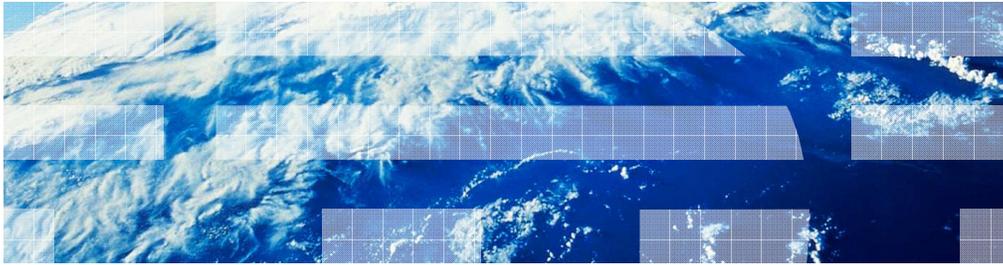


IBM Tivoli Netcool Service Quality Manager V4.1

Service Quality Manager Web user function



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

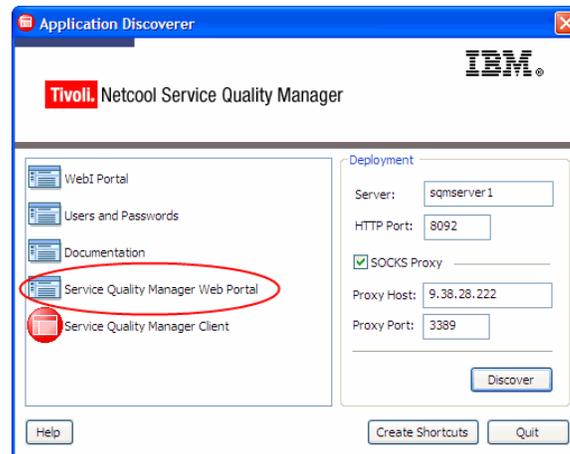
- Upon completion of this module, you should be able to navigate Service Quality Manager Web user functions

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

Integrated Solutions Console

Welcome, enter your information.

User ID:
sqmuser

Password:

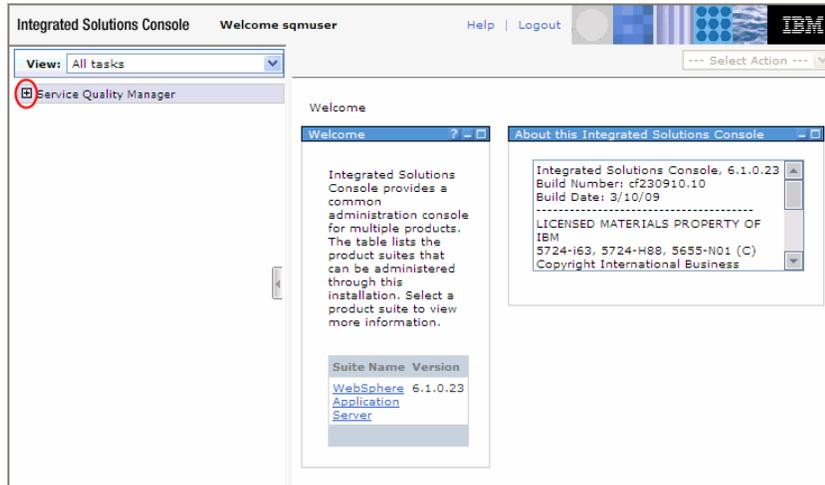
Log in

Login.

Enter your user ID and password to log in.

Service quality manager

Expand **Service Quality Manager**

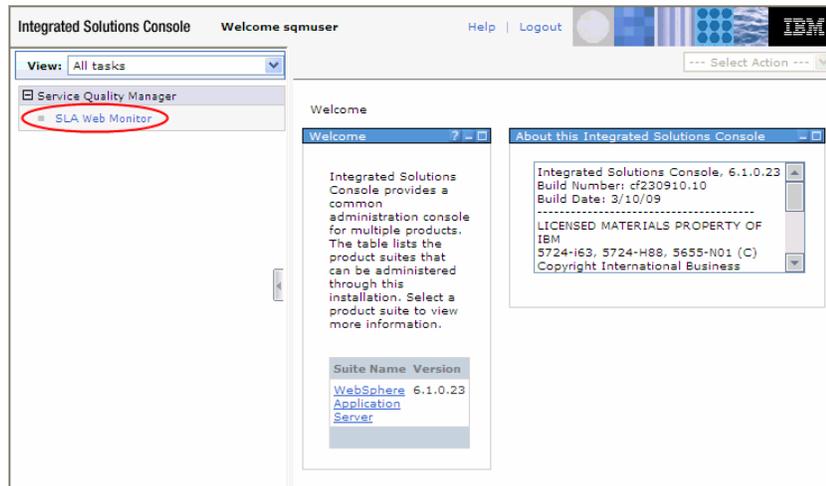


Service quality manager.

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

The screenshot displays the 'Integrated Solutions Console' for 'Welcome sqmuser'. The left navigation pane shows a tree structure under 'Service Quality Manager' with 'SLA Web Monitor' selected. A red circle highlights a button in this menu. The main content area shows the 'SLA Web Monitor' page with a table of SLA metrics.

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

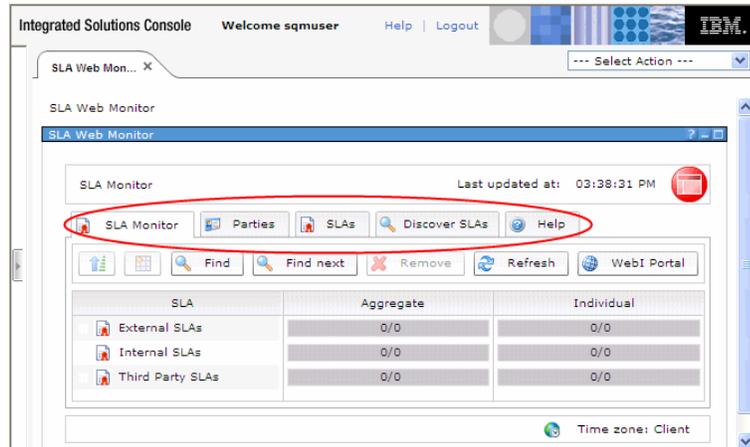
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Hide navigation menu.

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

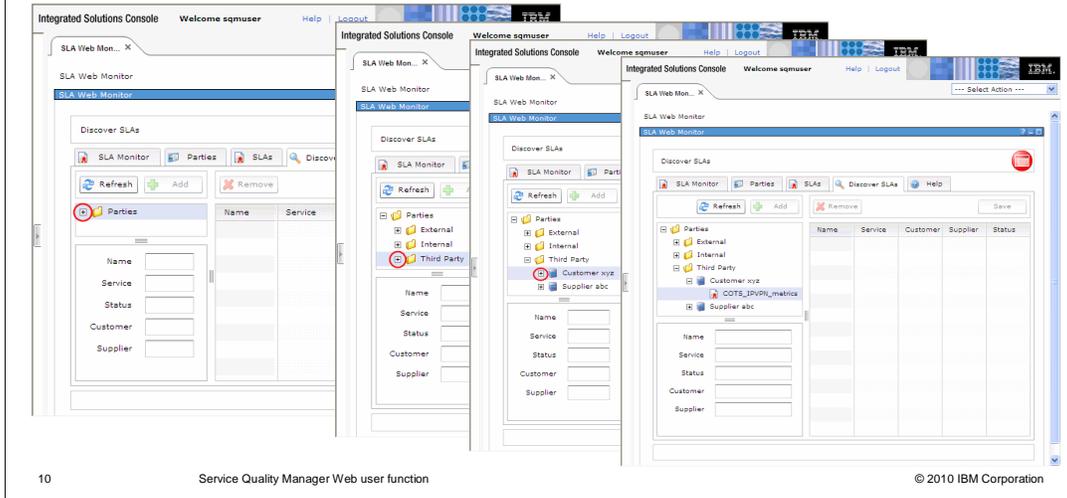


SLA monitor tabs.

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**

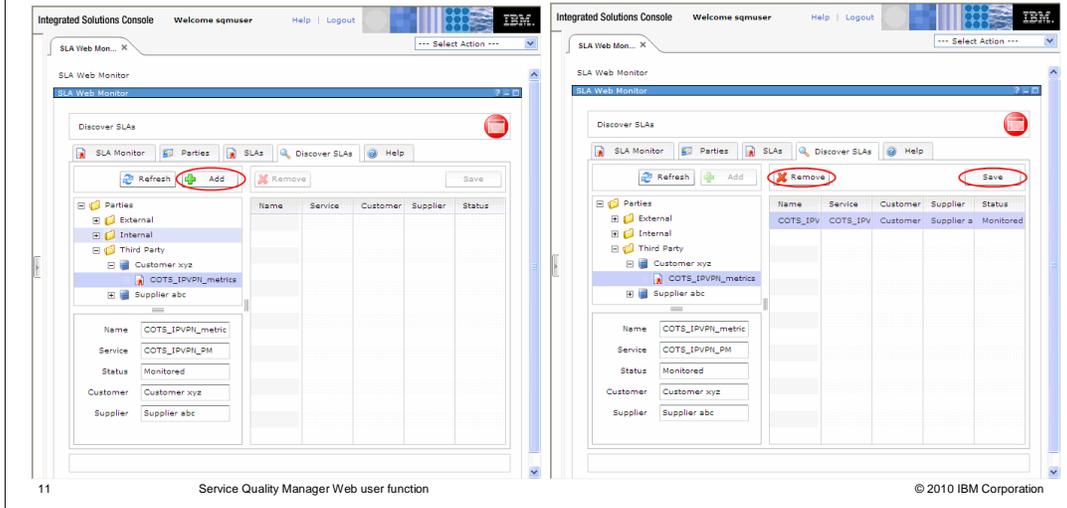


Discover SLAs tab.

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 right screenshot displays the following table:

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

Additional details from the screenshots:

- Left screenshot: The 'SLA Monitor' tab is highlighted in the navigation menu. The main area shows a tree view with 'Third Party' expanded to show 'COTS_IPV' and 'Supplier abc'.
- Right screenshot: The 'SLA Monitor' view is active. The table shows 'Third Party SLAs' with a green progress bar for the individual metric (15/25). The 'Last updated at' timestamp is 04:01:24 PM.

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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 SLA Monitor interface in the Integrated Solutions Console. The top screenshot shows the 'Customer xyz' row selected, and the bottom screenshot shows the 'COTS_IPVPN_metrics' row selected.

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

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
COTS_IPVPN_metrics	0/0	15/25

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Service Quality Manager Web user function

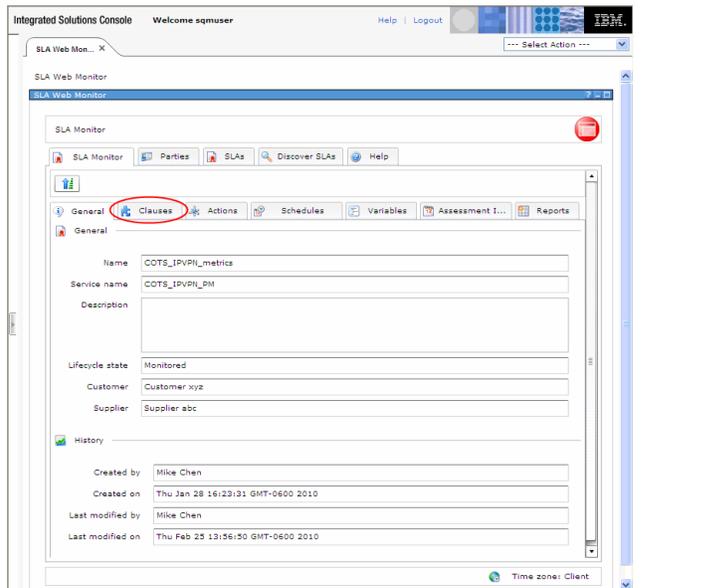
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SLA monitor tab: view SLA.

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

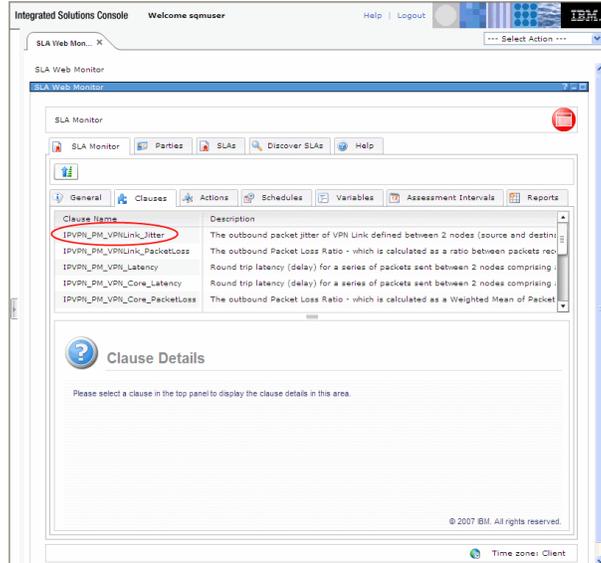
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SLA monitor tab: general service data tab.

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**

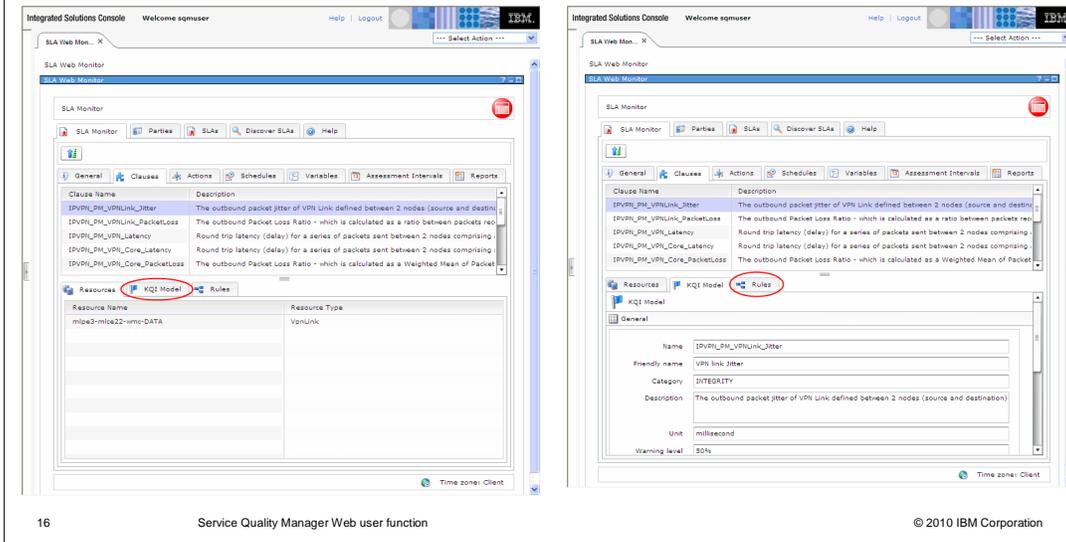


SLA monitor tab: clauses service data tab.

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

The screenshot displays the 'SLA Monitor' interface within the 'Integrated Solutions Console'. The 'Actions' tab is selected and highlighted with a red circle. Below the tabs, a table lists clause rules:

Clause Name	Description
IPVPM_IPM_VPNLink_Jitter	The outbound packet jitter of VPN Link defined between 2 nodes (source and destination)
IPVPM_IPM_VPNLink_PacketLoss	The outbound Packet Loss Ratio - which is calculated as a ratio between packets received and sent
IPVPM_IPM_VPN_Latency	Round trip latency (delay) for a series of packets sent between 2 nodes comprising a VPN Link
IPVPM_IPM_VPN_Core_Latency	Round trip latency (delay) for a series of packets sent between 2 nodes comprising a VPN Core
IPVPM_IPM_VPN_Core_PacketLoss	The outbound Packet Loss Ratio - which is calculated as a Weighted Mean of Packet Loss Ratio for all VPN Links in the VPN Core

Below the table, the 'Rules' section is visible, showing a rule for peak times:

At Peak times:

- If the KQI value is **less than 1** then the clause status is **warning**

Otherwise the clause status is **clear**

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Service Quality Manager Web user function

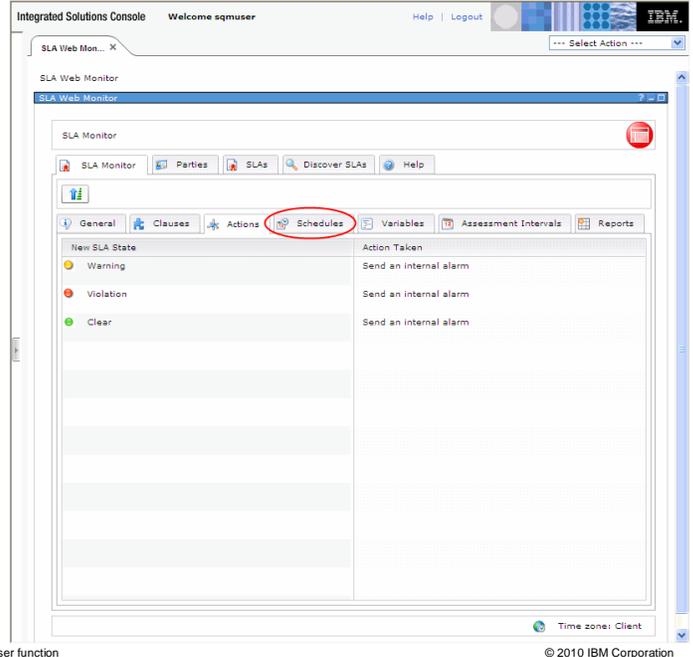
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SLA monitor tab: clauses service data tab: rules.

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

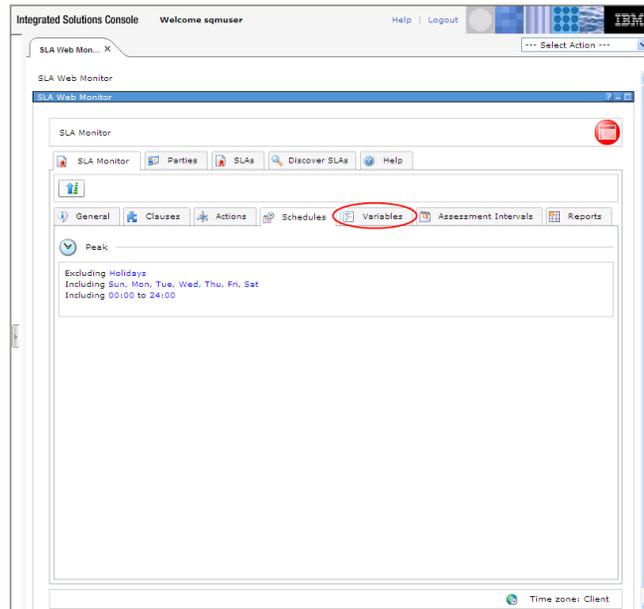


SLA monitor tab: actions service data tab.

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

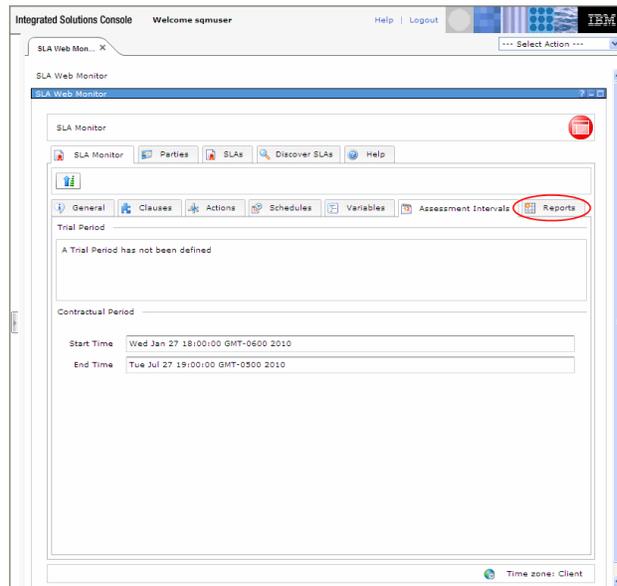


SLA monitor tab: schedules service data tab.

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

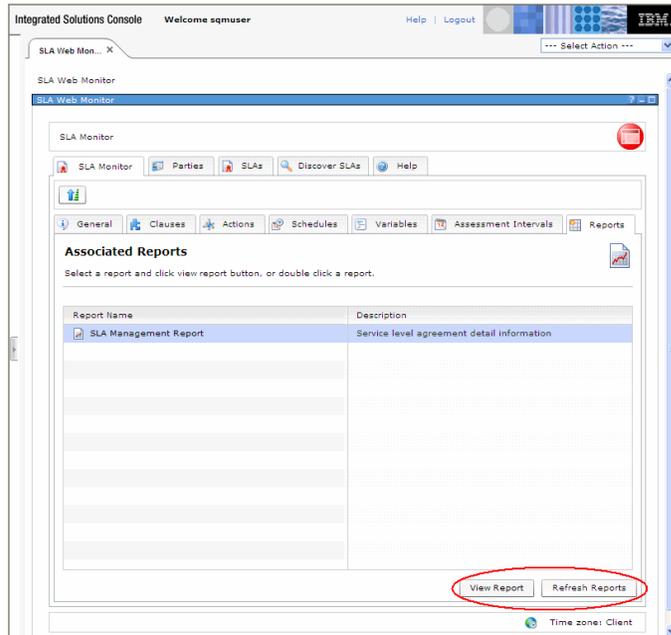
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SLA monitor tab: assessment intervals service data tab.

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 screenshot displays the Service Quality Manager Web user function interface. It features a main header with the Tivoli logo and the text 'Service Level Agreement'. Below this, there are several overlapping PDF report thumbnails. The leftmost thumbnail shows a 'Service Level Agreement Attributes' table with fields like SLA Name, Service Name, and SLA ID. The middle thumbnail shows a 'Service Level Agreement Rules' table with columns for Rule Name, Rule Type, and Rule Description. The rightmost thumbnail shows a 'Service Level Agreement Class: MSC Reliability' table with columns for Rule Name, Rule Type, and Rule Description. The bottom of the screenshot includes the page number '23', the text 'Service Quality Manager Web user function', and the copyright notice '© 2010 IBM Corporation'.

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

The left screenshot shows the 'Associated Reports' section of the SLA Monitor interface. A red circle highlights the 'drill up' icon (a square with a diagonal line) in the top-left corner of the report area.

The right screenshot shows a table with the following data:

SLA	Aggregate	Individual
Internal SLAs	0/0	0/0
Internal SLAs	0/0	0/0
Third Party SLAs	0/0	13/13
Customer xyz	0/0	13/13
COTS_IPVPN_metrics	0/0	13/13

A red circle highlights the 'Individual' column for the 'COTS_IPVPN_metrics' row.

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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 image displays two screenshots of the Service Quality Manager (SQM) web interface. The left screenshot shows the 'SLA Monitor' tab with the 'Individual Clauses' section expanded, showing a list of clauses with a progress bar indicating 15 out of 16 clauses. The right screenshot shows the 'KQI Model' details for the selected clause 'IPVPN_PM_Enterprise_Jitter'. The KQI Model details include the following information:

Property	Value
Name	IPVPN_PM_Enterprise_Jitter
Friendly name	Enterprise Jitter
Category	SITSDSTTY
Description	The outbound packet jitter of VPN Link defined between 2
Unit	millisecond
Warning level	67%
Service objective	15
Weight unit	index/enum/count
Violation direction	Value > objective
Aggregate	False
Combinable	Yes
Version number	1
Editable	False
Contractable	Yes

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

The image displays two screenshots of the IBM SLA Monitor web interface. The left screenshot shows the 'SLA Monitor' tab with a list of SLA clauses and a 'KQI Model' panel for 'IPVPRM_Enterprise_Jitter'. The right screenshot shows the same interface with the 'ibm' resource selected in the list, and a 'KQI Model' panel showing details for 'IPVPRM_Enterprise_Jitter'.

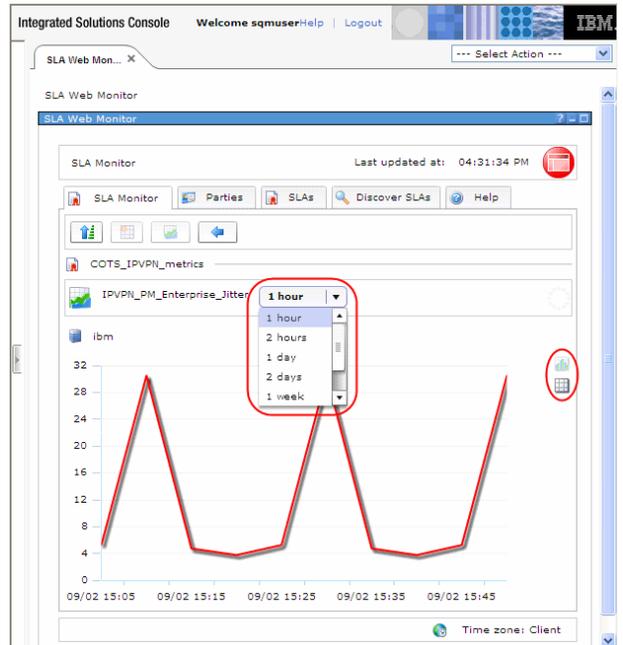
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SLA monitor tab: resource.

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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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

The screenshot displays the SLA Monitor interface. At the top, it says 'Integrated Solutions Console' and 'Welcome sqmuserHelp | Logout'. Below that, there's a 'SLA Web Monitor' tab. The main content area shows 'SLA Monitor' with a 'Last updated at: 04:41:34 PM' timestamp. There are navigation icons for 'SLA Monitor', 'Parties', 'SLAs', 'Discover SLAs', and 'Help'. Below these, there's a section for 'COTS_IPVPI_metrics' with a dropdown menu set to '1 hour'. A table of data is shown below, with columns for 'Start time', 'End time', 'Value', and 'State'. The table contains 10 rows of data. At the bottom right, it says 'Time zone: Client'.

Start time	End time	Value	State
09/02 15:45	09/02 15:50	30.50	Warning
09/02 15:50	09/02 15:55	4.75	Warning
09/02 16:00	09/02 16:05	5.25	Warning
09/02 16:05	09/02 16:10	30.50	Warning
09/02 16:10	09/02 16:15	4.75	Warning
09/02 16:15	09/02 16:20	3.75	Warning
09/02 16:20	09/02 16:25	5.25	Warning
09/02 16:25	09/02 16:30	30.50	Warning
09/02 16:30	09/02 16:35	4.75	Warning

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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.

SLA monitor tab: historical view and return to SLA view

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

The screenshot shows the 'SLA Monitor' interface. At the top, it says 'Integrated Solutions Console' and 'Welcome sqmuser'. Below that, there's a 'SLA Web Monitor' window. Inside, the 'SLA Monitor' tab is active, showing a table of metrics. Two icons are circled in red: a bar chart icon (historical view) and a square with an upward arrow (drill up). The table below shows various SLA clauses with their respective values and states.

Individual Clauses	Individual	KQI Model	IPVPN_PM_En
IPVPN_PM_Enterpr	1/1	Resources	ibm
ibm	3.75	Value	4.75
IPVPN_PM_Enterpr	0/1	Start time	09/02 16:30
IPVPN_PM_Enterpr	1/1	End time	09/02 16:35
IPVPN_PM_VPN_Cc	0/1	State	Warning
IPVPN_PM_VPN_Cc	0/1	Weight	4.00
IPVPN_PM_VPN_3it	0/1	Accuracy	100
IPVPN_PM_VPN_La	0/1		
IPVPN_PM_VPN_Pa	0/1		
IPVPN_PM_VPNLin1	0/1		
IPVPN_PM_VPNLin1	1/1		
IPVPN_PM_VPNLin1	12/17		

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Service Quality Manager Web user function

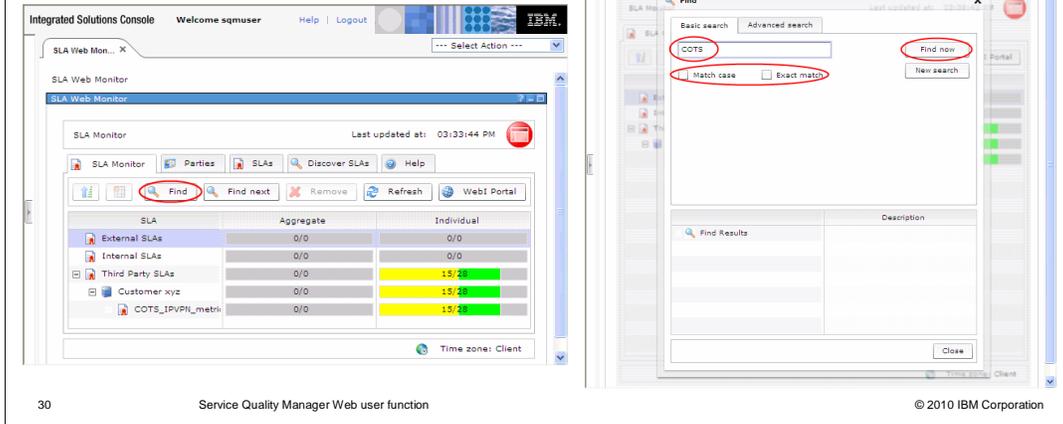
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SLA monitor tab: historical view and return to SLA view.

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**

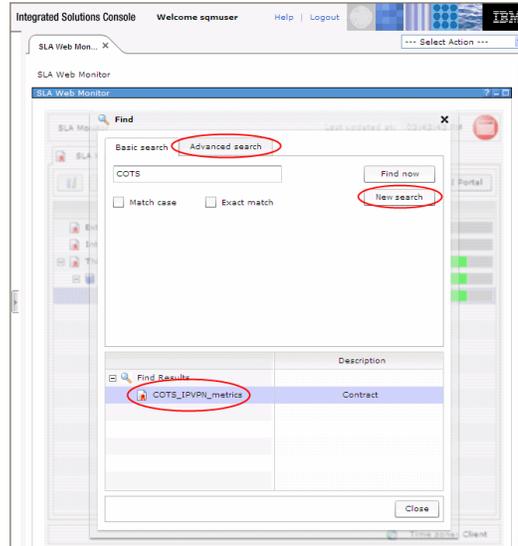


SLA monitor tab: find SLA now.

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

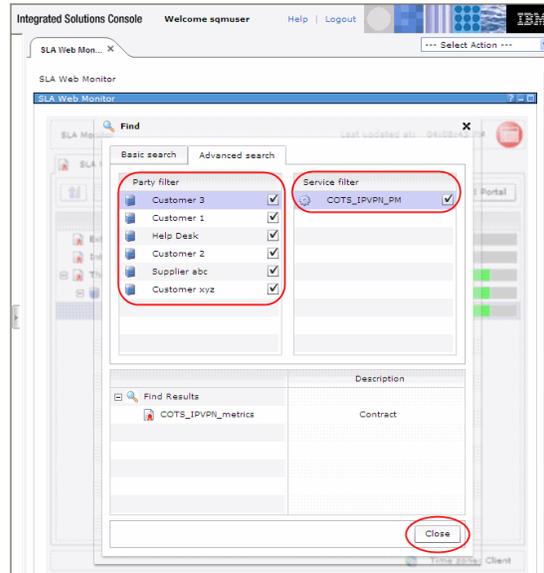
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SLA monitor tab: search types.

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

The screenshot displays the 'SLA Monitor' interface within the 'Integrated Solutions Console'. The top navigation bar includes 'Welcome sqmuser', 'Help', and 'Logout'. The main content area shows a table of SLA metrics. The table has three columns: 'SLA', 'Aggregate', and 'Individual'. The 'SLA' column lists categories like 'External SLAs', 'Internal SLAs', 'Third Party SLAs', and 'Customer xyz'. The 'Aggregate' column shows '0/0' for all. The 'Individual' column shows '0/0' for 'External SLAs' and 'Internal SLAs', and '4/28' for 'Customer xyz' and 'COTS_IPVPN_metrics'. The 'COTS_IPVPN_metrics' row is highlighted in blue. A red circle highlights the 'Find next', 'Remove', 'Refresh', and 'WebI Portal' buttons in the toolbar. The 'Find next' button is currently active.

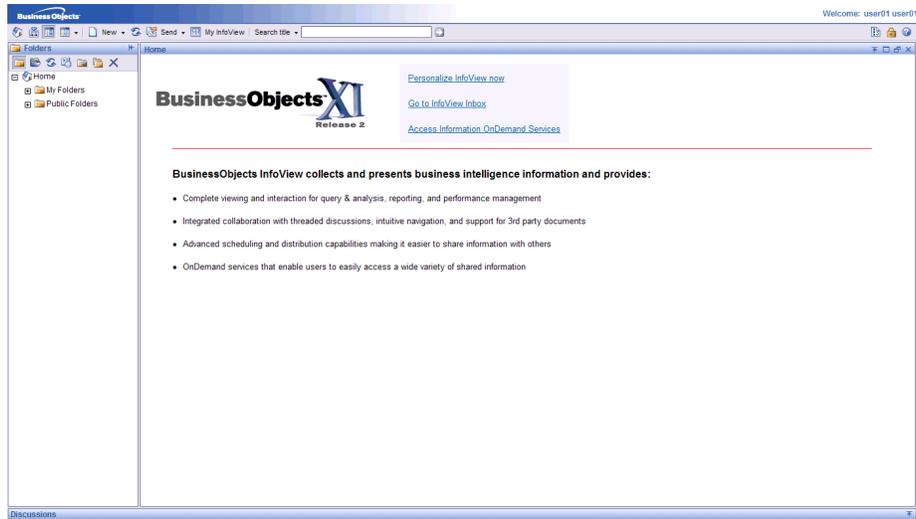
SLA	Aggregate	Individual
External SLAs	0/0	0/0
Internal SLAs	0/0	0/0
Third Party SLAs	0/0	4/28
Customer xyz	0/0	4/28
COTS_IPVPN_metrics	0/0	4/28

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

The screenshot shows the 'SLA Web Monitor' interface. At the top, there's a navigation bar with 'SLA Monitor', 'Parties', and 'SLAs' tabs. The 'Parties' tab is circled in red. Below the tabs, there's a table with the following data:

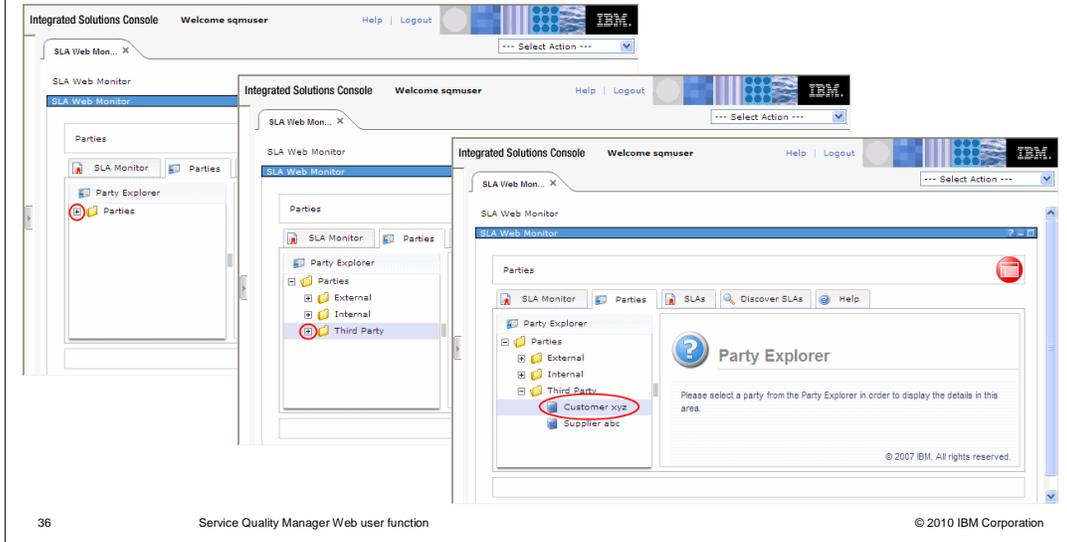
SLA	Aggregate	Individual
External SLAs	0/0	0/0
Internal SLAs	0/0	0/0
Third Party SLAs	0/0	4/28
Customer xyz	0/0	4/28
COTS_IPVPN_metrics	0/0	4/28

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**

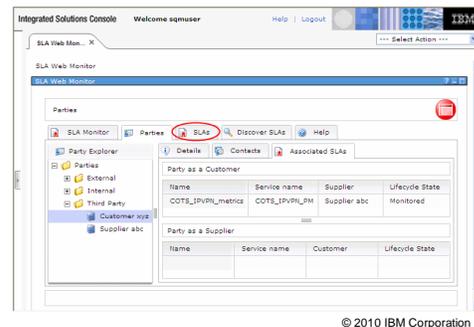
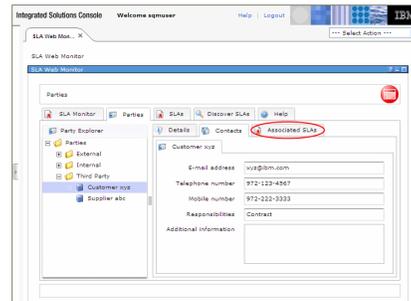
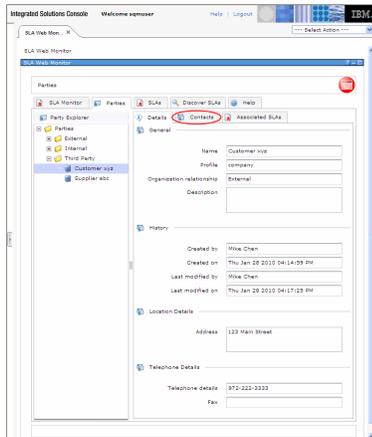


Parties tab.

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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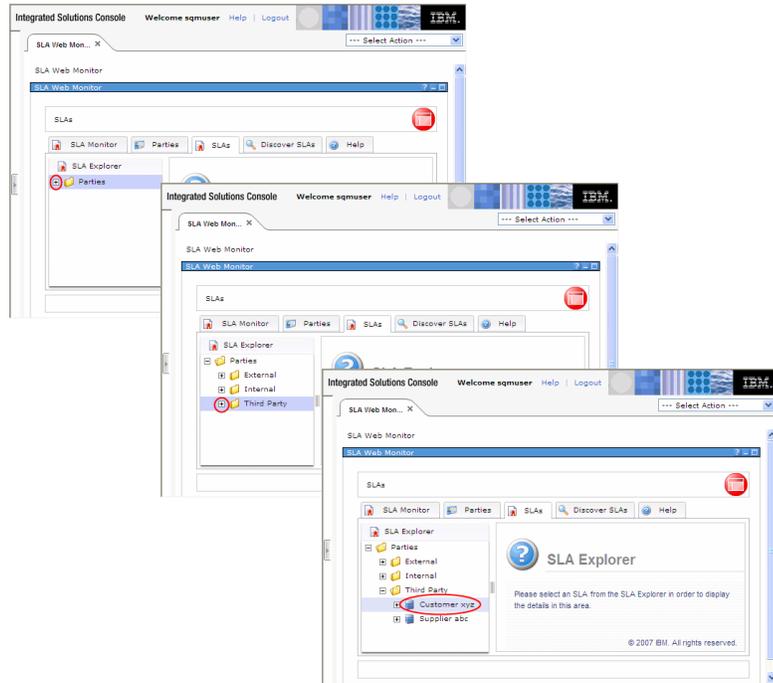
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Parties tab: details, contacts and associated SLAs.

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

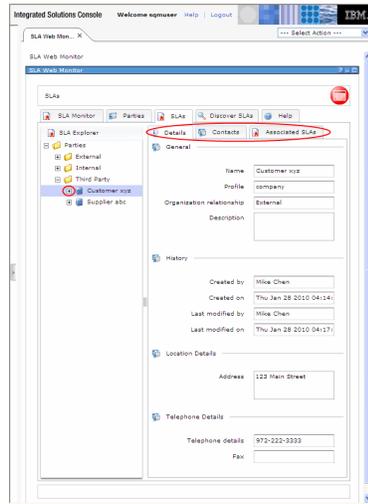
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SLAs tab.

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

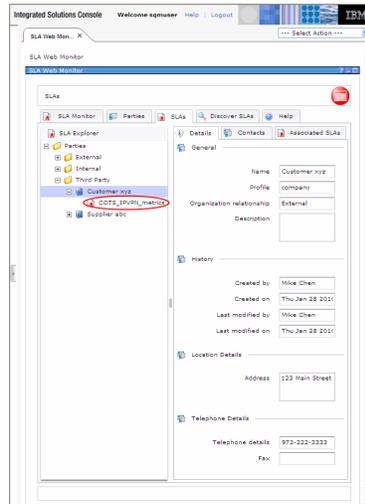
SLAs tab: expand party

- 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



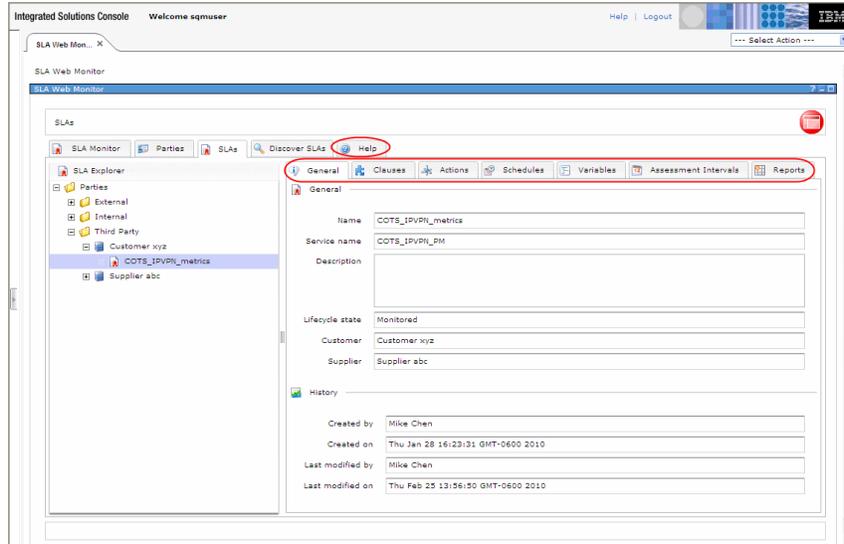
© 2010 IBM Corporation

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

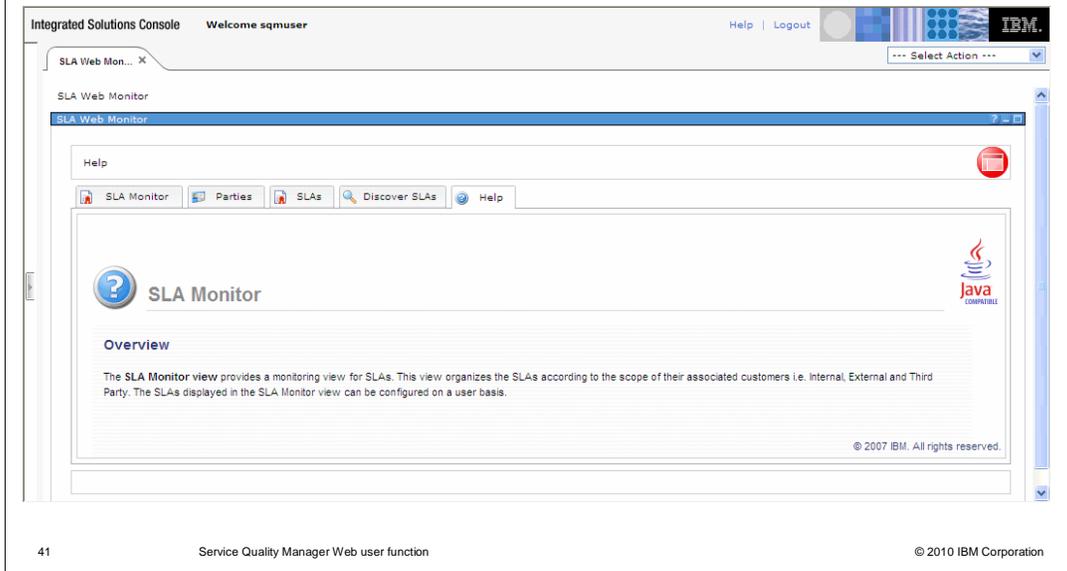
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SLAs tab: service data tab.

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

SLAs tab: help tab

The **Help** tab is shown



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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