



IBM Tivoli Netcool Service Quality Manager 4.1

Service Quality Manager user management

Tivoli software

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

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

Assumptions

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

Assumptions.

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

Objectives

Upon completion of this module, you should be able to:

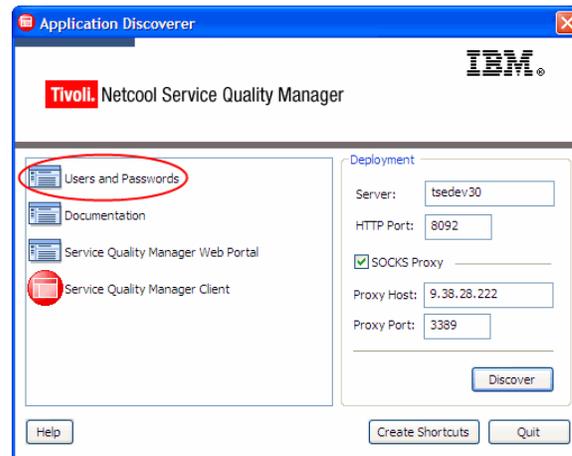
- ▶ Create users
- ▶ Describe user roles
- ▶ Manage users

Objectives.

Upon completion of this module, you should be able to create users, describe user roles, 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 administrative role
- Select **admin**
- Click **login**

Service Quality Manager, User Management - Microsoft Internet Explorer

Address <https://tsedev30:8094/Usermgmt/>

Tivoli Netcool Service Quality Manager IBM User Management

login

username: sqmuser

password:

role: user admin

login

Download the [Certification Authority Certificate](#), which you can install in your web browser.

Java COMPATIBLE

Local intranet

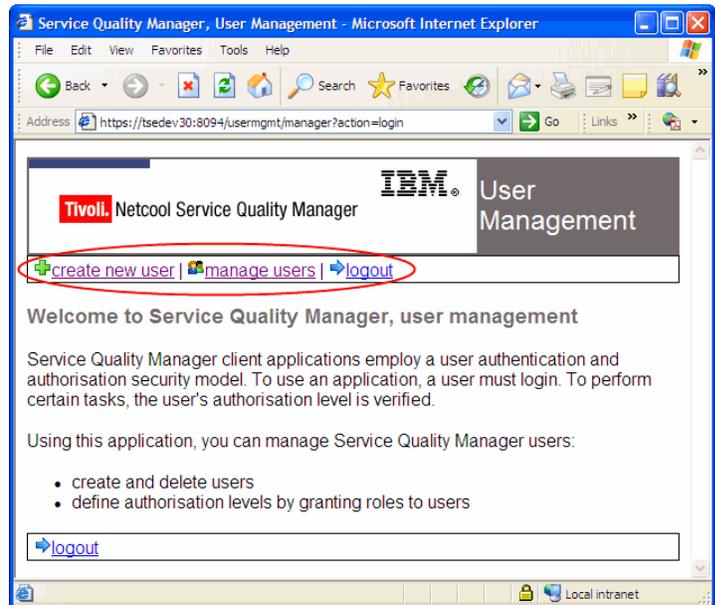
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Login.

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

Welcome page

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



Welcome page.

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

Create new user page

You can enter name, user ID, e-mail, roles, password, and description information

The screenshot shows the 'Create new user' page in the IBM Netcool Service Quality Manager User Management interface. The page has a blue header with the IBM logo and 'User Management' text. Below the header, there are navigation links: 'create new user', 'manage users', and 'logout'. The main content area is titled 'Please enter user details:' and contains several input fields and a list of roles. The roles are listed with checkboxes next to them. At the bottom of the form, there is a 'create user' button and a 'logout' link.

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](#)

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

Tivoli Netcool Service Quality Manager IBM 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](#)

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User management

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

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

SQM user roles

- The user roles associated with SQM are shown selected
- The Access to Service Quality Management user role must be assigned to every user to allow access to SQM

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](#)

SQM user roles.

The user roles associated with SQM are shown selected. The Access to Service Quality Management user role must be assigned to every user to allow access to SQM.

Roles for monitoring

- User roles for monitoring are shown selected
- The Business Objects Report Management user role can open Business Objects reports

Tivoli Netcool Service Quality Manager IBM 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:

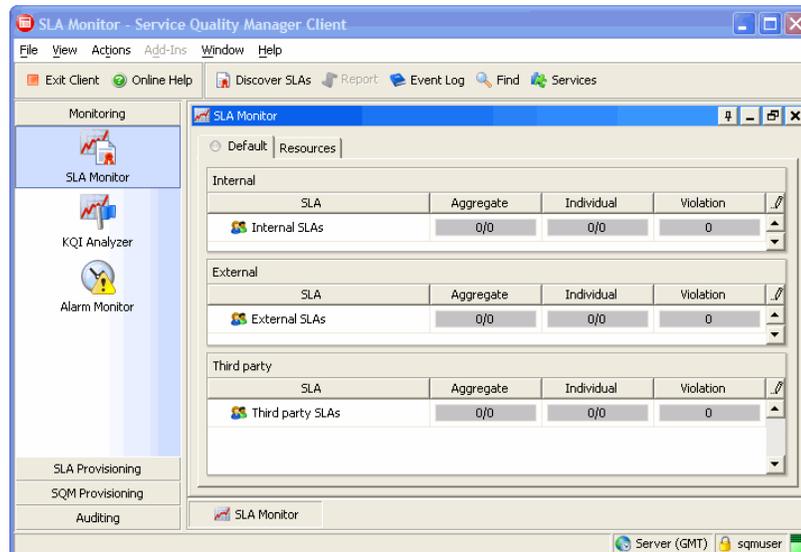
[logout](#)

Roles for monitoring.

User roles for monitoring are shown selected. The Business Objects Report Management user role can open Business Objects reports.

Roles for monitoring: SLA Monitor

The SLA Monitoring user role can access SLA Monitor from the Monitoring tab



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User management

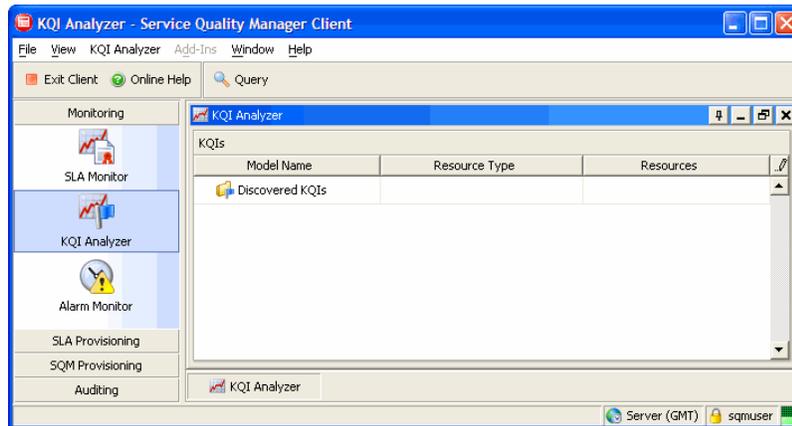
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Roles for monitoring: SLA Monitor.

The SLA Monitoring user role can access SLA Monitor from the Monitoring tab.

Roles for monitoring: KQI Analyzing

The KQI Analyzing user role can access KQI Analyzer from the Monitoring tab



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User management

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Roles for monitoring: KQI Analyzing.

The KQI Analyzing user role can access KQI Analyzer from the Monitoring tab.

Roles for monitoring: Alarm Monitoring

The Alarm Monitoring user role can access Alarm Monitoring from the Monitoring tab

Sev...	Count	Eve...	Syst...	Syst...	Sub...	Status	Acc...	Top...	Eve...
Warning	1	Adapte...	SQM A...	cem_gp...	Missed ...	Unspeci...			Jul 24, ...
Warning	1	Adapte...	SQM A...	cem_gp...	Missed ...	Unspeci...			Jul 24, ...
Warning	1	Adapte...	SQM A...	ip_vpn...	Missed ...	Unspeci...			Jul 25, ...
Warning	1	Adapte...	SQM A...	cem_gp...	Missed ...	Unspeci...			Jul 24, ...
Warning	1	Adapte...	SQM A...	cem_gp...	Missed ...	Unspeci...			Jul 24, ...
Warning	1	Adapte...	SQM A...	cem_gp...	Missed ...	Unspeci...			Jul 24, ...
Warning	1	Adapte...	SQM A...	ip_vpn...	Missed ...	Unspeci...			Jul 23, ...
Warning	1	Adapte...	SQM A...	ip_vpn...	Missed ...	Unspeci...			Jul 25, ...
Critical	737	SLA As...	SLA Cla...	Sales E...	IPVPN_...	Unspeci...	100.0		Jul 31, ...

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User management

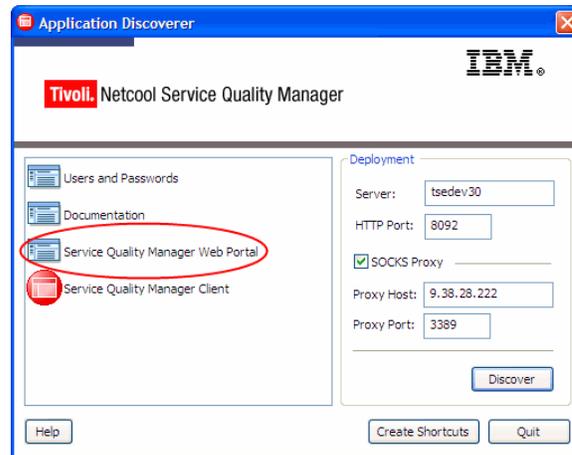
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Roles for monitoring: Alarm Monitoring.

The Alarm Monitoring user role can access Alarm Monitoring from the Monitoring tab.

Roles for monitoring: SLA Web Monitor

The SLA Web Monitor user role can access the Service Quality Manager Web Portal from the Application Discoverer



Roles for monitoring: SLA Web Monitor.

The SLA Web Monitor user role can access the Service Quality Manager Web Portal from the Application Discoverer.

Roles for provisioning

User roles for provisioning are shown selected

Tivoli. Netcool Service Quality Manager IBM. 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](#)

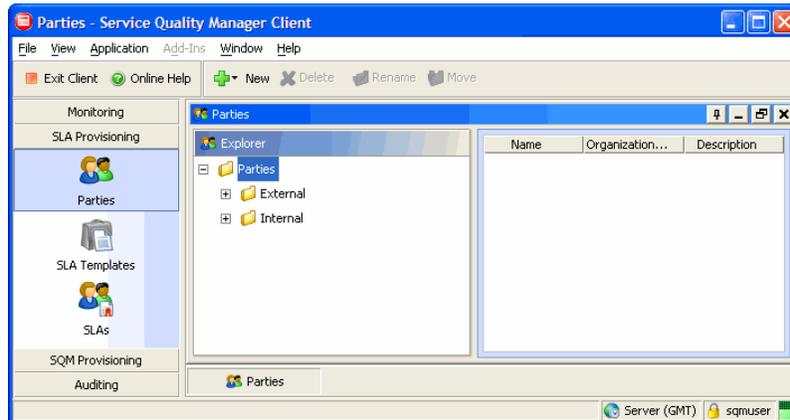
User management © 2010 IBM Corporation 15

Roles for provisioning.

User roles for provisioning are shown selected.

Roles for provisioning: Party Management

The Party Management user role can access Party Management from the SLA Provisioning tab



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User management

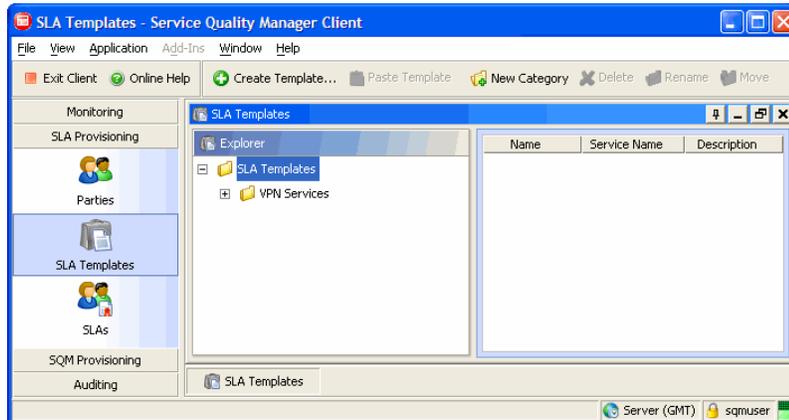
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Roles for provisioning: Party Management.

The Party Management user role can access Party Management from the SLA Provisioning tab.

Roles for provisioning: SLA Template Management

The SLA Template Management user role can access SLA Template Management from the SLA Provisioning tab



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User management

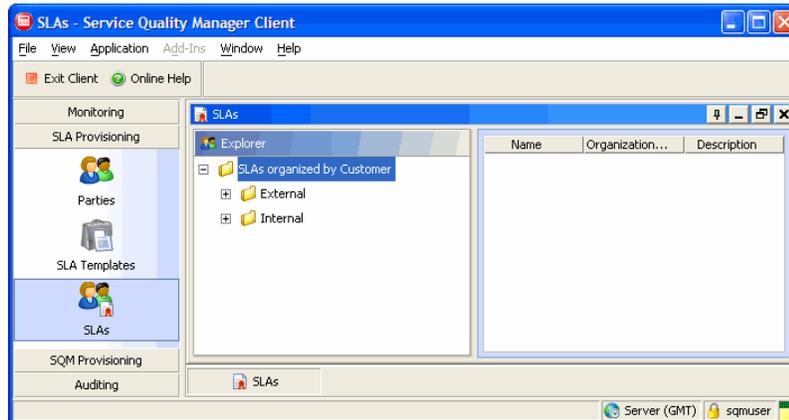
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Roles for provisioning: SLA Template Management.

The SLA Template Management user role can access SLA Template Management from the SLA Provisioning tab.

Roles for provisioning: SLA Provisioning

The SLA Provisioning user role can access SLA Provisioning from the SLA Provisioning tab

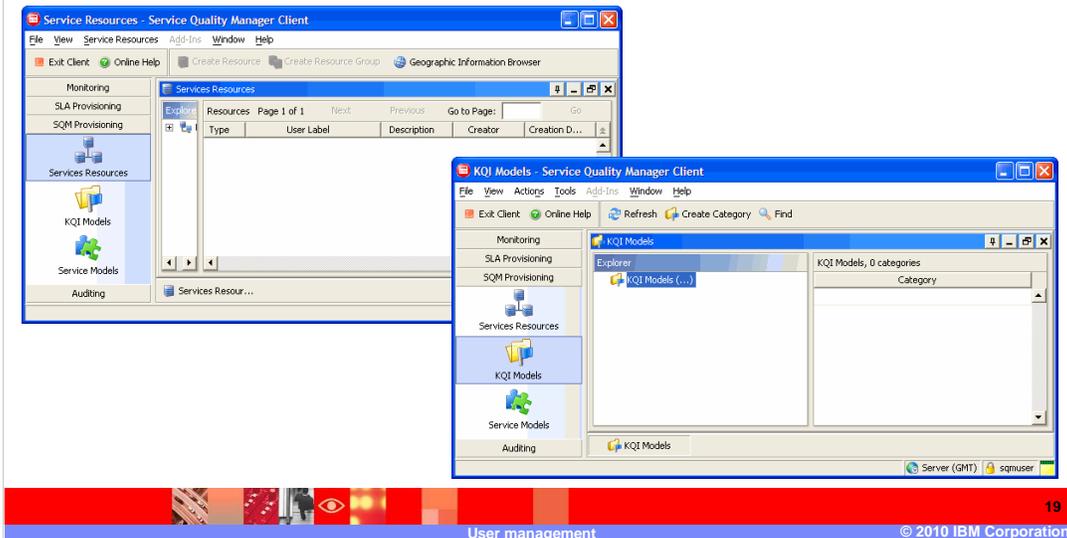


Roles for provisioning: SLA Provisioning.

The SLA Provisioning user role can access SLA Provisioning from the SLA Provisioning tab.

Roles for provisioning: SQM Modeling

The SQM Modeling user role can access Service Resources and KQI Model Editor from the SQM Provisioning tab

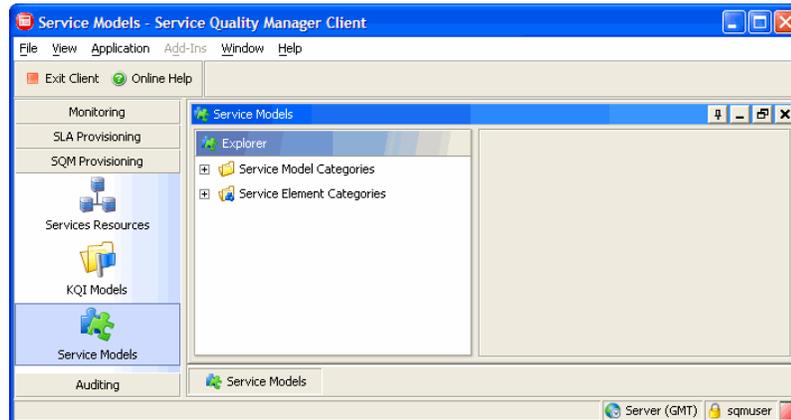


Roles for provisioning: SQM Modeling.

The SQM Modeling user role can access Service Resources and KQI Model Editor from the SQM Provisioning tab.

Roles for provisioning: Service Modeling

The Service Modeling user role can access Service Models from the SQM Provisioning tab

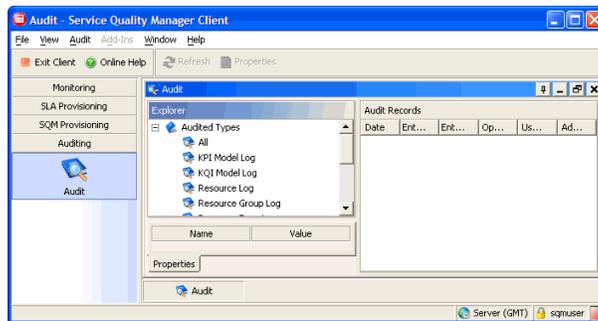


Roles for provisioning: Service Modeling.

The Service Modeling user role can access Service Models from the SQM Provisioning tab.

Auditing role

- The Service Quality Management Audit user role is selected
- The Service Quality Management Audit user role can access Audit Manager from the Auditing tab



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User management

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Auditing role.

The Service Quality Management Audit user role is selected. The Service Quality Management Audit user role can access Audit Manager from the Auditing tab.

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

Tivoli, 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](#)

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User management

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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 password of users.

Create user

- Select all Service Quality Manager user roles
- Click **create user**

The screenshot displays the 'User Management' interface for Tivoli Netcool Service Quality Manager. The page title is 'Create user'. The form includes the following fields and options:

- Navigation:** [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:
- Buttons:** [create user](#) (circled in red), [logout](#)

The footer of the interface shows 'User management' and '© 2010 IBM Corporation'.

Create user.

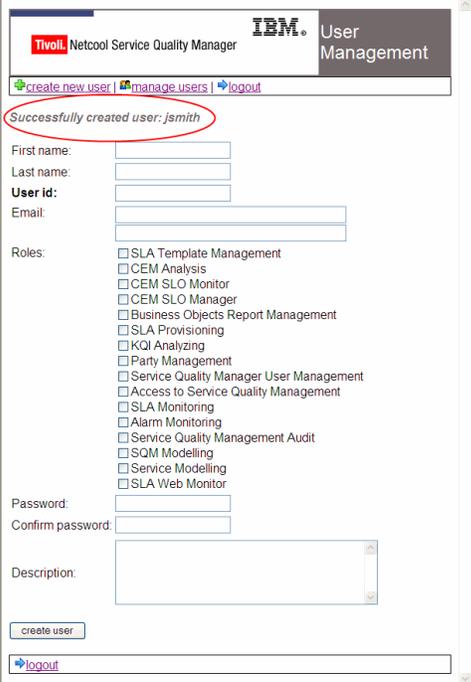
Select all Service Quality Manager user roles. Click **create user**.

IBM Software Group | Tivoli software

IBM

Successfully created user

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



The screenshot shows the 'User Management' interface in the Tivoli Netcool Service Quality Manager. At the top, there are navigation links: 'create new user', 'manage users', and 'logout'. A confirmation message is displayed: 'Successfully created user: jsmith', which is circled in red. Below this message are several form fields: 'First name', 'Last name', 'User id', and 'Email'. A 'Roles' section contains a list of roles with checkboxes, 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', and 'SLA Web Monitor'. There are also 'Password' and 'Confirm password' fields, and a 'Description' text area. At the bottom of the form area, there is a 'create user' button and another 'logout' link. The footer of the page includes 'User management' and '© 2010 IBM Corporation'.

Successfully created user.

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

Manage users

Click **manage users**

Manage users.

Click **manage users**.

User summary

The user summary page shows users, user IDs, and user roles

The screenshot displays the 'User Management' interface for Tivoli Netcool Service Quality Manager. It features a navigation bar with 'create new user', 'manage users', and 'logout' links. Below this is a 'User summary' section with a 'Role Filter' dropdown set to '-All-'. The main content is a table listing users with their names, IDs, and roles.

Name	ID	Roles
CEM User	cemuser	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Customer Care	customercare	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
John Smith	jsmith	SLA Template Management, 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
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	swadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
CEM User	user01	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
User Administrator	useradm	Service Quality Manager User Management

At the bottom of the table, there is a 'logout' link.

User summary.

The user summary page shows users, user IDs, and user roles.

User summary: Role filter

You can show users with a particular user role

User Management

create new user | manage users | logout

User summary

Role Filter: -All-

Na			SLA Template Management
CE			CEM Analysis, CEM SLO Monitor, CEM SLO Manager, CEM SLO Monitor, CEM SLO
Cu			Business Objects Report Management, CEM SLO Monitor, CEM SLO
Joh			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
Michael Chen	sqmuser		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
CEM User	user01		CEM Analysis, CEM SLO Monitor, CEM SLO Manager
User Administrator	useradm		Service Quality Manager User Management

logout

User summary: Role Filter.

You can show 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

Tivoli Netcool Service Quality Manager IBM User Management

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

User summary

Role Filter:

Name	ID	Roles
CEM User	cemuser	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Customer Care	customercare	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
John Smith	jsmith	SLA Template Management, 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
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	swadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
CEM User	user01	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
User Administrator	useradm	Service Quality Manager User Management

[logout](#)

User management 28 © 2010 IBM Corporation

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 **update**

The screenshot shows the 'Modify user' form in the IBM Netcool Service Quality Manager User Management interface. The form includes the following fields and options:

- 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:** [Empty field]
- Confirm password:** [Empty field]
- Description:** Example user
- User Locked:** **Login Retry count:** 0

Buttons: update, delete, logout

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 **update**.

Successfully updated user

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

The screenshot shows the 'User Management' interface in the IBM Netcool Service Quality Manager. At the top, there are navigation links: 'create new user', 'manage users', and 'logout'. A confirmation message is displayed: 'Successfully updated user: jsmith'. Below this is a 'User summary' section with a 'Role Filter' dropdown set to '-All-'. A table lists the users:

Name	ID	Roles
CEM User	cemuser	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Customer Care	customercare	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
John Smith	jsmith	SLA Template Management, 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
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	swadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
CEM User	user01	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
User Administrator	useradm	Service Quality Manager User Management

At the bottom of the user list, there is a 'logout' link.

Successfully updated user.

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

Logout

Click **logout** to terminate the session

IBM Tivoli Netcool Service Quality Manager User Management

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

Successfully updated user: jsmith

User summary

Role Filter: [-All-]

Name	ID	Roles
CEM User	cemuser	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Customer Care	customercare	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
John Smith	jsmith	SLA Template Management, 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
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
CEM User	user01	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
User Administrator	useradm	Service Quality Manager User Management

[logout](#)

Logout.

Click **logout** to terminate the session.

Login

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



Login.

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

Summary

You should now be able to:

- ▶ Create users
- ▶ Describe user roles
- ▶ Manage users

Summary.

You should now be able to create users, describe user roles, 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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