

IBM Tivoli Netcool Service Quality Manager 4.1

Customer experience manager user management



 software

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IBM® Tivoli® Netcool® Service Quality Manager 4.1: Customer experience manager user management.

This training module is for Tivoli Netcool Service Quality Manager 4.1 customer experience manager user management.

Assumptions

- You have Tivoli Netcool Service Quality Manager 4.1 installed and running
- You have Tivoli Netcool Customer Experience Manager 4.1.2 installed and running
- You are a user with administrative access to Tivoli Netcool Service Quality Manager

Assumptions.

The assumptions are that you have Tivoli Netcool Service Quality Manager 4.1 and Tivoli Netcool Customer Experience Manager 4.1.2 installed and running and that you are a user with administrative access to Tivoli Netcool Service Quality Manager.

Objectives

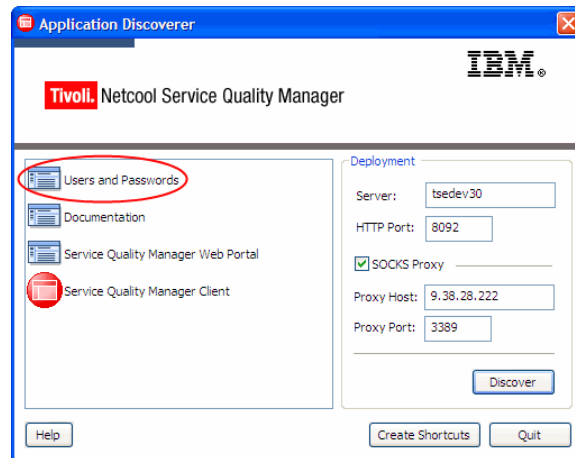
- Upon completion of this module, you should be able to:
 - Create users
 - Manage users

Objectives.

Upon completion of this module, you should be able to create users, and manage users.

Users and passwords

Click the **Users and Passwords** icon in the Application Discoverer window

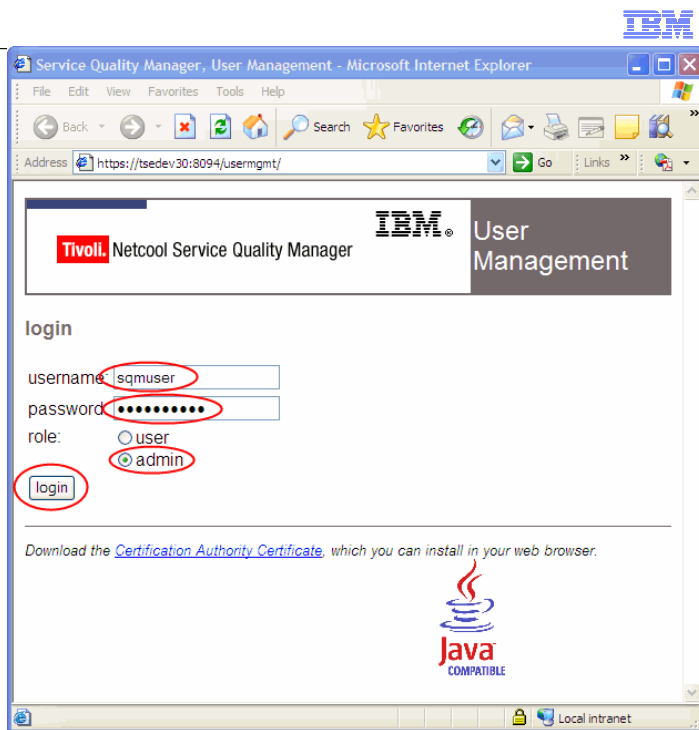


Users and Passwords.

Click the **Users and Passwords** icon in the Application Discoverer window.

Login

- Enter a user name and password with an admin role
- Select **admin**
- Click the **login** button



5

Customer experience manager user management

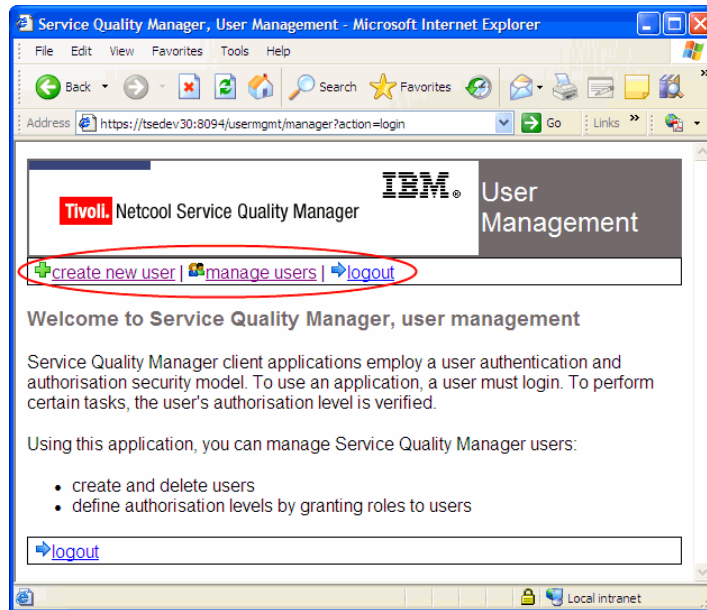
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Login.

Enter a user name and password with an admin role. Select **admin**. Click the **login** button.

Welcome page

- You can create a new user, manage existing users, or log out from the welcome page
- Click the **create new user** link



Welcome page.

You can create a new user, manage existing users, or log out from the welcome page. Click the **create new user** link.

Create new user page

You can enter name, user ID, e-mail, roles, password, and description information on the create new user page

7
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Create new user page.

You can enter name, user ID, e-mail, roles, password, and description information on the create new user page.

Name, user ID, e-mail, password, and description

- Enter the name **John Smith**
- Enter user ID **jsmith**
- Enter the e-mail address jsmith@ibm.com
- Enter and confirm a password
- Enter the description **Example user**

IBM Netcool Service Quality Manager User Management

[create new user](#) | [manage users](#) | [logout](#)

Please enter user details:

First name:

Last name:

User id:

Email:

Roles:

- ☐ SLA Template Management
- ☐ CEM Analysis
- ☐ CEM SLO Monitor
- ☐ CEM SLO Manager
- ☐ Business Objects Report Management
- ☐ SLA Provisioning
- ☐ KQI Analyzing
- ☐ Party Management
- ☐ Service Quality Manager User Management
- ☐ Access to Service Quality Management
- ☐ SLA Monitoring
- ☐ Alarm Monitoring
- ☐ Service Quality Management Audit
- ☐ SQM Modelling
- ☐ Service Modelling
- ☐ SLA Web Monitor

Password:

Confirm password:

Description:

[logout](#)

Name, user ID, e-mail, password, and description.

Enter the name **John Smith**. Enter user ID **jsmith**. Enter the e-mail address **jsmith@ibm.com**. Enter and confirm a password. Enter the description **Example user**.

Tivoli Netcool customer experience manager user roles

- You can select user roles
- The user roles associated with Tivoli Netcool customer experience manager are shown selected

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[create new user](#) [manage users](#) [logout](#)

Please enter user details:

First name: John
Last name: Smith
User id: jsmith
Email: jsmith@ibm.com

Roles:

- ☐ SLA Template Management
- ☒ CEM Analysis
- ☒ CEM SLO Monitor
- ☒ CEM SLO Manager
- ☐ Business Objects Report Management
- ☐ SLA Provisioning
- ☐ KQI Analyzing
- ☐ Party Management
- ☒ Service Quality Manager User Management
- ☒ Access to Service Quality Management
- ☐ SLA Monitoring
- ☐ Alarm Monitoring
- ☐ Service Quality Management Audit
- ☐ SQM Modelling
- ☐ Service Modelling
- ☐ SLA Web Monitor

Password:
Confirm password:

Description: Example user

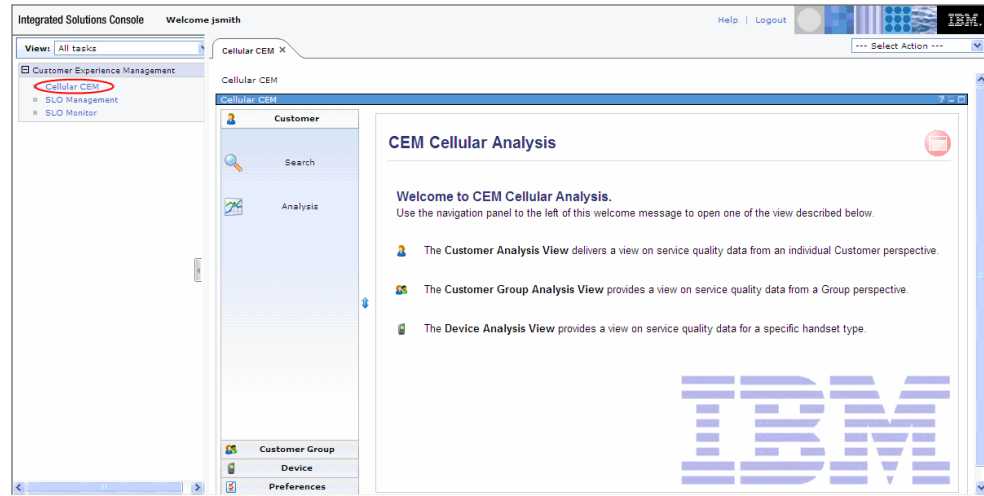
[create user](#) [logout](#)

Tivoli Netcool Customer Experience Manager user roles.

You can select user roles. The user roles associated with Tivoli Netcool Customer Experience Manager are shown selected.

CEM analysis

The CEM Analysis user role can access CEM cellular analysis from customer experience management



10

Customer experience manager user management

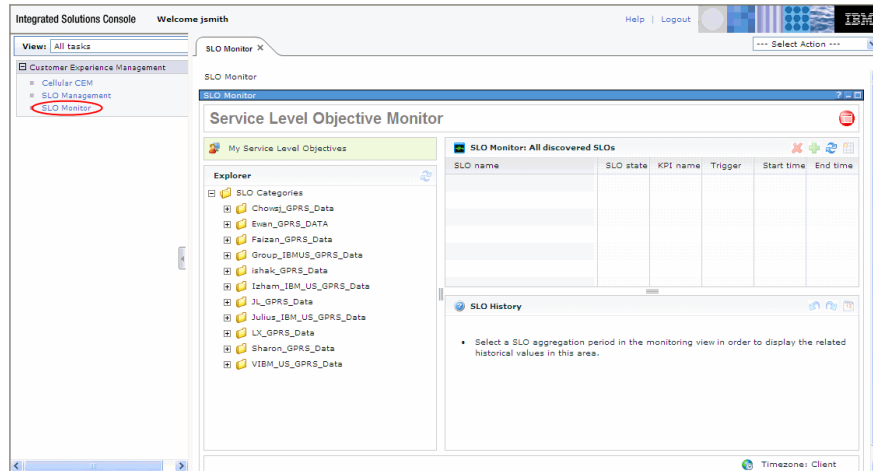
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CEM Analysis.

The CEM Analysis user role can access CEM Cellular Analysis from Customer Experience Management.

CEM SLO monitor

The CEM SLO Monitor user role can access the service level objective monitor from customer experience management

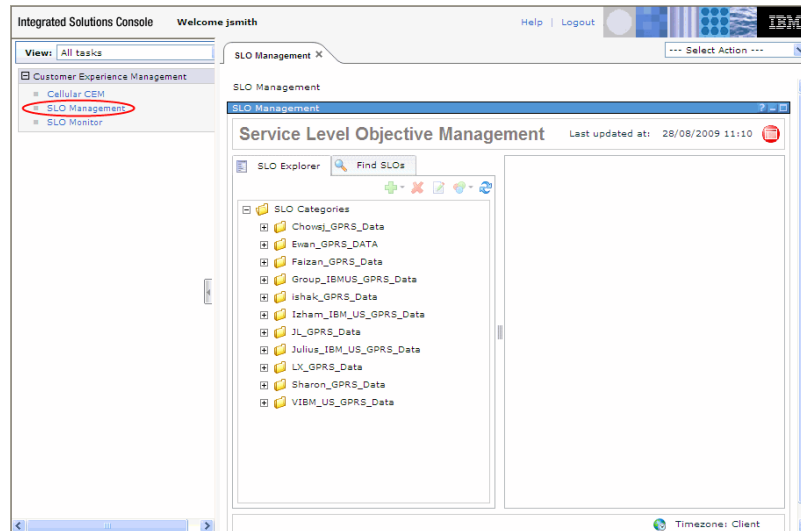


CEM SLO Monitor.

The CEM SLO Monitor user role can access Service Level Objective Monitor from Customer Experience Management.

CEM SLO management

The CEM SLO Management user role can access service level objective management from customer experience management



CEM SLO Management.

The CEM SLO Management user role can access Service Level Objective Management from Customer Experience Management.

Service Quality Manager user management role

- The Service Quality Manager user management user role is selected
- The Service Quality Manager user management user role can create, delete, and update names and passwords of users

The screenshot shows the IBM Tivoli Netcool Service Quality Manager User Management web interface. The header includes the IBM logo and the text "Tivoli Netcool Service Quality Manager" and "User Management". Below the header are links for "create new user", "manage users", and "logout". The main section is titled "Please enter user details:" and contains the following fields and options:

- First name: John
- Last name: Smith
- User id: jsmith
- Email: jsmith@ibm.com
- Roles: A list of roles with checkboxes. The "Service Quality Manager User Management" role is checked.
- Password: A masked field (dots).
- Confirm password: A masked field (dots).
- Description: A text area with the value "Example user".

At the bottom of the form are buttons for "create user" and "logout".

13

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Service Quality Manager User Management role.

The Service Quality Manager User Management user role is selected. The Service Quality Manager User Management user role can create, delete, and update names and passwords of users.

Create user

- Select Tivoli Netcool customer experience manager user roles without administrative privileges
- Click the **create user** button

14
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Create user.

Select Tivoli Netcool Customer Experience Manager user roles without admin privileges.
Click the **create user** button.

Successfully created user

A confirmation message is displayed when the user is successfully created

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Tivoli Netcool Service Quality Manager

IBM User Management

[create new user](#) | [manage users](#) | [logout](#)

Successfully created user: jsmith

First name:

Last name:

User id:

Email:

Roles:

☐ SLA Template Management

☐ CEM Analysis

☐ CEM SLO Monitor

☐ CEM SLO Manager

☐ Business Objects Report Management

☐ SLA Provisioning

☐ KQI Analyzing

☐ Party Management

☐ Service Quality Manager User Management

☐ Access to Service Quality Management

☐ SLA Monitoring

☐ Alarm Monitoring

☐ Service Quality Management Audit

☐ SQM Modelling

☐ Service Modelling

☐ SLA Web Monitor

Password:

Confirm password:

Description:

create user

[logout](#)

15

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Successfully created user.

A confirmation message is displayed when the user is successfully created.

Manage users

Click the **manage users** link

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Tivoli Netcool Service Quality Manager

IBM User Management

[create new user](#) [manage users](#) [logout](#)

Successfully created user: jsmith

First name:

Last name:

User id:

Email:

Roles:

☐ SLA Template Management

☐ CEM Analysis

☐ CEM SLO Monitor

☐ CEM SLO Manager

☐ Business Objects Report Management

☐ SLA Provisioning

☐ KQI Analyzing

☐ Party Management

☐ Service Quality Manager User Management

☐ Access to Service Quality Management

☐ SLA Monitoring

☐ Alarm Monitoring

☐ Service Quality Management Audit

☐ SQM Modelling

☐ Service Modelling

☐ SLA Web Monitor

Password:

Confirm password:

Description:

create user

logout

16

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Manage users.

Click the **manage users** link.

User summary

The User summary page displays users, user IDs, and user roles

The screenshot shows the IBM Tivoli Netcool Service Quality Manager User Management interface. At the top, there's a header with the IBM logo and 'User Management'. Below the header, there are links for 'create new user', 'manage users', and 'logout'. The main section is titled 'User summary' and features a 'Role Filter' dropdown set to '-All-'. Below this is a table with columns 'Name', 'ID', and 'Roles'. The table lists five users: John Smith (jsmith), Michael Chen (sqmuser), SWV Administrator (swvadm), Tivoli User (tivoli), and User Administrator (useradm). Each user entry includes a small icon and a list of roles. At the bottom of the table, there is a 'logout' link.

Name	ID	Roles
John Smith	jsmith	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Michael Chen	sqmuser	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
SWV Administrator	swvadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
Tivoli User	tivoli	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
User Administrator	useradm	Service Quality Manager User Management

User summary.

The User summary page displays users, user IDs, and user roles.

User summary: Role filter

You can display users with a particular user role

The screenshot shows the IBM Tivoli Netcool Service Quality Manager User Management interface. The top navigation bar includes the IBM logo, the text "Tivoli Netcool Service Quality Manager", and "User Management". Below the navigation bar are links for "create new user", "manage users", and "logout". The main section is titled "User summary" and features a "Role Filter" dropdown menu. The dropdown menu is open, showing a list of roles including "SLA Template Management", "CEM Analysis", "CEM SLO Monitor", "CEM SLO Manager", "Business Objects Report Management", "SLA Provisioning", "KQI Analyzing", "Party Management", "Service Quality Manager User Management", "Access to Service Quality Management", "SLA Monitoring", "Alarm Monitoring", "Service Quality Management Audit", "SQM Modelling", "Service Modelling", "SLA Web Monitor", and "Administrator". The "Administrator" role is currently selected. Below the dropdown menu, a table displays user information, including columns for "User", "Role", and "User Management". The table shows a user named "Tivoli User" with the role "Administrator" and a link to "useradm Service Quality Manager User Management".






User summary: Role Filter.

You can display users with a particular user role.

User summary: Modify user

You can modify a user by clicking the **modify user** icon

Click the **modify user** icon

Name	ID	Roles
 John Smith	jsmith	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
 Michael Chen	sqmuser	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
 SWV Administrator	swvadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
 Tivoli User	tivoli	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
 User Administrator	useradm	Service Quality Manager User Management

[logout](#)

User summary: modify user.

You can modify a user by clicking the **modify user** icon. Click the **modify user** icon.

Modify user

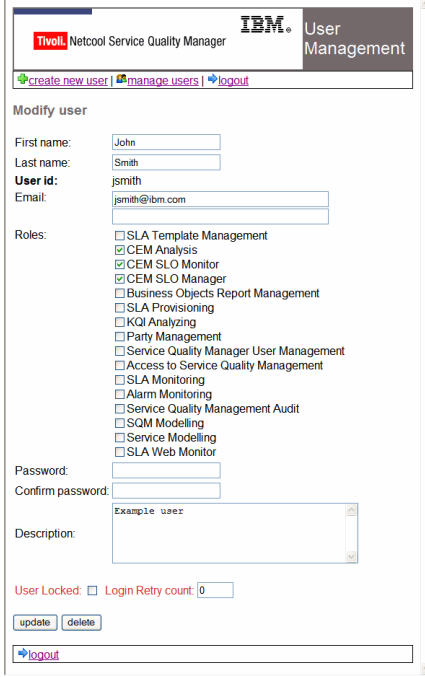
You can edit name, e-mail, roles, password, and description information

You can lock the user

You can set the number of login retries for the user

You can delete the user

Click the **update** button



20
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Modify user.

You can edit name, e-mail, roles, password, and description information. You can lock the user. You can set the number of login retries for the user. You can delete the user. Click the **update** button.

Successfully updated user

A confirmation message is displayed when the user is successfully updated

The screenshot shows the IBM Netcool Service Quality Manager User Management interface. At the top, there is a navigation bar with the IBM logo and the text "User Management". Below this, there are links for "create new user", "manage users", and "logout". A red circle highlights a confirmation message: "Successfully updated user: jsmith". Below this message, there is a "User summary" section with a "Role Filter" dropdown set to "All". A table lists the users and their roles.

Name	ID	Roles
John Smith	jsmith	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Michael Chen	sqmuser	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
SWV Administrator	swvadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
Tivoli User	tivoli	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
User Administrator	useradm	Service Quality Manager User Management

At the bottom of the interface, there is a "logout" link.

21

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Successfully updated user.

A confirmation message is displayed when the user is successfully updated.

Logout

Click the **logout** link to terminate the session

The screenshot shows the IBM Tivoli Netcool Service Quality Manager User Management interface. At the top, there are links for 'create new user', 'manage users', and 'logout'. The 'logout' link is circled in red. Below the links, a message states 'Successfully updated user: jsmith'. Under the 'User summary' section, there is a 'Role Filter' dropdown set to '-All-'. A table lists users with their names, IDs, and roles. At the bottom, there is a 'logout' link.

Name	ID	Roles
John Smith	jsmith	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Michael Chen	sqmuser	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
SWV Administrator	swvadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
Tivoli User	tivoli	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
User Administrator	useradm	Service Quality Manager User Management

22

Customer experience manager user management

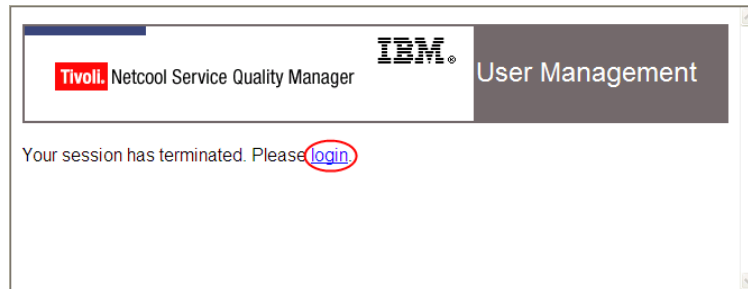
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Logout.

Click the **logout** link to terminate the session.

Login

Click the **login** link to log in with the newly created user



Login.

Click the **login** link to log in with the newly created user.

Summary

- You should now be able to:
 - Create users
 - Manage users

Summary.

You should now be able to create users, and manage users.



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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This module is also available in PDF format at: [./cem_user_management.pdf](http://cem_user_management.pdf)

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