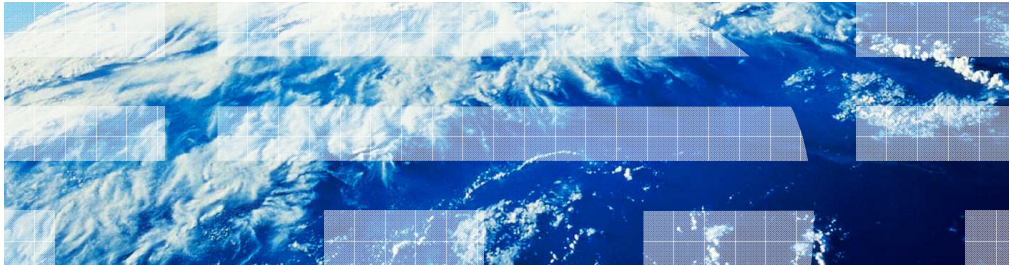


IBM Tivoli Netcool Service Quality Manager V4.1

Service Quality Manager Web user function



 software

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

This training module is for the Tivoli Netcool Service Quality Manager 4.1 service quality manager Web user function.

Assumptions

- You have Tivoli Netcool Service Quality Manager 4.1 installed and running
- You are a user with access to Service Quality Manager and SLA Web Monitoring

Assumptions.

The assumptions are that you have Tivoli Netcool Service Quality Manager 4.1 installed and running. You must also be a user with access to Service Quality Manager and SLA Web Monitoring.

Objectives

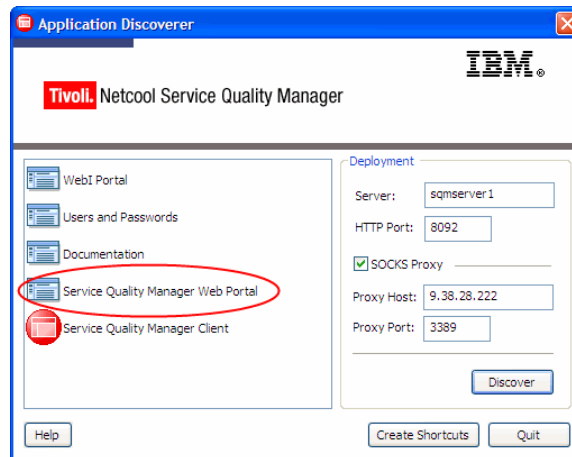
- Upon completion of this module, you should be able to navigate Service Quality Manager Web user functions

Objectives.

Upon completion of this module, you should be able to navigate Service Quality Manager Web user functions.

Service quality manager Web portal

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

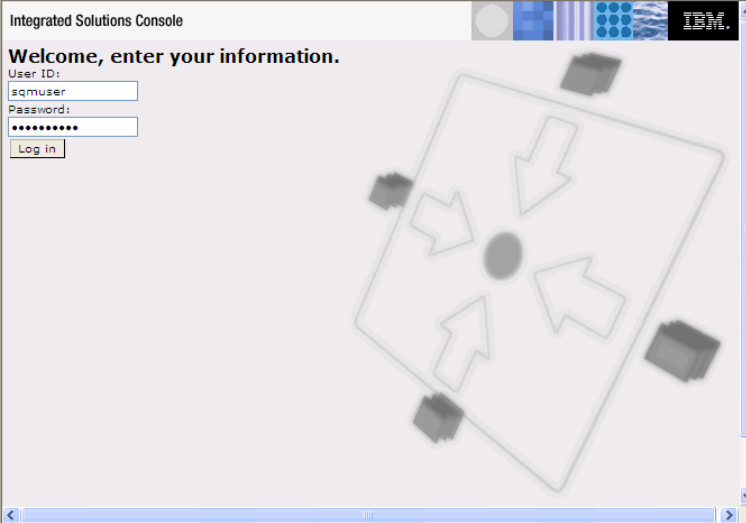


Service quality manager Web portal.

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

Login

Enter your user ID and password to log in

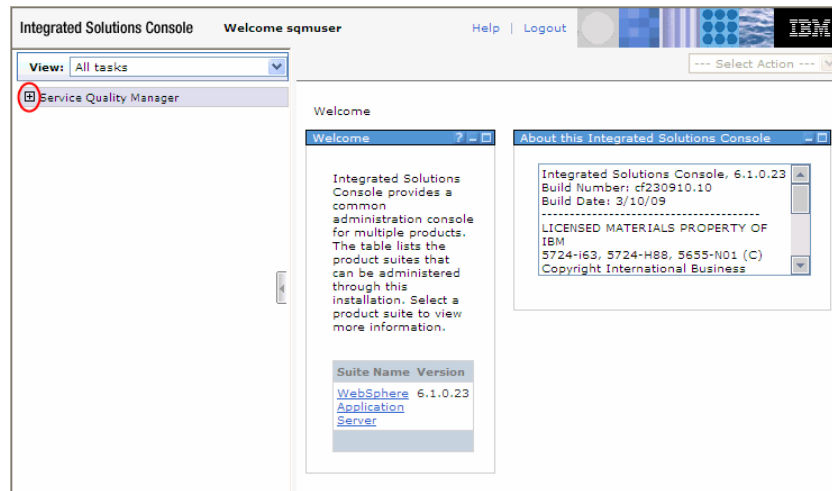


Login.

Enter your user ID and password to log in.

Service quality manager

Expand **Service Quality Manager**

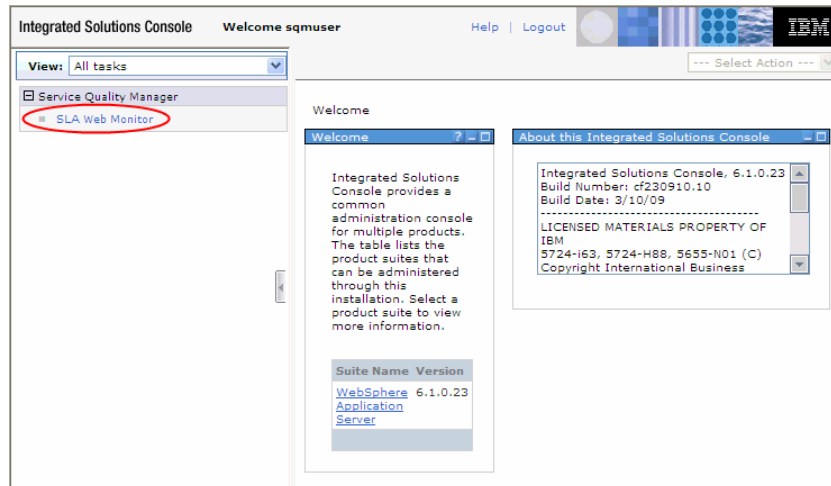


Service quality manager.

Expand **Service Quality Manager.**

SLA Web monitor

Click **SLA Web Monitor**

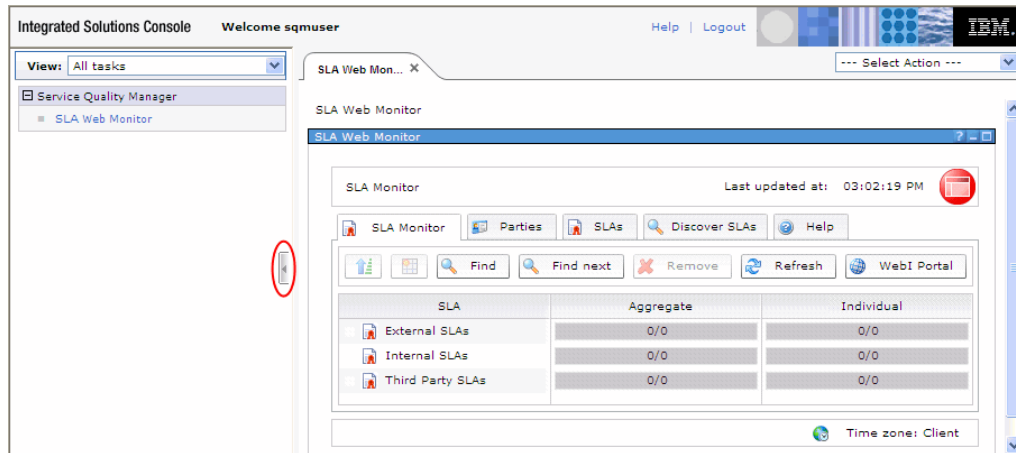


SLA Web monitor.

Click **SLA Web Monitor**.

Hide navigation menu

Click the **Hide Navigation** button



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Service Quality Manager Web user function

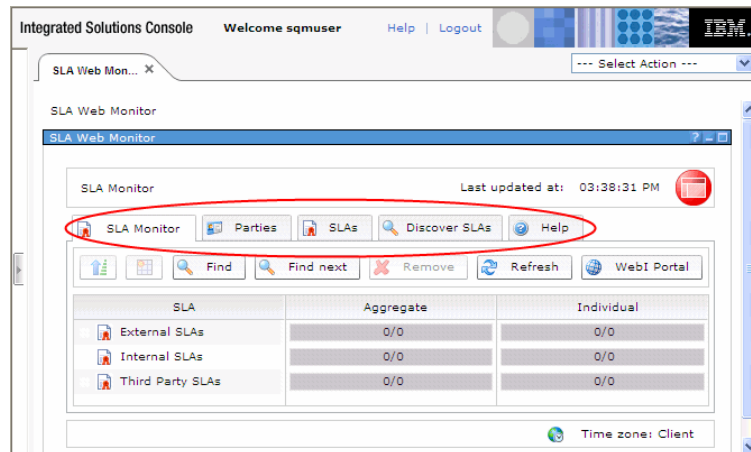
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Hide navigation menu.

Click the **Hide Navigation** button.

SLA monitor tabs

- SLA Monitor contains five tabs: **SLA Monitor**, **Parties**, **SLAs**, **Discover SLAs**, and **Help**
- Click the **Discover SLAs** tab to discover SLAs

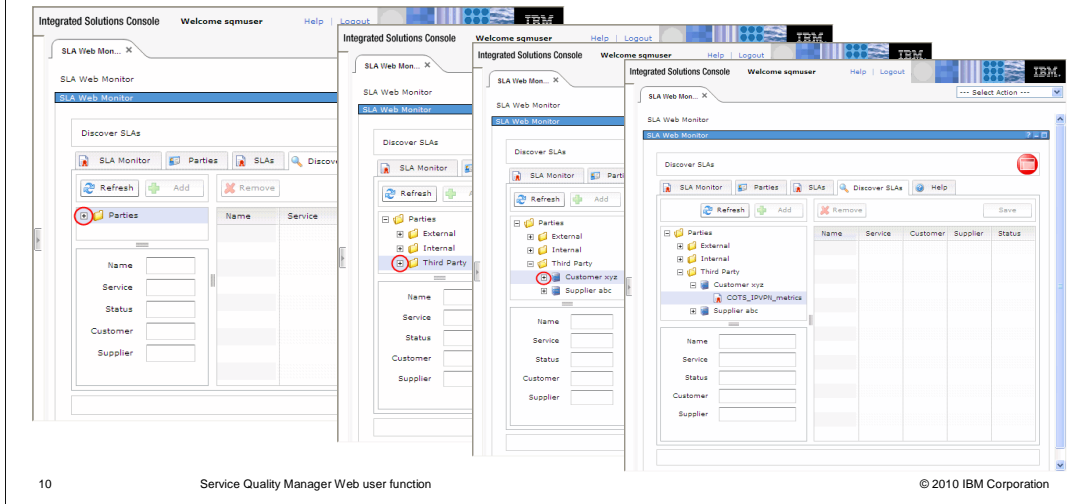


SLA monitor tabs.

SLA Monitor contains the five tabs: **SLA Monitor**, **Parties**, **SLAs**, **Discover SLAs**, and **Help**. Click the **Discover SLAs** tab to discover SLAs.

Discover SLAs tab

- Expand **Parties**
- Expand **Third Party**
- Expand **Customer xyz**
- Click **COTS_IPVPN_metrics**

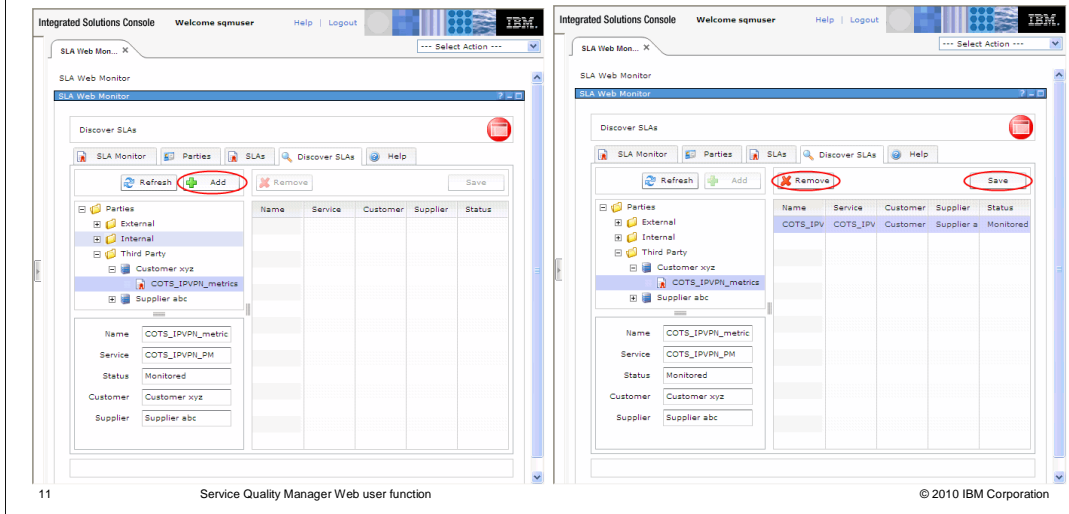


Discover SLAs tab.

Expand **Parties**. Expand **Third Party**. Expand **Customer xyz**. Click **COTS_IPVPN_metrics**.

Add and remove SLAs and save current configuration

- Click **Add** to add an SLA
- You can click **Remove** to remove the selected SLA
- Click **Save** to save the current configuration



Add and remove SLAs and save current configuration.

Click **Add** to add an SLA. You can click **Remove** to remove the selected SLA. Click **Save** to save the current configuration.

SLA monitor tab

- Click the **SLA Monitor** tab
- Expand **Third Party SLAs**

The left screenshot shows the 'Discover SLAs' section of the SLA Monitor tab. The 'SLA Monitor' tab is selected, and the 'Discover SLAs' button is highlighted. The table below shows the following data:

Name	Service	Customer	Supplier	Status
COTS_IPV	COTS_IPV	Customer	Supplier a	Monitored

The right screenshot shows the 'SLA Monitor' section of the SLA Monitor tab. The 'SLA Monitor' tab is selected, and the 'SLA Monitor' button is highlighted. The table below shows the following data:

SLA	Aggregate	Individual
External SLAs	0/0	0/0
Internal SLAs	0/0	0/0
Third Party SLAs	0/0	15/28

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Service Quality Manager Web user function

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SLA monitor tab.

Click the **SLA Monitor** tab. Expand **Third Party SLAs**.

SLA monitor tab: view SLA

- Expand **Customer xyz**
- Double-click **COTS_IPVPN_metrics** to view the SLA service data tabs

The screenshots show the IBM Integrated Solutions Console SLA Monitor interface. The top screenshot shows the 'Customer xyz' row selected in the SLA list. The bottom screenshot shows the 'COTS_IPVPN_metrics' row selected, which is circled in red.

SLA	Aggregate	Individual
External SLAs	0/0	0/0
Internal SLAs	0/0	0/0
Third Party SLAs	0/0	15/25
Customer xyz	0/0	15/25

Time zone: Client

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Service Quality Manager Web user function

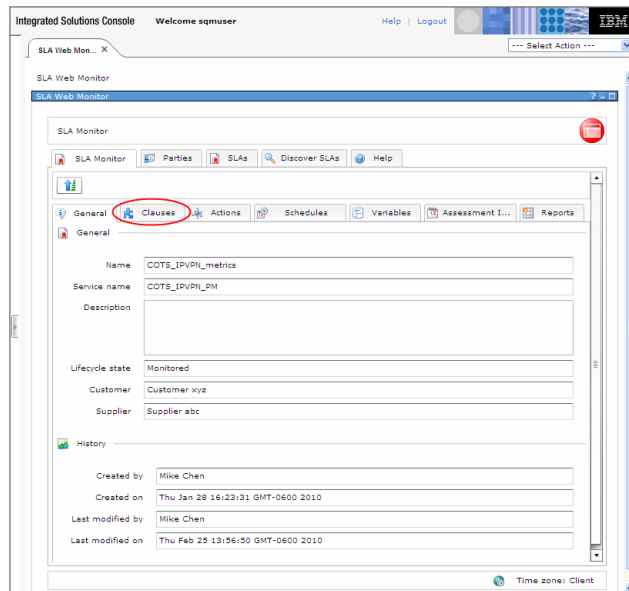
© 2010 IBM Corporation

SLA monitor tab: view SLA.

Expand **Customer xyz**. Double-click **COTS_IPVPN_metrics** to view the SLA service data tabs.

SLA monitor tab: general service data tab

- The **General** service data tab shows current and historical general data
- Click the **Clauses** tab



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Service Quality Manager Web user function

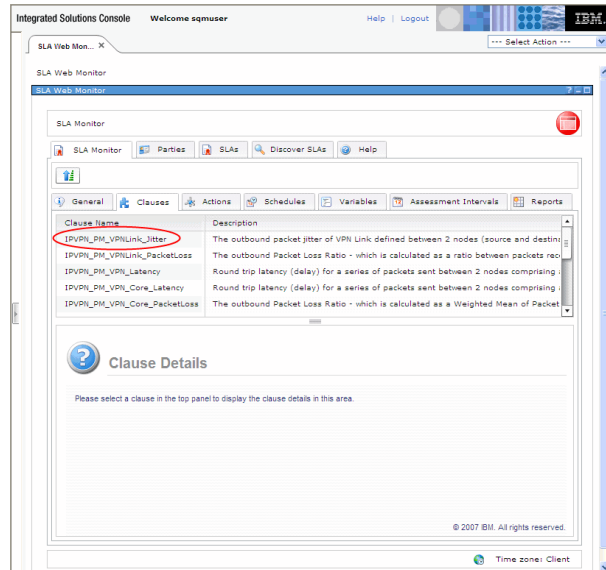
© 2010 IBM Corporation

SLA monitor tab: general service data tab.

The **General** service data tab shows current and historical general data. Click the **Clauses** tab.

SLA monitor tab: clauses service data tab

- The **Clauses** service data tab shows clause data
- Click **IPVPN_PM_VPNLink_Jitter**



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Service Quality Manager Web user function

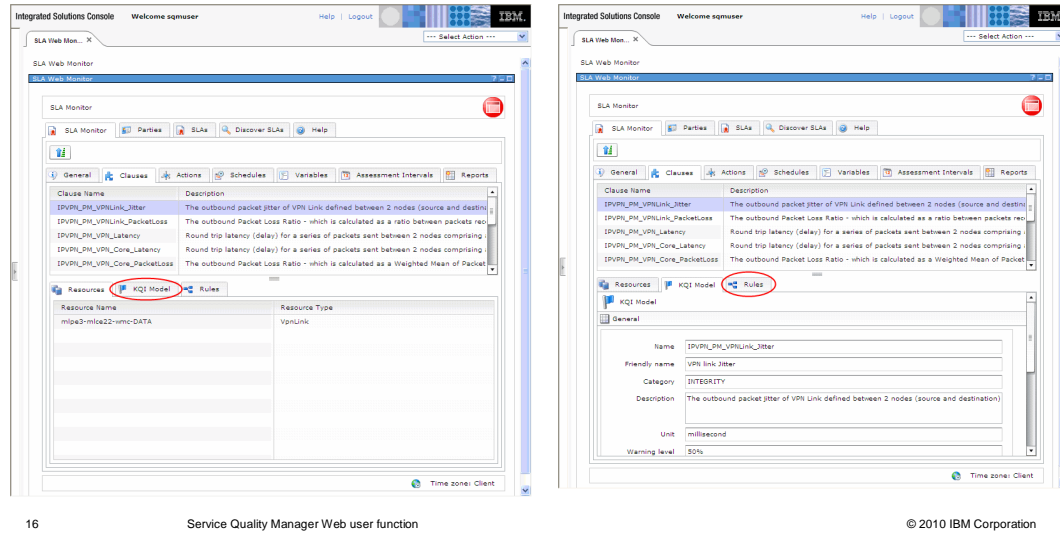
© 2010 IBM Corporation

SLA monitor tab: clauses service data tab.

The **Clauses** service data tab shows clause data. Click **IPVPN_PM_VPNLink_Jitter**.

SLA monitor tab: clauses service data tab: resources and KQI model

- The clause resources are shown
- Click the **KQI Model** tab to see the KQI Model details
- Click the **Rules** tab

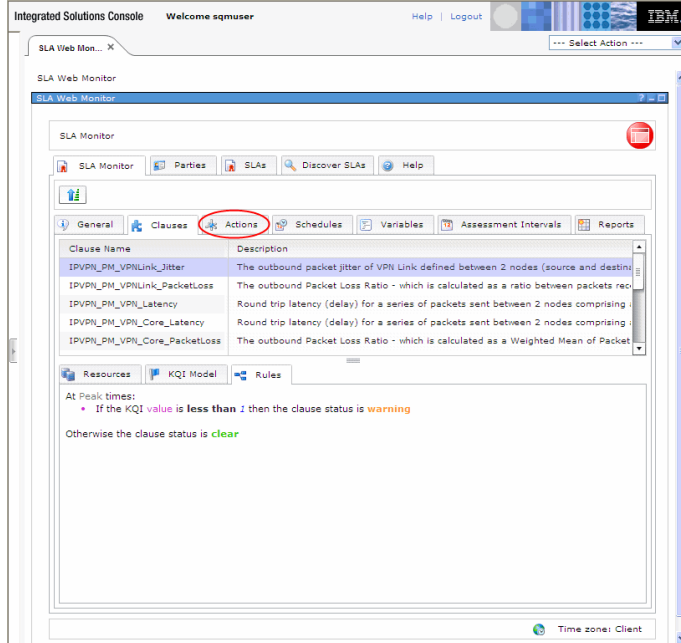


SLA monitor tab: clauses service data tab: resources and KQI model.

The clause resources are shown. Click the **KQI Model** tab to see the KQI Model details. Click the **Rules** tab.

SLA monitor tab: clauses service data tab: rules

- The clause rules are shown
- Click the **Actions** tab



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Service Quality Manager Web user function

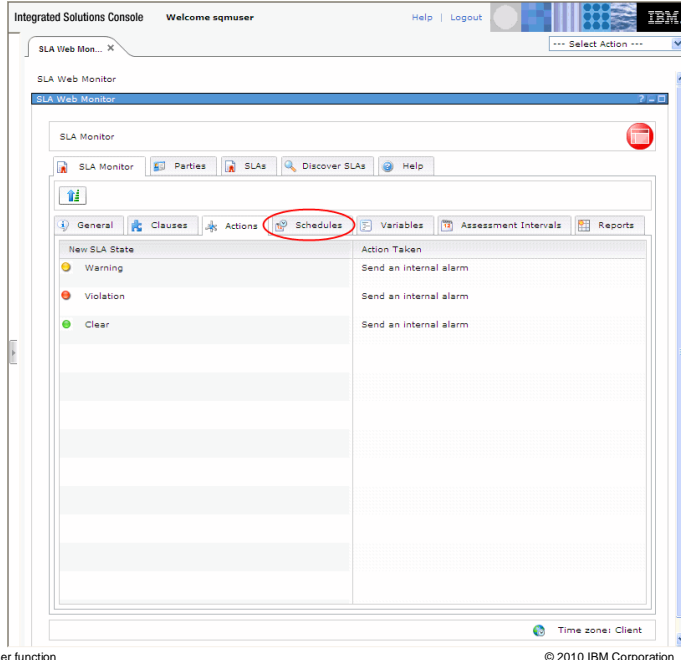
© 2010 IBM Corporation

SLA monitor tab: clauses service data tab: rules.

The clause rules are shown. Click the **Actions** tab.

SLA monitor tab: actions service data tab

- The clause actions are shown
- Click the **Schedules** tab



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Service Quality Manager Web user function

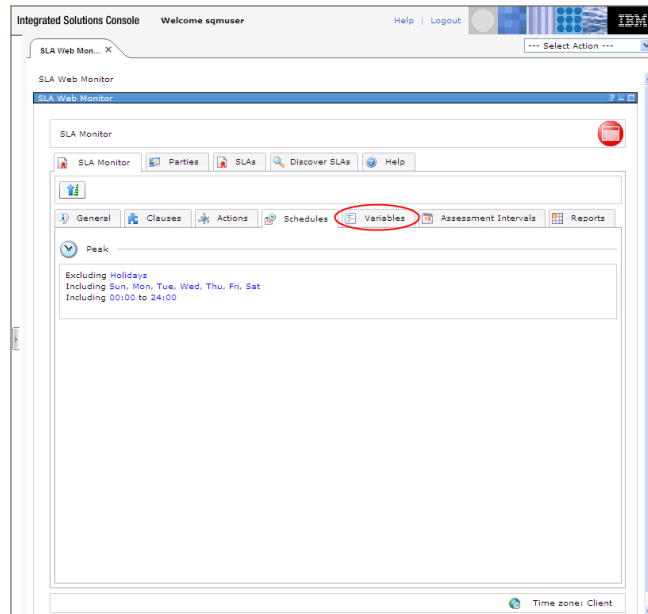
© 2010 IBM Corporation

SLA monitor tab: actions service data tab.

The clause actions are shown. Click the **Schedules** tab.

SLA monitor tab: schedules service data tab

- The clause schedules are shown
- Click the **Variables** tab



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Service Quality Manager Web user function

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SLA monitor tab: schedules service data tab.

The clause schedules are shown. Click the **Variables** tab.

-
- The screenshot displays the IBM Integrated Solutions Console interface. At the top, the title bar reads "Integrated Solutions Console" and "Welcome sqmuser". The main navigation bar includes "Help | Logout" and a "Select Action" dropdown. The breadcrumb trail shows "SLA Web Mon... X" and "SLA Web Monitor". The page title is "SLA Monitor".
- The "Assessment Intervals" tab is highlighted with a red circle. Below the tabs, a table lists the assessment intervals:
- | Name | Value | Description |
|-----------|-------|-------------|
| Variable1 | 0 | |
- The status bar at the bottom indicates the time zone is "Client".

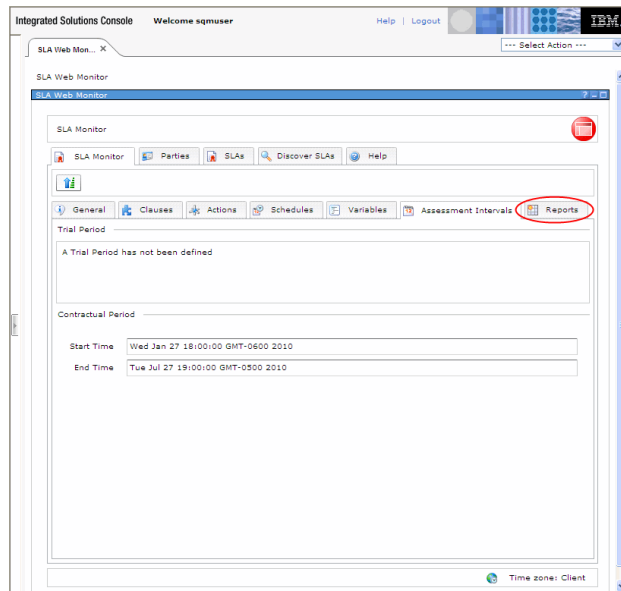
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SLA monitor tab: variables service data tab.

The clause variables are shown. Click the **Assessment Intervals** tab.

SLA monitor tab: assessment intervals service data tab

- The clause assessment intervals are shown
- Click the **Reports** tab



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Service Quality Manager Web user function

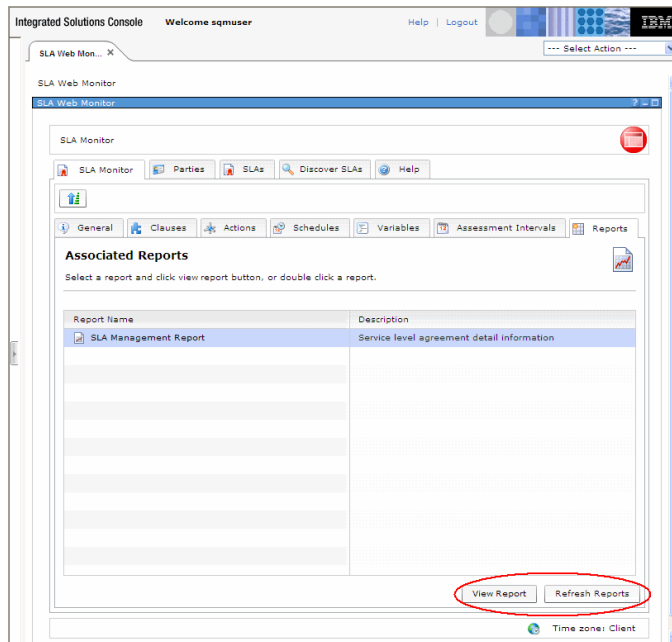
© 2010 IBM Corporation

SLA monitor tab: assessment intervals service data tab.

The clause assessment intervals are shown. Click the **Reports** tab.

SLA monitor tab: reports service data tab

- The clause reports are shown
- You can click **Refresh Reports** to refresh the view
- Click **View Report** to see the report



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Service Quality Manager Web user function

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SLA monitor tab: reports service data tab.

The clause reports are shown. You can click **Refresh Reports** to refresh the view. Click **View Report** to see the report.

SLA management report

The report is shown as a PDF

The image displays a stack of four overlapping PDF reports generated by Tivoli Service Level Agreement. The reports are titled 'Tivoli Service Level Agreement' and show various details related to SLA management.

The first report (top) shows 'Service Level Agreement Attributes' for 'MSC_Reliability'. It includes fields for SLA Name, Service Name, SLA Life Cycle, SLA Description, Customer, Supplier, Created By, Created On, Modified By, Modified On, Initial Status, Trial Start Time, Contract Start Time, Contract End Time, and Actions.

The second report shows 'Service Level Agreement Schedule' for 'GSM Co'. It includes a table for 'Peak' times and a table for 'Rules'.

The third report shows 'Service Level Agreement Class: GSM Co'. It includes a table for 'Key Quality Indicator' and a table for 'Rules'.

The fourth report shows 'Service Level Agreement Class: MSC Reliability'. It includes a table for 'Key Quality Indicator' and a table for 'Rules'.

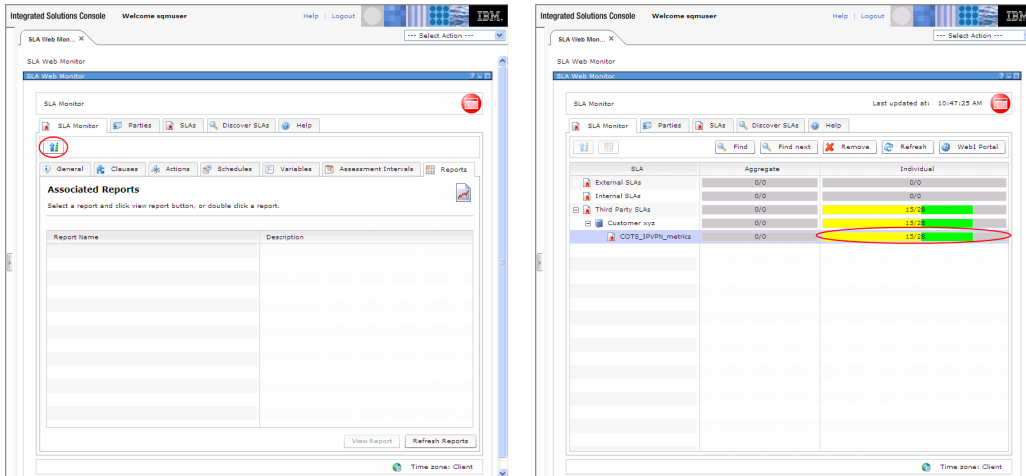
At the bottom of the stack, the text '23 Service Quality Manager Web user function © 2010 IBM Corporation' is visible.

SLA management report.

The report is shown as a PDF.

SLA monitor tab: individual clause

- Click the **drill up** icon
- Double-click the **Individual** clause for COTS_IPVPN_metrics



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SLA monitor tab: individual clause.

Click the **drill up** icon. Double-click the **Individual** clause for COTS_IPVPN_metrics.

SLA monitor tab: individual clauses

- Expand **Individual Clauses**
- Click **IPVPN_PM_Enterprise_Jitter** to see KQI Model details
- Expand **IPVPN_PM_Enterprise_Jitter**

The left screenshot shows the 'SLA Monitor' tab in the 'Integrated Solutions Console'. The 'Individual Clauses' section is expanded, showing a list of clauses. The 'IPVPN_PM_Enterprise_Jitter' clause is highlighted. The right screenshot shows the 'KQI Model' details for the selected clause. The 'General' tab is active, displaying various attributes such as Name, Friendly name, Category, Description, Unit, Warning level, Service objective, Weight unit, Violation direction, Aggregate, Combinable, Version number, Editable, and Contractable.

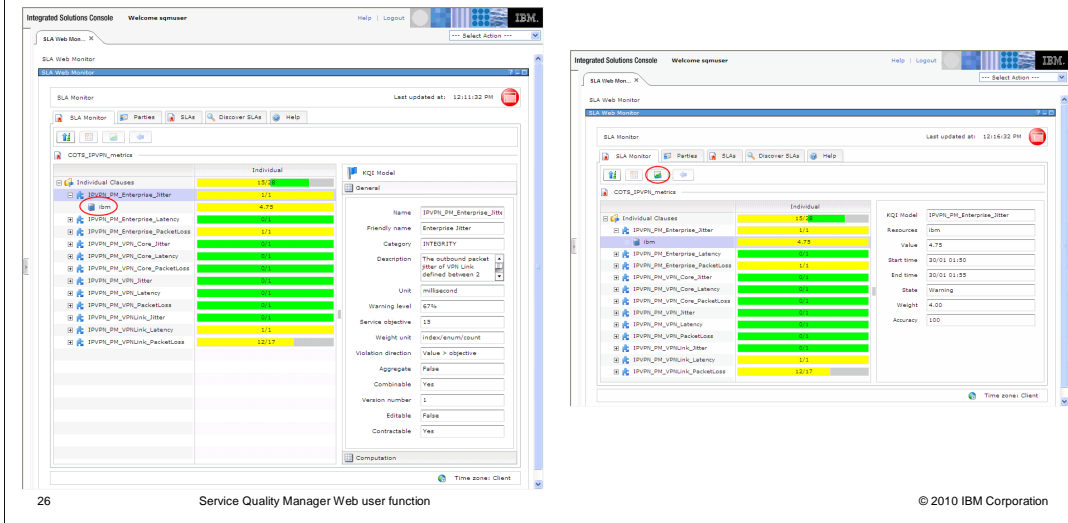
25 Service Quality Manager Web user function © 2010 IBM Corporation

SLA monitor tab: individual clauses.

Expand **Individual Clauses**. Click **IPVPN_PM_Enterprise_Jitter** to see KQI Model details. Expand **IPVPN_PM_Enterprise_Jitter**.

SLA monitor tab: resource

- Click **ibm** to see resource details
- Click the **historical view** icon to see the historical view

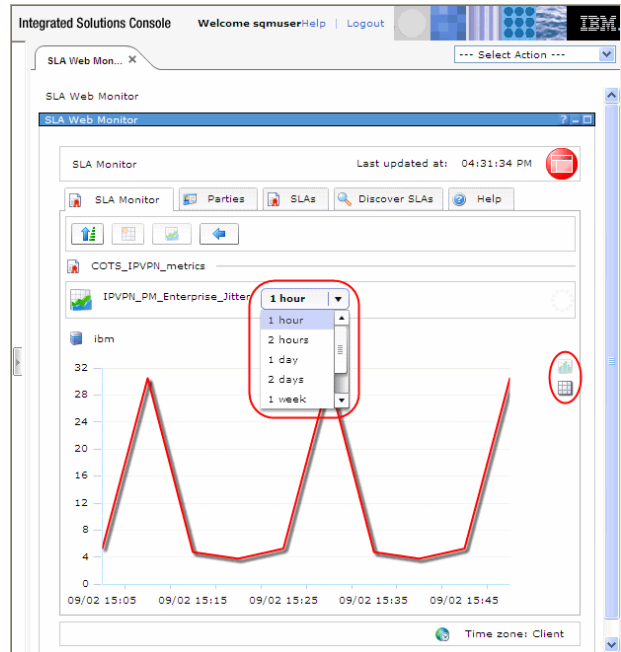


SLA monitor tab: resource.

Click **ibm** to see resource details. Click the **historical view** icon to see the historical view.

SLA monitor tab: resource historical view

- You can change the time interval from the pull-down menu
- You can switch from graph representation to table representation
- Click the **table representation** icon to switch to table representation



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Service Quality Manager Web user function

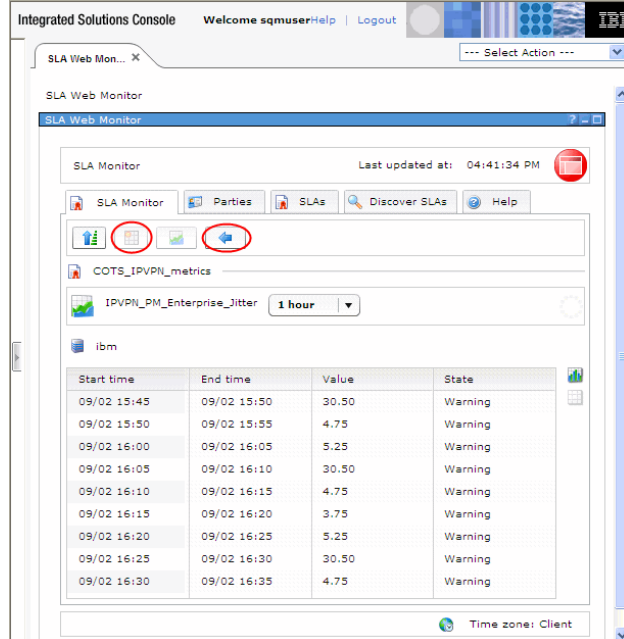
© 2010 IBM Corporation

SLA monitor tab: resource historical view.

You can change the time interval from the pull-down menu. You can switch from graph representation to table representation. Click the **table representation** icon to switch to table representation.

SLA monitor tab: reports and return to previous view

- You can click the **reports** icon to see reports when available
- Click the **left arrow** icon to return to the previous view



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SLA monitor tab: reports and return to previous view.

You can click the **reports** icon to see reports when available. Click the **left arrow** icon to return to the previous view.

- Integrated Solutions Console Welcome sqmuser Help | Logout IBM.

SLA Web Mon... X ... Select Action ...

SLA Web Monitor

SLA Monitor Last updated at: 04:46:34 PM

SLA Monitor Parties SLAs Discover SLAs Help

SLA Monitor

COTS_IPVPN_metrics

Individual	
Individual Clauses	15/28
IPVPN_PM_Enterpr	1/1
ibm	3.75
IPVPN_PM_Enterpr	0/1
IPVPN_PM_Enterpr	1/1
IPVPN_PM_VPN_Cc	0/1
IPVPN_PM_VPN_Cc	0/1
IPVPN_PM_VPN_Cc	0/1
IPVPN_PM_VPN_It	0/1
IPVPN_PM_VPN_La	0/1
IPVPN_PM_VPN_Pa	0/1
IPVPN_PM_VPNLin	0/1
IPVPN_PM_VPNLin	1/1
IPVPN_PM_VPNLin	12/17

KQI Model: IPVPN_PM_Enterpr

Resources: ibm

Value: 4.75

Start time: 09/02 16:30

End time: 09/02 16:35

State: Warning

Weight: 4.00

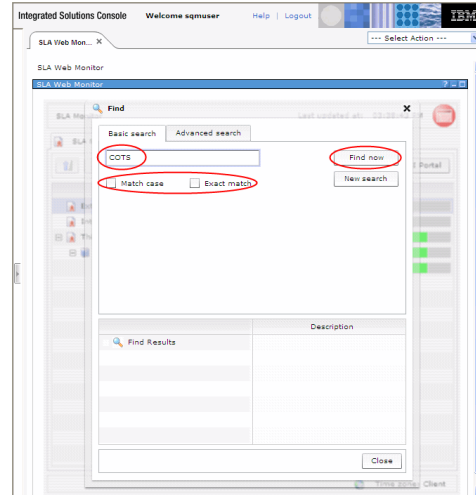
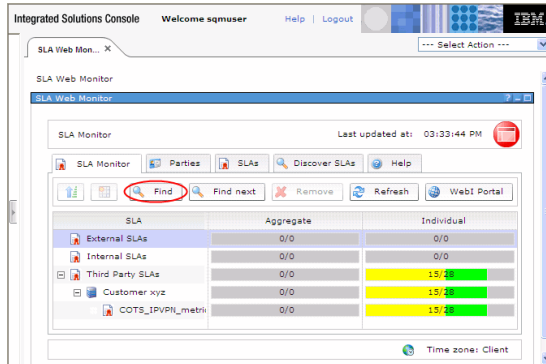
Accuracy: 100

Time zone: Client

You can click the **historical view** icon to return to the historical view. Click the **drill up** icon to return to the SLA view.

SLA monitor tab: find SLA now

- Click **Find** to find an SLA
- Enter **COTS** as the search term
- You can select **Match case** and **Exact match** to match case and search for an exact match
- Click **Find now**



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Service Quality Manager Web user function

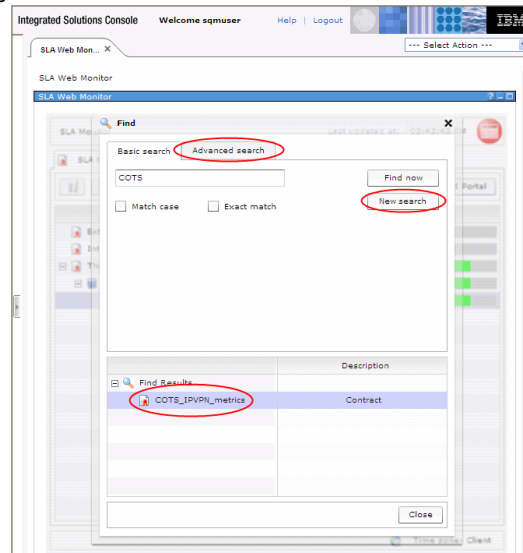
© 2010 IBM Corporation

SLA monitor tab: find SLA now.

Click **Find** to find an SLA. Enter **COTS** as the search term. You can select **Match case** and **Exact match** to match case and search for an exact match. Click **Find now**.

SLA monitor tab: search types

- Double-click **COTS_IPVPN_metrics** to find the result
- You can start a new search by clicking **New search**
- Click **Advanced search**



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Service Quality Manager Web user function

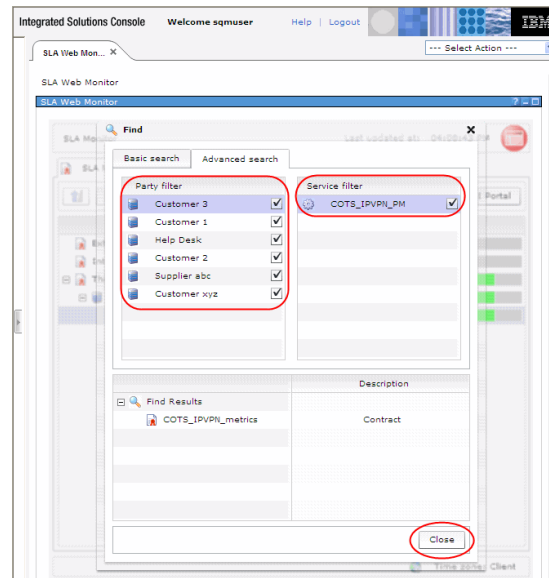
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SLA monitor tab: search types.

Double-click **COTS_IPVPN_metrics** to find the result. You can start a new search by clicking **New search**. Click **Advanced search**.

SLA monitor tab: advanced search options

- You can filter by party and service by selecting the parties and services
- Click **Close**



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Service Quality Manager Web user function

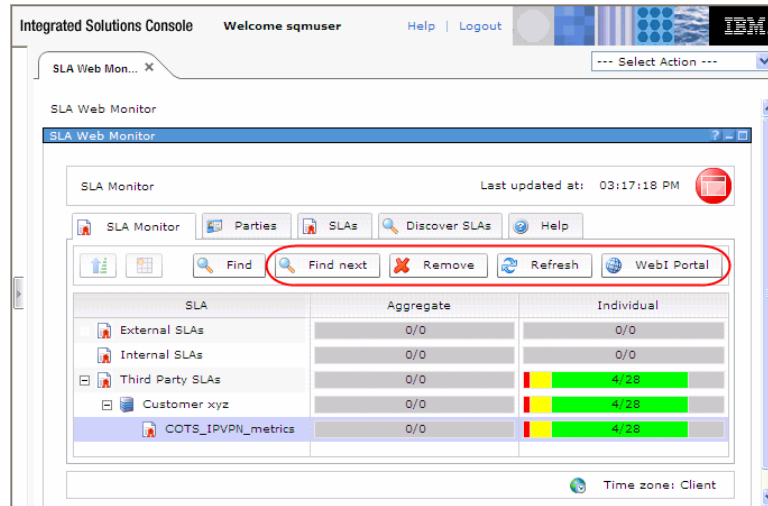
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SLA monitor tab: advanced search options.

You can filter by party and service by selecting the parties and services. Click **Close**.

SLA monitor tab: SLA monitor options

- You can find the next SLA from your search by clicking **Find next**
- You can click **Remove** to remove the highlighted SLA
- You can click **Refresh** to refresh the view
- Click **WebI Portal** to view the WebI portal

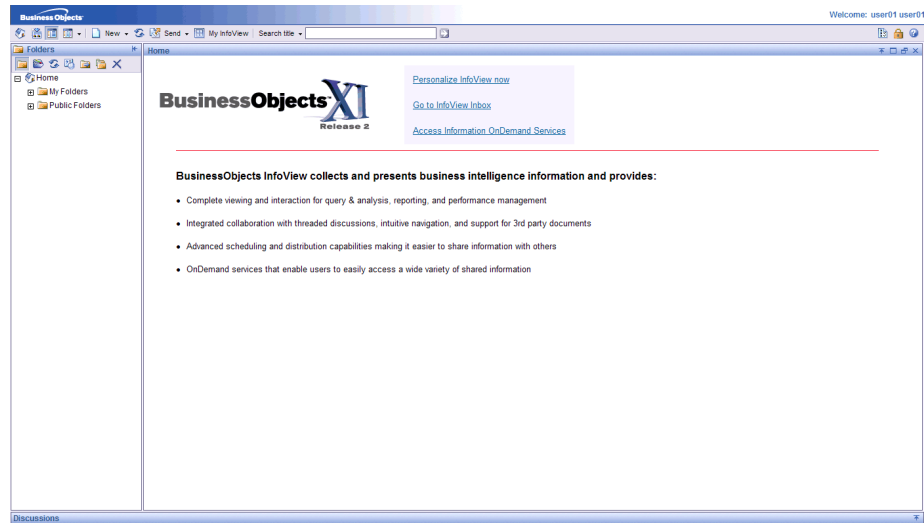


SLA monitor tab: SLA monitor options.

You can find the next SLA from your search by clicking **Find next**. You can click **Remove** to remove the highlighted SLA. You can click **Refresh** to refresh the view. Click **WebI Portal** to view the WebI portal.

SLA monitor tab: Web portal

The Web portal is shown



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Service Quality Manager Web user function

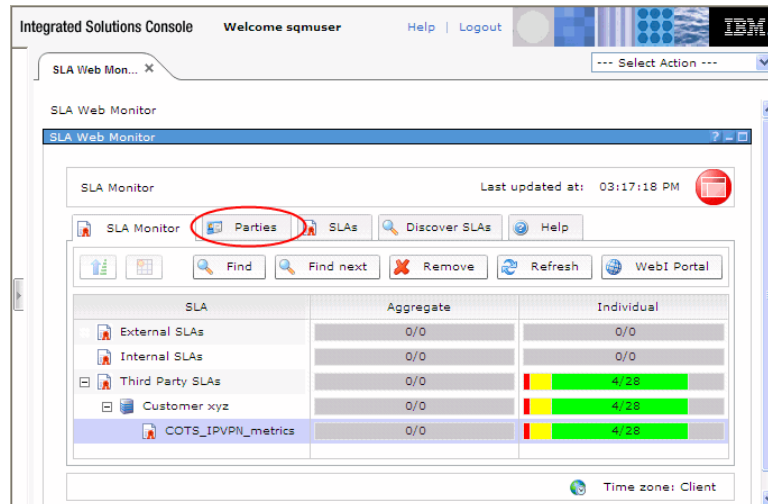
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SLA monitor tab: Web Portal.

The Web portal is shown.

SLA monitor tab: go to parties tab

Click **Parties** to see the information on the Parties tab

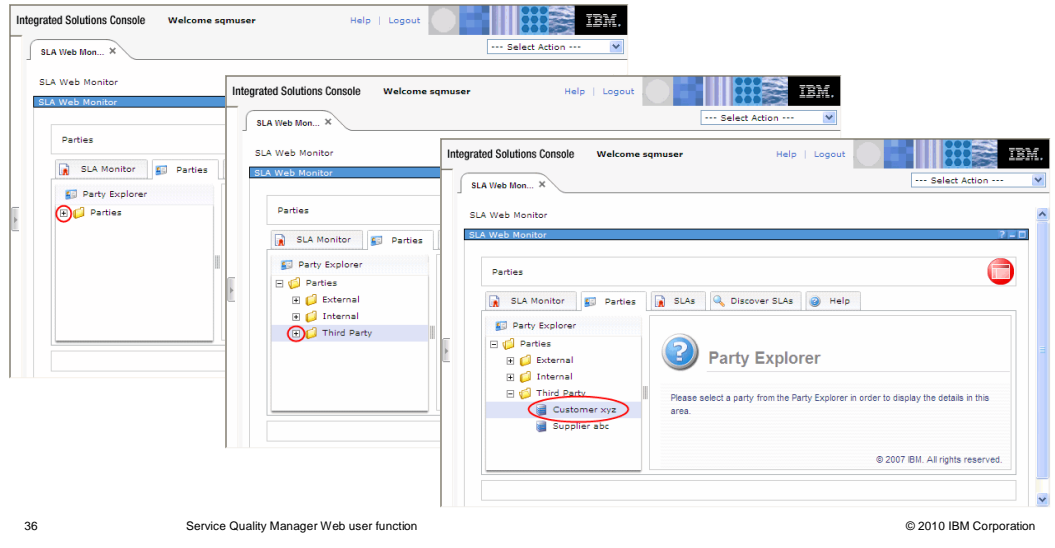


SLA monitor tab: go to parties tab.

Click **Parties** to see the information on the Parties tab.

Parties tab

- Expand **Parties**
- Expand **Third Party**
- Click **Customer xyz**

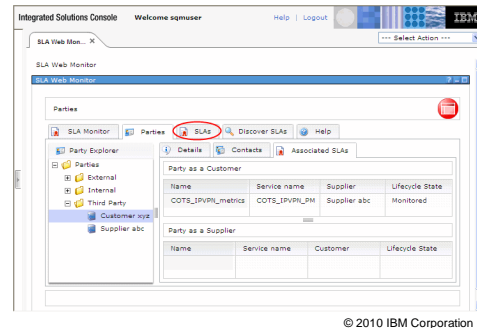
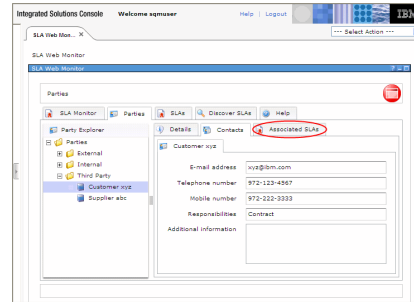
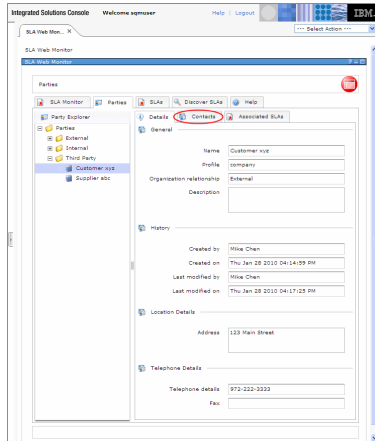


Parties tab.

Expand **Parties**. Expand **Third Party**. Click **Customer xyz**.

Parties tab: details, contacts, and associated SLAs

- The **Details** tab shows General, History, Location Details, and Telephone Details
- Click the **Contacts** tab to see contact information
- Click the **Associated SLAs** tab to see associated SLAs
- Click the **SLAs** tab



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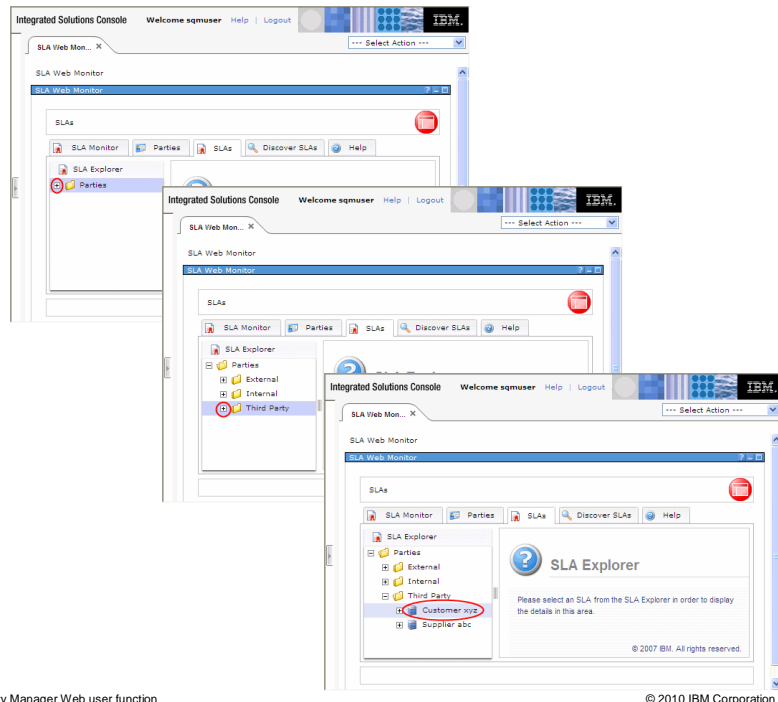
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Parties tab: details, contacts and associated SLAs.

The **Details** tab shows General, History, Location Details, and Telephone Details. Click the **Contacts** tab to see contact information. Click the **Associated SLAs** tab to see associated SLAs. Click the **SLAs** tab.

SLAs tab

- Expand **Parties**
- Expand **Third Party**
- Click **Customer xyz**



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Service Quality Manager Web user function

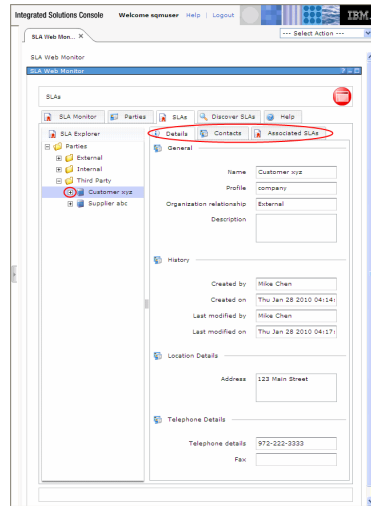
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SLAs tab.

Expand **Parties**. Expand **Third Party**. Click **Customer xyz**.

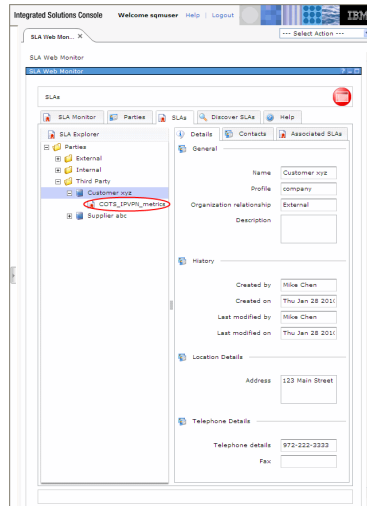
SLAs tab: expand party

- You can view party details, contacts, and associated SLAs from the **SLAs** tab
- Expand **Customer xyz**
- Click **COTS_IPVPN_metrics**



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Service Quality Manager Web user function



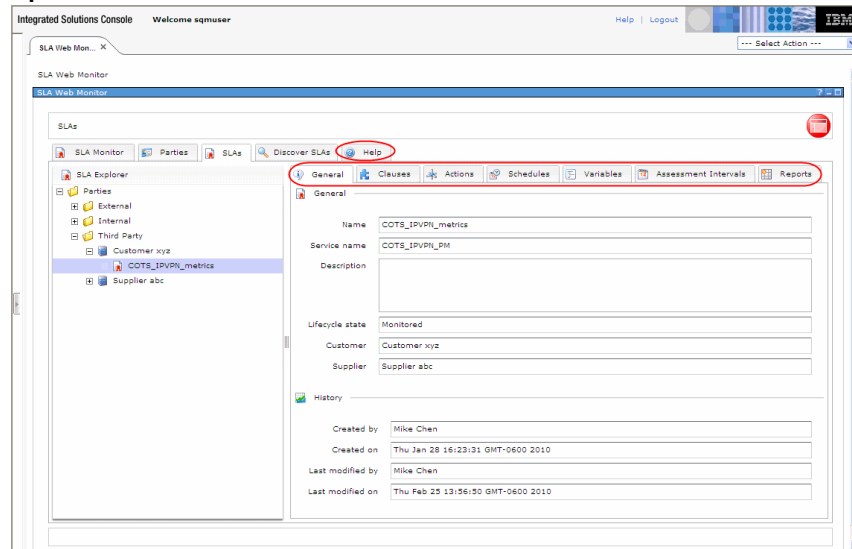
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SLAs tab: expand party.

You can view party details, contacts, and associated SLAs from the **SLAs** tab. Expand **Customer xyz**. Click **COTS_IPVPN_metrics**.

SLAs tab: service data tabs

- The same service data tabs from the SLA monitor tab are shown
- Click **Help**



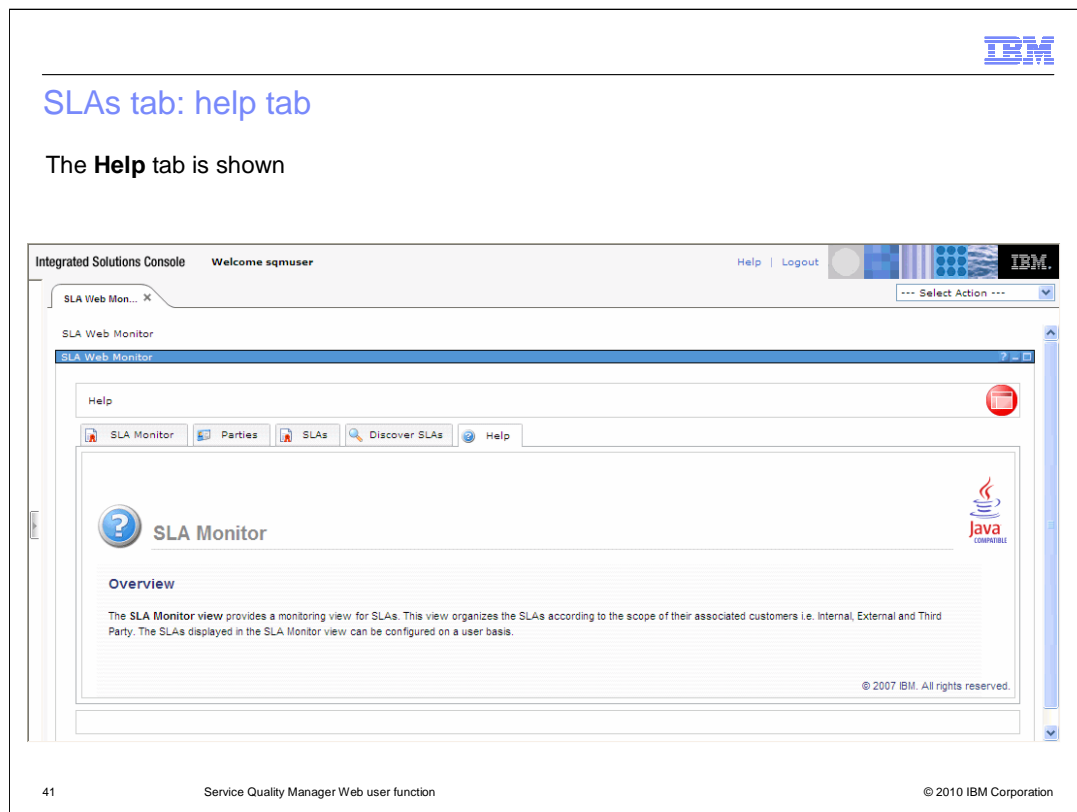
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Service Quality Manager Web user function

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SLAs tab: service data tab.

The same service data tabs from the SLA monitor tab are shown. Click **Help**.



SLAs tab: help tab.

The **Help** tab is shown.

Summary

- You should now be able to navigate Service Quality Manager Web user functions

Summary.

You should now be able to navigate Service Quality Manager Web user functions.

Training roadmap for IBM Tivoli Netcool Service Quality Manager

http://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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mailto:iea@us.ibm.com?subject=Feedback about sqm_web_user_function.ppt

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

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