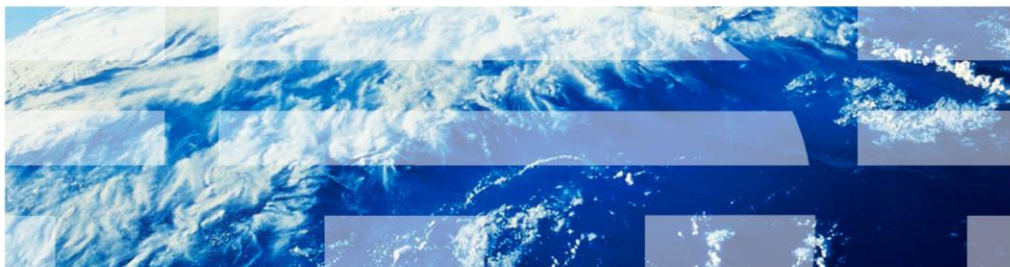


IBM Tivoli Netcool Service Quality Manager 4.1

Customer experience manager
service level objective creation



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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

- You have Tivoli Netcool Service Quality Manager 4.1 installed and running
- You have Tivoli Netcool Customer Experience Manager (CEM) 4.1.2 installed and running
- You are a user with access CEM SLO management

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:

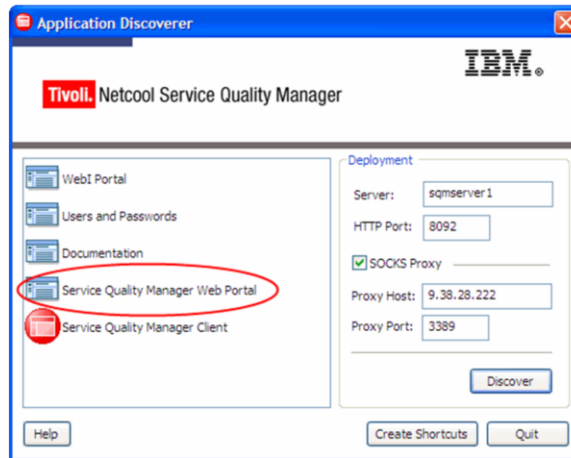
- Create a service level objective category
- Create a service level objective

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

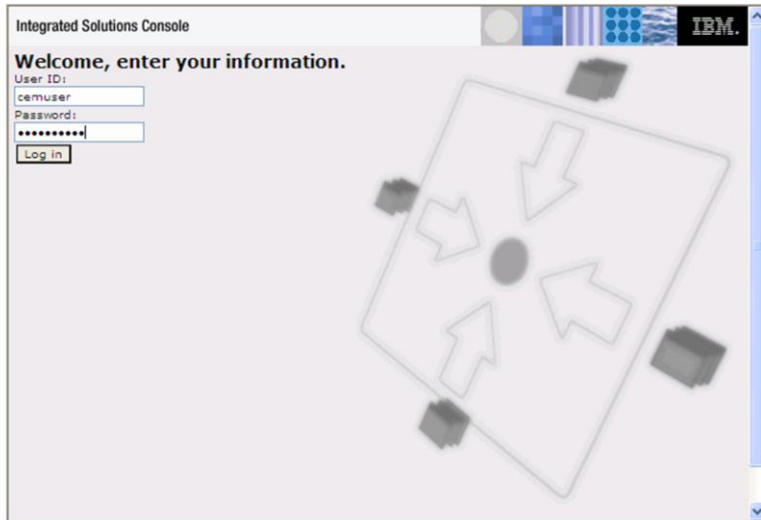


Service Quality Manager Web portal.

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

Login

Enter user ID and password to log in



Integrated Solutions Console

Welcome, enter your information.

User ID:

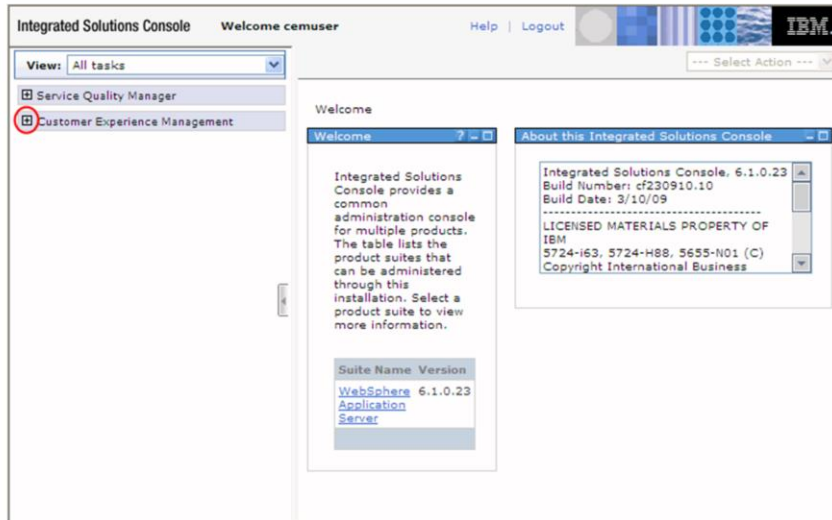
Password:

Login.

Enter user ID and password to log in.

Customer experience management

Expand **Customer Experience Management**

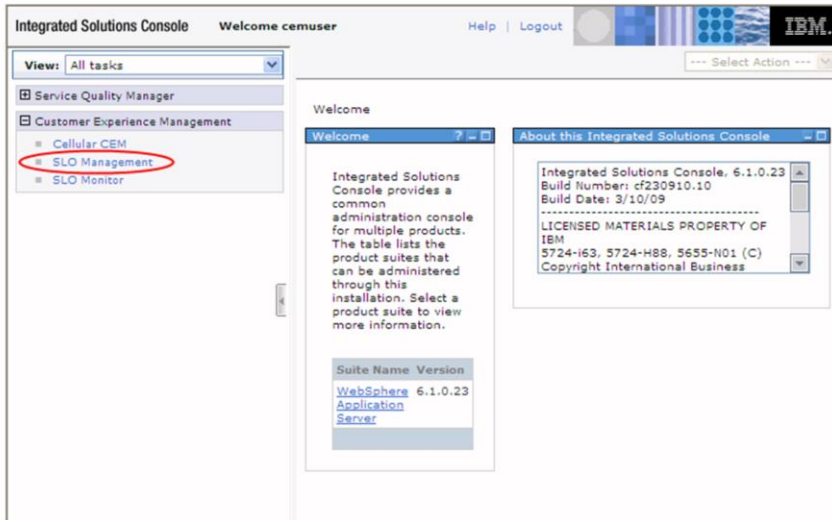


Customer experience management.

Expand **Customer Experience Management.**

SLO management

Click **SLO Management**



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Customer experience manager service level object creation

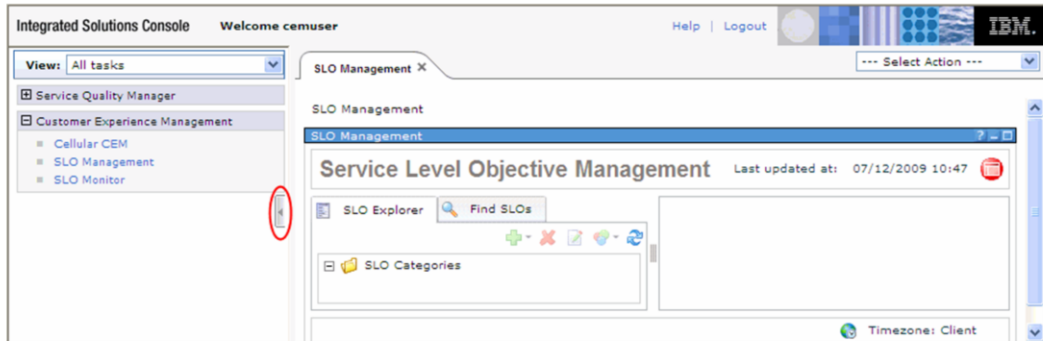
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SLO management.

Click **SLO Management.**

Hide navigation menu

Click the **Hide Navigation** button



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Customer experience manager service level object creation

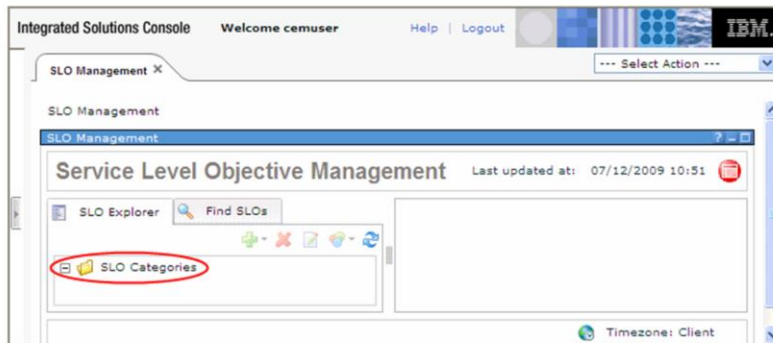
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Hide navigation menu.

Click the **Hide Navigation** button.

SLO categories

Click the **SLO Categories** folder

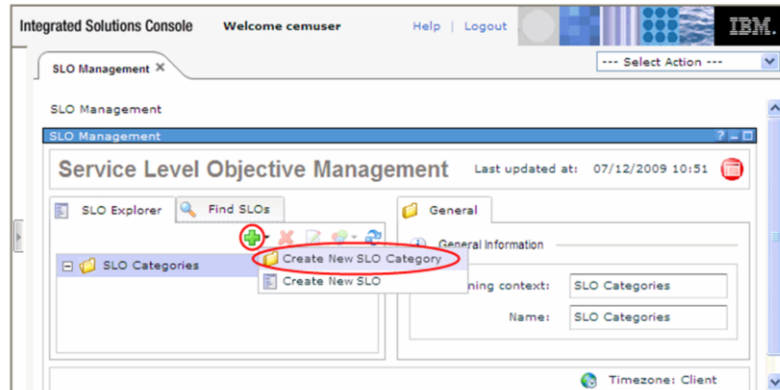


SLO categories.

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.

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

Create new SLO category name

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

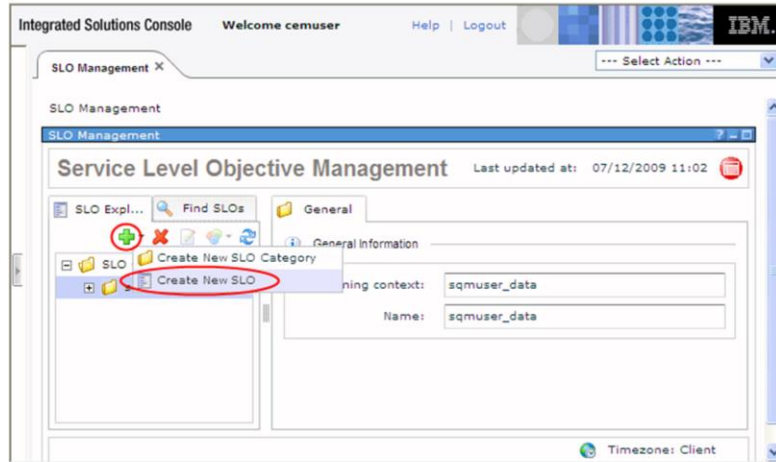
The screenshot shows the IBM Integrated Solutions Console interface. The main window is titled 'Service Level Objective Management' and displays a 'Create category' dialog box. The dialog box has a 'Name' field containing the text 'sqmuser_data' and an 'OK' button. The 'OK' button is circled in red. The 'Cancel' button is also visible. The background shows the SLO Management console with a search bar and a list of SLO categories.

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**



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

The screenshot shows the 'Service Level Objective Management' interface. The 'SLO General Information' section is active, with the instruction 'Specify the SLO name and description.' Below this, the 'General Information' section contains two input fields: 'Name' and 'Description'. The 'Name' field contains the text 'sms_delivery' and the 'Description' field contains 'SMS deliveries'. Both fields are circled in red. At the bottom of the form, there are four buttons: 'Back', 'Next', 'OK', and 'Cancel'. The 'Next' button is also circled in red. The interface includes a search bar, a 'Select Action' dropdown, and a 'Timezone: Client' indicator.

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

The screenshot displays the 'Service Level Objective Management' window in the IBM Integrated Solutions Console. The 'Assessment interval and Schedules' section is active, showing the 'Contractual Date' configuration. The 'Start Date' is set to 07/12/2009, and the 'End Date' is set to 'Never'. The 'Schedules' section is empty. The interface includes navigation buttons like 'Back', 'Next', 'OK', and 'Cancel'.

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

The screenshot shows the 'Service Level Objective Management' interface. The main heading is 'Assessment interval and Schedules' with the instruction 'Select an assessment interval and schedules for this SLO.' Below this, there are two sections: 'Contractual Date' and 'Schedules'. The 'Contractual Date' section includes 'Start Date' (07/12/2009) and 'Start Time' (00:00), and an unchecked checkbox for 'End Date' (Never) with 'End Time' (00:00). The 'Schedules' section contains an empty table with the caption 'Schedules'. At the bottom of the 'Schedules' section, there are three buttons: 'Add', 'Remove', and 'Edit'. The 'Add' button is circled in red. At the very bottom of the form, there are 'Back', 'Next', 'OK', and 'Cancel' buttons, and a 'Timezone: Client' indicator.

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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Customer experience manager service level object creation

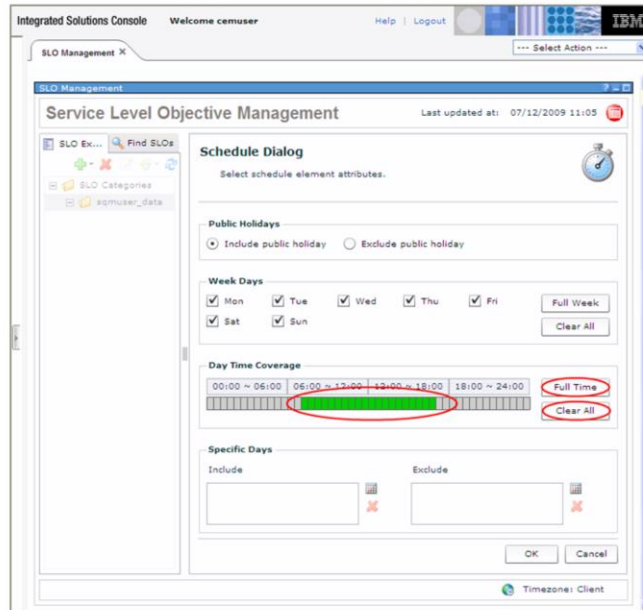
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Select holiday and weekday schedules.

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



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Customer experience manager service level object creation

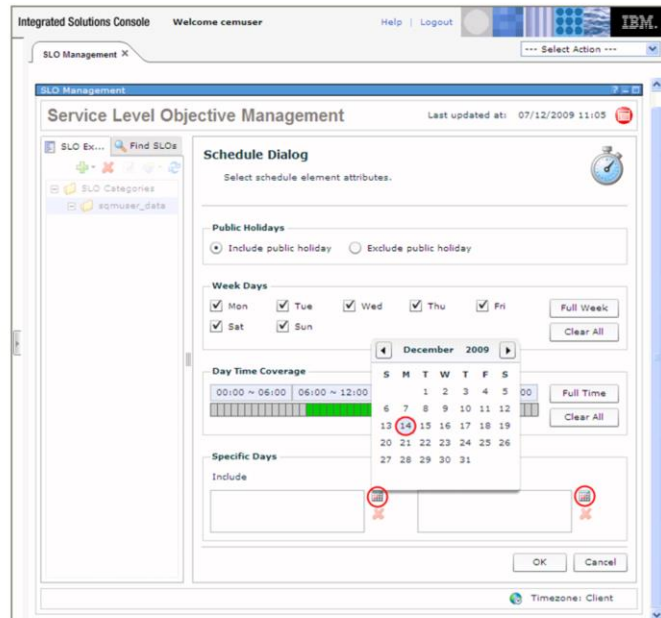
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Select day time coverage.

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**



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Customer experience manager service level object creation

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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**

The screenshot shows the 'Service Level Objective Management' interface within the IBM Integrated Solutions Console. The main window is titled 'Schedule Dialog' and contains the following sections:

- Public Holidays:** Includes radio buttons for 'Include public holiday' (selected) and 'Exclude public holiday'.
- Week Days:** Includes checkboxes for 'Mon', 'Tue', 'Wed', 'Thu', 'Fri', 'Sat', and 'Sun', all of which are checked. There are 'Full Week' and 'Clear All' buttons.
- Day Time Coverage:** Includes time range selectors for '00:00 ~ 06:00', '06:00 ~ 12:00', '12:00 ~ 18:00', and '18:00 ~ 24:00'. The '12:00 ~ 18:00' range is highlighted in green. There are 'Full Time' and 'Clear All' buttons.
- Specific Days:** Includes 'Include' and 'Exclude' sections. The 'Include' section has a text box containing 'Mon Dec 14 2009' and a calendar icon. The 'Exclude' section is empty.

At the bottom right of the dialog, the 'OK' button is circled in red, and the 'Cancel' button is also visible. The 'Timezone: Client' is indicated at the bottom right of the dialog area.

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Customer experience manager service level object creation

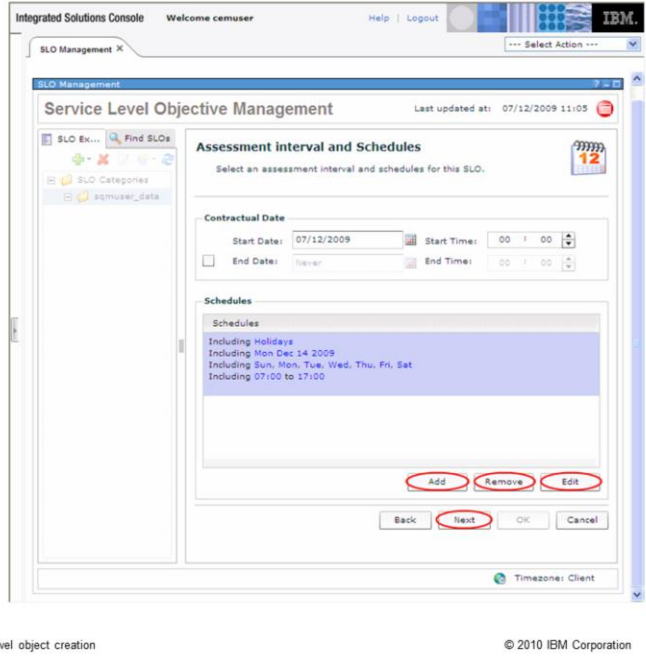
© 2010 IBM Corporation

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**

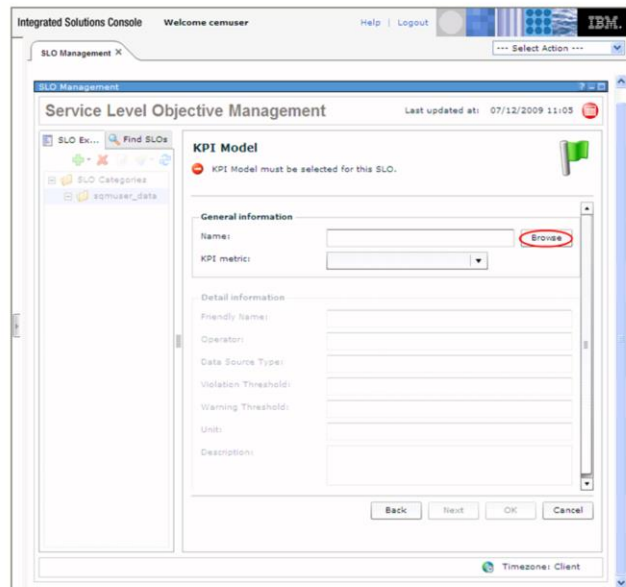


Verify and finish assessment interval and schedules.

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

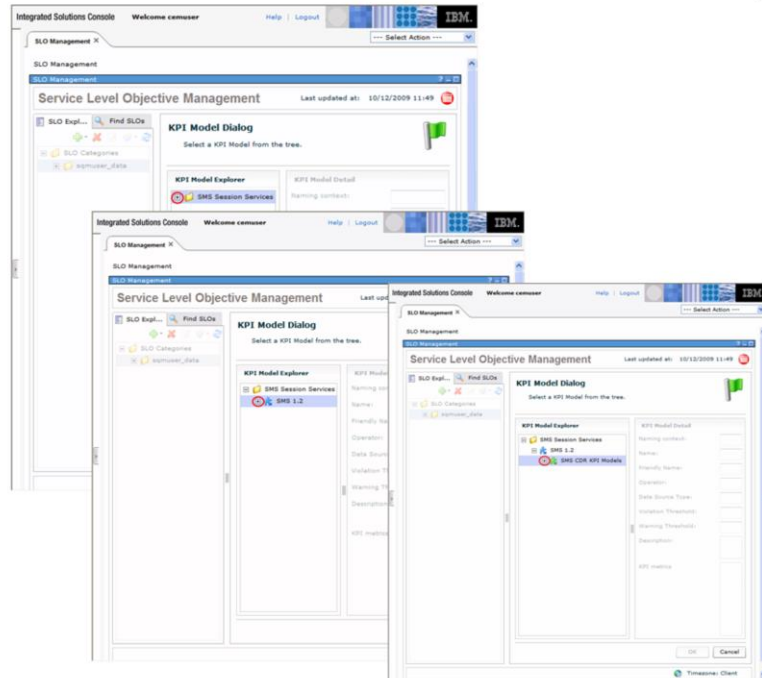


Browse KPI model.

Click **Browse** to see KPI models.

Expand KPI model explorer

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



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Customer experience manager service level object creation

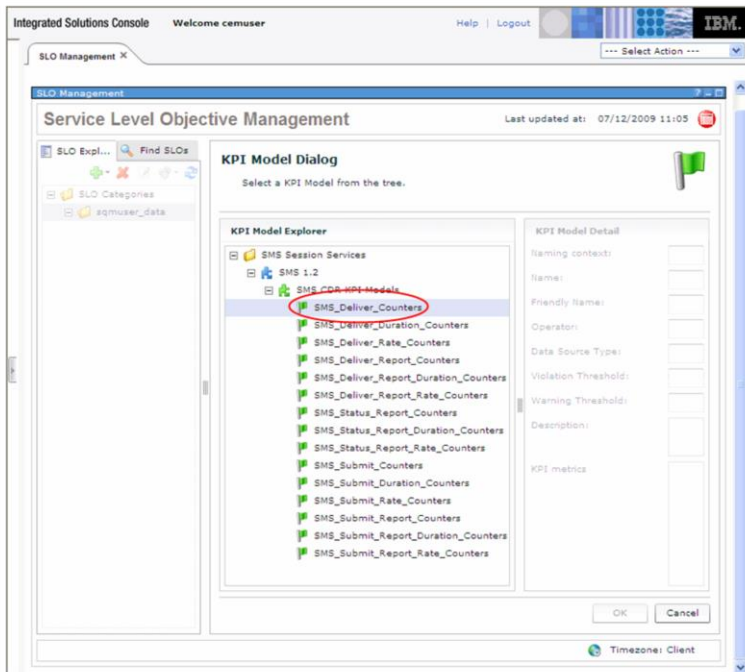
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Expand KPI model explorer.

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

Select KPI model

Click
SMS_Deliver_Counters



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Customer experience manager service level object creation

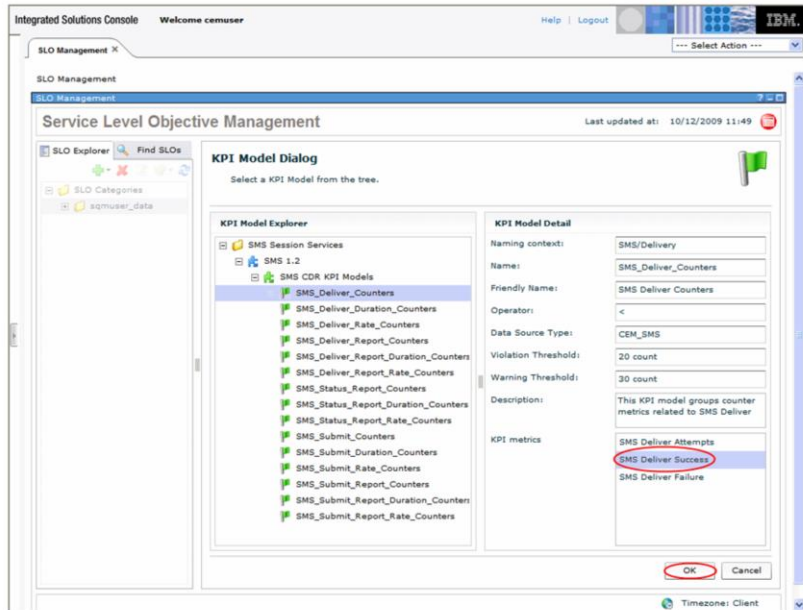
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Select KPI model.

Click **SMS_Deliver_Counters**.

Select KPI metrics and finish KPI model dialog

- Click **SMS Deliver Success**
- Click **OK**



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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

The screenshot displays the 'Service Level Objective Management' interface in the IBM Integrated Solutions Console. The main window is titled 'Service Level Objective Management' and shows a 'KPI Model' configuration page. The 'KPI Model' section is highlighted with a red circle, and the 'Next' button at the bottom is also circled in red. The 'KPI Model' section includes a 'General information' section with fields for Name, KPI metrics, and Detail information. The 'KPI metrics' field is a pull-down menu with the following options: SMS Deliver Success, SMS Deliver Attempts, SMS Deliver Success, and SMS Deliver Failure. The 'Detail information' section includes fields for Friendly Name, Operator, Data Source Type, Violation Threshold, Warning Threshold, Unit, and Description. The 'Next' button is located at the bottom of the page, along with 'Back', 'OK', and 'Cancel' buttons.

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Customer experience manager service level object creation

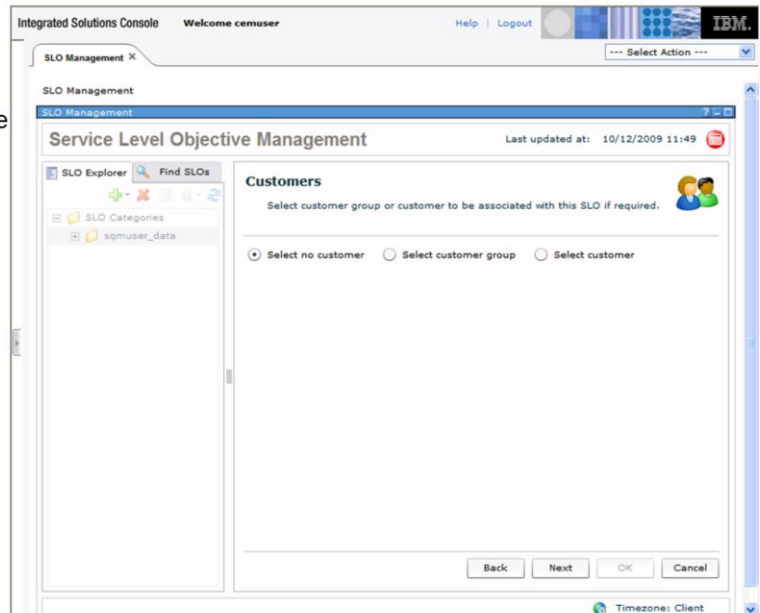
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Finish KPI model.

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



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Customer experience manager service level object creation

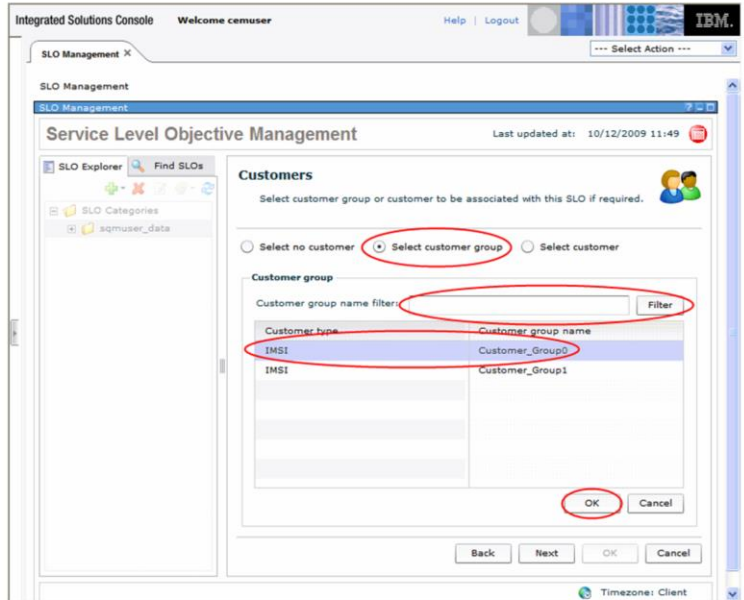
© 2010 IBM Corporation

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**



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**

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Management

SLO Management

Service Level Objective Management Last updated at: 10/12/2009 11:49

SLO Explorer Find SLOs

SLO Categories

sqmuser_data

Customers

Select customer group or customer to be associated with this SLO if required.

Select no customer Select customer group Select customer

Customer group

Customer group type: IMSI

Customer group name: Customer_Group0

Clear Select

Back Next OK Cancel

Timezone: Client

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Customer experience manager service level object creation

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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**

The screenshot displays the 'Service Level Objective Management' interface. The 'Customers' section is active, and the 'Select customer' radio button is selected. The 'Customer Search' form is highlighted with a red oval, showing fields for 'Name' and 'Phone Number' with 'Search' and 'Clear' buttons. A table with columns 'Name', 'Phone N', and 'Address' is also visible.

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

Integrated Solutions Console Welcome cemuser Help | Logout IBM

SLO Management X SLO Management SLO Management

Service Level Objective Management Last updated at: 10/12/2009 11:49

SLO Explorer Find SLOs

SLO Categories sqmuser_data

Customers Select customer group or customer to be associated with this SLO if required.

Select no customer Select customer group Select customer

Customer Search

Name: Keith

Phone Number:

Search Clear

Name	Phone Number	Address
Keith Udaltsov	12300000136	Address136
Keith Holland	12300000217	Address217
Keith O'Mahony	12300000364	Address364
Keith Burke	12300000661	Address661
Keith Hallahan	12300000681	Address681
Keith Dineen	12300000778	Address778
Keith Cafferkey	12300000813	Address813
Keith Hourigan	12300000828	Address828
Keith O'Connor	12300000863	Address863

OK Cancel

Back Next OK Cancel

Timezone: Client

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Customer experience manager service level object creation

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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**

The screenshot shows the 'Service Level Objective Management' interface in the IBM Integrated Solutions Console. The main content area is titled 'Customers' and includes the instruction 'Select customer group or customer to be associated with this SLO if required.' Below this, there are three radio button options: 'Select no customer', 'Select customer group', and 'Select customer'. The 'Select customer' option is selected. A form below these options contains three input fields: 'Name' (with the value 'Keith Holland'), 'Phone Number' (with the value '12300000217'), and 'Address' (with the value 'Address217'). At the bottom right of the form, there are two buttons: 'Clear' and 'Select', both of which are circled in red. At the bottom of the page, there is a navigation bar with buttons for 'Back', 'Next', 'OK', and 'Cancel'. The 'Next' button is also circled in red. The top of the page shows the 'Integrated Solutions Console' header with 'Welcome cemuser', 'Help | Logout', and the IBM logo. The left sidebar shows 'SLO Explorer' and 'Find SLOs' options.

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Customer experience manager service level object creation

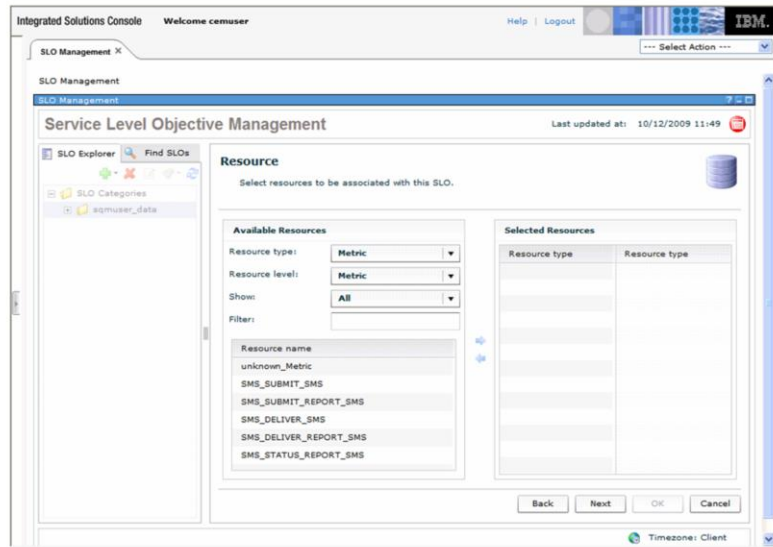
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Selected customer.

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

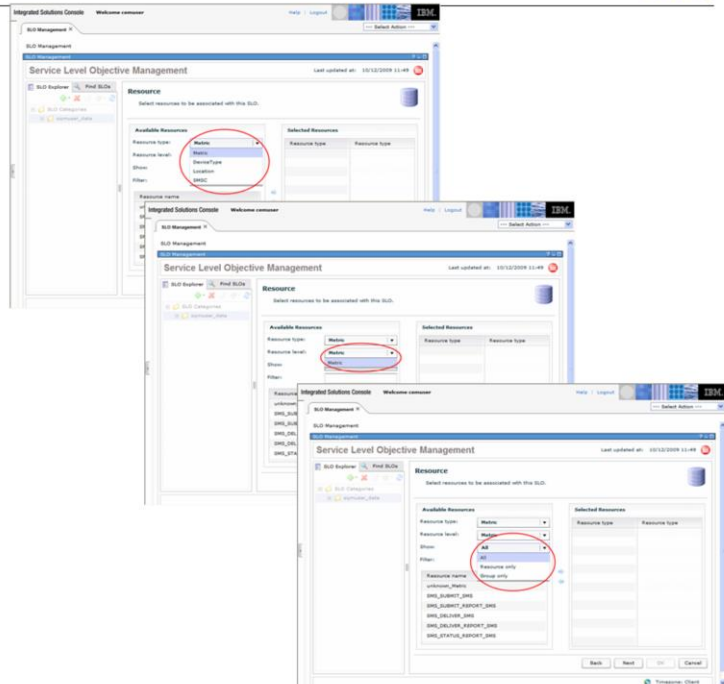


Resource.

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**



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Customer experience manager service level object creation

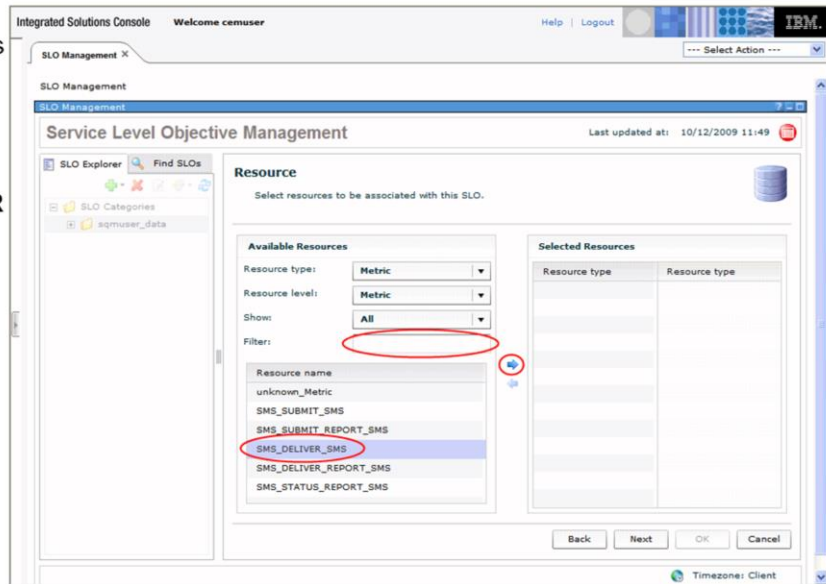
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Resource type.

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 the **Filter** field
- Click **SMS_DELIVER_SMS**
- Click the right arrow icon



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Customer experience manager service level object creation

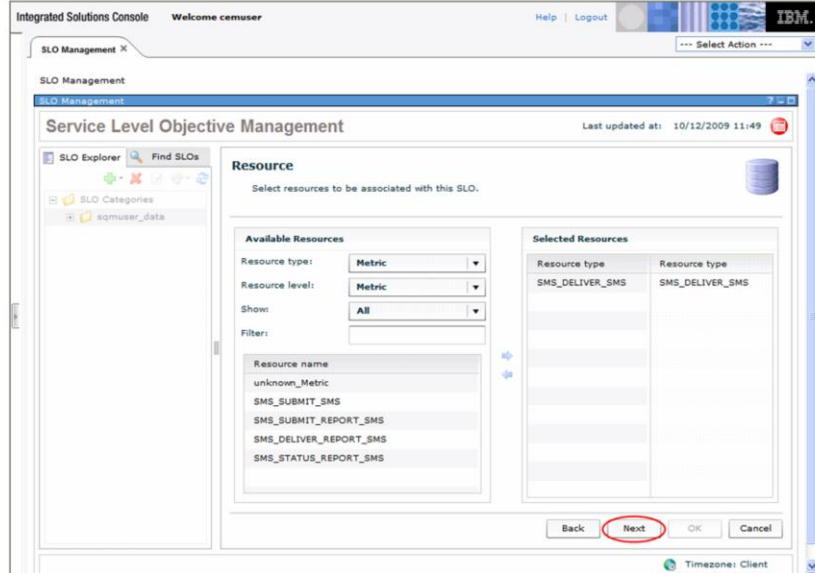
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Select Resource.

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

Finish resource

Click **Next**



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Customer experience manager service level object creation

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Finish resource.

Click **Next**.

Aggregation algorithm

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

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Management

SLO Management

Service Level Objective Management Last updated at: 10/12/2009 11:49

SLO Explorer Find SLOs

SLO Categories sqmuser_data

Aggregation algorithm and Rules

Select an aggregation algorithm and rules for this SLO.

Aggregation

Aggregation algorithm: **Minimum**

Rules

15 min Hourly

State	Operand	Operand	Threshold	Unit

Default Add Remove

Back Next OK Cancel

Timezone: Client

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Customer experience manager service level object creation

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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

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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

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Management x --- Select Action ---

SLO Management

SLO Management

Service Level Objective Management Last updated at: 10/12/2009 11:49

SLO Explorer Find SLOs

SLO Categories
+ sqmuser_data

Aggregation algorithm and Rules
Select an aggregation algorithm and rules for this SLO.

Aggregation
Aggregation algorithm: Minimum

Rules
15 min Hourly Daily Weekly

State	Operand	Operand	Threshold	Unit
Violatio	KPI Value	<	0	count

Default Add Remove

Back Next OK Cancel

Timezone: Client

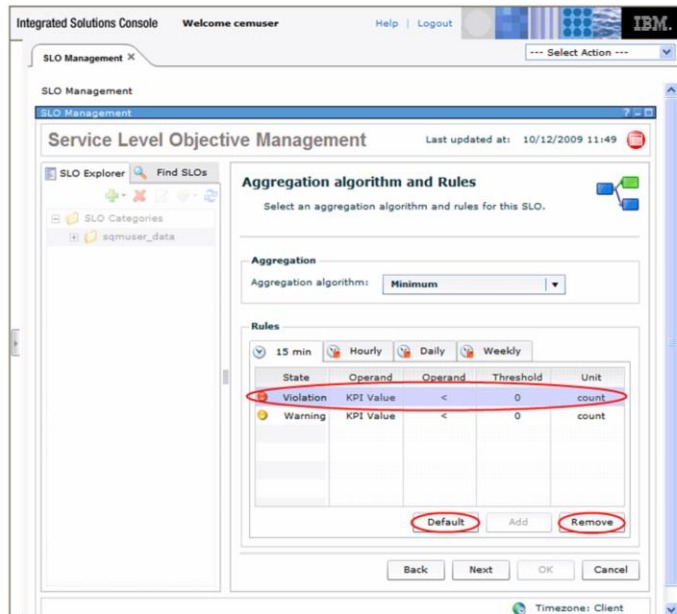
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Add additional rule.

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

Default 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**



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Customer experience manager service level object creation

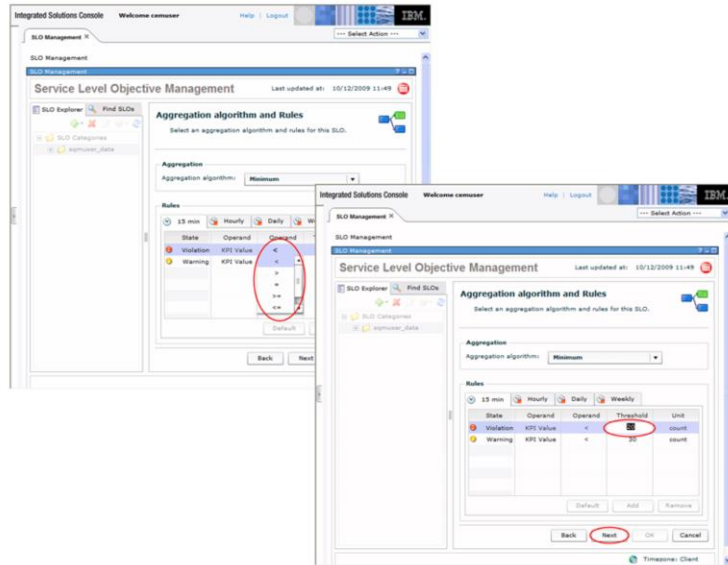
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Defaults and remove rules.

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**



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Customer experience manager service level object creation

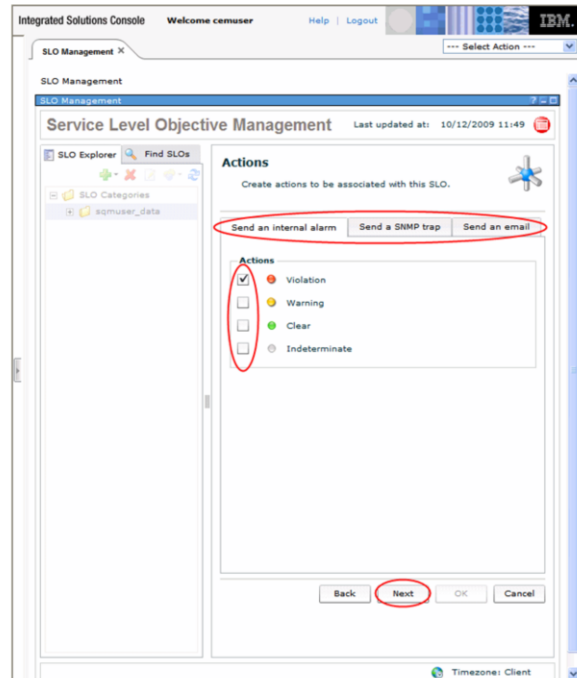
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Set operand, threshold, and finish aggregation algorithm and rules.

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 by 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**



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Customer experience manager service level object creation

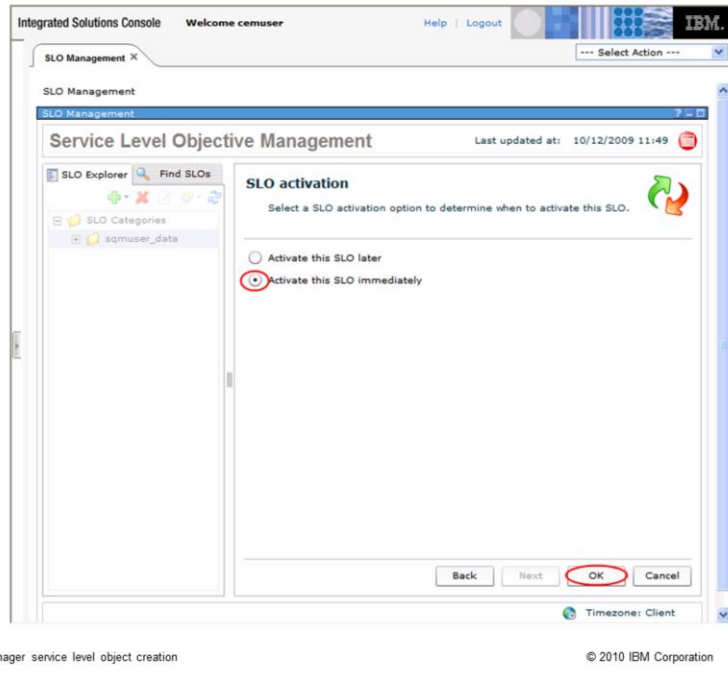
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Actions.

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**



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Customer experience manager service level object creation

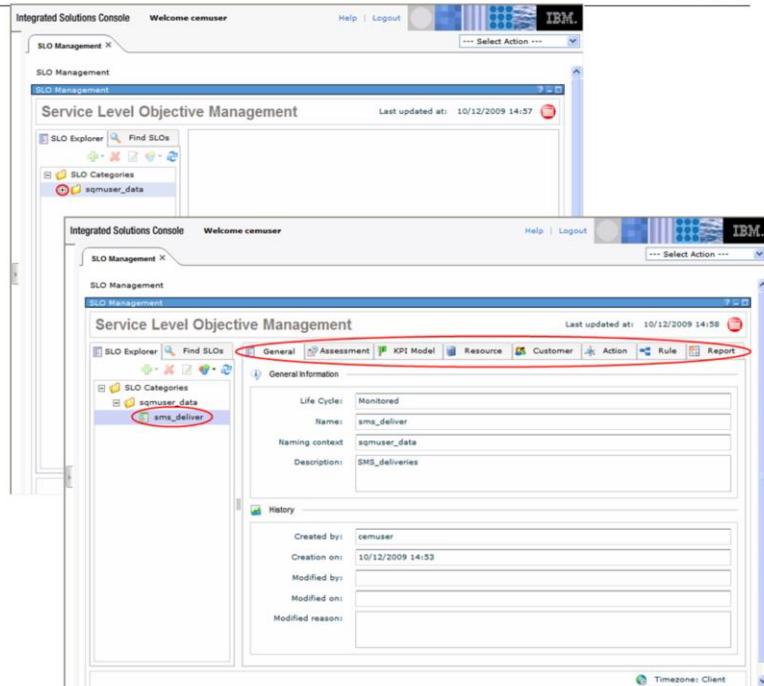
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SLO activation.

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



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Customer experience manager service level object creation

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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 service level objective category
 - Create an service level objective

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

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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Netcool Tivoli

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