



## **IBM Tivoli Netcool Service Quality Manager 4.1**

### ***Custom key quality indicator creation***

**Tivoli.** software



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### **IBM Tivoli Netcool® Service Quality Manager 4.1: Custom key quality indicator creation.**

This training module is for Netcool Service Quality Manager 4.1, custom key quality indicator creation.

## Assumptions

- You have Netcool Service Quality Manager 4.1 installed and running
- You are a user with access to Service Quality Manager and an SQM Modeling role

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### **Assumptions.**

The assumptions are that you have Netcool Service Quality Manager 4.1 installed and running and that you are a user with access to Service Quality Manager and an SQM Modeling role.

## Objectives

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

- ▶ Create a key quality indicator category
- ▶ Create a key quality indicator

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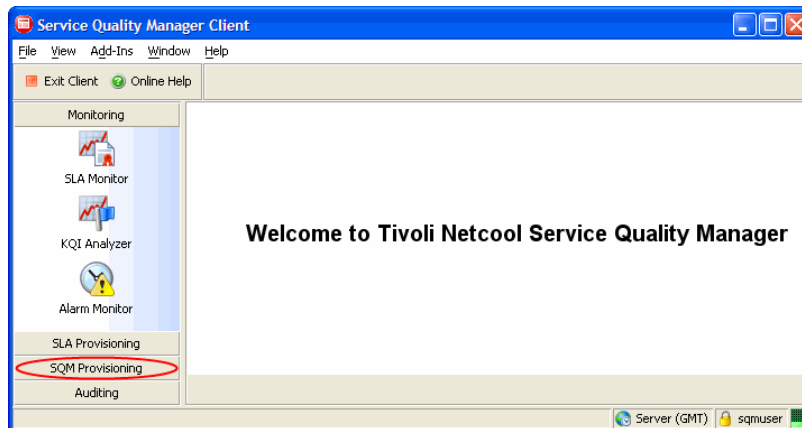
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### **Objectives.**

Upon completion of this module, you should be able to create a key quality indicator category and create a key quality indicator.

## Starting SQM provisioning

Click **SQM Provisioning** on the shortcut bar

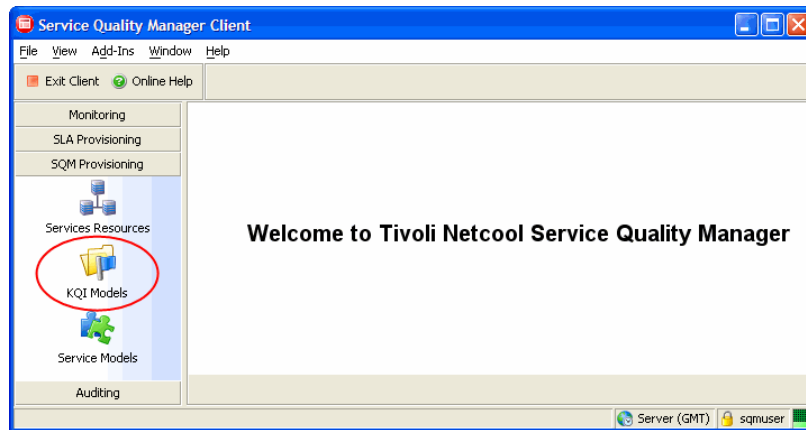


### Starting SQM provisioning.

Starting at the welcome page, click **SQM Provisioning** on the shortcut bar.

## Select KQI models

Click **KQI Models**



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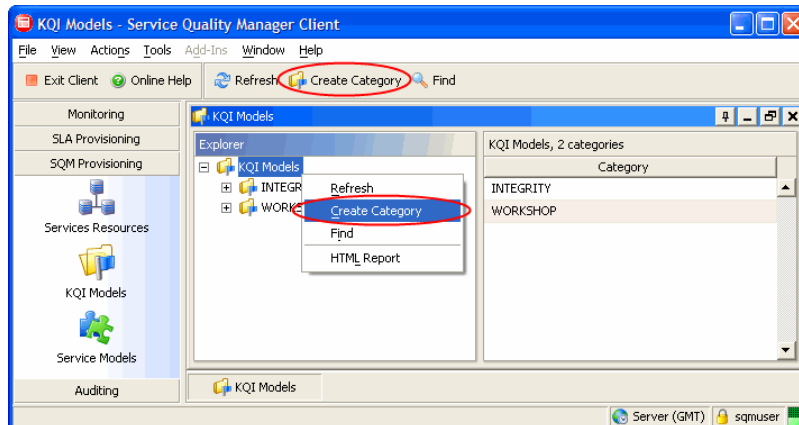
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**Select KQI models.**

Click **KQI Models** in the **SQM Provisioning** menu.

## KQI models category creation

Click **Create Category** or right-click **KQI Models** and select **Create Category**



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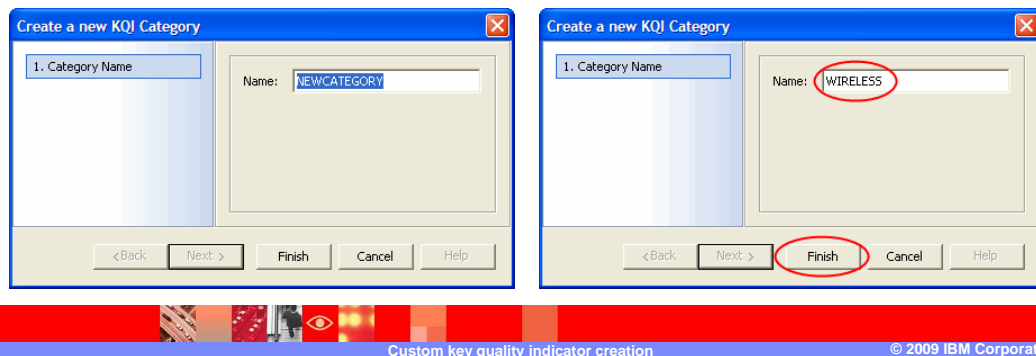
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**KQI models category creation.**

Click **Create Category** or right-click **KQI Models** and select **Create Category** to create a KQI category.

## KQI models category creation: category name

- Enter a name
- Click **Finish**
- Use category creation to create a KQI model category

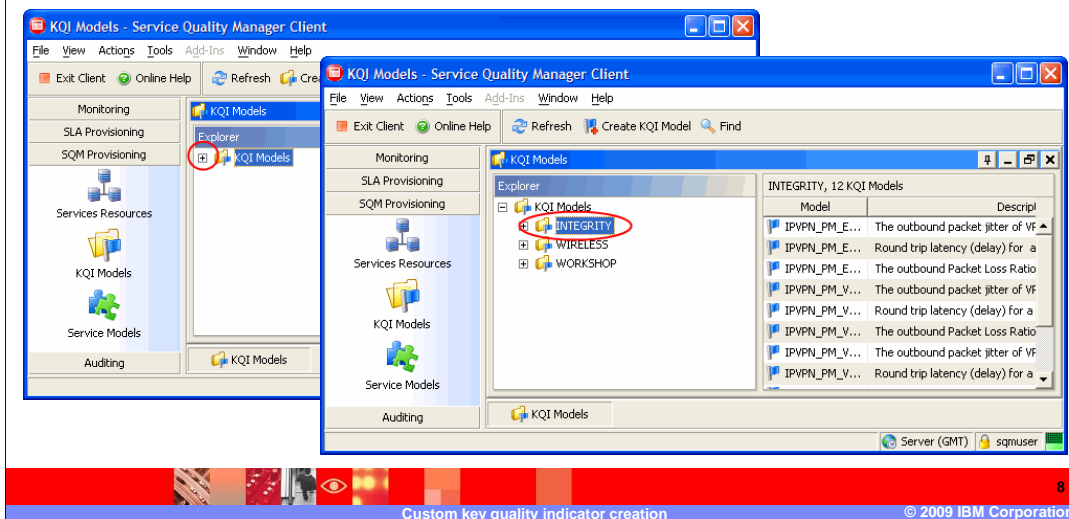


### KQI models category creation: category name.

The default KQI Category name is **NEWCATEGORY**. You must enter the name of the category, for example, **WIRELESS**. Click **Finish**. This example of a WIRELESS KQI category shows you how to create a KQI model category.

## Select KQI category

- Expand **KQI Models**
- Highlight **INTEGRITY**



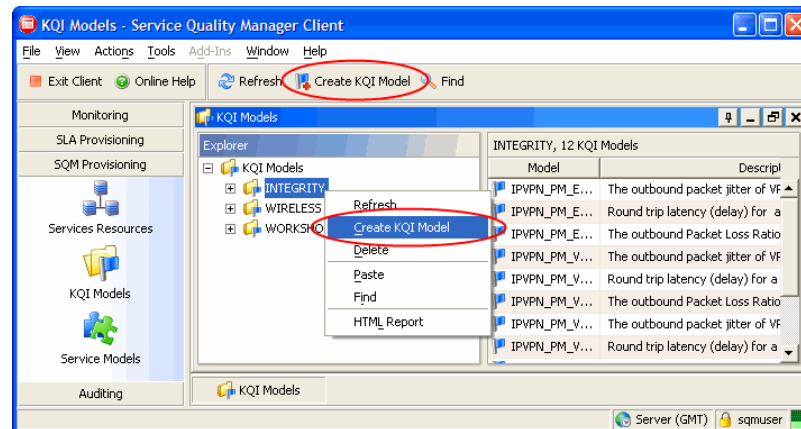
Select KQI category.

Expand **KQI Models**. Highlight **INTEGRITY**.



## Create KQI model

Click **Create KQI Model** or right-click **INTEGRITY** and select **Create KQI Model**



**Create KQI model.**

Click **Create KQI Model** or right-click **INTEGRITY** and select **Create KQI Model**.

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## Enter model name, friendly name, and description

- Enter Model Name  
**IPVPN\_Enterprise\_Latency**
- Enter Friendly Name and Description (optional)

Create a new Combined KQI Model

1. Model Name  
2. Details  
3. Combination  
4. Rollup

Model Name: IPVPN\_Enterprise\_Latency

Friendly Name: (optional) IPVPN PM Enterprise Latency

Model Category: INTEGRITY

This KQI Model may be:  
☒ Combined with other KQI Models  
☒ Monitored in SLAs  
☐ Associated with the Aggregate Service Quality Level

Description:  
IPVPN PM Enterprise Latency

< Back

Next >

Finish

Cancel

Help

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### Enter model name, friendly name, and description.

Enter model name **IPVPN\_Enterprise\_Latency**. The Friendly Name and Description fields are optional. Enter IPVPN PM Enterprise Latency for the friendly name and for the description.

kqi\_creation.ppt

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## Define model name parameters

- Select **Combined with other KQI Models** to make this KQI model available within other KQI combined models
- Select **Monitored in SLAs** to make this KQI available for monitoring in SLAs

Create a new Combined KQI Model

1. Model Name  
2. Details  
3. Combination  
4. Rollup

Model Name: IPVPN\_Enterprise\_Latency  
Friendly Name: (optional) IPVPN PM Enterprise Latency  
Model Category: INTEGRITY  
This KQI Model may be:  
☒ Combined with other KQI Models  
☒ Monitored in SLAs  
☐ Associated with the Aggregate Service Quality Level

Description:  
IPVPN PM Enterprise Latency

< Back Next > Finish Cancel Help

### Define model name parameters.

Select **Combined with other KQI Models** to make this KQI model available within other KQI combined models. Select **Monitored in SLAs** to make this KQI available for monitoring in SLAs.

## Finish model name

- **Associated with the Aggregate Service Quality Level** by default is not selected. Selecting this check box associates the KQI model with the aggregate service quality level
- Click **Next**

Create a new Combined KQI Model

1. Model Name  
2. Details  
3. Combination  
4. Rollup

Model Name: IPVPN\_Enterprise\_Latency  
Friendly Name: (optional) IPVPN PM Enterprise Latency  
Model Category: INTEGRITY

This KQI Model may be:

- ☒ Combined with other KQI Models
- ☒ Monitored in SLAs
- ☐ Associated with the Aggregate Service Quality Level

Description:  
IPVPN PM Enterprise Latency

< Back Next > Finish Cancel Help

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**Finish model name.**

**Associated with the Aggregate Service Quality Level** by default is not selected. Selecting this check box associates the KQI model with the aggregate service quality level. Click **Next**.

## Details

The screenshot shows a software window titled "Create a new Combined KQI Model" with a close button in the top right corner. On the left is a vertical navigation pane with four items: "1. Model Name", "2. Details" (which is selected and highlighted), "3. Combination", and "4. Rollup". The main area of the window contains the following fields and controls:

- KQI Unit:** A dropdown menu showing "# users".
- Resource Type:** A text input field followed by a button with three dots "...".
- Base Rollup:** A text input field followed by a button with three dots "...".
- Constituent Timeout:** A text input field containing "48" followed by the label "Hours".
- Is this model periodic?** An unchecked checkbox.
- Window Type:** A dropdown menu showing "Fixed".
- Periodicity (# units):** A text input field containing "0" followed by a dropdown menu showing "minute".
- Windows (# of periods):** A text input field containing "1".
- Violation Condition:** A dropdown menu showing "Value < objective".
- Service Objective Violation:** A text input field containing "1.0".
- Warning Level (% of violation):** A text input field containing "10".

At the bottom of the window are five buttons: "< Back", "Next >", "Finish", "Cancel", and "Help".

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### Details.

The Details window is displayed.

## Details: KQI unit

- Select **index/enum/count** for the KQI unit from the pull-down menu.
- The selection determines the unit of measurement for the Service Objective Violation

Create a new Combined KQI Model

1. Model Name  
2. Details  
3. Combination  
4. Rollup

KQI Unit: # users

Resource Type: # users  
# calls  
# sessions  
transaction/s  
transaction  
index/enum/count  
packet  
frame

☐ Is this model periodic

Window Type: Fixed

Periodicity (# units): 0 minute

Windows (# of periods): 1

Violation Condition: Value < objective

Service Objective Violation: 1.0

Warning Level (% of violation): 10

< Back Next > Finish Cancel Help

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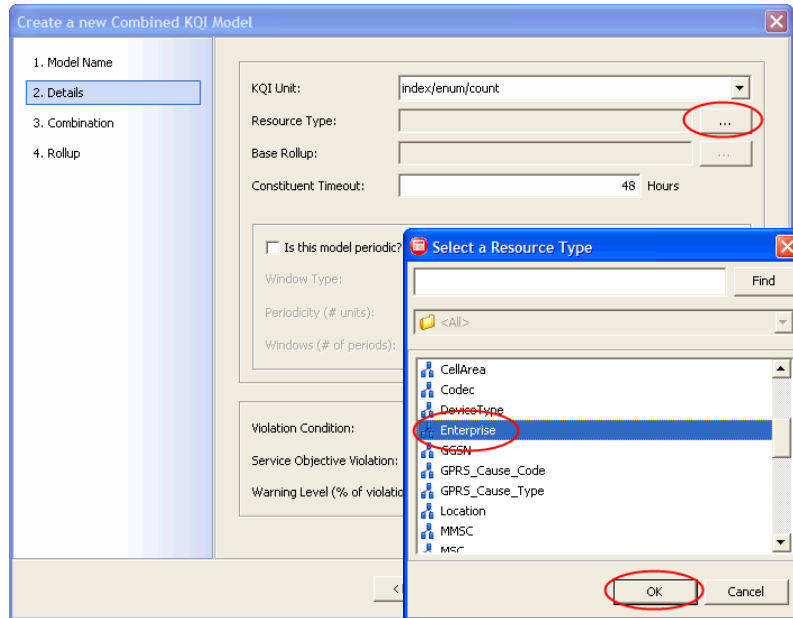
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### Details: KQI unit.

Select **index/enum/count** for the KQI unit from the pull-down menu. The selection determines the unit of measurement for the Service Objective Violation.

## Details: resource type

- Open Select Resource Type window by clicking the ellipses (...) button
- Highlight **Enterprise**
- Click **OK**
- You can enter a resource type and click **Find**
- You can show a specific KQI category by selecting from the pull-down menu



### Details: resource type.

Open the Select Resource Type window by clicking the ellipses (...) button. Highlight **Enterprise**. Click **OK**. You can enter a resource type and click **Find**. You can show a specific KQI category by selecting from the pull-down menu.

## Details: base rollup

- Open the Rollup Selector window by clicking the ellipses (...) button
- Highlight **Enterprise**
- Click **OK**

The screenshot shows the 'Create a new Combined KQI Model' dialog box. The 'Details' tab is active. The 'Base Rollup' field has an ellipsis (...) button circled in red. A 'Rollup Selector' dialog box is open over it, showing a list with 'Enterprise' highlighted and circled in red. The 'OK' button in the 'Rollup Selector' is also circled in red.

### Details: base rollup.

Open the Rollup Selector window by clicking the ellipses (...) button. Highlight **Enterprise**. Click **OK**.



## Details: constituent timeout

The constituent timeout value for a combined KQI model specifies the oldest value as an approximation for a constituent that has no value for the current window.

Enter **48** hours

Create a new Combined KQI Model

|                |                               |
|----------------|-------------------------------|
| 1. Model Name  | KQI Unit: index/enum/count    |
| 2. Details     | Resource Type: Enterprise     |
| 3. Combination | Base Rollup: Enterprise       |
| 4. Rollup      | Constituent Timeout: 48 Hours |

☐ Is this model periodic?

Window Type: Fixed

Periodicity (# units): 0 minute

Windows (# of periods): 1

Violation Condition: Value < objective

Service Objective Violation: 1.0

Warning Level (% of violation): 10

< Back Next > Finish Cancel Help

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### Details: constituent timeout.

The constituent timeout value for a combined KQI model specifies the oldest value as an approximation for a constituent that has no value for the current window. Enter **48** hours.

## Details: periodic model

- When creating a combined KQI model you must specify when you want the calculation and publication of the KQI value to occur
- Select the **Is This Model Periodic** check box to calculate periodic KQI

Create a new Combined KQI Model

1. Model Name  
2. Details  
3. Combination  
4. Rollup

KQI Unit: index/enum/count

Resource Type: Enterprise

Base Rollup: Enterprise

Constituent Timeout: 48 Hours

☐ Is this model periodic?

Window Type: Fixed

Periodicity (# units): 0 minute

Windows (# of periods): 1

Violation Condition: Value < objective

Service Objective Violation: 1.0

Warning Level (% of violation): 10

< Back Next > Finish Cancel Help

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### Details: periodic model.

When creating a combined KQI model, you must specify when you want the calculation and publication of the KQI value to occur. Select the **Is This Model Periodic** check box to calculate periodic KQI.

## Details: periodic model window type

- Select a window type from the menu
- **Fixed** flushes data at the end of every window period
- **Sliding** is like a circular buffer. Oldest values are removed when the values are older than the window period, and new values are continually added

Create a new Combined KQI Model

1. Model Name  
2. Details  
3. Combination  
4. Rollup

KQI Unit: index/enum/count

Resource Type: Enterprise

Base Rollup: Enterprise

Constituent Timeout: 48 Hours

☒ Is this model periodic?

Window Type: Fixed

Periodicity (# units): Fixed

Windows (# of periods): Fixed

Violation Condition: Value < objective

Service Objective Violation: 1.0

Warning Level (% of violation): 10

< Back Next > Finish Cancel Help

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### Details: periodic model window type.

Select a window type from the menu. **Fixed** flushes data at the end of every window period. **Sliding** is like a circular buffer. Oldest values are removed when the values are older than the window period, and new values are continually added. Month-to-date, Week-to-date, and Day-to-date are self explanatory.

## Details: periodic model periodicity

Set a  
periodicity  
unit of **15**  
minutes

Create a new Combined KQI Model

1. Model Name  
2. Details  
3. Combination  
4. Rollup

KQI Unit: index/enum/count  
Resource Type: Enterprise  
Base Rollup: Enterprise  
Constituent Timeout: 48 Hours

☒ Is this model periodic?  
Window Type: Fixed  
Periodicity (# units): 15 minute  
Windows (# of periods):  
Violation Condition: Value < objective  
Service Objective Violation: 1.0  
Warning Level (% of violation): 10

< Back Next > Finish Cancel Help

### Details: periodic model periodicity.

Set a periodicity unit of **15** minutes.

## Details: periodic model windows

Set the number of periods required per window as 1

The screenshot shows a software window titled "Create a new Combined KQI Model" with a sidebar on the left containing four tabs: "1. Model Name", "2. Details", "3. Combination", and "4. Rollup". The "2. Details" tab is selected. The main area contains several input fields and checkboxes:

- KQI Unit: index/enum/count (dropdown)
- Resource Type: Enterprise (dropdown)
- Base Rollup: Enterprise (dropdown)
- Constituent Timeout: 48 Hours (text field)
- ☒ Is this model periodic?
- Window Type: Fixed (dropdown)
- Periodicity (# units): 15 minute (dropdown)
- Windows (# of periods): 1 (text field, circled in red)
- Violation Condition: Value < objective (dropdown)
- Service Objective Violation: 1.0 (text field)
- Warning Level (% of violation): 10 (text field)

At the bottom are buttons: "< Back", "Next >", "Finish", "Cancel", and "Help".

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### Details: periodic model windows.

Set the number of periods required per window as 1.

## Details: violation condition

Select **Value < objective**  
from the  
Violation  
Condition  
menu

Create a new Combined KQI Model

1. Model Name  
2. Details  
3. Combination  
4. Rollup

KQI Unit: index/enum/count

Resource Type: Enterprise

Base Rollup: Enterprise

Constituent Timeout: 48 Hours

☒ Is this model periodic?

Window Type: Fixed

Periodicity (# units): 15 minute

Windows (# of periods): 1

Violation Condition: Value < objective

Service Objective Violation:

Warning Level (% of violation):

< Back Next > Finish Cancel Help

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**Details: violation condition.**

Select **Value < objective** from the Violation Condition menu.

## Details: service objective violation and warning level

- Enter **1.0** as the Service Objective Violation
- The unit of the Service Objective Violation depends on the KQI Unit field
- Enter **10%** as the Warning Level
- The warning level is a percentage of the value you entered in the Service Objective Violation field

Create a new Combined KQI Model

1. Model Name  
2. Details  
3. Combination  
4. Rollup

KQI Unit: index/enum/count

Resource Type: Enterprise

Base Rollup: Enterprise

Constituent Timeout: 48 Hours

☒ Is this model periodic?

Window Type: Fixed

Periodicity (# units): 15 minute

Windows (# of periods): 1

Violation Condition: Value < objective

Service Objective Violation: 1.0

Warning Level (% of violation): 10

< Back Next > Finish Cancel Help

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**Details: service objective violation and warning level.**

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# Finish details

Click **Next**

Create a new Combined KQI Model

1. Model Name

2. Details

3. Combination

4. Rollup

KQI Unit:

index/enum/count

Resource Type:

Enterprise

Base Rollup:

Enterprise

Constituent Timeout:

48

 Hours

☒ Is this model periodic?

Window Type:

Fixed

Periodicity (# units):

15

 minute

Windows (# of periods):

1

Violation Condition:

Value < objective

Service Objective Violation:

1.0

Warning Level (% of violation):

10

< Back

Next >

Finish

Cancel

Help

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## Finish details.

Click **Next** to finish the details section.



## Combination

Create a new Combined KQI Model

1. Model Name  
2. Details  
3. Combination  
4. Rollup

Calculation Type: Combinable

| Name | Model | Weight | Temporal Agg. | Resource Agg. |
|------|-------|--------|---------------|---------------|
|------|-------|--------|---------------|---------------|

Even Weight    New...    Edit ...    Delete

Formula:  
0

Combination Weight: None    Edit ...

Weight Source:

< Back    Next >    Finish    Cancel    Help

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### Combination.

The Combination window is displayed.

## Combination: Calculation type combinable and rollup only

- Four calculation types
  - **Combinable**
  - **Dynamically Weighted Mean**
  - **Weighted Normalized Aggregation**
  - **Rollup Only**
- **Combinable and Rollup Only** have similar windows

Calculation Type: **Combinable**

| Name | Model | Weight | Temporal Agg. | Resource Agg. |
|------|-------|--------|---------------|---------------|
|      |       |        |               |               |

Even Weight      New...      Edit ...      Delete

Formula:

Combination Weight: **None**      Edit ...

Weight Source:

< Back      Next >      Finish      Cancel      Help

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### Combination: calculation type combinable and rollup only.

The four different calculation types are **Combinable**, **Dynamically Weighted Mean**, **Weighted Normalized Aggregation** and **Rollup Only**. **Combinable** and **Rollup Only** have similar windows.

## Combination: calculation type dynamically weighted mean and weighted normalized aggregation

**Dynamically Weighted Mean and Weighted Normalized Aggregation** have similar windows

Calculation Type: Dynamically Weighted Mean

Summarisation/Aggregation of the following models:

| Model | Resource Type | Weight Unit |
|-------|---------------|-------------|
|-------|---------------|-------------|

Add... Delete

< Back Next > Finish Cancel Help

**Combination: calculation type dynamically weighted mean and weighted normalized aggregation.**

**Dynamically Weighted Mean and Weighted Normalized Aggregation** have similar windows.

## Combination: new combinable calculation type

- In this example you use the **Combinable** type
- Click **New** to create a new combinable KQI Model

The screenshot shows the 'Create a new Combined KQI Model' dialog box. On the left, a sidebar lists steps: 1. Model Name, 2. Details, 3. Combination (selected), and 4. Rollup. The main area shows 'Calculation Type' set to 'Combinable'. Below this is a table with columns: Name, Model, Weight, Temporal Agg., and Resource Agg. At the bottom of the main area are buttons: 'Even Weight', 'New...' (circled in red), 'Edit ...', and 'Delete'. A 'Combination Details' sub-dialog is open, containing the following fields:

- Variable Name: [text input]
- KQI Model: [text input with dropdown arrow]
- (0 ≤ Weight ≤ 1): [text input]
- Temporal Aggregation: [dropdown menu, currently 'Last Value']
- Resource Aggregation: [dropdown menu, currently 'Sum']

At the bottom of the sub-dialog are 'OK' and 'Cancel' buttons.

### Combination: new combinable calculation type.

In this example you use the **Combinable** type. Click **New** to create a new combinable KQI model.

## Combination details

- Enter **Latency** as the Variable Name
- Open Select a KQI Model window by clicking the ellipses (...) button
- Highlight **IPVPN\_PM\_Enterprise\_Latency**
- Click **OK**
- You can show a specific KQI category by selecting from the pull-down menu
- You can find a KQI model by typing a search term and clicking **Find**

### Combination details.

Enter **Latency** as the Variable Name. Open the Select a KQI Model window by clicking the ellipses (...). Highlight **IPVPN\_PM\_Enterprise\_Latency**. Click **OK**. You can show a specific KQI category by selecting from the pull-down menu. You can find a KQI model by typing a search term and clicking **Find**.

## Combination details: weight and temporal aggregation

- Enter Weight **1**
- Weight depends on several variables and the importance of each variable
- All weights must total 1
- Select **Sum** from the Temporal Aggregation menu
- Temporal aggregation is only available if you selected the **Is This Model Periodic** check box

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### Combination details: weight and temporal aggregation.

Enter Weight **1**. Weight depends on several variables and the importance of each variable. All weights must total 1. Select **Sum** from the Temporal Aggregation menu. Temporal aggregation is only available if you selected the **Is This Model Periodic** check box.

## Combination: finish details

- Click **OK**
- Note that **Resource Aggregation** is available if aggregation is to be performed across multiple KQIs in the same KQI model

The image displays two screenshots of the 'Combination Details' dialog box. The top screenshot shows the 'OK' button circled in red. The bottom screenshot shows the 'Resource Aggregation' dropdown menu open, displaying options: Sum, Product, Mean, Minimum, Maximum, Dynamically Weighted Mean, and Weighted Normalized Aggregation.

### Combination: finish details.

Click **OK**. Note that **Resource Aggregation** is available if aggregation is to be performed across multiple KQIs in the same KQI model.

## Combination: even weight, edit, and delete

- Highlight **Latency**
- You can evenly weight multiple KQIs by clicking **Even Weight**
- You can edit the KQI by clicking **Edit**
- You can delete the KQI by clicking **Delete**

Calculation Type: Combinable

| Name    | Model       | Weight  | Temporal Agg. | Resource Agg. |
|---------|-------------|---------|---------------|---------------|
| Latency | IPVFN_PM... | 100.0 % | Sum           | NotApplicable |

Buttons: Even Weight New... Edit ... Delete

Formula:

Combination Weight: None Edit ...

Weight Source:

Navigation: < Back Next > Finish Cancel Help

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### Combination: even weight, edit, and delete.

Highlight **Latency**. You can evenly weight multiple KQIs by clicking **Even Weight**. You can edit the KQI by clicking **Edit**. You can delete the KQI by clicking **Delete**.



## Combination: formula

- Click **Edit** to start Formula Editor
- Formula options are not available if you selected **Rollup Only** in the Calculation Type menu

Create a new Combined KQI Model

Calculation Type: **Combination**

| Name    | Model       | Weight  | Temporal Agg. | Resource Agg. |
|---------|-------------|---------|---------------|---------------|
| Latency | IPVPM_PM... | 100.0 % | Sum           | NotApplicable |

Even Weight      New...      Edit ...      Delete

Formula:

Combination Weight: **None**      **Edit ...**

Weight Source:

< Back      Next >      Finish      Cancel      Help

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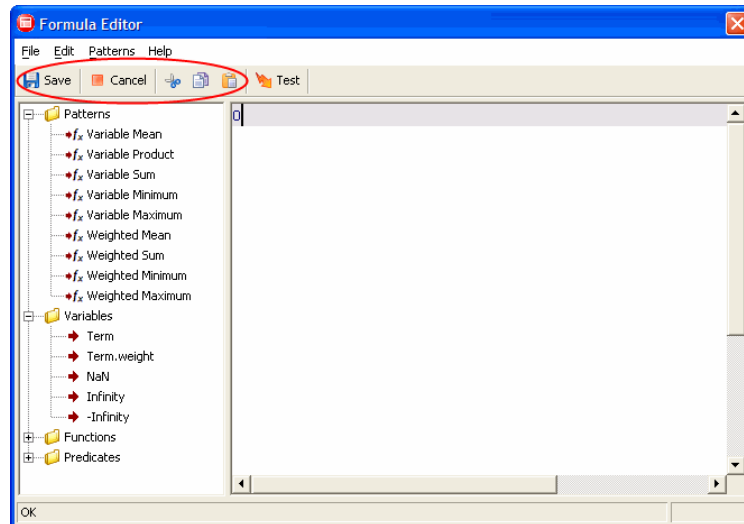
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### Combination: formula.

Click **Edit** to start Formula Editor. Formula options are not available if you selected **Rollup Only** in the Calculation Type menu.

## Combination: formula editor save, cancel, cut, copy and paste

You can save, cancel, cut, copy, or paste by clicking the icons or using the **File** and **Edit** menus

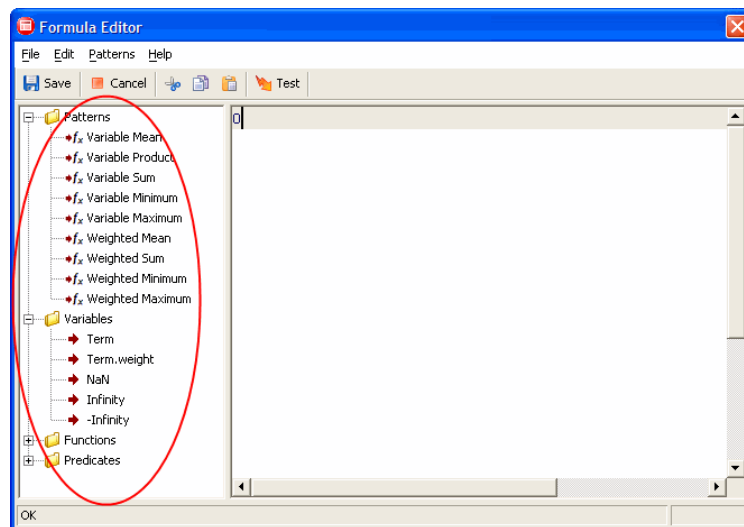


### Combination: formula editor save, cancel, cut, copy and paste.

You can save, cancel, cut, copy, or paste by clicking the icons or using the **File** and **Edit** menus.

## Combination: formula editor components

- The window on the left of the Formula Editor displays standard formula components available for building formulas
- Groups of components are patterns, variables, functions, and predicates



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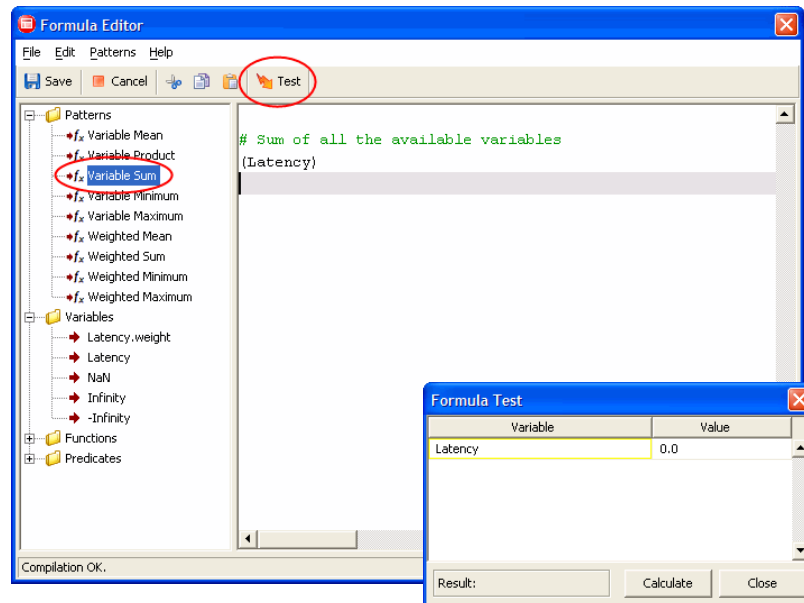
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### Combination: formula editor components.

The window on the left of the Formula Editor displays standard formula components available for building formulas. Four groups of components are patterns, variables, functions, and predicates.

## Combination: formula editor test

- Double-click **Variable Sum** to sum all the available variables to the formula
- Click the **Test** icon to test the formula

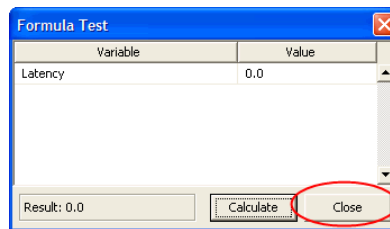
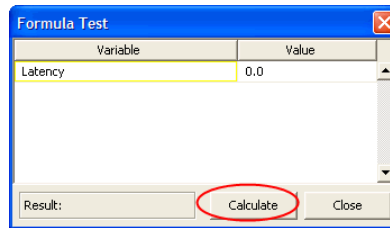


### Combination: formula editor test.

Double-click **Variable Sum** to sum all the available variables to the formula. Click the **Test** icon to test the formula.

## Combination: formula editor formula test

- Click **Calculate** to get the result of the formula
- Click **Close** to return to Formula Editor

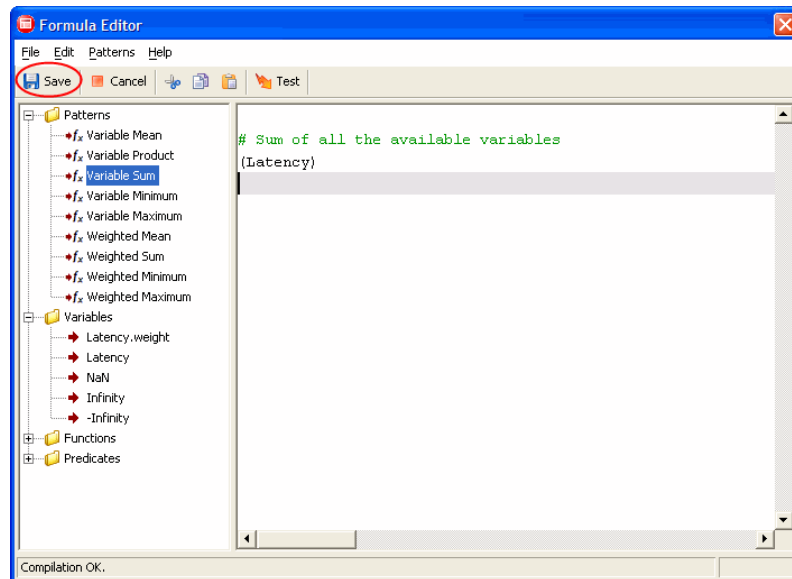


### Combination: formula editor formula test.

Click **Calculate** to get the result of the formula. Click **Close** to return to Formula Editor.

## Combination: formula editor save formula

Click **Save** to save the formula and exit



**Combination: formula editor save formula.**

Click **Save** to save the formula and exit.

## Combination: combination weight

- Combination Weight menu contains the options **None**, **Constituent Value**, and **Constituent Weight**
- None** has no dynamic weight computed
- Constituent Value** computes dynamic weight based on a value of a constituent of the KQI model
- Constituent Weight** computes dynamic weight based on a weight of a constituent of the KQI model

Create a new Combined KQI Model

1. Model Name  
2. Details  
3. Combination  
4. Rollup

Calculation Type:

| Name    | Model       | Weight  | Temporal Agg. | Resource Agg. |
|---------|-------------|---------|---------------|---------------|
| Latency | IPVPM_PM... | 100.0 % | Sum           | NotApplicable |

Even Weight    New...    Edit...    Delete

Formula:

# Sum of all the available variables

Combination Weight:     Edit...

Weight Source:

< Back    Next >    Finish    Cancel    Help

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### Combination: combination weight.

The Combination Weight menu contains three options: **None**, **Constituent Value**, and **Constituent Weight**. **None** has no dynamic weight computed. **Constituent Value** computes dynamic weight based on a value of a constituent of the KQI model. **Constituent Weight** computes dynamic weight based on a weight of a constituent of the KQI model.

## Combination: weight source

- **Weight Source** is the KQI model selected to compute the constituent value and constituent weight
- **Weight Source** is disabled for a Combination Weight of **None**

Calculation Type:

| Name    | Model       | Weight  | Temporal Agg. | Resource Agg. |
|---------|-------------|---------|---------------|---------------|
| Latency | IPVPN_PM... | 100.0 % | Sum           | NotApplicable |

Even Weight    New...    Edit...    Delete

Formula:

# Sum of all the available variables

Combination Weight:     Edit...

Weight Source:

< Back    Next >    Finish    Cancel    Help

### Combination: weight source.

**Weight Source** is the KQI model selected to compute the constituent value and constituent weight. **Weight Source** is disabled for a Combination Weight of **None**.



## Finish combination

- Select a Combination Weight of **None**
- Click **Next**

Calculation Type: Combinable

| Name    | Model       | Weight  | Temporal Agg. | Resource Agg. |
|---------|-------------|---------|---------------|---------------|
| Latency | IPVPN_PM... | 100.0 % | Sum           | NotApplicable |

Even Weight      New...      Edit ...      Delete

Formula:  
# Sum of all the available variables

Combination Weight: None

Weight Source:

< Back      Next >      Finish      Cancel      Help

### Finish combination.

Select a Combination Weight of **None**. Click **Next** to finish the Combination Weight section.

## Combination: new dynamically weighted mean calculation type

- **Dynamically Weighted Mean** and **Weighted Normalized Aggregation** have similar windows
- You can click **Add** to select a KQI model

Calculation Type: Dynamically Weighted Mean

Summarisation/Aggregation of the following models:

| Model | Resource Type | Weight Unit |
|-------|---------------|-------------|
|-------|---------------|-------------|

Buttons: Add... Delete

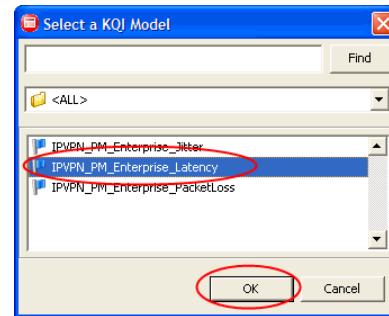
Navigation: < Back Next > Finish Cancel Help

**Combination: new dynamically weighted mean calculation type.**

**Dynamically Weighted Mean** and **Weighted Normalized Aggregation** have similar windows. You can click **Add** to select a KQI model. **Dynamically Weighted Mean** is used in this example.

## Combination: dynamically weighted mean select a KQI model

- Create KQI models with units and resource matching the KQI
- Highlight **IPVPN\_PM\_Enterprise\_Latency**
- Click **OK**
- You can show a specific KQI category by selecting from the pull-down menu
- You can find a KQI model by typing a search term and clicking **Find**



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### Combination: dynamically weighted mean select a KQI model.

In this example you create KQI models with units and resource matching the KQI. Highlight **IPVPN\_PM\_Enterprise\_Latency**. Click **OK**. You can show a specific KQI category by selecting from the pull-down menu. You can find a KQI model by typing a search term and clicking **Find**.

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Combination: finish dynamically weighted mean

Click **Next**

Create a new Combined KQI Model

1. Model Name

2. Details

3. Combination

4. Rollup

Calculation Type: Dynamically Weighted Mean

Summarisation/Aggregation of the following models:

| Model                   | Resource Type | Weight Unit      |
|-------------------------|---------------|------------------|
| IPVPM_PM_Enterprise_... | Enterprise    | index/enum/count |

Add...Delete

< Back

Next >

Finish

Cancel

Help

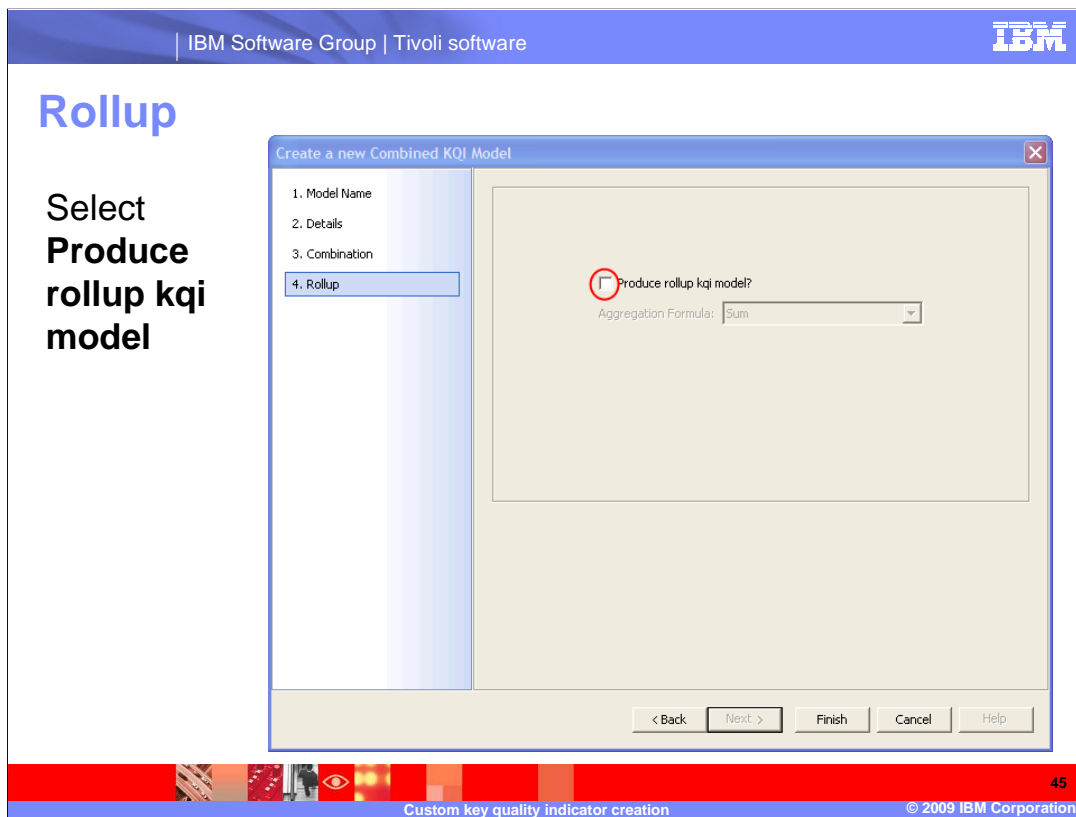
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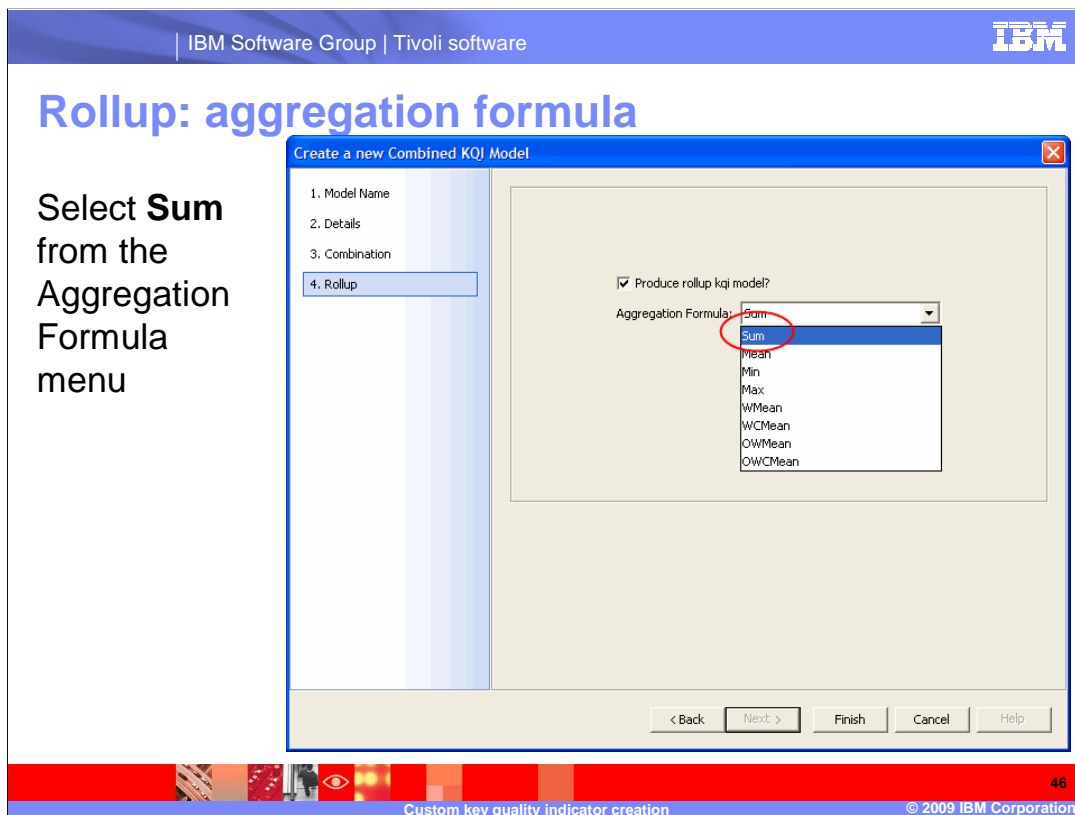
**Combination: finish dynamically weighted mean.**

Click **Next** to finish the Dynamically Weighted Mean section.



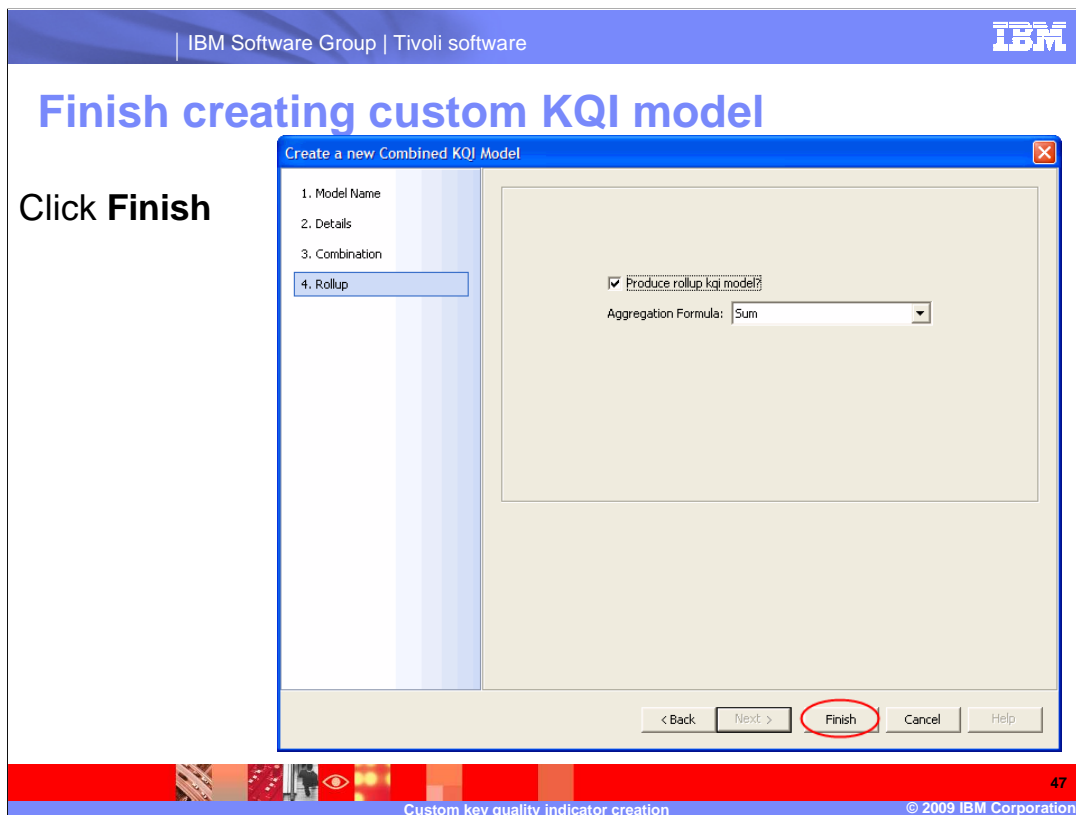
## Rollup.

Select the **Produce rollup kqi model** check box to produce a rollup kqi model.



### Rollup: aggregation formula.

Select **Sum** from the Aggregation Formula menu.

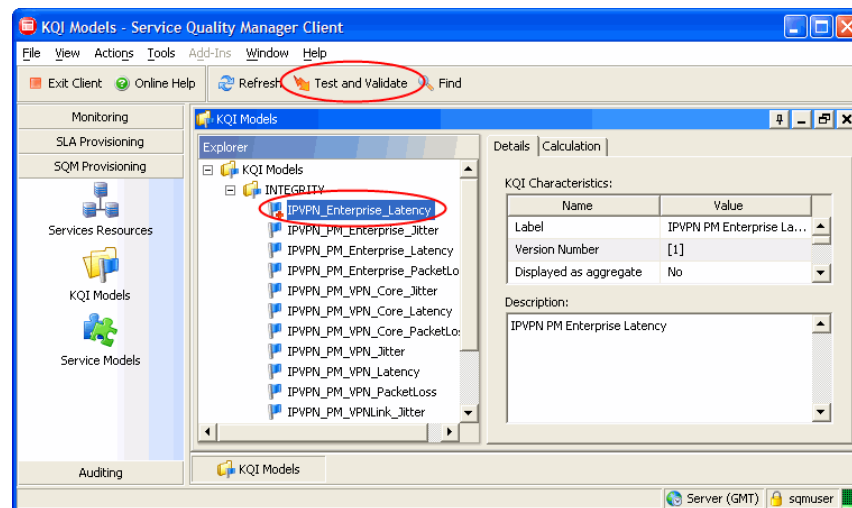


### Finish creating custom KQI model.

Click **Finish** to finish creating a custom KQI model.

## View, test, and validate created custom KQI model

- Highlight the newly created KQI Model
- You can click **Test and Validate** to test and validate the newly created KQI Model



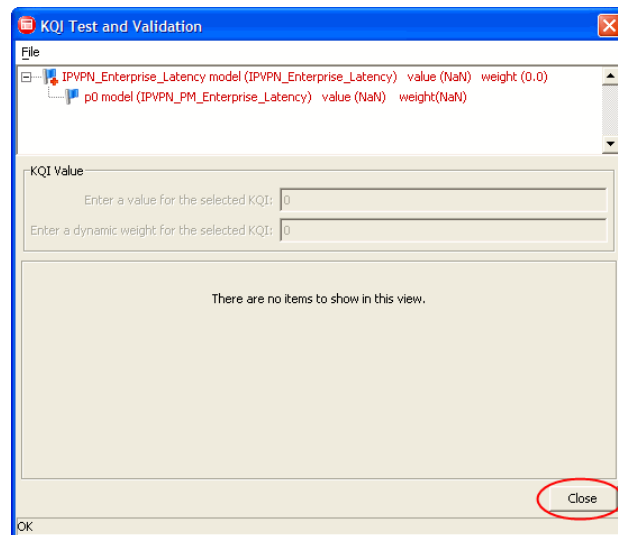
### View, test, and validate created custom KQI model.

Highlight the newly created KQI Model. You can click **Test and Validate** to test and validate the newly created KQI model.



## KQI test and validation

- Test and validate your results
- Click **Close**



### KQI test and validation.

Test and validate your results. Click **Close**.

## Training roadmap for IBM Tivoli Netcool Service Quality Manager

[http://www.ibm.com/software/tivoli/education/edu\\_prd.html](http://www.ibm.com/software/tivoli/education/edu_prd.html)

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### **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.

## Summary

You should now be able to:

- Create a key quality indicator category
- Create a key quality indicator

### **Summary.**

You should now be able to create a key quality indicator category and create a key quality indicator.

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