filter resource names by entering a search in **Filters**. Click **SMS_DELIVER_SMS**. Click the right arrow icon.



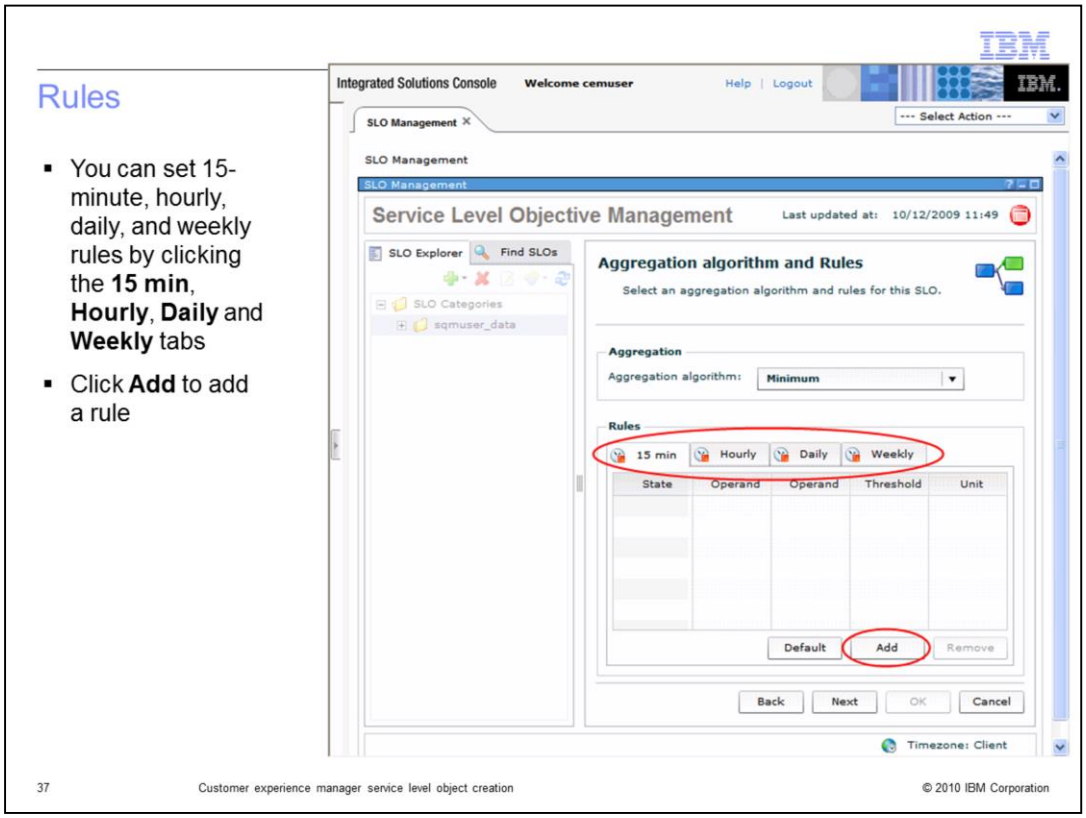
Finish resource.

Click **Next**.



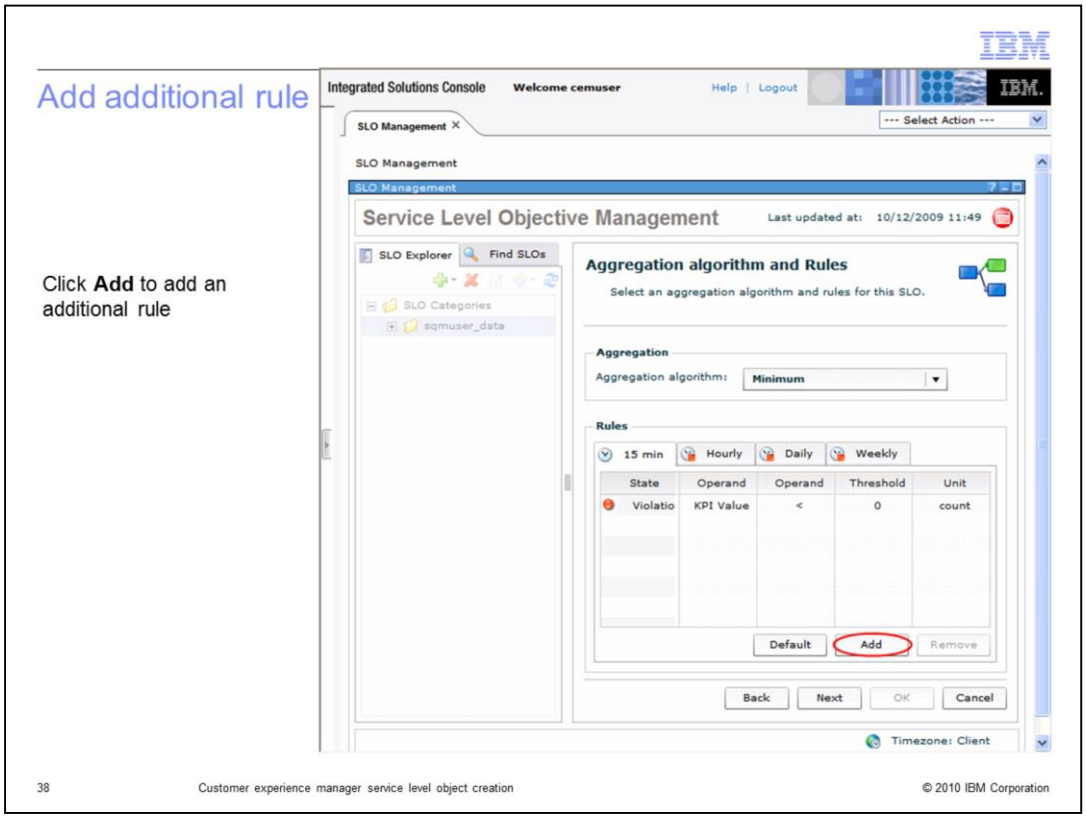
Aggregation algorithm.

Select the aggregation algorithm **Minimum** from the pull-down menu.



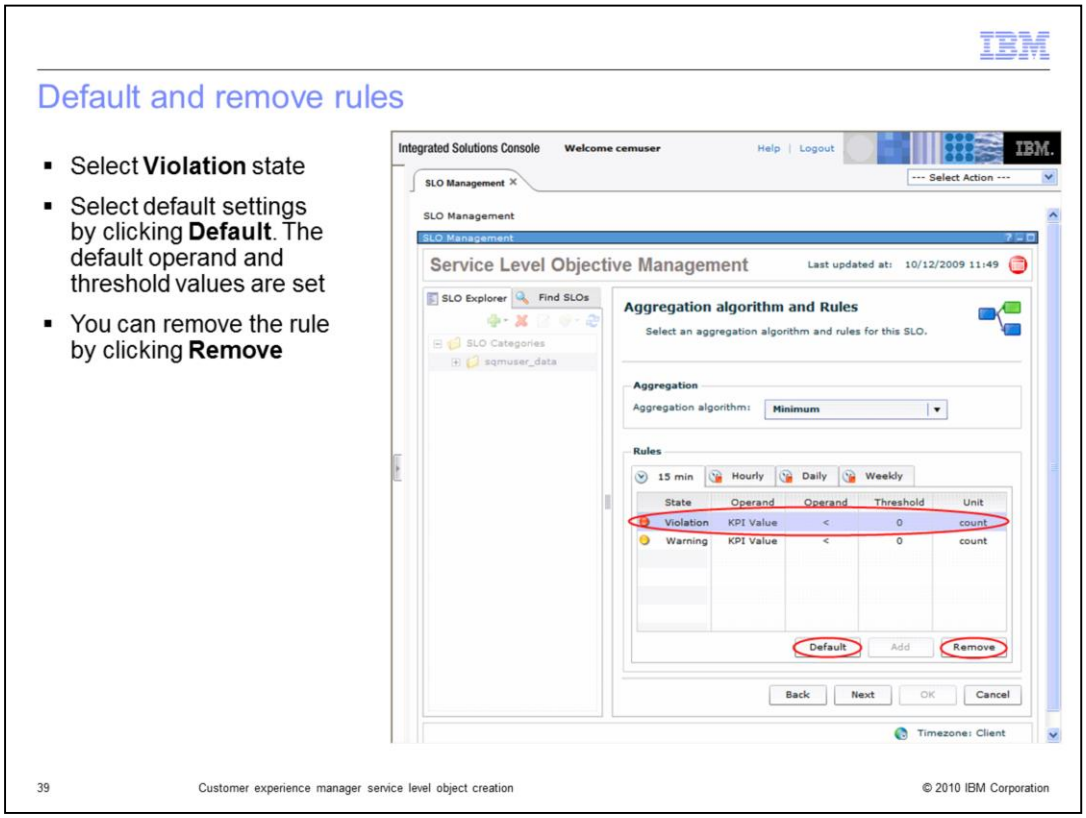
Rules.

You can set 15-minute, hourly, daily, and weekly rules by clicking the **15 min**, **Hourly**, **Daily**, and **Weekly** tabs. Click **Add** to add a rule.



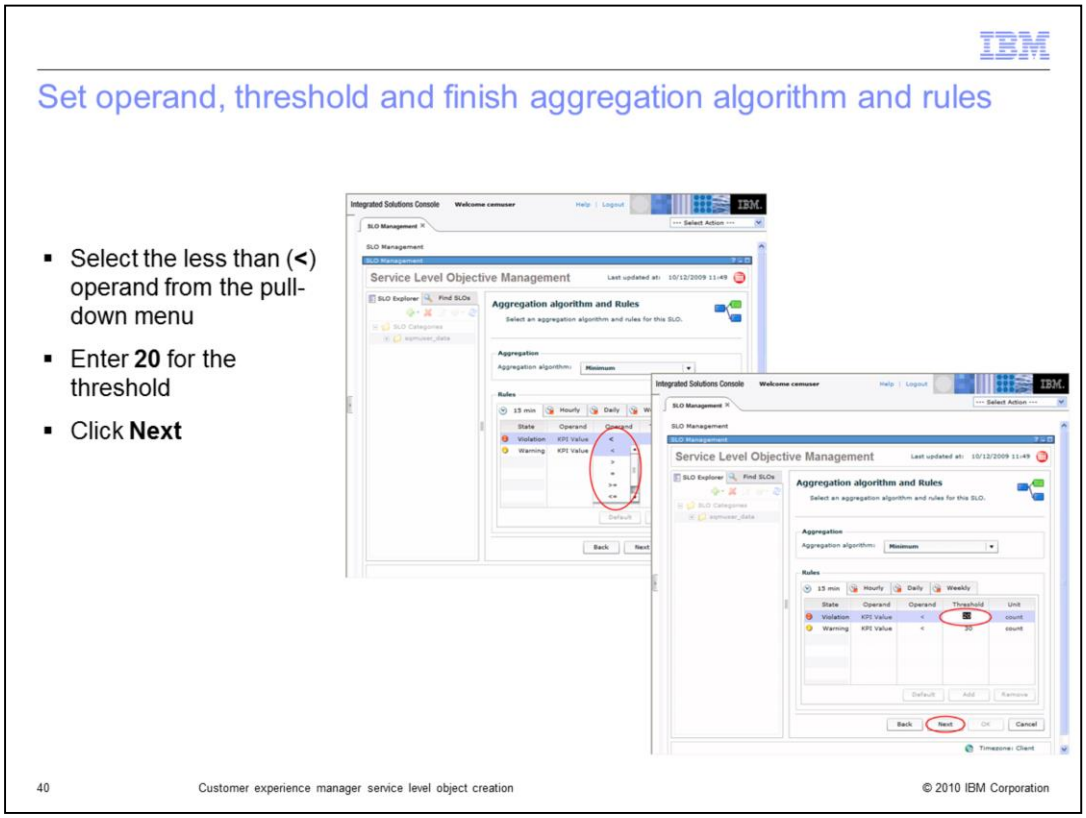
Add additional rule.

Click **Add** to add an additional rule.



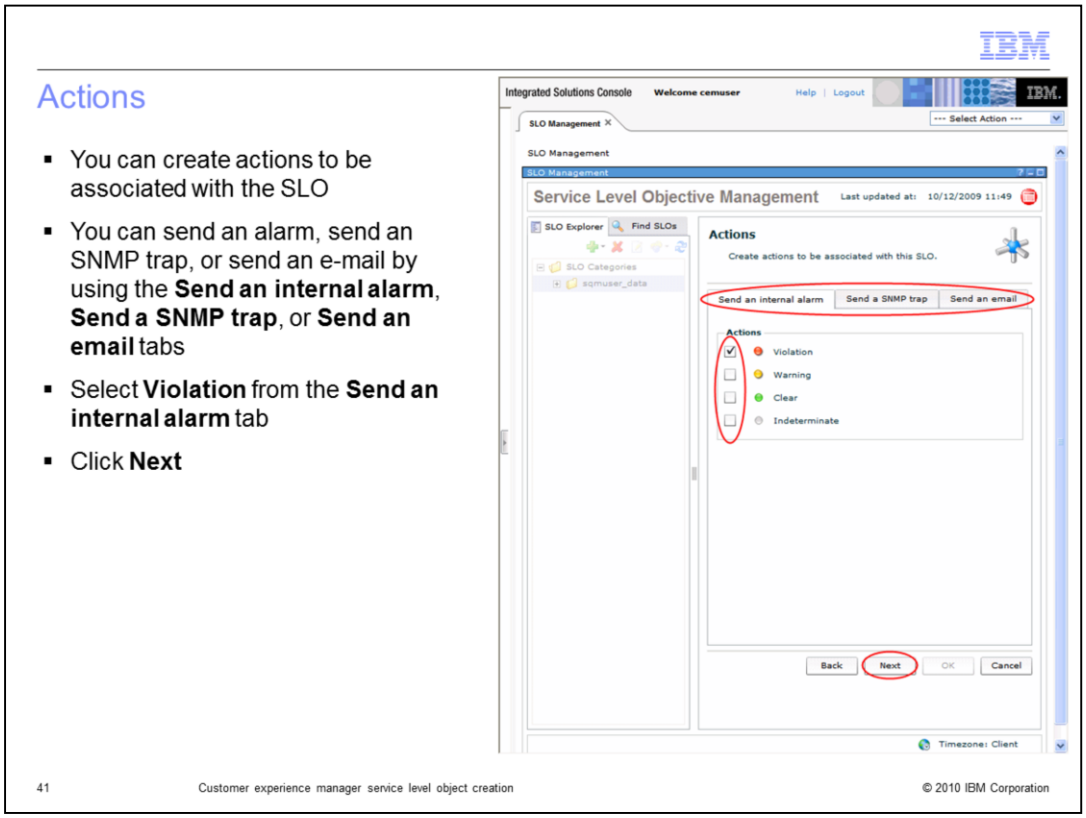
Defaults and remove rules.

Select **Violation** state. Select default settings by clicking **Default**. The default operand and threshold values are set. You can remove the rule by clicking **Remove**.



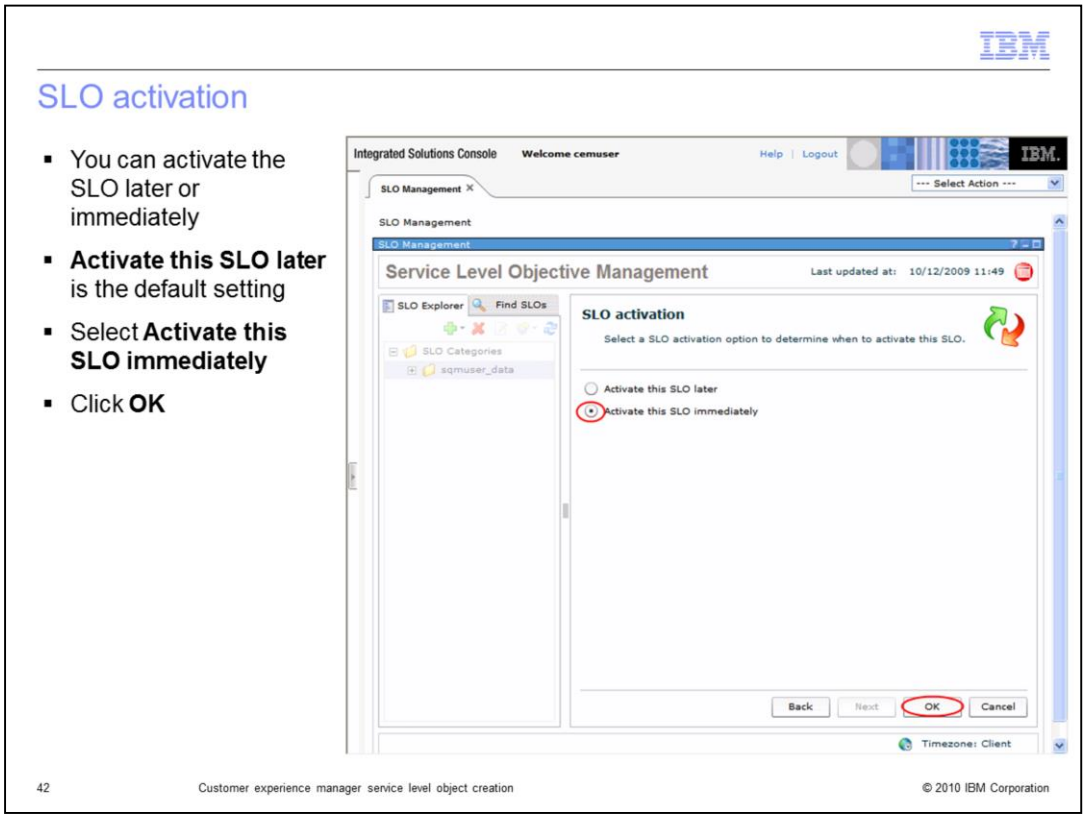
Set operand, threshold, and finish aggregation algorithm and rules.

Select the less than (**<**) operand from the pull-down menu. Enter **20** for the threshold. Click **Next**.



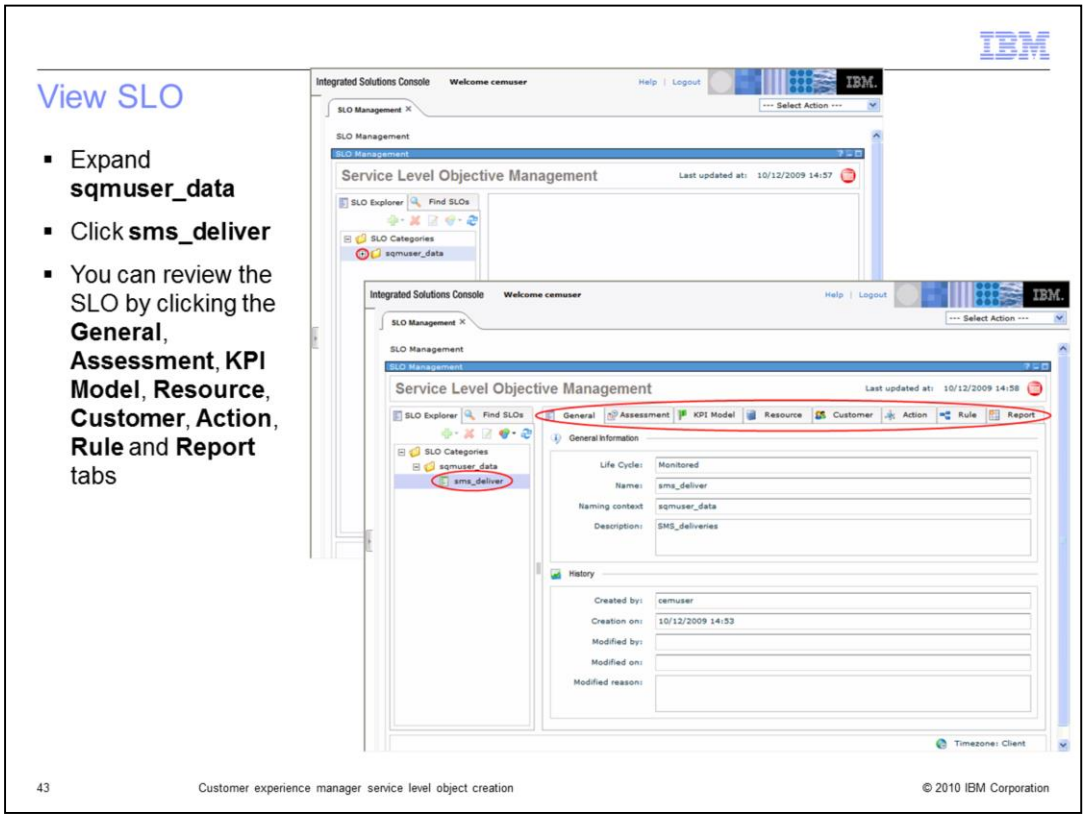
Actions.

You can create actions to be associated with the SLO. You can send an alarm, send an SNMP trap, or send an e-mail using the **Send an internal alarm**, **Send a SNMP trap** or **Send an email** tabs. Select **Violation** from the **Send an internal alarm** tab. Click **Next**.



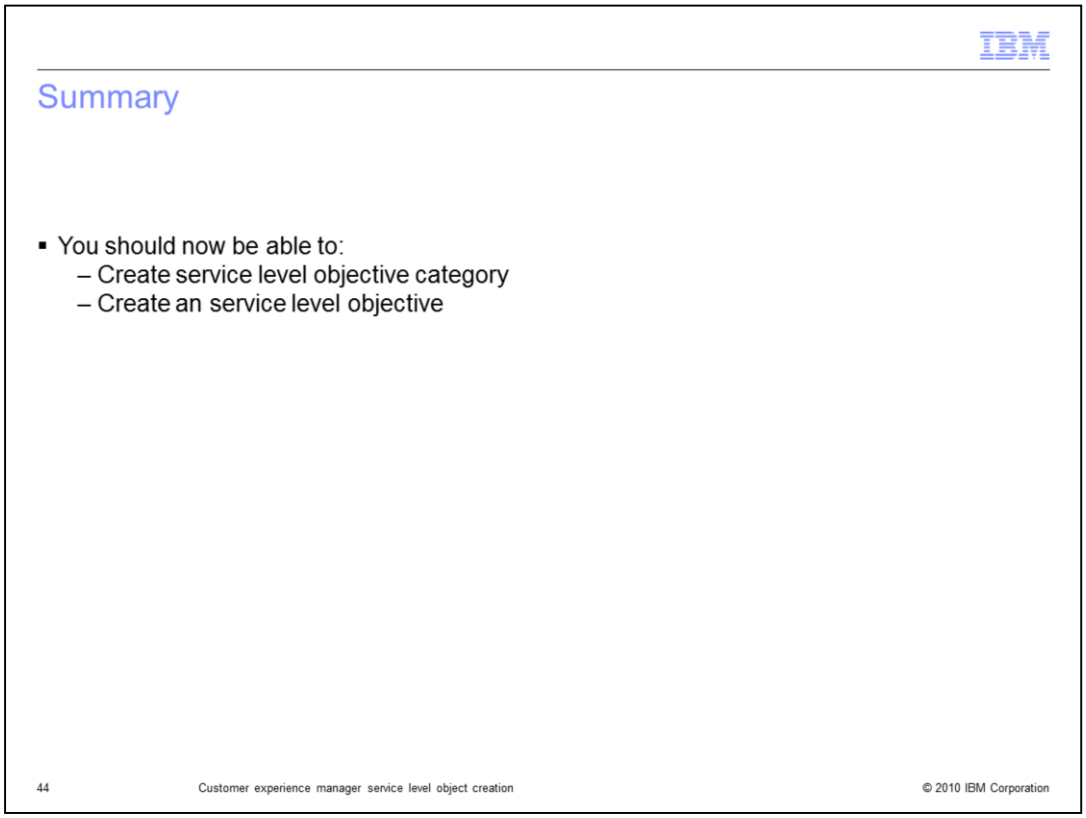
SLO activation.

You can activate the SLO later or immediately. **Activate this SLO later** is the default setting. Select **Activate this SLO immediately**. Click **OK**.



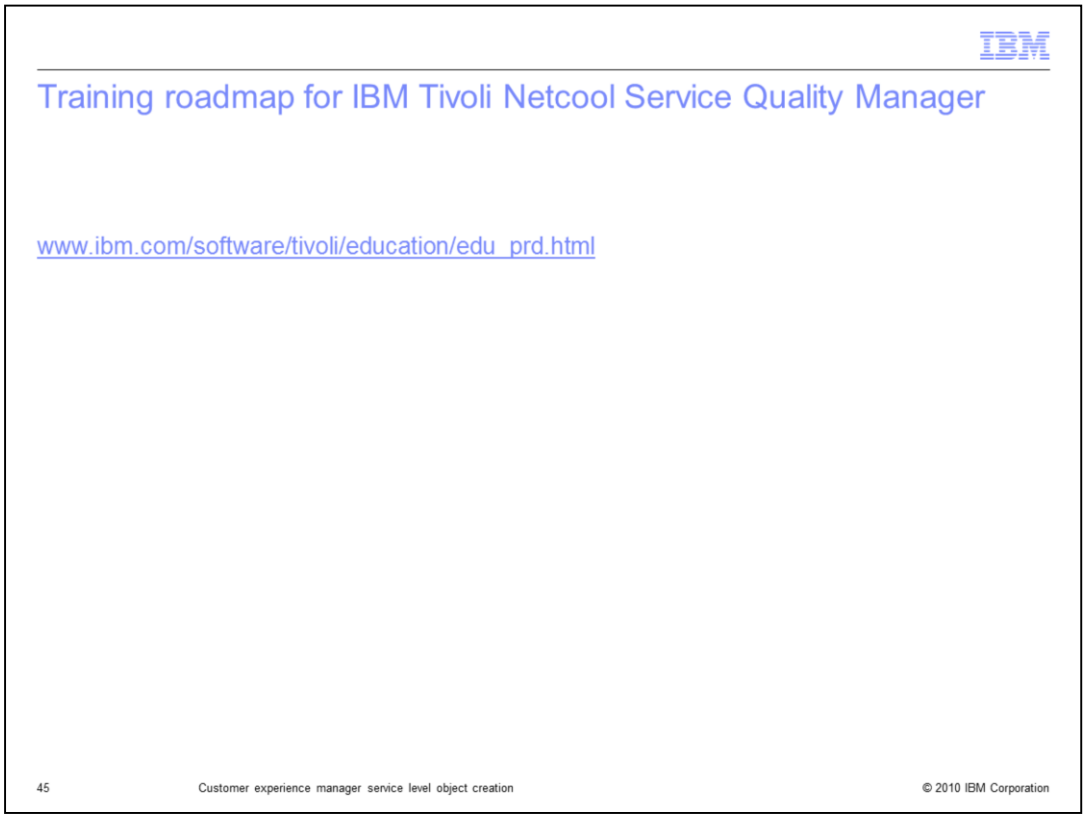
View SLO.

Expand **sqmuser_data**. Click **sms_deliver**. You can review the SLO by clicking the **General**, **Assessment**, **KPI Model**, **Resource**, **Customer**, **Action**, **Rule**, and **Report** tabs.



Summary.

You should now be able to create a service level objective category and a service level objective.



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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