



IBM Tivoli Training Netcool Service Quality Manager 4.1

Service level agreement template creation



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IBM Tivoli Training Netcool® Service Quality Manager 4.1, Service level agreement template creation.

Assumptions

- You have Netcool Service Quality Manager 4.1 installed and running
- You are a user with access to Service Quality Manager and SLA Template Management roles

The assumptions made 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 SLA Template Management Role.

Objectives

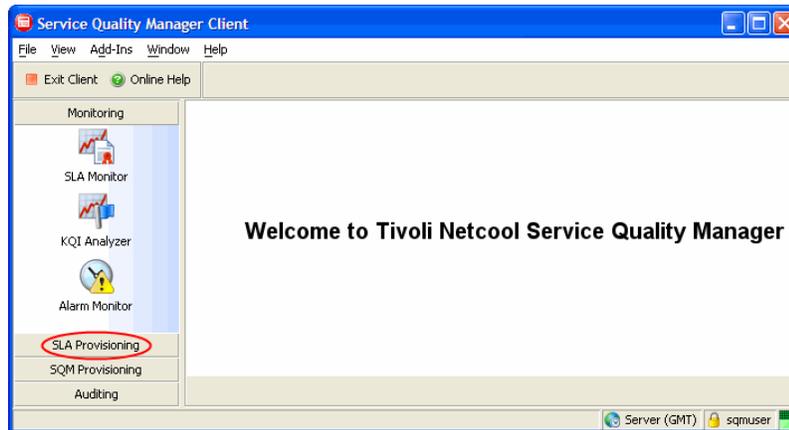
Upon completion of this module, you should be able to:

- Create a service level agreement template

Upon completion of this module, you should be able to create a Service Level Agreement template.

Starting SLA provisioning

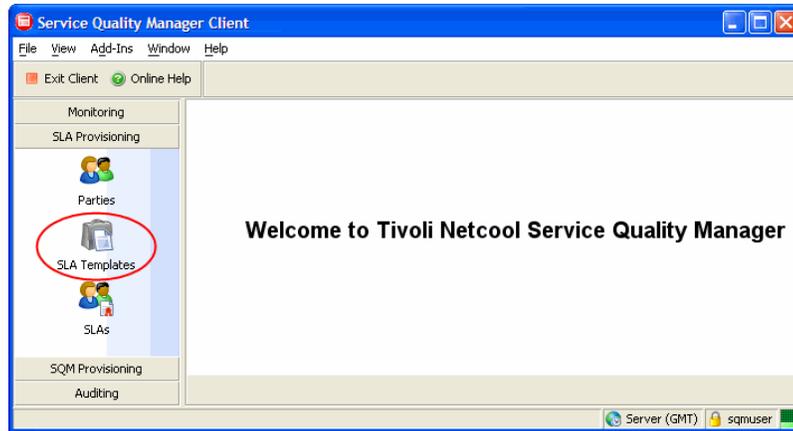
Click **SLA Provisioning** on the shortcut bar



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

Select SLA templates

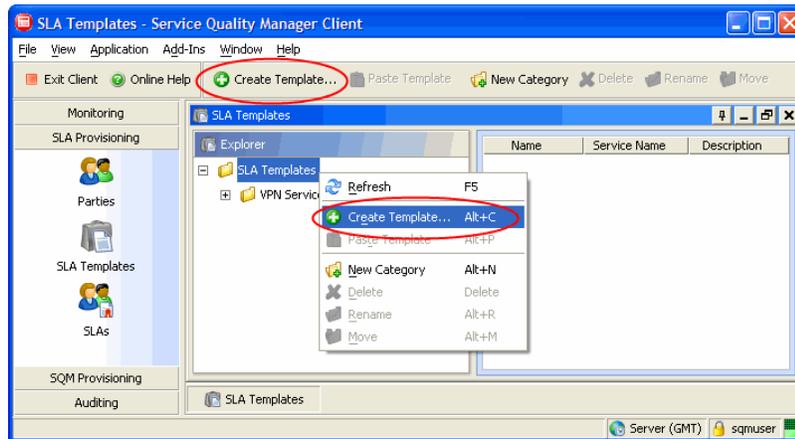
Click **SLA Templates**



Click **SLA Templates** in **SLA Provisioning**.

Create SLA template

Highlight a folder and click **Create Template**
or right-click a folder and select **Create Template**



In the **SLA Templates** window, highlight a folder and click **Create Template**, or right-click the folder you want to contain your SLA template and select **Create Template**.

General: Name and description

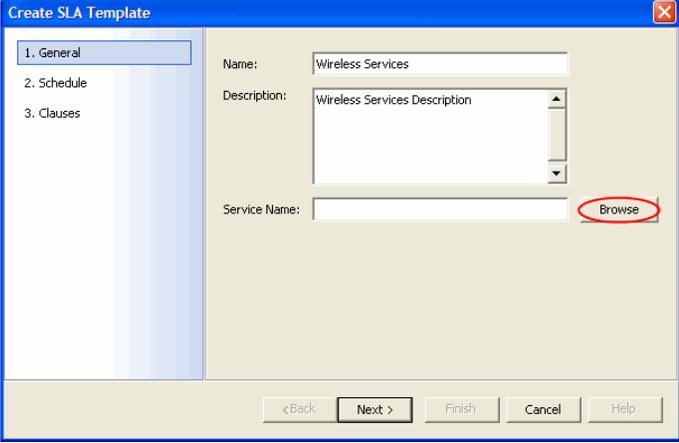
Enter a name and, if you want, a description
(A description is optional)

The screenshot shows a 'Create SLA Template' dialog box with a sidebar on the left containing three items: '1. General', '2. Schedule', and '3. Clauses'. The 'General' section is active. The main area contains three input fields: 'Name' with the text 'Wireless Services', 'Description' with the text 'Wireless Services Description', and 'Service Name' which is empty. A 'Browse' button is located to the right of the 'Service Name' field. At the bottom of the dialog, there are five buttons: '< Back', 'Next >', 'Finish', 'Cancel', and 'Help'. The 'Next >' button is highlighted.

You must enter the name of the template, for example, **Wireless Services**. Entering a description is optional.

General: Service name

Enter a service name or click **Browse** to select a service name



The screenshot shows a 'Create SLA Template' dialog box with a blue title bar and a close button. On the left, a tree view shows '1. General' selected, with '2. Schedule' and '3. Clauses' below it. The main area has three fields: 'Name' with 'Wireless Services', 'Description' with 'Wireless Services Description', and 'Service Name' which is empty. A 'Browse' button is circled in red. At the bottom are buttons for '< Back', 'Next >', 'Finish', 'Cancel', and 'Help'.

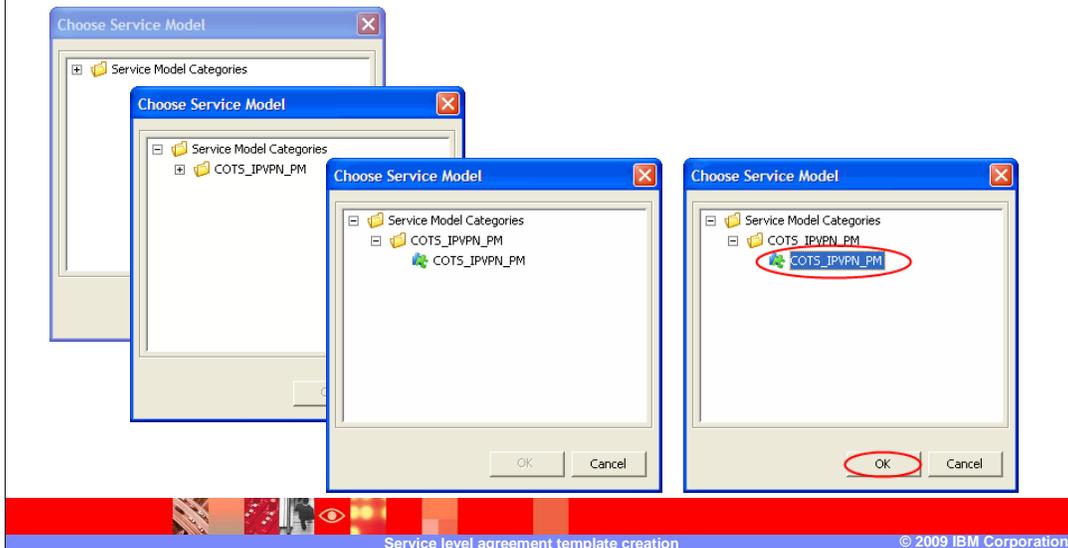
Note: You can type the name of the service model. If the service model is not provisioned, the service model will not be displayed in the **Clause Editor**

Click **Browse** to select a service name from a new window.

Note that you can type the name of the service model, but if the service model is not provisioned, the service model will not be displayed in the Clause Editor, and you must add clauses manually.

General: Service model

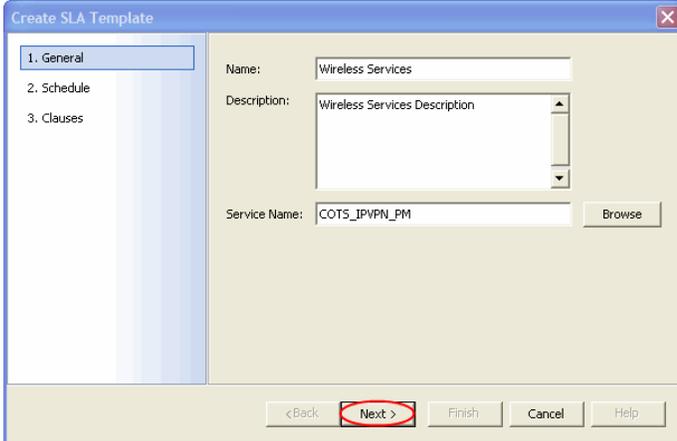
Expand folders, select **Service Model**, and click **OK**



You can expand **Service Model** categories. Expand **COTS_IPVPN_PM**. Select the **COTS_IPVPN_PM** service model and click **OK**.

Finish general

Click **Next**



The screenshot shows a dialog box titled "Create SLA Template" with a close button (X) in the top right corner. On the left, there is a vertical list of tabs: "1. General" (selected), "2. Schedule", and "3. Clauses". The main area contains the following fields:

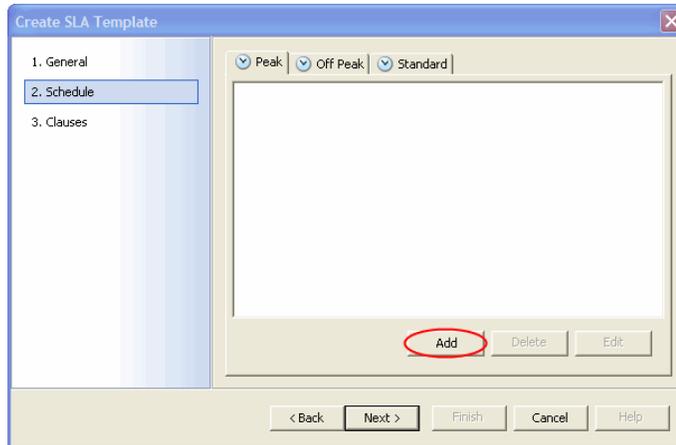
- Name:** A text box containing "Wireless Services".
- Description:** A text area containing "Wireless Services Description".
- Service Name:** A text box containing "COTS_IPVPN_PM" and a "Browse" button to its right.

At the bottom of the dialog, there are five buttons: "< Back", "Next >" (circled in red), "Finish", "Cancel", and "Help".

Click Next to finish the General section of SLA template creation.

Schedule: Add

Click **Add** to add a peak schedule



Note: You can add off peak or standard schedules by clicking the **Off Peak** and **Standard** tabs

Click **Add** to add a peak schedule to your SLA template.

Note that you can add off peak or standard schedules by clicking the **Off Peak** and **Standard** tabs.

Schedule: Holiday and weekdays

- You can include or exclude public holidays
- You can include **Working Days**, the **Week-end**, the **Full Week**, or specific weekdays

You can include or exclude public holidays to your SLA template by selecting Include Holidays or Exclude Holidays in the Public Holidays section.

You can include Working Days, Weekend, Full Week or specific weekdays to your SLA template. Select Working Days, Weekend or Full Week by clicking the Working Days, Weekend or Full Week buttons. Select specific days by selecting Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday in the Weekdays section.

Schedule: Add specific days

- You can include or exclude specific days from the schedule
- Click the calendar icon to select dates from a calendar, select day to include or exclude, and click **OK**

The screenshot shows the 'Date/Time composition' dialog box. It has several sections:

- Public Holidays:** Includes 'Include Holidays' (checked) and 'Exclude Holidays' (unchecked).
- Week Days:** Includes checkboxes for Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday, all of which are checked. There are buttons for 'Working Days', 'Week-end', and 'Full Week'.
- Specific Days:** Includes 'Included Days' and 'Excluded Days' lists. Each list has a calendar icon. A calendar for April 2009 is displayed, showing dates from 1 to 30. The 'OK' button is circled in red.
- Day time coverage:** Includes a time range field (0-6 to 6-1) and a 'Start' dropdown menu set to 00:00.

You can add specific days to include and exclude from the schedule of your SLA template by clicking the calendar icons, selecting a day to include or exclude, and clicking **OK**.

Schedule: Delete specific days

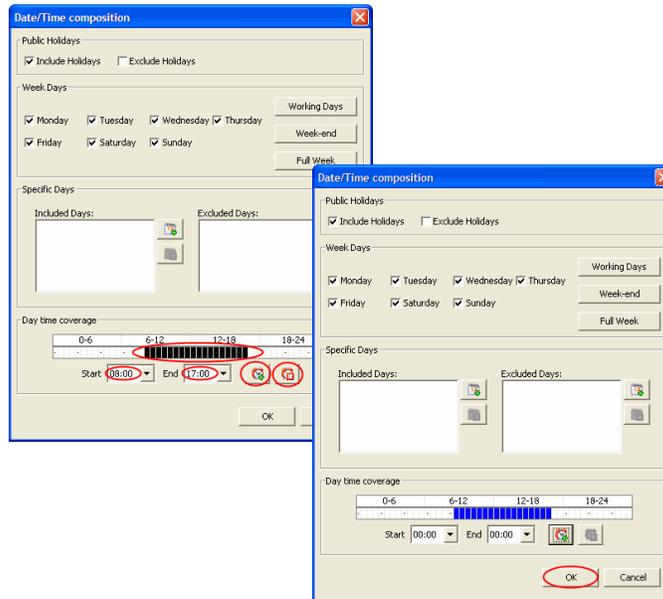
- You can delete specific days to include and exclude from the schedule
- Highlight the day to delete and click the Delete icon

The screenshot shows the 'Date/Time composition' dialog box. The 'Public Holidays' section has 'Include Holidays' checked. The 'Week Days' section has checkboxes for Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday, all of which are checked. There are buttons for 'Working Days', 'Week-end', and 'Full Week'. The 'Specific Days' section has two lists: 'Included Days' and 'Excluded Days'. In the 'Included Days' list, the entry '4/1/09 - Wednesday' is highlighted with a red oval. A red circle highlights the delete icon (a trash can) next to this entry. The 'Day time coverage' section has a grid for time slots (0-6, 6-12, 12-18, 18-24) and 'Start' and 'End' dropdown menus set to 00:00. 'OK' and 'Cancel' buttons are at the bottom right.

You can delete specific days to include and exclude from the schedule of your SLA template by highlighting the day to delete and clicking the delete icon.

Schedule: Day time coverage

1. You can select the day time coverage by highlighting a block of time on the slider bar, or picking a **Start** and **End** time from the pull-down menus
2. Click the Add Time icon to choose the selected time, which turns blue
3. Click the Delete Time icon to change your selection
4. Click **OK**



You can select the day time coverage by highlighting a block of time on the slider bar or picking the **Start** and **End** time from the pull-down menus.

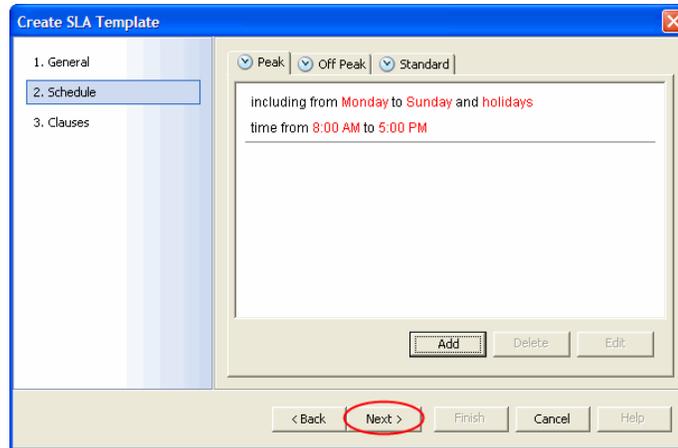
You can click the Add Time icon to choose the selected time, which turns blue.

You can click the Delete Time icon to change your selection.

Click **OK**.

Finish schedule

Click **Next**



The screenshot shows the 'Create SLA Template' dialog box with the 'Schedule' tab selected. The dialog has a sidebar with three sections: '1. General', '2. Schedule', and '3. Clauses'. The 'Schedule' section is active, showing a list of schedule items. The first item is selected and displays the following details:

- ▼ Peak | ▼ Off Peak | ▼ Standard
- including from Monday to Sunday and holidays
- time from 8:00 AM to 5:00 PM

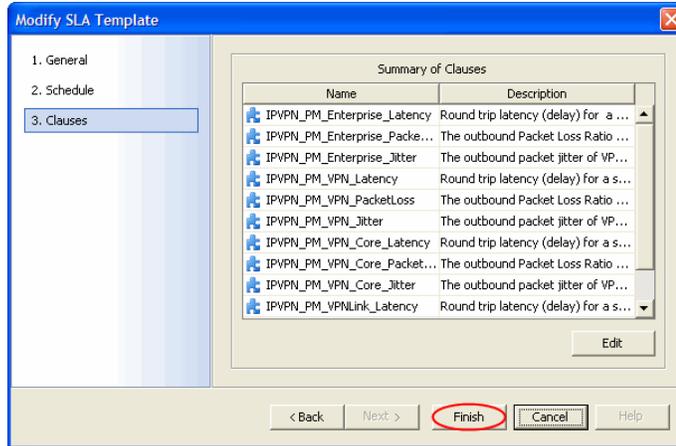
Below the list are three buttons: 'Add', 'Delete', and 'Edit'. At the bottom of the dialog are five buttons: '< Back', 'Next >', 'Finish', 'Cancel', and 'Help'. The 'Next >' button is circled in red.

Make sure that there is a time period reported. In this example the time period is 8:00 A.M. to 5:00 P.M. If there is no time period shown, click the **Add** button and click the Add Time icon, which is shaped like a clock.

Click **Next** to finish the schedule section of SLA template creation.

Clauses

Click **Finish** to accept clauses



Note: You can edit the clauses by clicking **Edit**



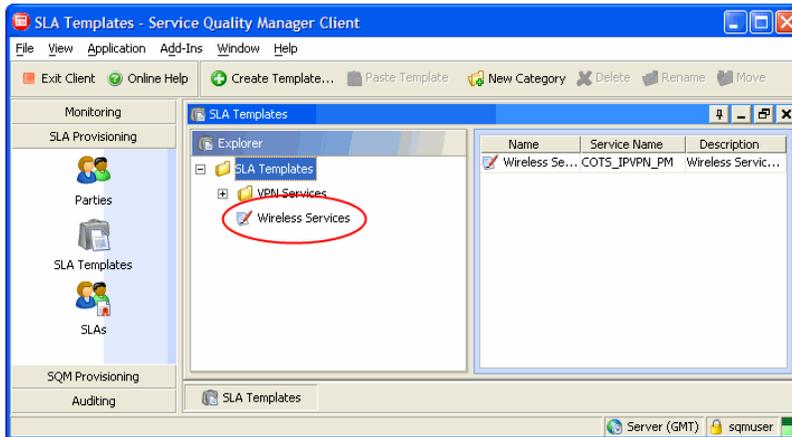
Click **Finish** to finish the clause section of SLA template creation and create your SLA.

Note that you can edit the clauses by clicking **Edit**.

If the model initially chosen is not provisioned, there will be no clauses, and you will have to add the clauses manually.

View SLA template

You can see your newly created SLA template in the **Explorer** window



You can see your newly created SLA template in the **Explorer** window.

Summary

- You should now be able to:
 - ▶ Create a service level agreement template

You should now be able to create a service level agreement template.

Training roadmap for IBM Tivoli Netcool Service Quality Manager

http://www.ibm.com/software/tivoli/education/edu_prd.html



You can see the training roadmap for Netcool Service Quality Manager by going to http://www.ibm.com/software/tivoli/education/edu_prd.html.

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