



IBM Tivoli Netcool Service Quality Manager 4.1

Customer experience manager
service level objective creation



 software

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IBM® Tivoli® Netcool® Service Quality Manager 4.1: Customer experience manager service level objective creation.

This training module is for IBM Tivoli Netcool Service Quality Manager 4.1 customer experience manager service level objective creation.

Assumptions

- You have Tivoli Netcool Service Quality Manager 4.1 installed and running
- You have Tivoli Netcool Customer Experience Manager (CEM) 4.1.2 installed and running
- You are a user with access CEM SLO management

Assumptions.

The assumptions are that you have Tivoli Netcool Service Quality Manager 4.1 and Tivoli Netcool Customer Experience Manager (CEM) 4.1.2 installed and running. You must also be a user with access to CEM SLO Management.

Objectives

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

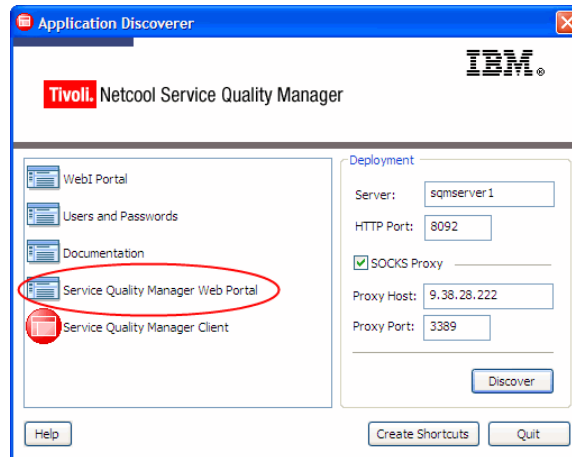
- Create a service level objective category
- Create a service level objective

Objectives.

Upon completion of this module, you should be able to create a service level objective category and a service level objective.

Service Quality Manager Web portal

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

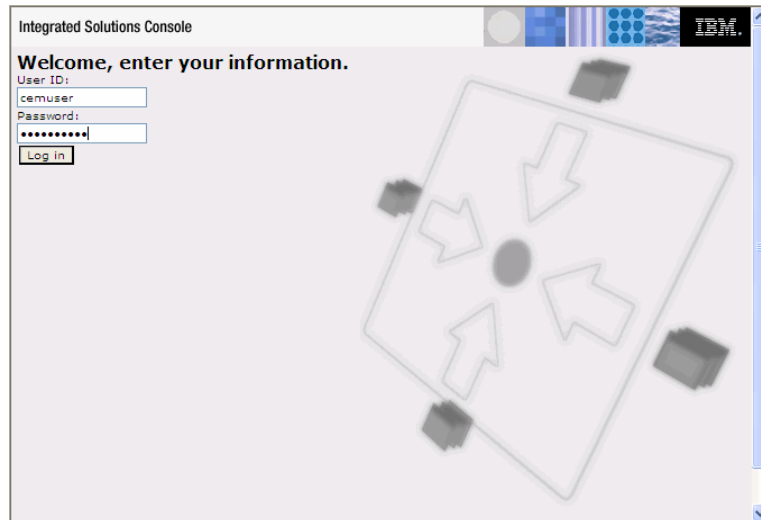


Service Quality Manager Web portal.

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

Login

Enter user ID and password to log in



Integrated Solutions Console

Welcome, enter your information.

User ID: cemuser

Password:

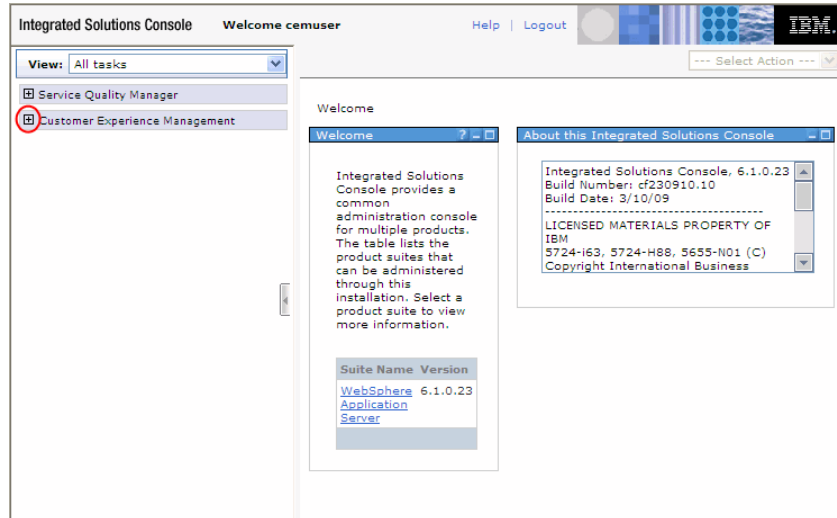
Log in

Login.

Enter user ID and password to log in.

Customer experience management

Expand **Customer Experience Management**

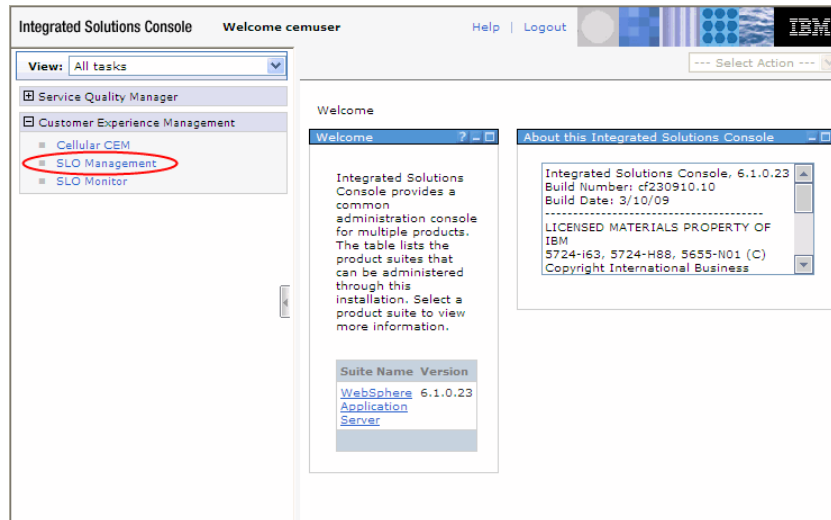


Customer experience management.

Expand **Customer Experience Management**.


SLO management

Click **SLO Management**



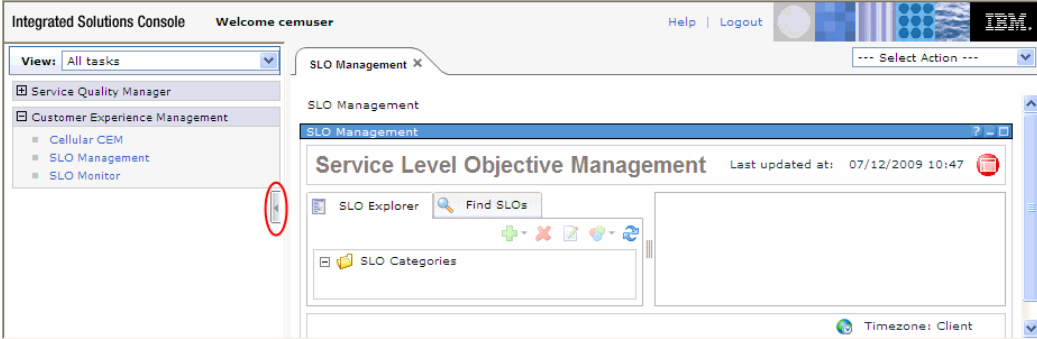
SLO management.

Click **SLO Management**.



Hide navigation menu

Click the **Hide Navigation** button



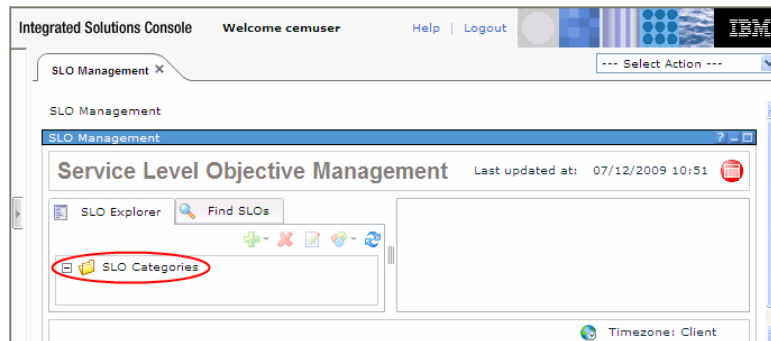
The screenshot shows the IBM Integrated Solutions Console interface. The top bar includes the text 'Integrated Solutions Console', 'Welcome cemuser', and links for 'Help' and 'Logout'. The left navigation pane is expanded, showing a tree structure with 'Service Quality Manager' and 'Customer Experience Management'. Under 'Customer Experience Management', there are sub-items: 'Cellular CEM', 'SLO Management', and 'SLO Monitor'. A red circle highlights a button at the bottom of this navigation pane, which is the 'Hide Navigation' button. The main content area displays the 'SLO Management' page, which includes a title bar, a search bar, and a list of SLO categories. The page is titled 'Service Level Objective Management' and shows it was last updated on 07/12/2009 at 10:47. The bottom of the page contains the number '8', the text 'Customer experience manager service level object creation', and the copyright notice '© 2010 IBM Corporation'.

Hide navigation menu.

Click the **Hide Navigation** button.

SLO categories

Click the **SLO Categories** folder

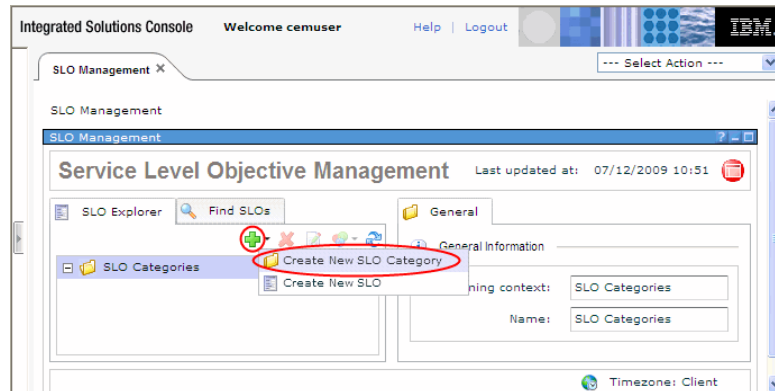


SLO categories.

Click the **SLO Categories** folder.

Create new SLO category

- Click the **Create a new item** icon
- Click **Create New SLO Category**



Create new SLO category.

Click the **Create a new item** icon. Click **Create New SLO Category**.

Create new SLO category name

- Enter name **sqmuser_data**
- Click **OK**

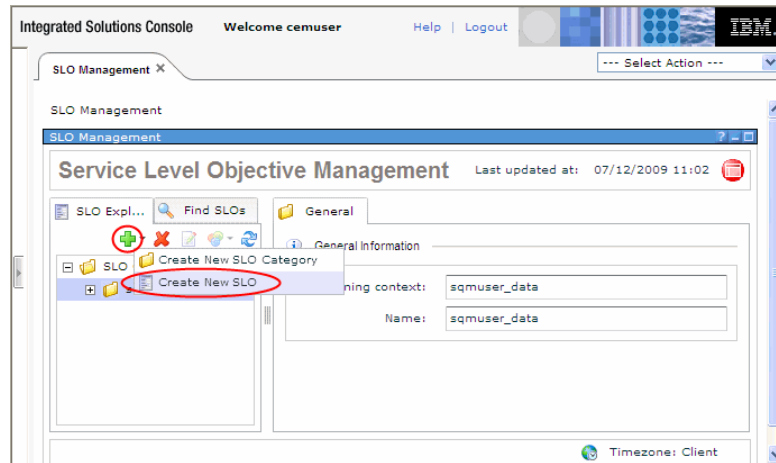
The screenshot shows the IBM Integrated Solutions Console interface. The main window is titled 'Service Level Objective Management' and includes a sidebar with 'SLO Expl...' and 'Find SLOs' buttons. A 'Create category' dialog box is open, prompting the user to 'Specify the category name.' Under the 'General information' section, the 'Name:' field contains the text 'sqmuser_data', which is circled in red. Below the field, the 'OK' button is also circled in red, next to a 'Cancel' button. The top of the console shows 'Welcome cemuser' and a 'Timezone: Client' indicator at the bottom right.

Create new SLO category name.

Enter name **sqmuser_data**. Click **OK**.

Create new SLO

- Click the **Create a new item** icon
- Click **Create New SLO**



Create new SLO.

Click the **Create a new item** icon. Click **Create New SLO**.

Enter name and description

- Enter name **sms_delivery**
- Enter description **SMS deliveries**
- Click **Next**

The description is optional

The screenshot shows the 'Service Level Objective Management' window in the IBM Integrated Solutions Console. The 'SLO General Information' section is active, prompting the user to 'Specify the SLO name and description.' The 'Name' field contains 'sms_delivery' and the 'Description' field contains 'SMS deliveries'. Both fields are circled in red. At the bottom of the form, the 'Next' button is also circled in red. The interface includes a left-hand navigation pane with 'SLO Categories' and 'sqmuser_data' listed, and a top navigation bar with 'Integrated Solutions Console', 'Welcome cemuser', and 'Help | Logout'.

Enter name and description.

Enter name **sms_delivery**. Enter description **SMS deliveries**. Click **Next**. The description is optional.

Select contractual dates

- The default contractual start date is the current day. You can edit the start date
- The default contractual end date is **Never**. You can specify an end date by selecting the end date check box and specifying an end date

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Management X ... Select Action ...

SLO Management

Service Level Objective Management Last updated at: 07/12/2009 11:05

SLO Ex... Find S...

SLO Categories sqmuser_data

Assessment interval and Schedules

Select an assessment interval and schedules for this SLO.

Contractual Date

Start Date: 07/12/2009 Start Time: 00 1 00

☒ End Date: Never End Time: 00 1 00

Schedules

Schedules

Add Remove Edit

Back Next OK Cancel

Timezone: Client

Select contractual dates.

The default contractual start date is the current day. You can edit the start date. The default contractual end date is **Never**. You can specify an end date by selecting the **End Date** check box and specifying an end date.

Add schedules

Click **Add** to add a schedule

The screenshot shows the IBM Integrated Solutions Console (ISC) interface for Service Level Objective (SLO) Management. The top navigation bar includes the IBM logo, 'Integrated Solutions Console', 'Welcome cemuser', and links for 'Help' and 'Logout'. Below this, a tab labeled 'SLO Management' is active. The main content area is titled 'Service Level Objective Management' and shows a 'Last updated at: 07/12/2009 11:05' timestamp. On the left, there is a sidebar with 'SLO Categories' and a tree view containing 'sqmuser_data'. The main panel is titled 'Assessment interval and Schedules' and prompts the user to 'Select an assessment interval and schedules for this SLO.'. It features a 'Contractual Date' section with 'Start Date' (07/12/2009) and 'End Date' (Never) fields, and 'Start Time' and 'End Time' (both 00 : 00) dropdowns. Below this is a 'Schedules' section with a table that is currently empty. At the bottom of the table, there are three buttons: 'Add', 'Remove', and 'Edit'. The 'Add' button is circled in red. At the very bottom of the interface, there are 'Back', 'Next', 'OK', and 'Cancel' buttons, and a 'Timezone: Client' indicator.

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Customer experience manager service level object creation

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Add schedules.

Click **Add** to add a schedule.

Select holiday and weekday schedules

- You can include or exclude public holidays
- You can include the full week or specific weekdays
- You can click **Clear All** to clear all the weekday selections

The screenshot shows the 'Schedule Dialog' window in the 'Service Level Objective Management' application. The window has a sidebar with 'SLO Management' and 'Find SLOs' buttons. The main area is titled 'Schedule Dialog' and contains several sections:

- Public Holidays:** Two radio buttons, 'Include public holiday' (selected) and 'Exclude public holiday'.
- Week Days:** A grid of checkboxes for days of the week: Mon, Tue, Wed, Thu, Fri, Sat, Sun. The 'Full Week' button is also visible.
- Day Time Coverage:** A section with time slots (00:00 ~ 06:00, 06:00 ~ 12:00, 12:00 ~ 18:00, 18:00 ~ 24:00) and buttons for 'Full Time' and 'Clear All'.
- Specific Days:** Two text input fields labeled 'Include' and 'Exclude' with calendar icons.

Red circles are drawn around the 'Include public holiday' radio button, the 'Full Week' and 'Clear All' buttons, and the 'Week Days' checkboxes to highlight the key features mentioned in the text.

Select holiday and weekday schedules.

You can include or exclude public holidays. You can include the full week or specific weekdays. You can click **Clear All** to clear all the week day selections.

Select day time coverage

- You can select the day time coverage by clicking **Full Time** or by highlighting half-hour increments or a block of time on the coverage bar
- You can click **Clear All** to clear all the day time coverage selections

The screenshot shows the 'Service Level Objective Management' interface in the IBM Integrated Solutions Console. The 'Schedule Dialog' is open, allowing users to select schedule element attributes. The 'Day Time Coverage' section features a timeline from 00:00 to 24:00. A green bar highlights the selected coverage period. The 'Full Time' button is circled in red, and the 'Clear All' button is also circled in red. The 'Week Days' section shows checkboxes for Mon, Tue, Wed, Thu, Fri, Sat, and Sun, with 'Full Week' and 'Clear All' buttons. The 'Public Holidays' section has radio buttons for 'Include public holiday' and 'Exclude public holiday'. The 'Specific Days' section includes 'Include' and 'Exclude' fields with calendar icons. The 'OK' and 'Cancel' buttons are at the bottom right. The 'Timezone: Client' is displayed at the bottom.

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Select day time coverage.

You can select the day time coverage by clicking **Full Time** or by highlighting half-hour increments or a block of time on the coverage bar. You can click **Clear All** to clear all the day time coverage selections.

Add specific days

- You can include or exclude specific days from the schedule
- Click the calendar icon to select dates from a calendar and select the day to include or exclude
- To include December 14th, click **December 14**

The screenshot shows the 'Service Level Objective Management' interface in the IBM Integrated Solutions Console. The 'Schedule Dialog' is open, allowing users to select schedule element attributes. The dialog includes sections for 'Public Holidays' (with radio buttons for 'Include public holiday' and 'Exclude public holiday'), 'Week Days' (with checkboxes for Mon, Tue, Wed, Thu, Fri, Sat, and Sun), and 'Day Time Coverage' (with a grid for selecting time slots). A calendar for December 2009 is displayed, showing the days of the week and the dates. The date December 14th is highlighted with a red circle. The 'Specific Days' section at the bottom has two empty boxes with red 'X' icons, indicating where to add specific days. The 'OK' and 'Cancel' buttons are at the bottom right of the dialog.

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Add specific days.

You can include or exclude specific days from the schedule. Click the calendar icon to select dates from a calendar and select the day to include or exclude. To include December 14th, click **December 14**.

Finish the service dialog

Click **OK**

The screenshot shows the 'Service Level Objective Management' window in the IBM Integrated Solutions Console. The 'Schedule Dialog' is open, allowing configuration of service level objectives. The 'Public Holidays' section has 'Include public holiday' selected. The 'Week Days' section shows all days of the week (Mon-Sun) selected. The 'Day Time Coverage' section shows a time range from 00:00 to 24:00. The 'Specific Days' section has 'Mon Dec 14 2009' entered in the 'Include' field. The 'OK' button is circled in red, indicating the final step to complete the dialog.

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Finish the service dialog.

Click **OK**.

Verify and finish assessment interval and schedules

- Verify that schedules are complete
- You can add, remove, and edit schedules by clicking **Add**, **Remove**, and **Edit**
- Click **Next**

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Verify and finish assessment interval and schedules.

Verify schedules are complete. You can add, remove, and edit schedules by clicking **Add**, **Remove**, and **Edit**. Click **Next**.

Browse KPI model

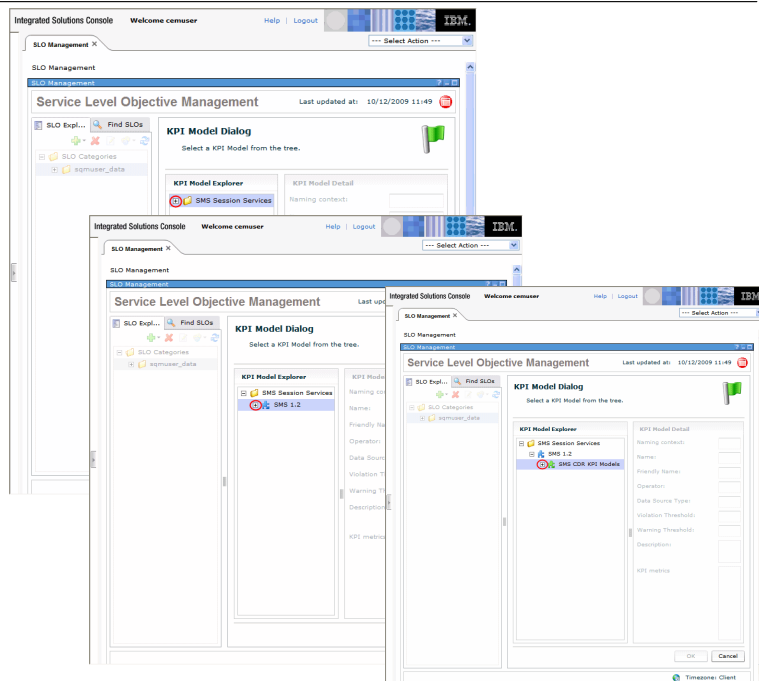
Click **Browse** to see KPI models

Browse KPI model.

Click **Browse** to see KPI models.

Expand KPI model explorer

- Expand **SMS Session Services**
- Expand **SMS 1.2**
- Expand **SMS CDR KPI Models**



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Expand KPI model explorer.

Expand SMS Session Services. Expand SMS 1.2. Expand SMS CDR KPI Models.

Select KPI model

Click **SMS_Deliver_Counters**

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Management X ... Select Action ...

SLO Management

Service Level Objective Management Last updated at: 07/12/2009 11:05

SLO Expl... Find SLOs

SLO Categories

sqmuser_data

KPI Model Dialog

Select a KPI Model from the tree.

KPI Model Explorer

- SMS Session Services
 - SMS 1.2
 - SMS_CDR_KPI_Models
 - SMS_Deliver_Counters**
 - SMS_Deliver_Duration_Counters
 - SMS_Deliver_Rate_Counters
 - SMS_Deliver_Report_Counters
 - SMS_Deliver_Report_Duration_Counters
 - SMS_Deliver_Report_Rate_Counters
 - SMS_Status_Report_Counters
 - SMS_Status_Report_Duration_Counters
 - SMS_Status_Report_Rate_Counters
 - SMS_Submit_Counters
 - SMS_Submit_Duration_Counters
 - SMS_Submit_Rate_Counters
 - SMS_Submit_Report_Counters
 - SMS_Submit_Report_Duration_Counters
 - SMS_Submit_Report_Rate_Counters

KPI Model Detail

Naming context:

Name:

Friendly Name:

Operator:

Data Source Type:

Violation Threshold:

Warning Threshold:

Description:

KPI metrics

OK Cancel

Timezone: Client

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Customer experience manager service level object creation

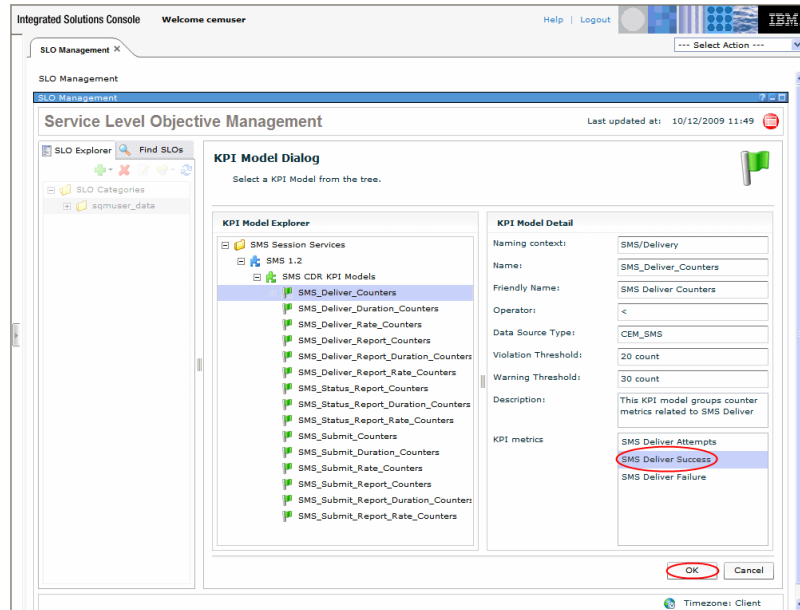
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Select KPI model.

Click **SMS_Deliver_Counters**.

Select KPI metrics and finish KPI model dialog

- Click **SMS Deliver Success**
- Click **OK**



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Select KPI metrics and finish KPI model dialog.

Click **SMS_Deliver_Success**. Click **OK**.

Finish KPI model

- Click **Next**
- You can change the KPI metric by selecting from the pull-down menu

The screenshot shows the 'Service Level Objective Management' interface in the IBM Integrated Solutions Console. The 'KPI Model' section is active, displaying a list of KPI metrics. The 'SMS Deliver Success' metric is selected and highlighted with a red circle. The 'Next' button at the bottom is also circled in red.

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Management X ... Select Action ...

SLO Management

Service Level Objective Management Last updated at: 07/12/2009 11:05

SLO Exp... Find SLOs

SLO Categories

sdmuser_data

KPI Model

Select a KPI Model to be associated with this SLO.

General information

Name: SMS_Deliver_Counters Browse

KPI metric: SMS Deliver Success

Detail information

Friendly Name: SMS Deliver Attempts

Operator: SMS Deliver Success

Data Source Type: SMS Deliver Failure

Violation Threshold: <

Warning Threshold: CEM_SMS

Unit: 20

Description: 30

This KPI model groups counter metrics related to SMS Deliver

Back Next OK Cancel

Timezone: Client

Finish KPI model.

Click **Next**. You can change the KPI metric by selecting from the pull-down menu.

Customers

- You can select a customer group or customer to be associated with the SLO
- **Select no customer** is the default setting

The screenshot shows the 'Service Level Objective Management' window in the IBM Integrated Solutions Console. The window has a title bar with 'SLO Management' and a close button. Below the title bar, there's a navigation pane on the left with 'SLO Explorer' and 'Find SLOs' buttons. The main area is titled 'Customers' and contains the text 'Select customer group or customer to be associated with this SLO if required.' Below this text are three radio buttons: 'Select no customer' (which is selected), 'Select customer group', and 'Select customer'. At the bottom of the window are buttons for 'Back', 'Next', 'OK', and 'Cancel'. The status bar at the bottom indicates 'Timezone: Client'.

Customers.

You can select a customer group or customer to be associated with the SLO. **Select no customer** is the default setting.

Select customer group

- You can select customer group
- You can filter customer group names by entering a filter and clicking **Filter**
- You can select a customer group from the customer group list
- You can accept the customer group by clicking **OK**

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Management X

SLO Management

Service Level Objective Management Last updated at: 10/12/2009 11:49

SLO Explorer Find SLOs

SLO Categories

sqmuser_data

Customers

Select customer group or customer to be associated with this SLO if required.

☐ Select no customer ☒ Select customer group ☐ Select customer

Customer group

Customer group name filter: Filter

Customer type	Customer group name
IMSI	Customer_Group0
IMSI	Customer_Group1

OK Cancel

Back Next OK Cancel

Timezone: Client

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Select customer group.

You can select customer group. You can filter customer group names by entering a filter and clicking **Filter**. You can select a customer group from the customer group list. You can accept the customer group by clicking **OK**.

Selected customer group

- You can clear the selected customer group by clicking **Clear**
- You can select a new customer group by clicking **Select**
- You can accept the customer group by clicking **Next**

Integrated Solutions Console Welcome cemuser Help Logout

SLO Management

SLO Management

Service Level Objective Management Last updated at: 10/12/2009 11:49

SLO Explorer Find SLOs

SLO Categories

sqmuser_data

Customers

Select customer group or customer to be associated with this SLO if required.

☐ Select no customer ☒ Select customer group ☐ Select customer

Customer group

Customer group type: IMSI

Customer group name: Customer_Group0

Clear Select

Back Next OK Cancel

Timezone: Client

Selected customer group.

You can clear the selected customer group by clicking **Clear**. You can select a new customer group by clicking **Select**. You can accept the customer group by clicking **Next**.

- [illegible]

You can select a customer. You can enter a name or telephone number to search and click **Search**.

Customer search

- You can search customers
- You can enter the name **Keith**, click **Search**, click **Keith Holland** and click **OK** to select

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Management

SLO Management

Service Level Objective Management Last updated at: 10/12/2009 11:49

SLO Explorer Find SLOs

SLO Categories

sqmuser_data

Customers

Select customer group or customer to be associated with this SLO if required.

☐ Select no customer ☐ Select customer group ☒ Select customer

Customer Search

Name: Keith

Phone Number:

Search Clear

Name	Phone Number	Address
Keith Udaltsova	12300000136	Address136
Keith Holland	12300000217	Address217
Keith O'Mahony	12300000364	Address364
Keith Burke	12300000661	Address661
Keith Hallahan	12300000681	Address681
Keith Dineen	12300000778	Address778
Keith Cafferkey	12300000813	Address813
Keith Hourigan	12300000828	Address828
Keith O'Connor	12300000863	Address863

OK Cancel

Back Next OK Cancel

Timezone: Client

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Customer search.

You can search customers. You can enter the name **Keith**, click **Search**, click **Keith Holland** and click **OK** to select.

Selected customer

- You can clear the selected customer by clicking **Clear**
- You can select a new customer by clicking **Select**
- You can accept the customer by clicking **Next**

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Management

SLO Management

Service Level Objective Management Last updated at: 10/12/2009 11:49

SLO Explorer Find SLOs

SLO Categories sqmuser_data

Customers

Select customer group or customer to be associated with this SLO if required.

☐ Select no customer ☐ Select customer group ☒ Select customer

Customer

Name: Keith Holland

Phone Number: 12300000217

Address: Address217

Clear Select

Back Next OK Cancel

Timezone: Client

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Customer experience manager service level object creation

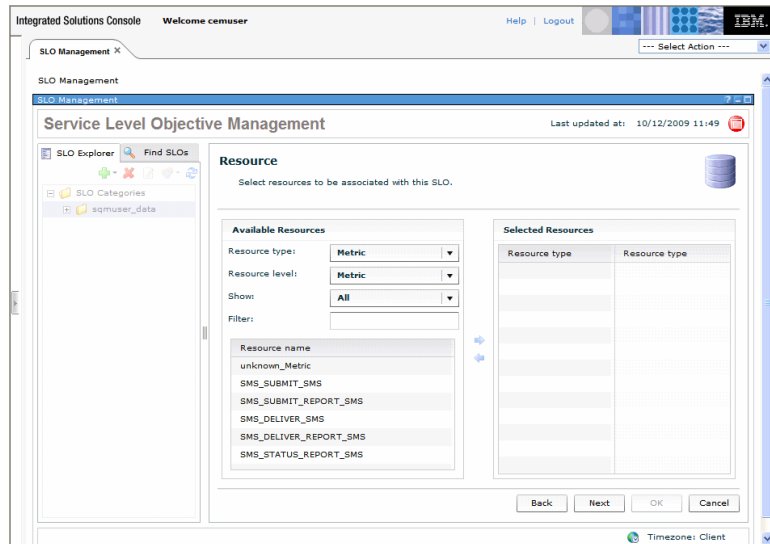
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Selected customer.

You can clear the selected customer by clicking **Clear**. You can select a new customer by clicking **Select**. You can accept the customer by clicking **Next**.

Resource

- You can select resources to associate with the SLO

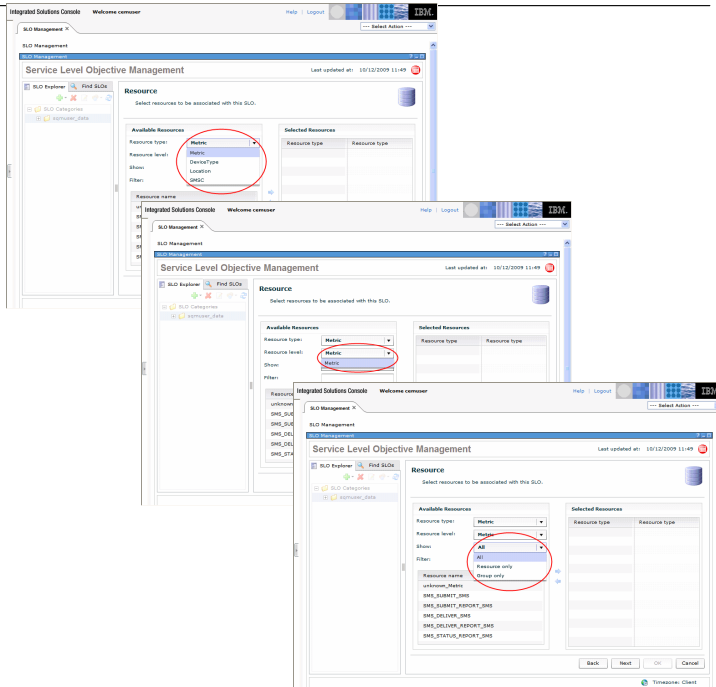


Resource.

You can select resources to associate with the SLO.

Resource type

- Select a resource type by clicking **Metric** from the pull-down menu
- Select a resource level by clicking **Metric** from the pull-down menu
- Select resources to show by clicking **All**



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Resource type.

Select a resource type by clicking **Metric** from the pull-down menu. Select a resource level by clicking **Metric** from the pull-down menu. Select resources to show by clicking **All**.

Select resource

- You can filter resource names by entering a search in the **Filter** field
- Click **SMS_DELIVER_SMS**
- Click the right arrow icon

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Management X --- Select Action ---

SLO Management

Service Level Objective Management Last updated at: 10/12/2009 11:49

SLO Explorer Find SLOs

SLO Categories

sqmuser_data

Resource

Select resources to be associated with this SLO.

Available Resources

Resource type: Metric

Resource level: Metric

Show: All

Filter:

Resource name

unknown_Metric

SMS_SUBMIT_SMS

SMS_SUBMIT_REPORT_SMS

SMS_DELIVER_SMS

SMS_DELIVER_REPORT_SMS

SMS_STATUS_REPORT_SMS

Selected Resources

Resource type Resource type

Back Next OK Cancel

Timezone: Client

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Select Resource.

You can filter resource names by entering a search in **Filters**. Click **SMS_DELIVER_SMS**. Click the right arrow icon.

Finish resource

Click **Next**

The screenshot shows the 'Service Level Objective Management' interface in the IBM Integrated Solutions Console. The 'Resource' section is active, prompting the user to 'Select resources to be associated with this SLO.' The 'Available Resources' list includes 'unknown_Metric', 'SMS_SUBMIT_SMS', 'SMS_SUBMIT_REPORT_SMS', 'SMS_DELIVER_REPORT_SMS', and 'SMS_STATUS_REPORT_SMS'. The 'Selected Resources' list is currently empty. The 'Next' button at the bottom right is highlighted with a red circle.

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Finish resource.

Click **Next**.

Aggregation algorithm

Select the aggregation algorithm **Minimum** from the pull-down menu

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Management X --- Select Action ---

SLO Management

Service Level Objective Management Last updated at: 10/12/2009 11:49

SLO Explorer Find SLOs

SLO Categories

sqmuser_data

Aggregation algorithm and Rules

Select an aggregation algorithm and rules for this SLO.

Aggregation

Aggregation algorithm: **Minimum**

Rules

15 min Hourly

State	Operand	Operand	Threshold	Unit

Default Add Remove

Back Next OK Cancel

Timezone: Client

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Aggregation algorithm.

Select the aggregation algorithm **Minimum** from the pull-down menu.

Rules

- You can set 15-minute, hourly, daily, and weekly rules by clicking the **15 min**, **Hourly**, **Daily** and **Weekly** tabs
- Click **Add** to add a rule

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Rules.

You can set 15-minute, hourly, daily, and weekly rules by clicking the **15 min**, **Hourly**, **Daily**, and **Weekly** tabs. Click **Add** to add a rule.

Add additional rule

Click **Add** to add an additional rule

The screenshot shows the IBM Integrated Solutions Console (ISC) interface for Service Level Objective (SLO) Management. The page title is 'Service Level Objective Management' and it indicates it was last updated on 10/12/2009 at 11:49. The interface is divided into several sections:

- SLO Explorer:** A sidebar on the left showing a tree view of SLO categories, including 'sqmuser_data'.
- Aggregation algorithm and Rules:** The main content area. It includes a section for 'Aggregation' with a dropdown menu set to 'Minimum'. Below this is a 'Rules' section with a table for defining rules.

The 'Rules' table has the following structure:

State	Operand	Operand	Threshold	Unit
Violatio	KPI Value	<	0	count

Below the table are buttons for 'Default', 'Add' (circled in red), and 'Remove'. At the bottom of the main area are buttons for 'Back', 'Next', 'OK', and 'Cancel'. The footer of the interface shows 'Timezone: Client'.

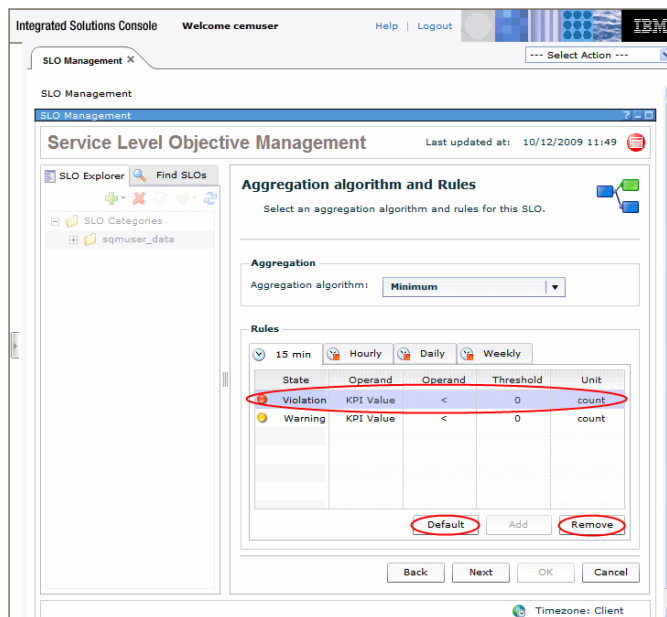
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Add additional rule.

Click **Add** to add an additional rule.

Default and remove rules

- Select **Violation** state
- Select default settings by clicking **Default**. The default operand and threshold values are set
- You can remove the rule by clicking **Remove**

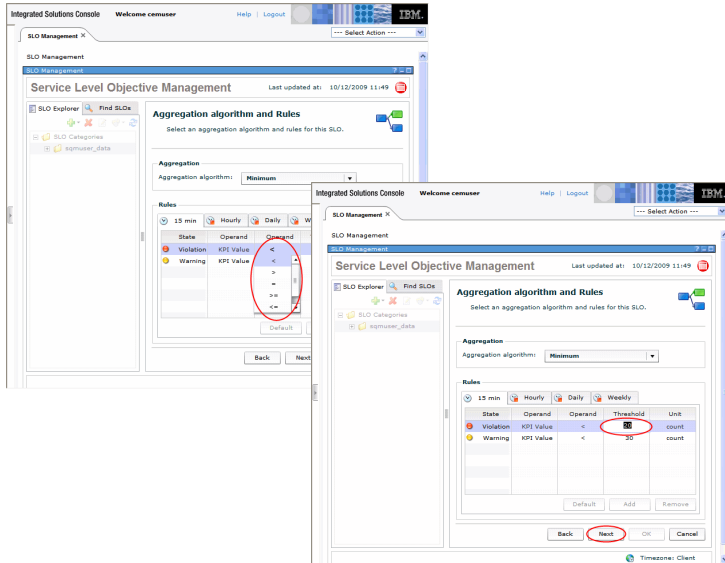


Defaults and remove rules.

Select **Violation** state. Select default settings by clicking **Default**. The default operand and threshold values are set. You can remove the rule by clicking **Remove**.

Set operand, threshold and finish aggregation algorithm and rules

- Select the less than (<) operand from the pull-down menu
- Enter **20** for the threshold
- Click **Next**



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Customer experience manager service level object creation

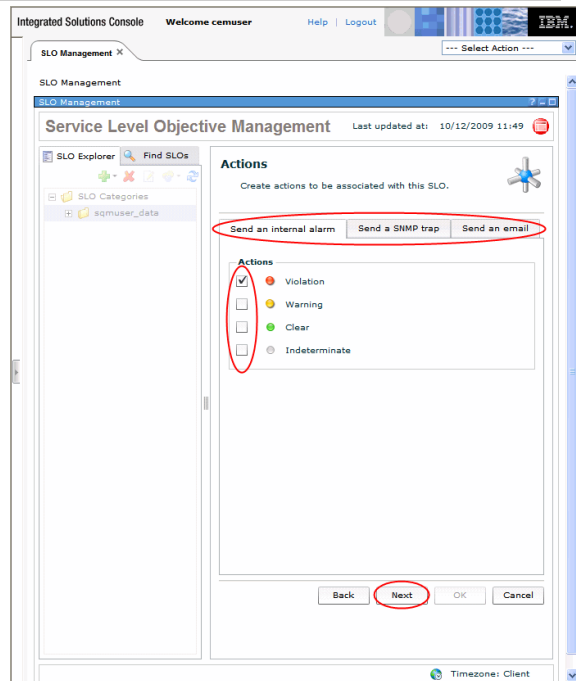
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Set operand, threshold, and finish aggregation algorithm and rules.

Select the less than (<) operand from the pull-down menu. Enter **20** for the threshold. Click **Next**.

Actions

- You can create actions to be associated with the SLO
- You can send an alarm, send an SNMP trap, or send an e-mail by using the **Send an internal alarm**, **Send a SNMP trap**, or **Send an email** tabs
- Select **Violation** from the **Send an internal alarm** tab
- Click **Next**



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Actions.

You can create actions to be associated with the SLO. You can send an alarm, send an SNMP trap, or send an e-mail using the **Send an internal alarm**, **Send a SNMP trap** or **Send an email** tabs. Select **Violation** from the **Send an internal alarm** tab. Click **Next**.

SLO activation

- You can activate the SLO later or immediately
- **Activate this SLO later** is the default setting
- Select **Activate this SLO immediately**
- Click **OK**

The screenshot shows the 'Service Level Objective Management' window in the IBM Integrated Solutions Console. The window has a title bar with 'SLO Management' and a 'Find SLOs' button. Below the title bar, there is a 'SLO Explorer' pane on the left showing 'SLO Categories' and 'sqmuser_data'. The main area is titled 'SLO activation' and contains the text 'Select a SLO activation option to determine when to activate this SLO.' Below this text are two radio buttons: 'Activate this SLO later' and 'Activate this SLO immediately'. The 'Activate this SLO immediately' option is selected and circled in red. At the bottom of the window, there are four buttons: 'Back', 'Next', 'OK', and 'Cancel'. The 'OK' button is also circled in red. The window footer shows 'Timezone: Client' and '© 2010 IBM Corporation'.

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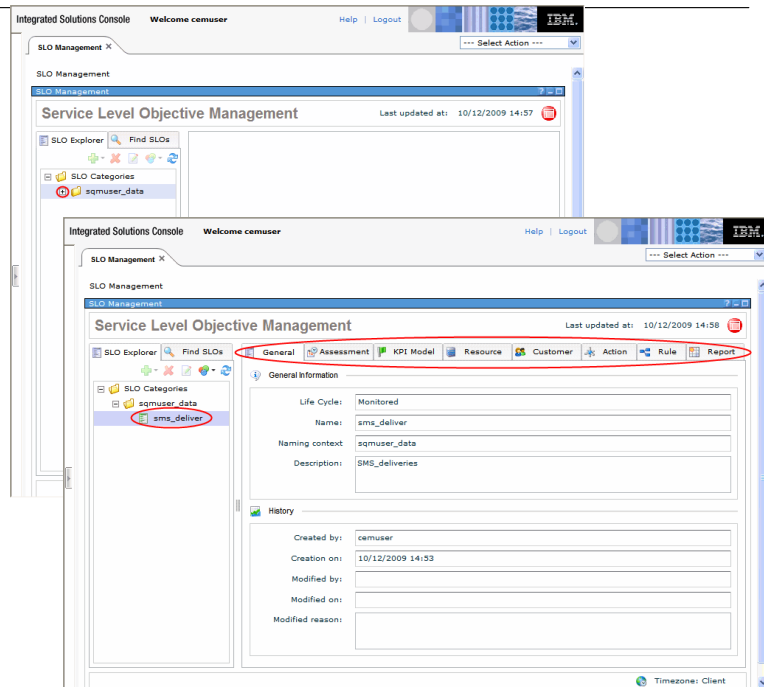
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SLO activation.

You can activate the SLO later or immediately. **Activate this SLO later** is the default setting. Select **Activate this SLO immediately**. Click **OK**.

View SLO

- Expand **sqmuser_data**
- Click **sms_deliver**
- You can review the SLO by clicking the **General**, **Assessment**, **KPI Model**, **Resource**, **Customer**, **Action**, **Rule** and **Report** tabs



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View SLO.

Expand **sqmuser_data**. Click **sms_deliver**. You can review the SLO by clicking the **General**, **Assessment**, **KPI Model**, **Resource**, **Customer**, **Action**, **Rule**, and **Report** tabs.

Summary

- You should now be able to:
 - Create service level objective category
 - Create an service level objective

Summary.

You should now be able to create a service level objective category and a service level objective.



Training roadmap for IBM Tivoli Netcool Service Quality Manager

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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