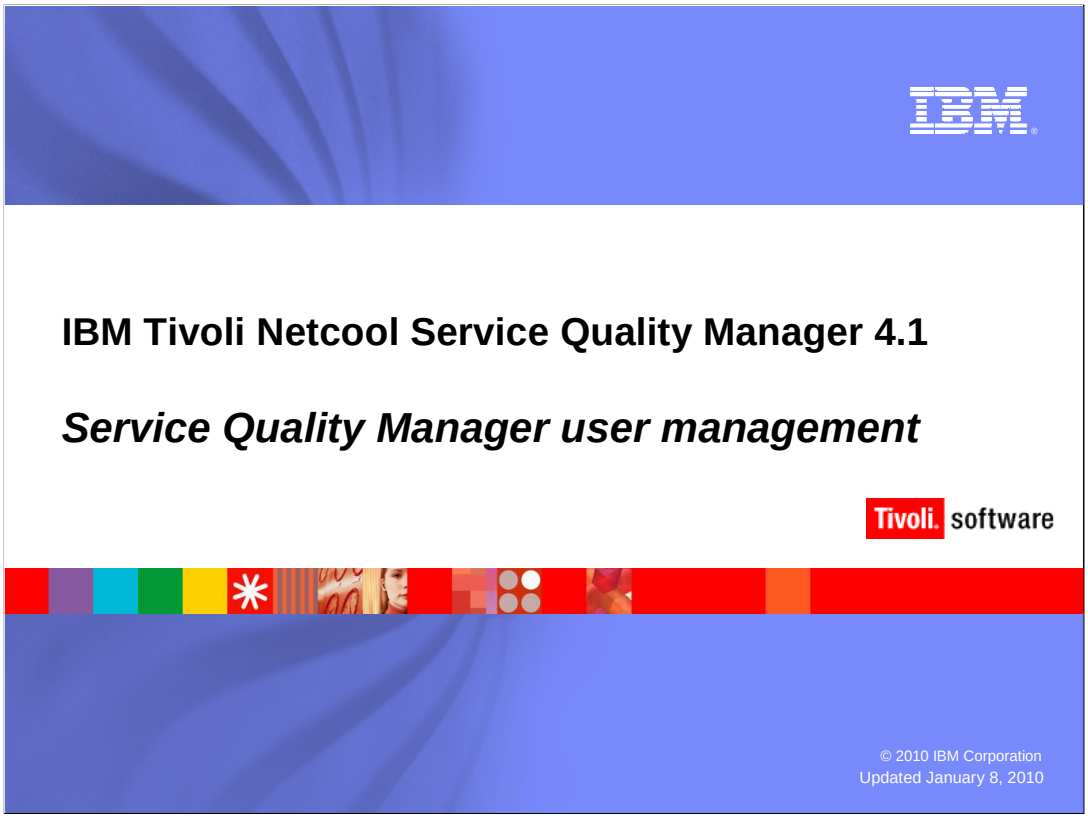
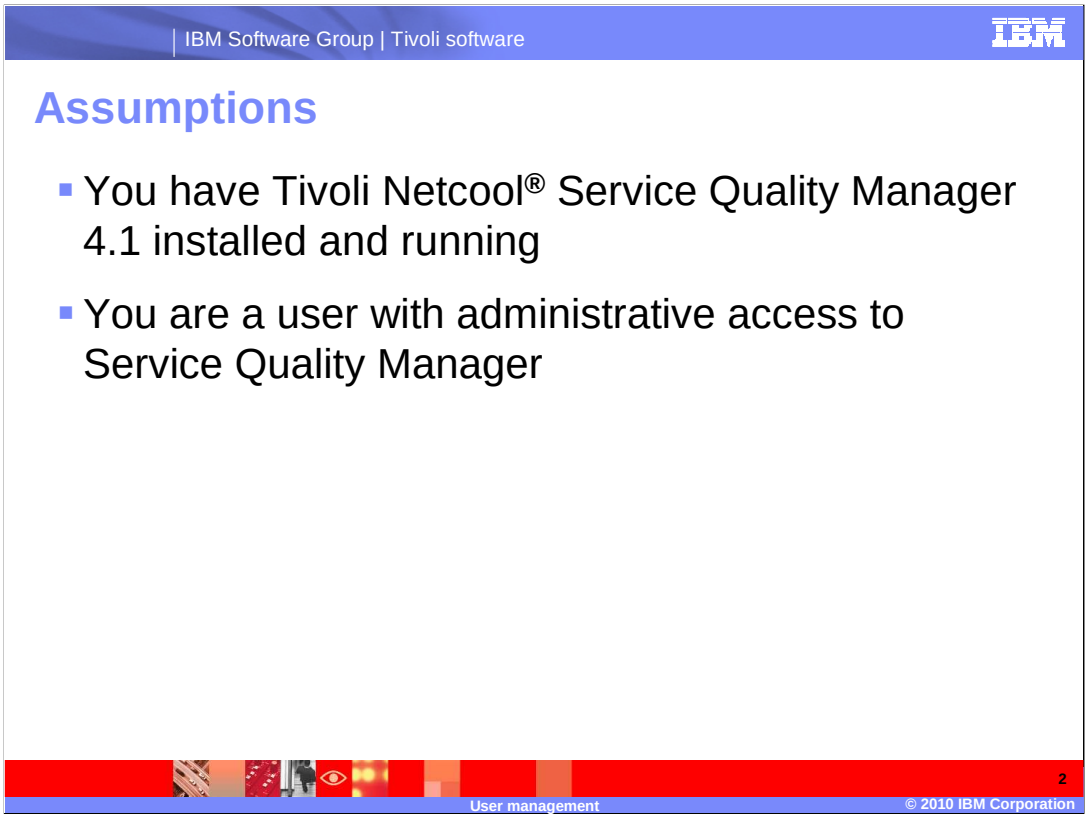


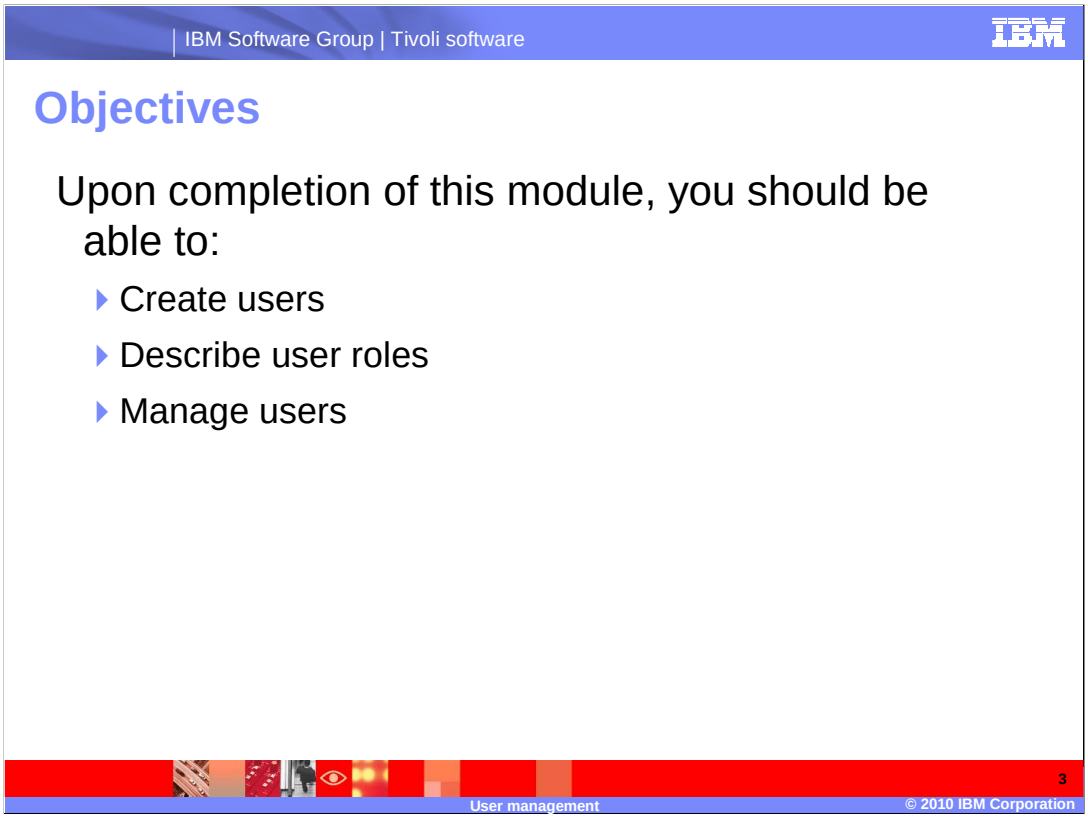
IBM Tivoli Netcool® Service Quality Manager 4.1: Service quality manager user management.

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



Assumptions.

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.

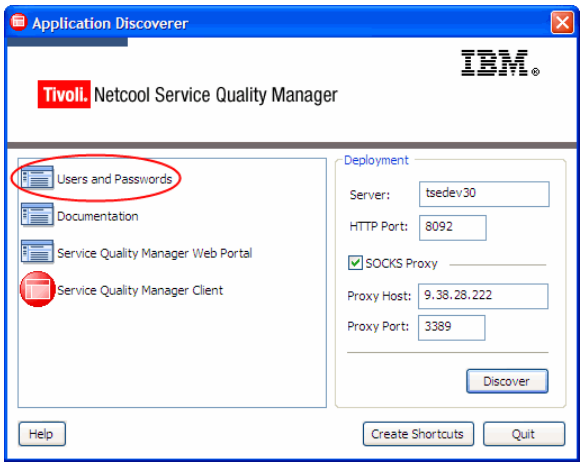


Objectives.

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

Users and passwords

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



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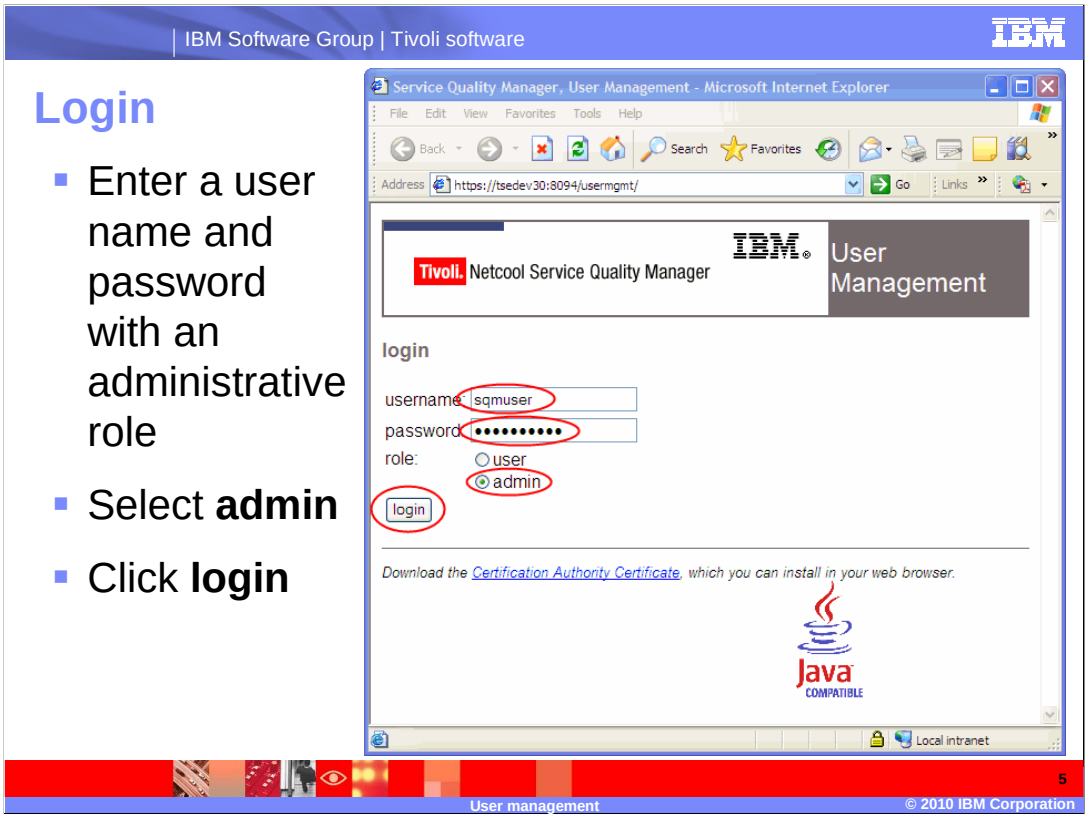
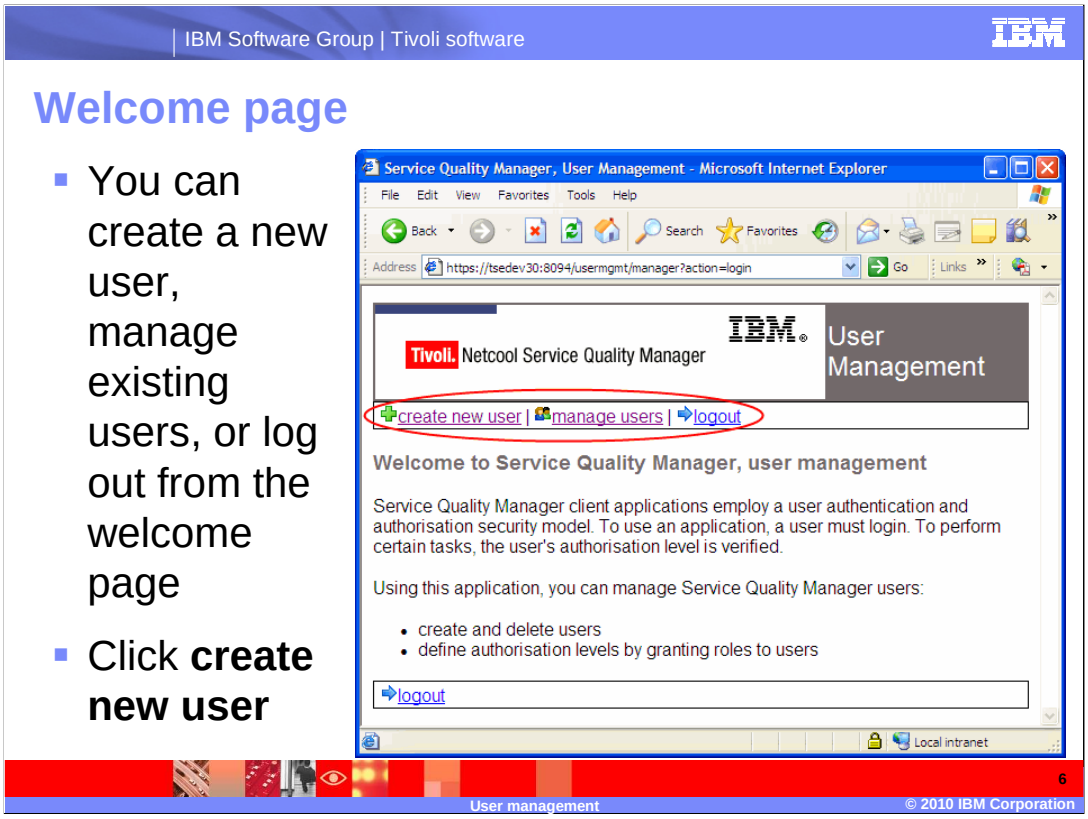
Users and Passwords.

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



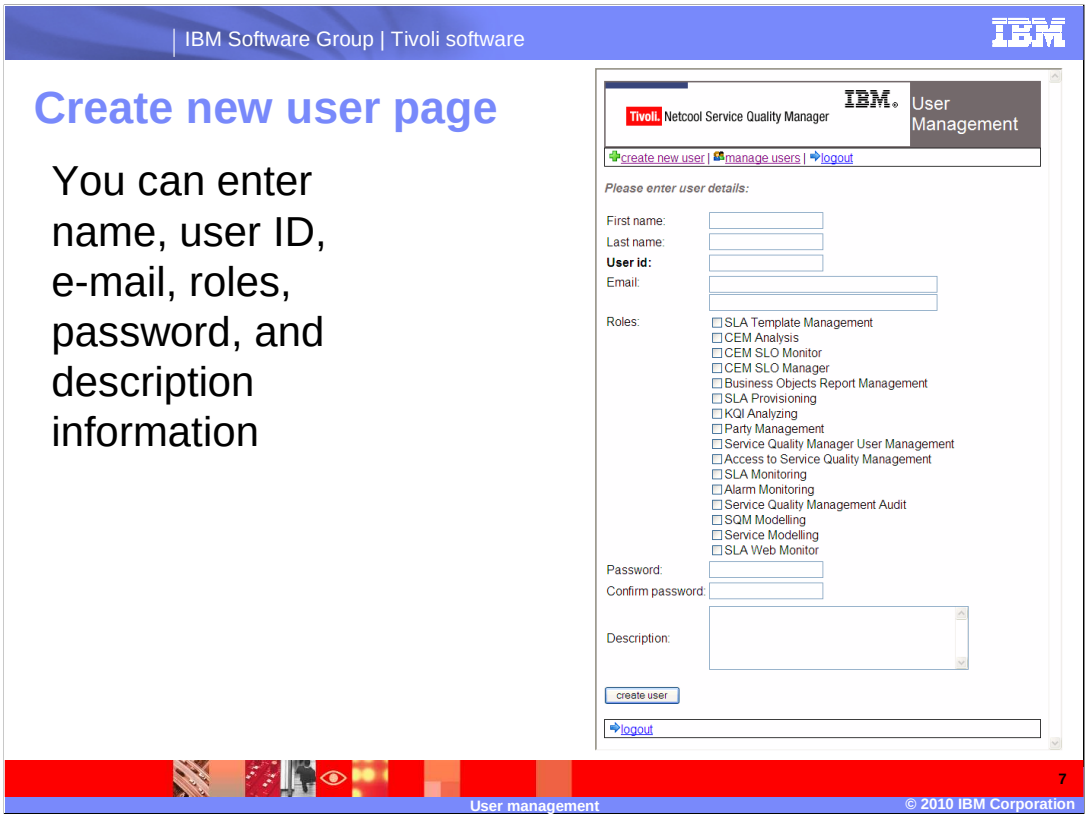
Login.

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



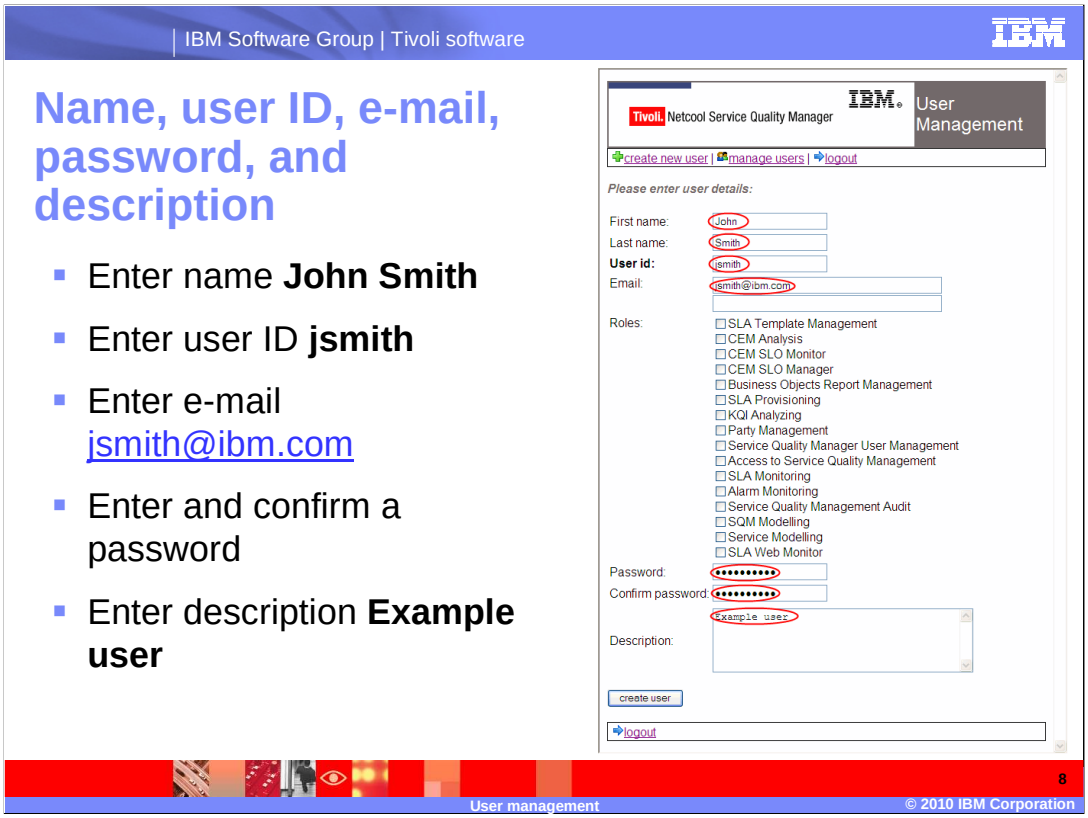
Welcome page.

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



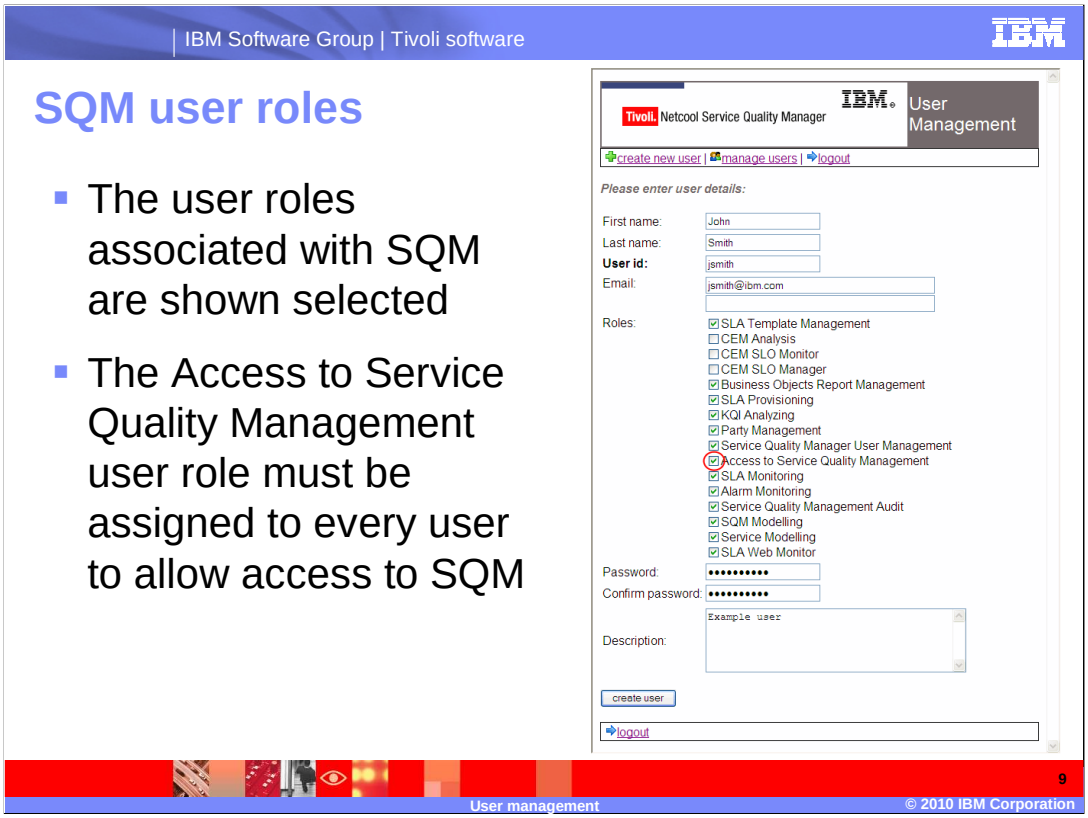
Create new user page.

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

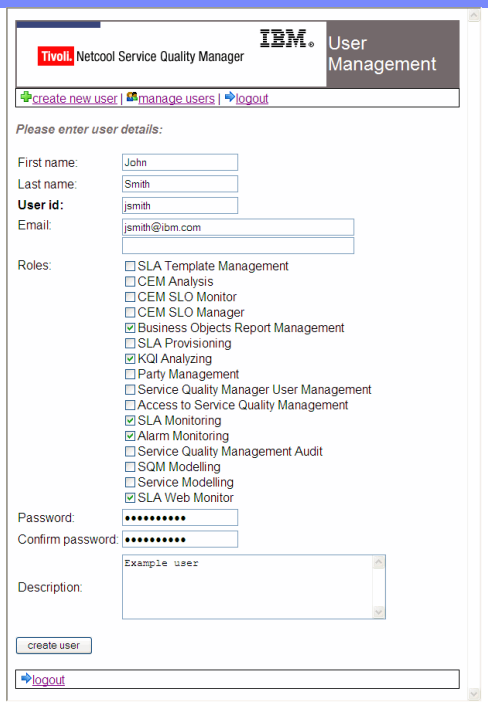


SQM user roles.

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



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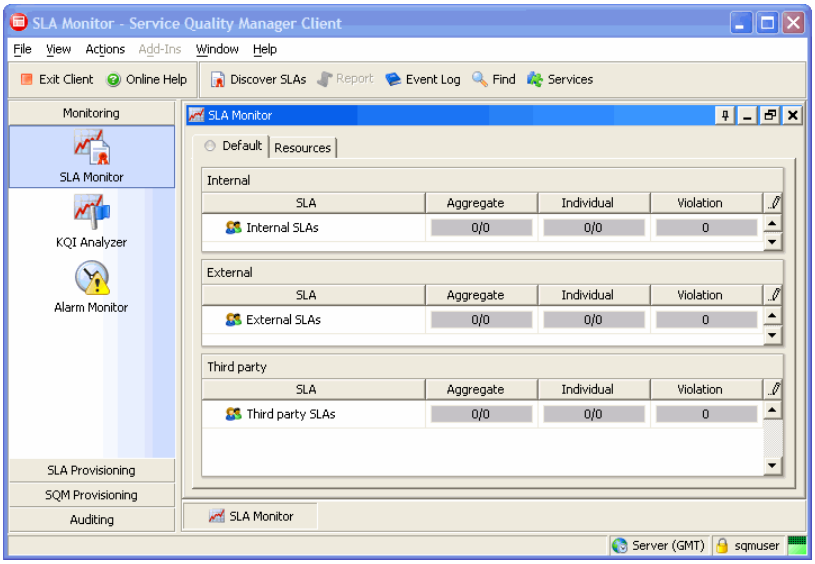
Roles for monitoring.

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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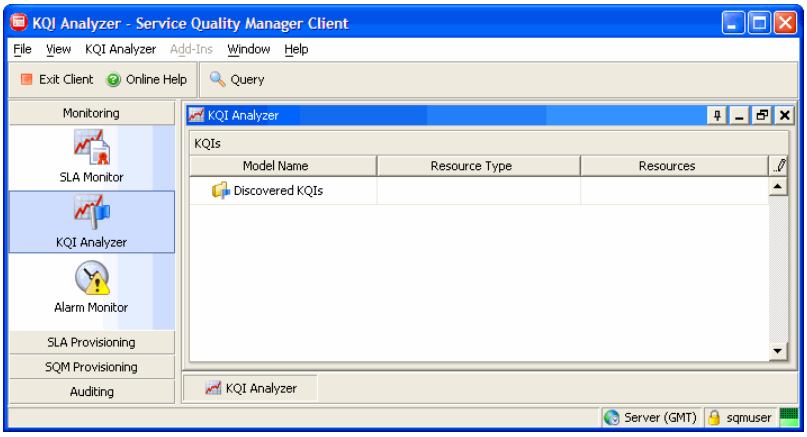
Roles for monitoring: SLA Monitor.

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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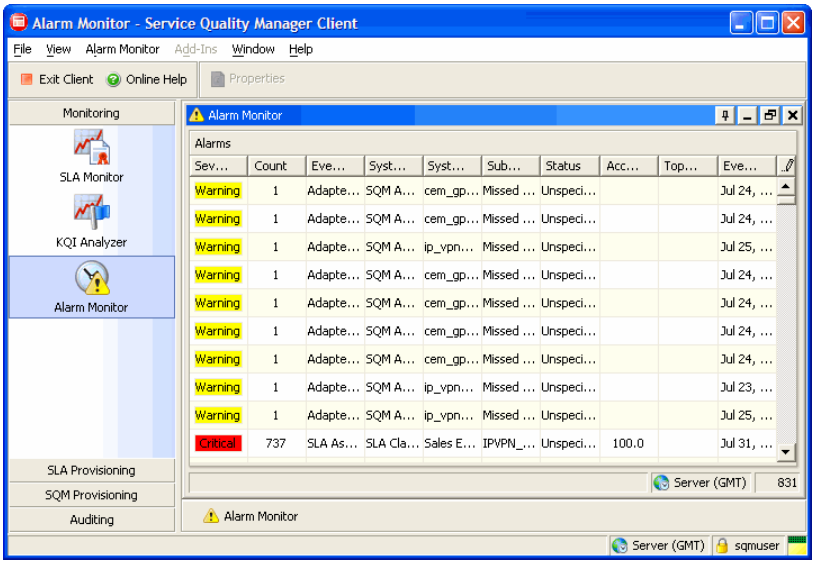
Roles for monitoring: KQI Analyzing.

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



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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

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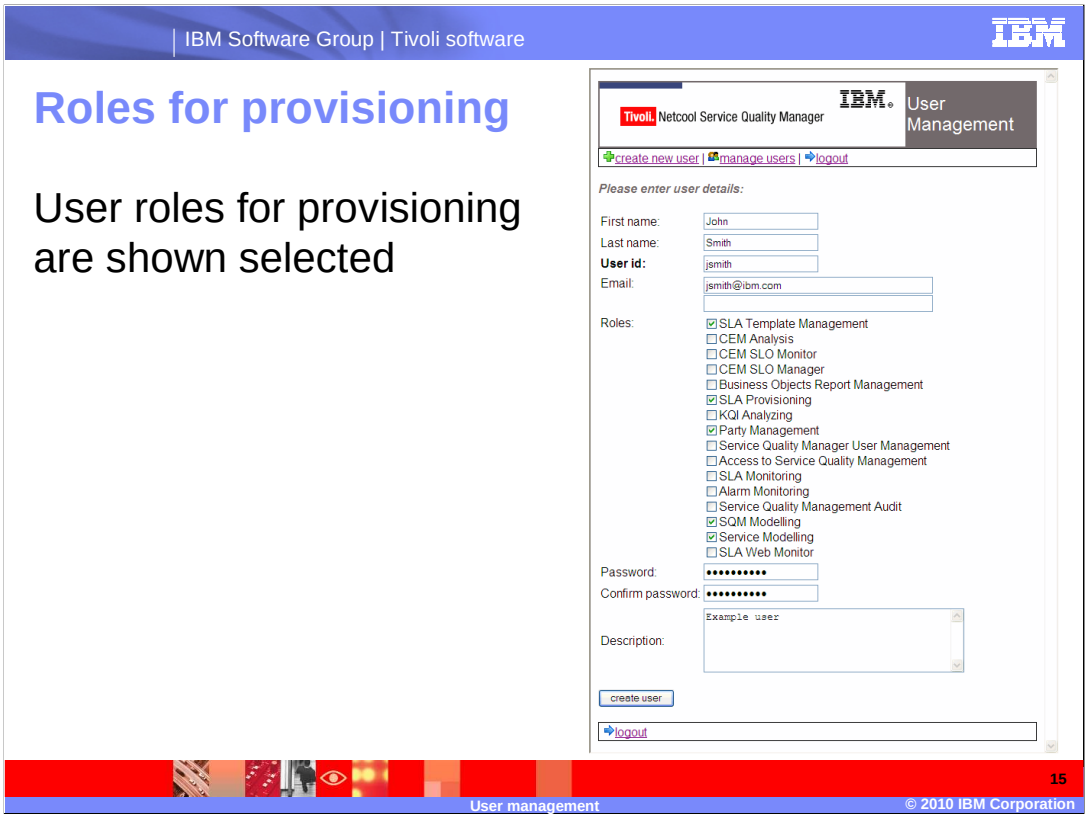
Roles for monitoring: SLA Web Monitor.

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

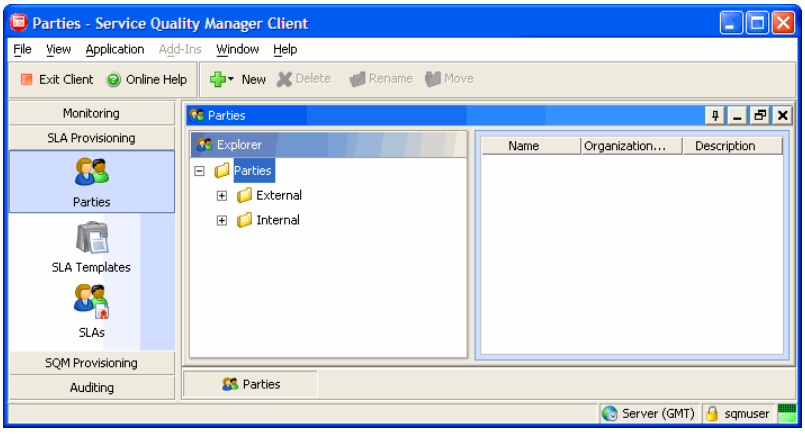


Roles for provisioning.

User roles for provisioning are shown selected.

Roles for provisioning: Party Management

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



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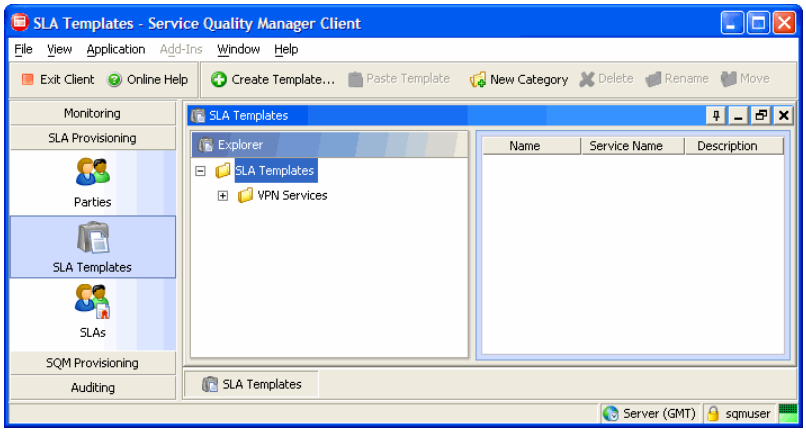
Roles for provisioning: Party Management.

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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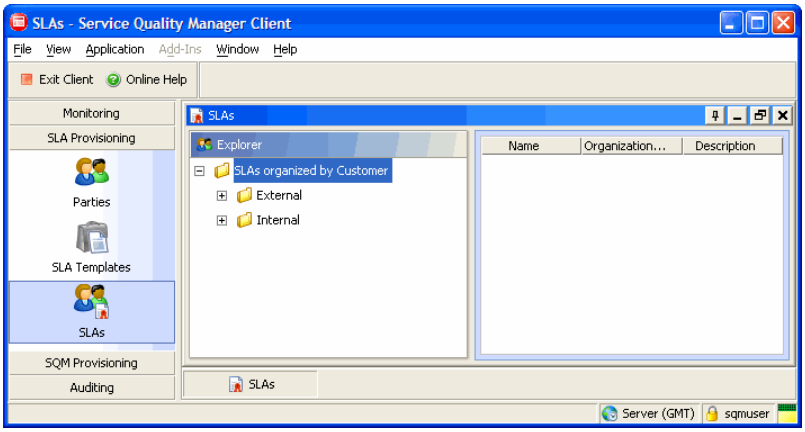
Roles for provisioning: SLA Template Management.

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



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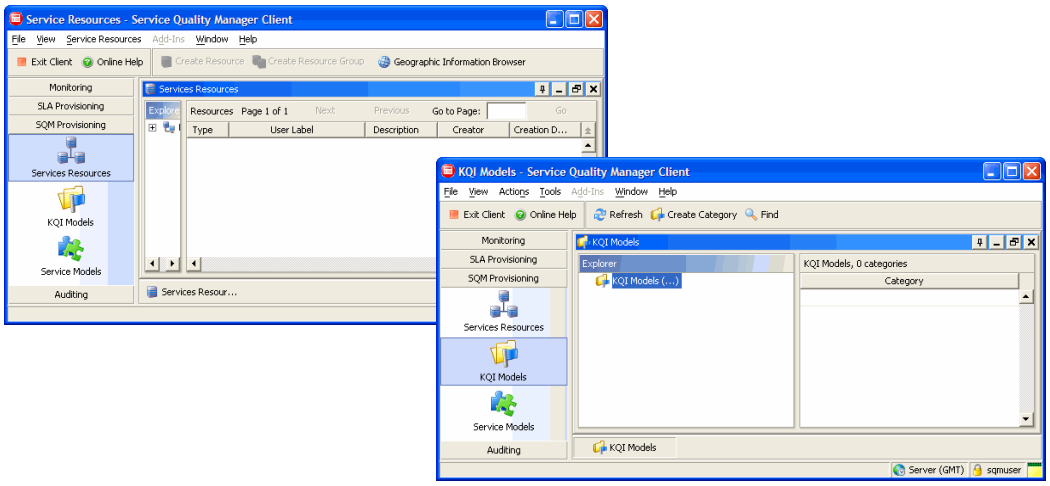
Roles for provisioning: SLA Provisioning.

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



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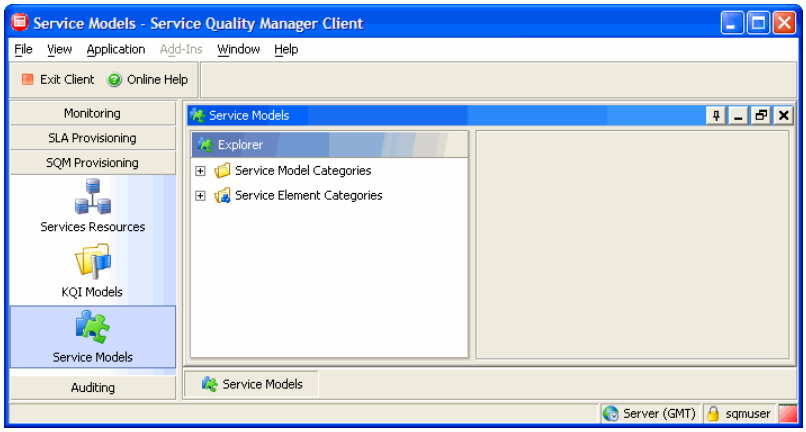
Roles for provisioning: SQM Modeling.

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



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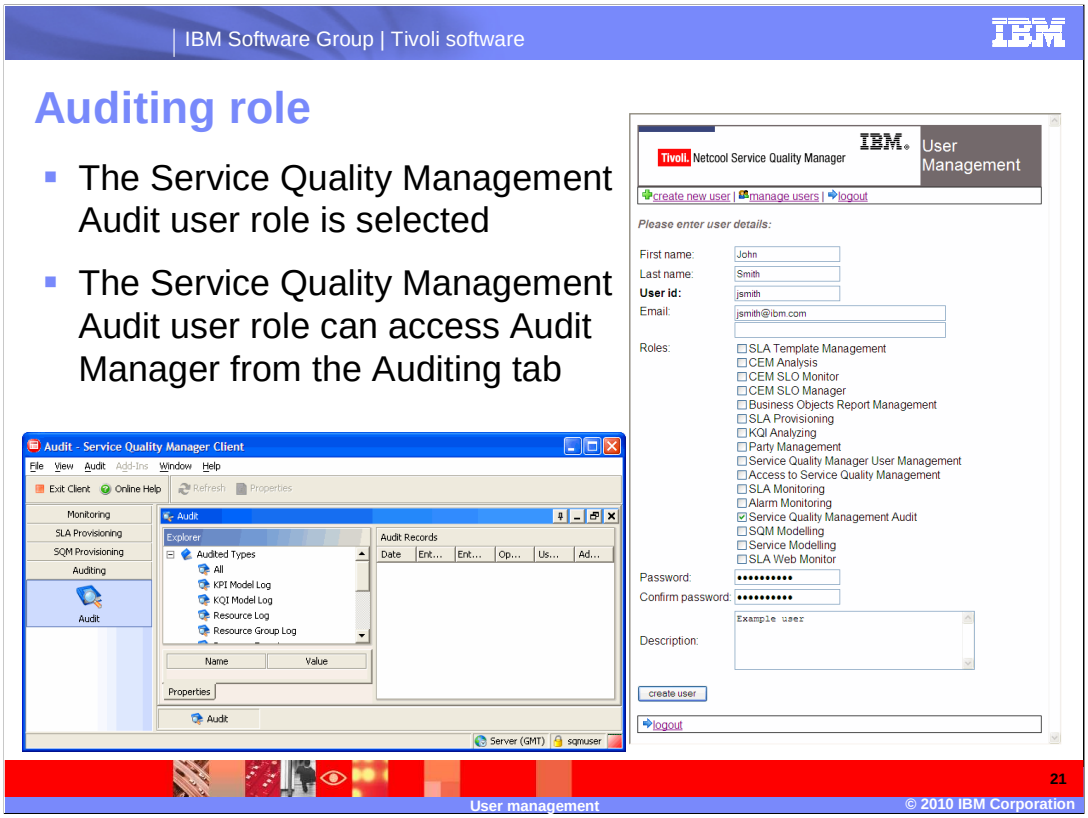
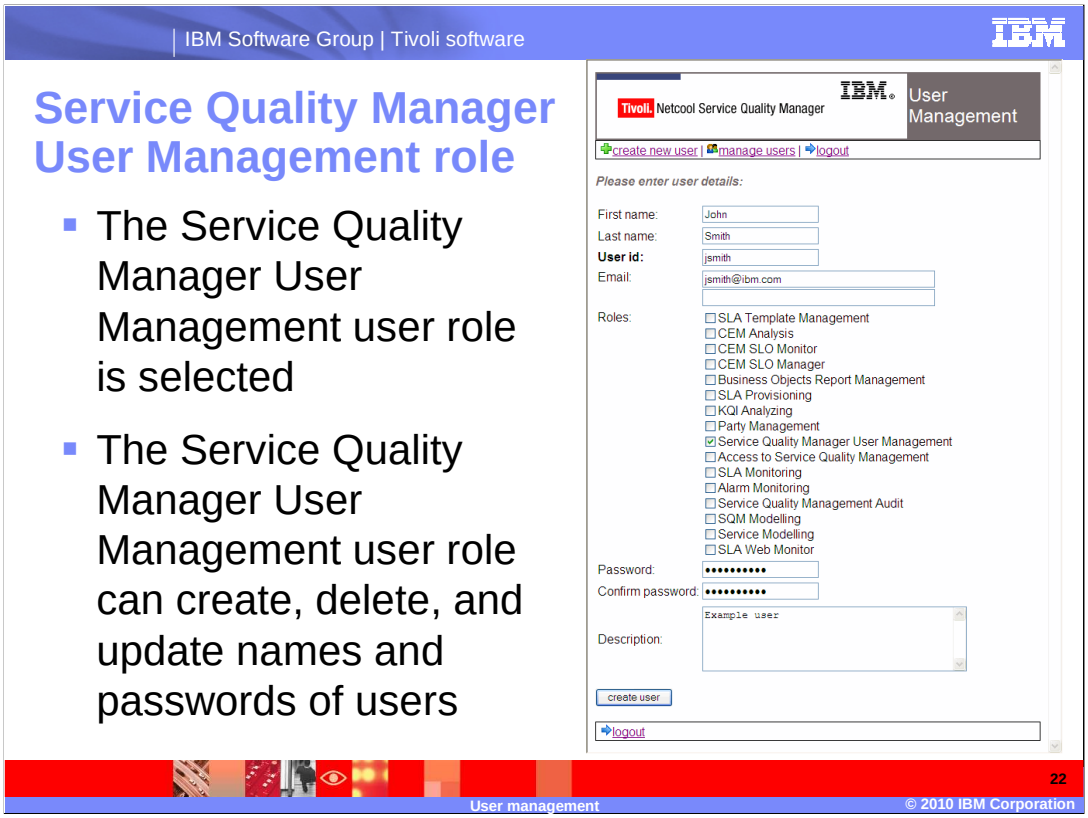
Roles for provisioning: Service Modeling.

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



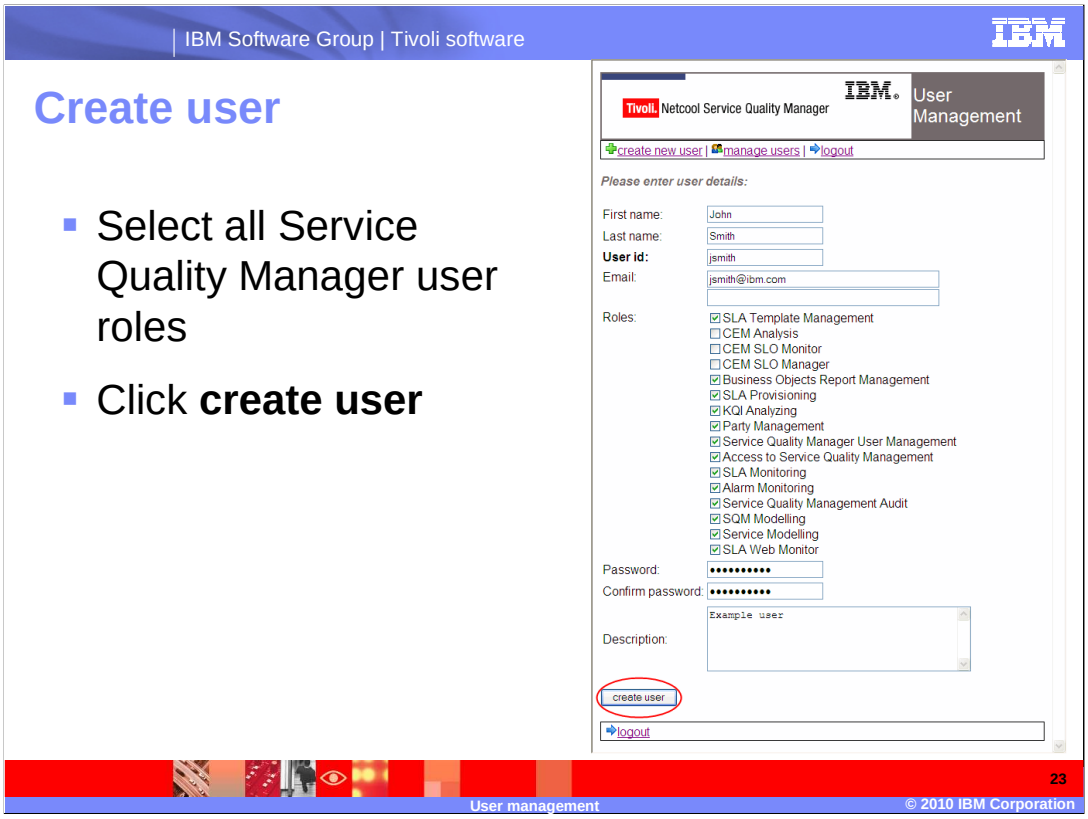
Auditing role.

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



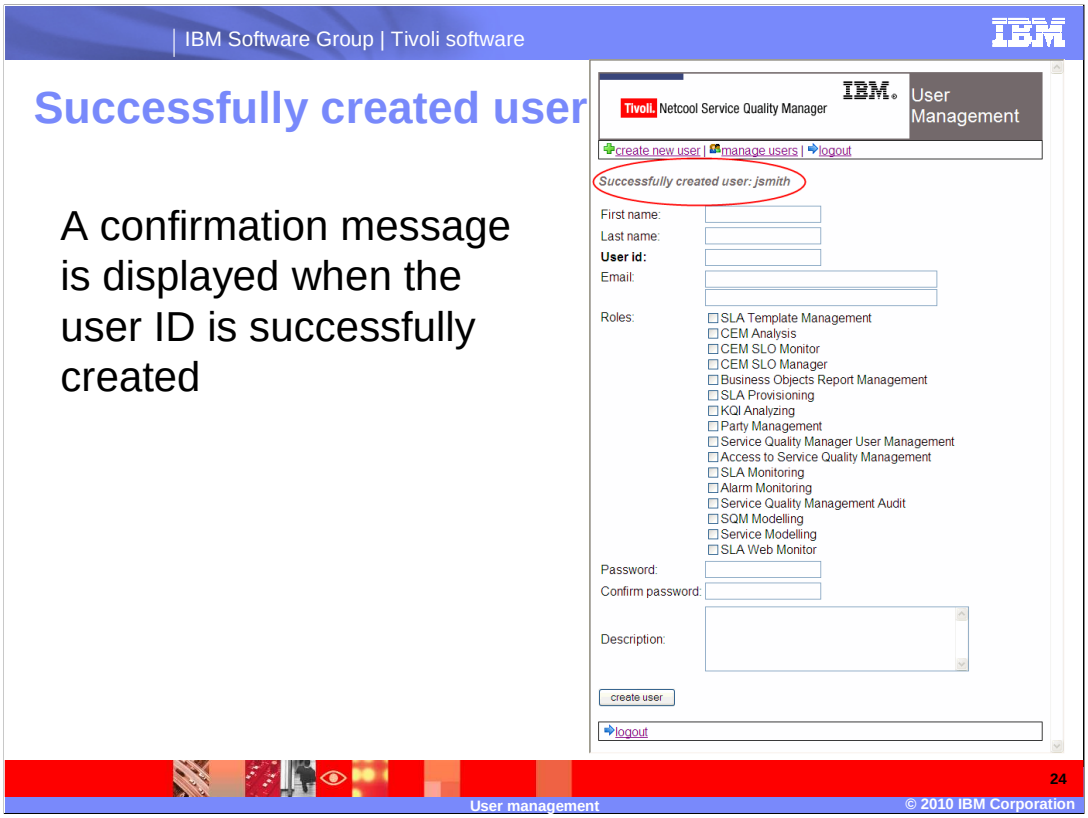
Service Quality Manager User Management role.

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.



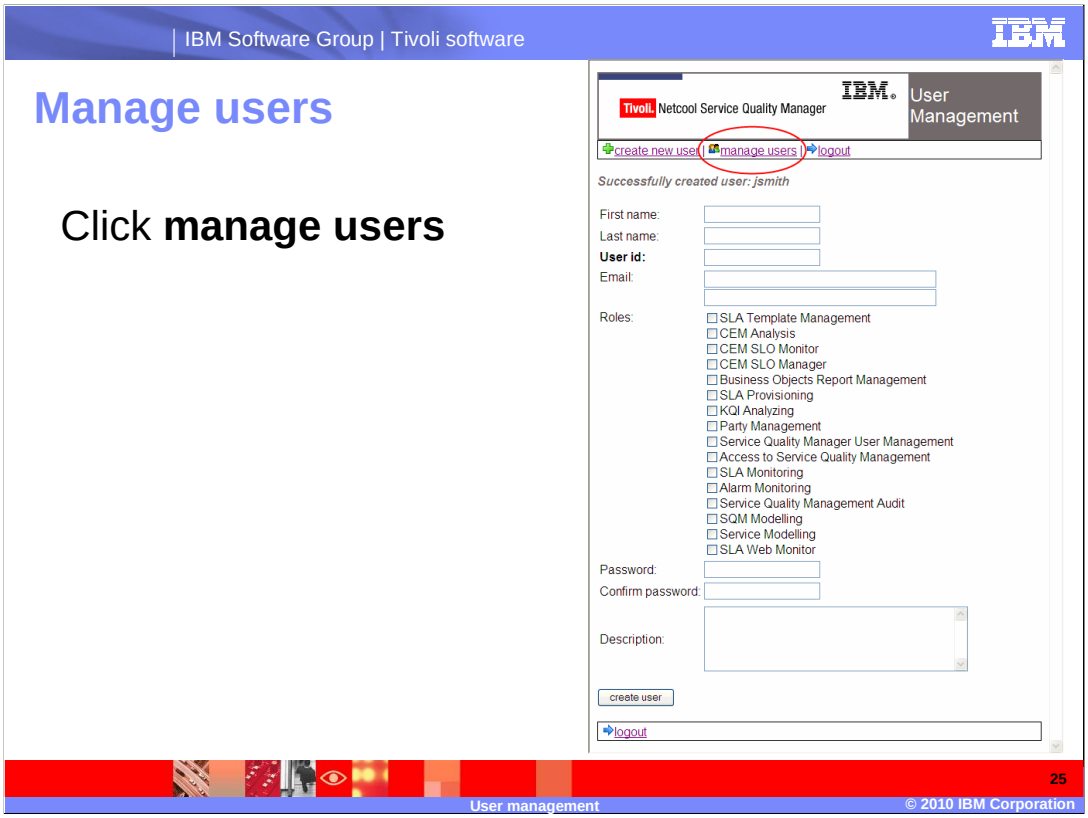
Create user.

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



Successfully created user.

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

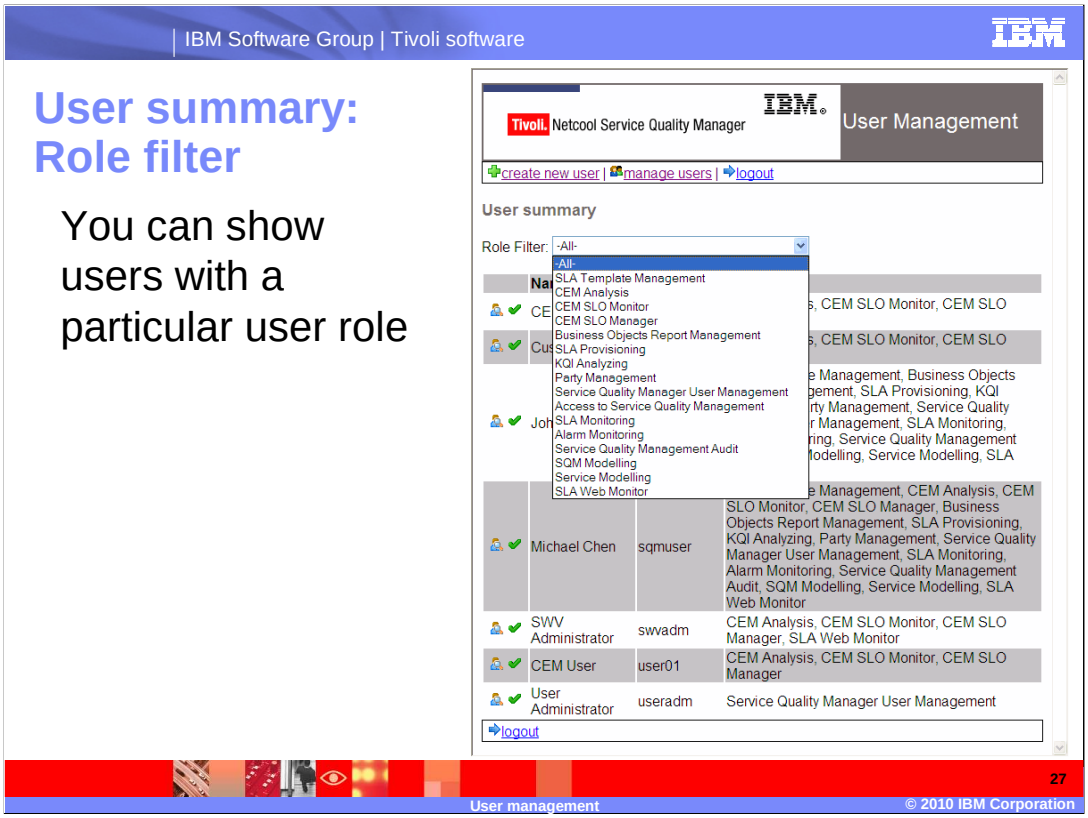


Manage users.

Click **manage users**.

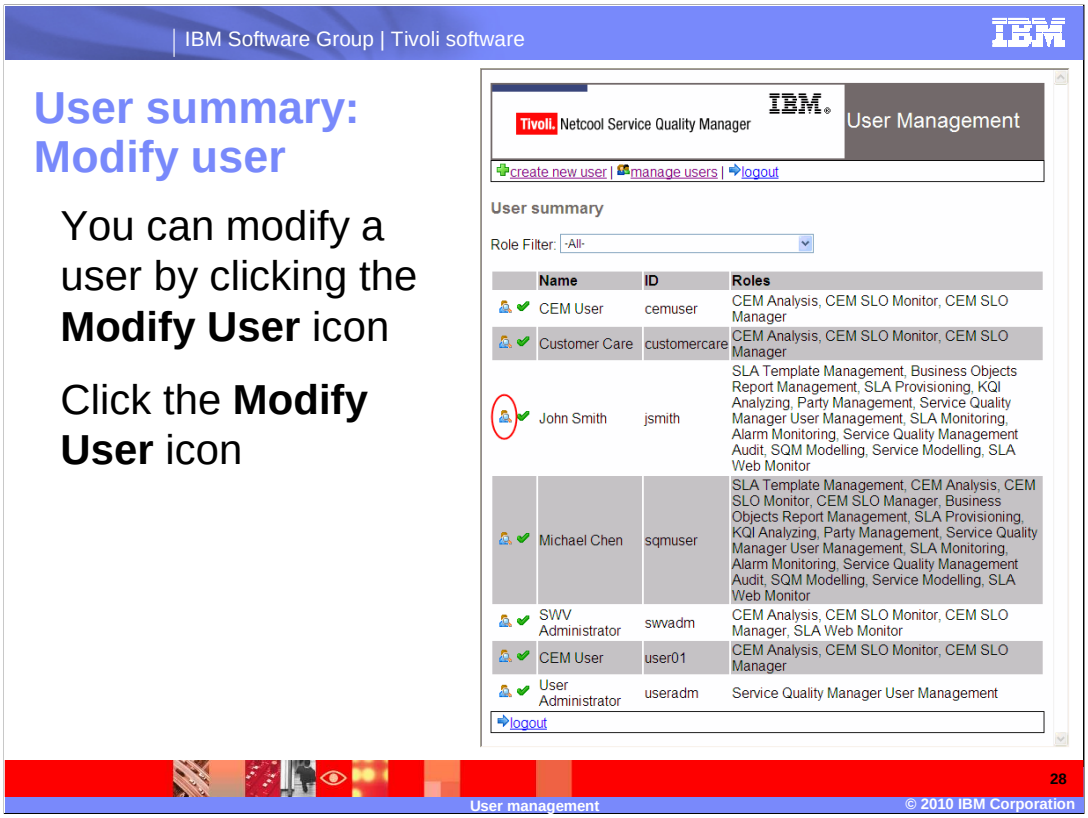
User summary.

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



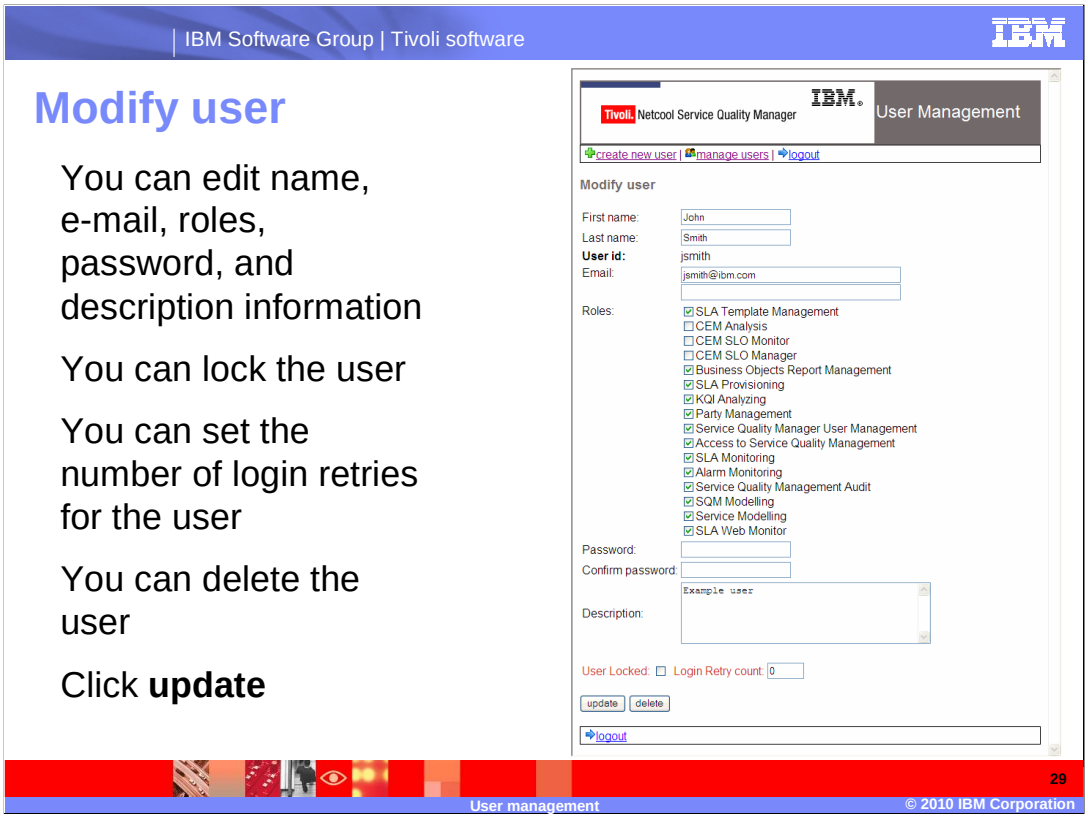
User summary: Role Filter.

You can show users with a particular user role.



User summary: Modify User.

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

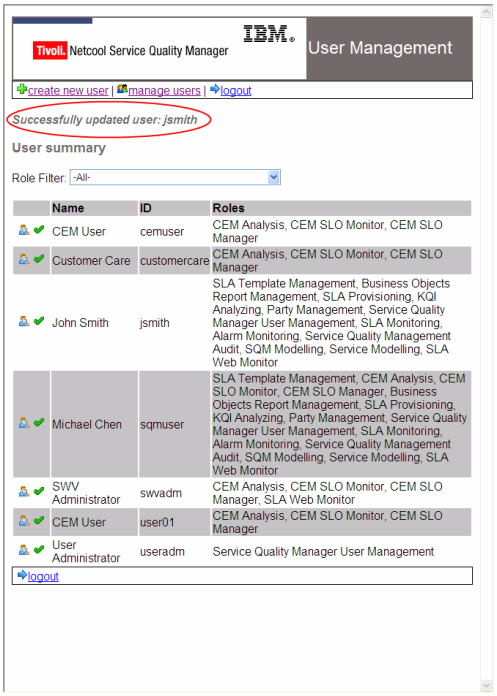


Modify user.

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**.

Successfully updated user

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



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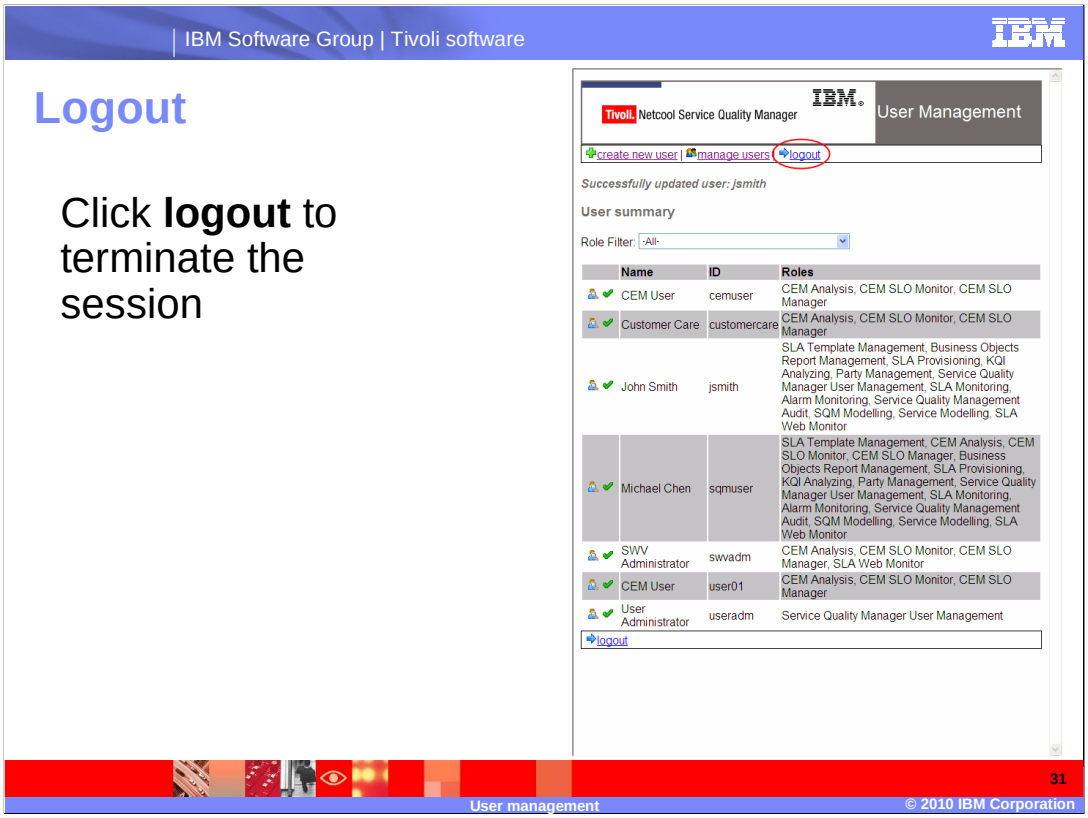
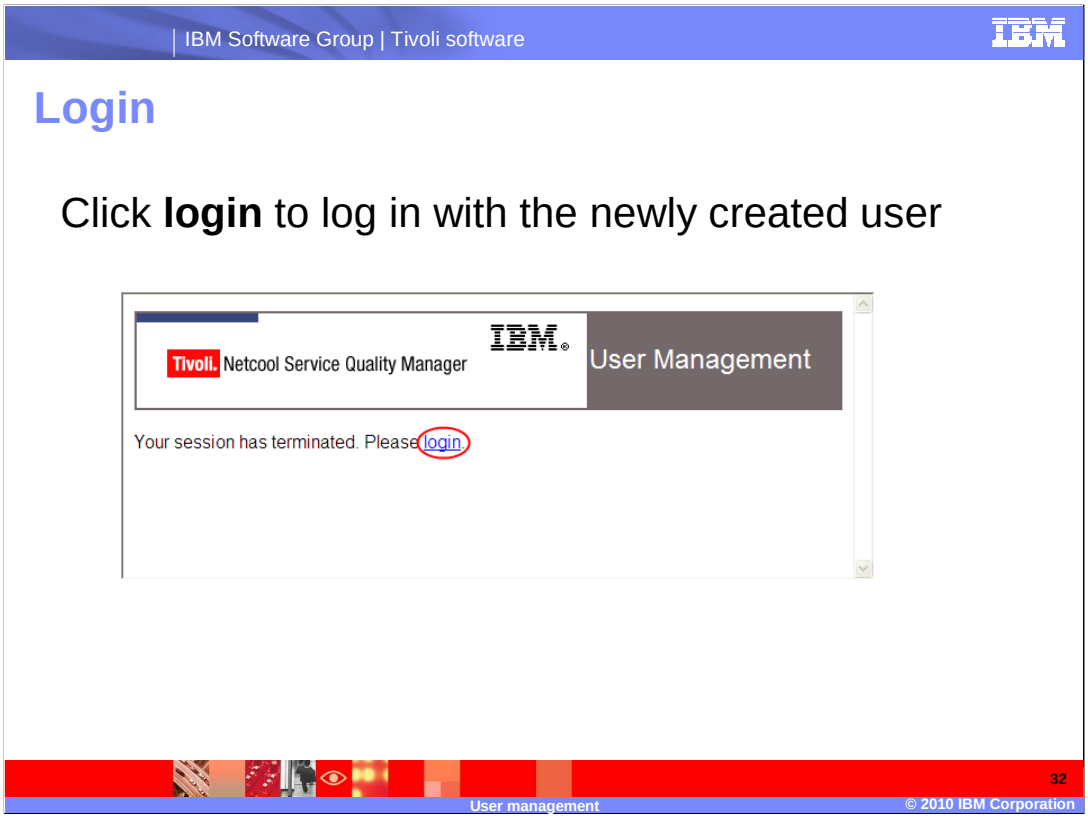
Successfully updated user.

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



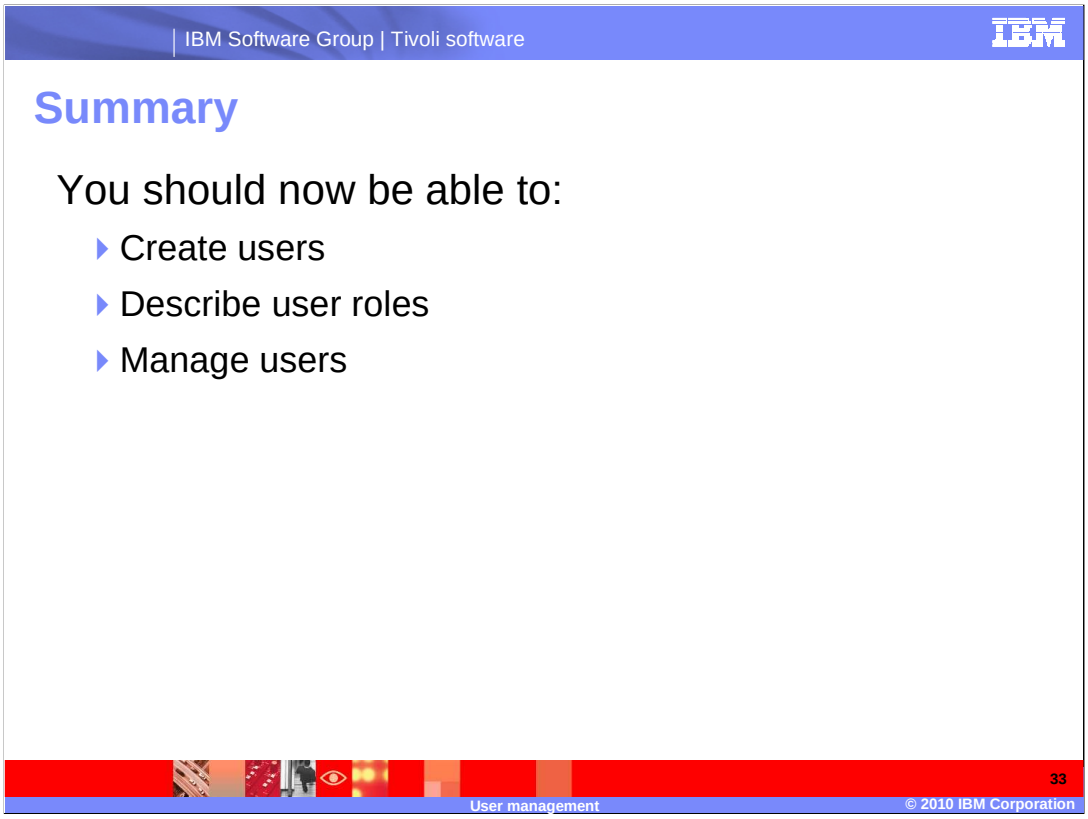
Logout.

Click **logout** to terminate the session.



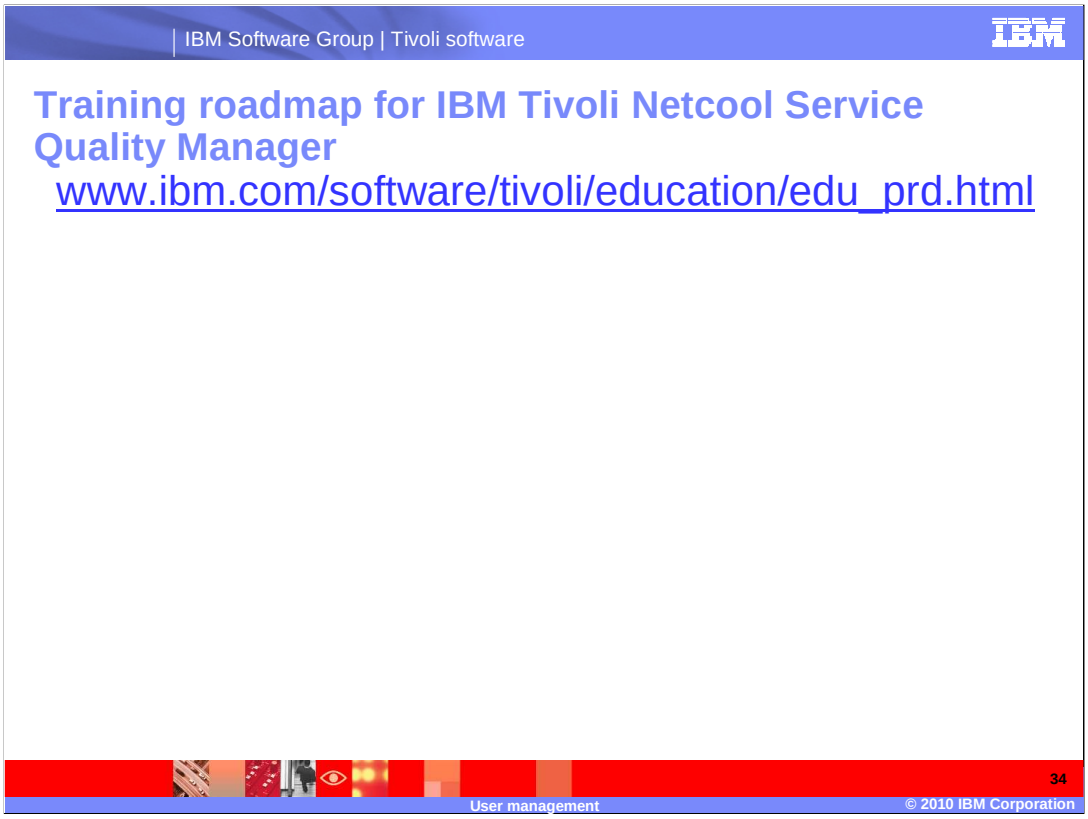
Login.

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



Summary.

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



Training roadmap for IBM Tivoli Netcool Service Quality Manager.

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