

# IBM Tivoli Netcool Service Quality Manager 4.1

## Customer experience manager user management



### **IBM® Tivoli® Netcool® Service Quality Manager 4.1: Customer experience manager user management.**

This training module is for Tivoli Netcool Service Quality Manager 4.1 customer experience manager user management.

## Assumptions

- You have Tivoli Netcool Service Quality Manager 4.1 installed and running
- You have Tivoli Netcool Customer Experience Manager 4.1.2 installed and running
- You are a user with administrative access to Tivoli Netcool Service Quality Manager

### **Assumptions.**

The assumptions are that you have Tivoli Netcool Service Quality Manager 4.1 and Tivoli Netcool Customer Experience Manager 4.1.2 installed and running and that you are a user with administrative access to Tivoli Netcool Service Quality Manager.

## Objectives

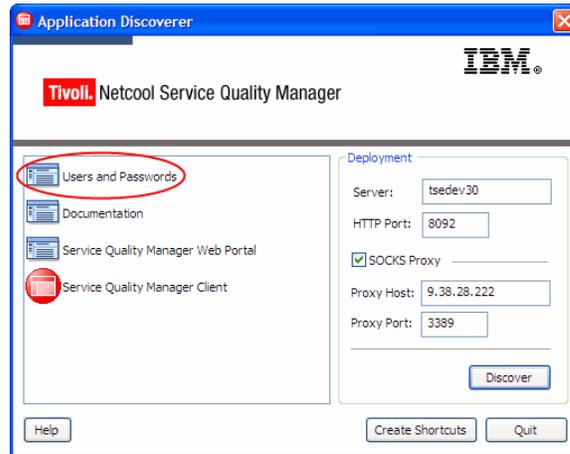
- Upon completion of this module, you should be able to:
  - Create users
  - Manage users

### **Objectives.**

Upon completion of this module, you should be able to create users, and manage users.

## Users and passwords

Click the **Users and Passwords** icon in the Application Discoverer window

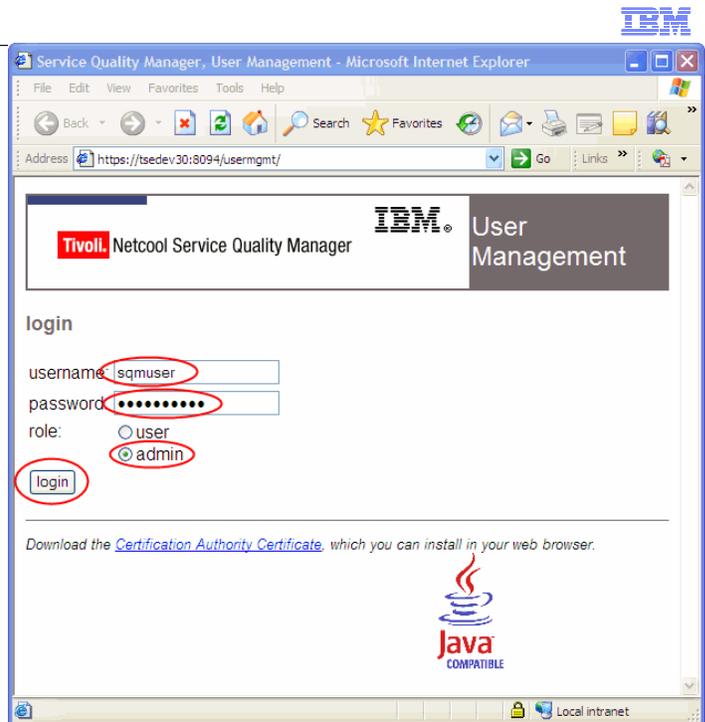


### Users and Passwords.

Click the **Users and Passwords** icon in the Application Discoverer window.

## Login

- Enter a user name and password with an admin role
- Select **admin**
- Click the **login** button



5

Customer experience manager user management

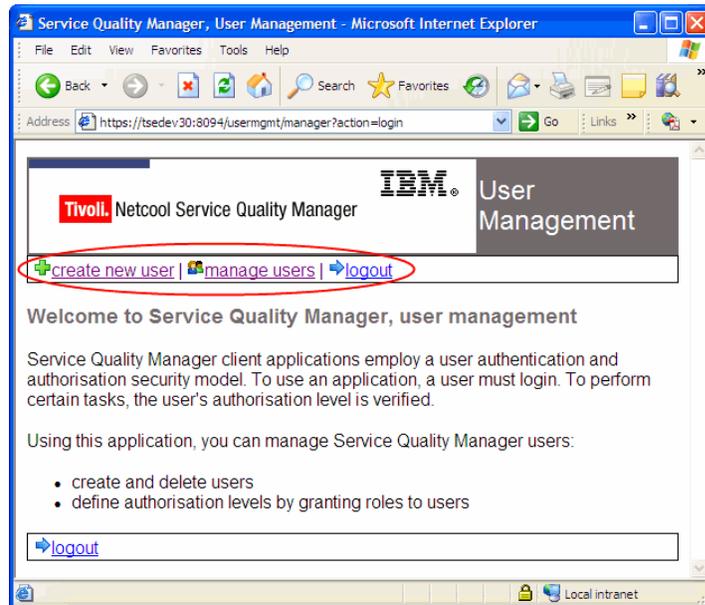
© 2010 IBM Corporation

## Login.

Enter a user name and password with an admin role. Select **admin**. Click the **login** button.

## Welcome page

- You can create a new user, manage existing users, or log out from the welcome page
- Click the **create new user** link



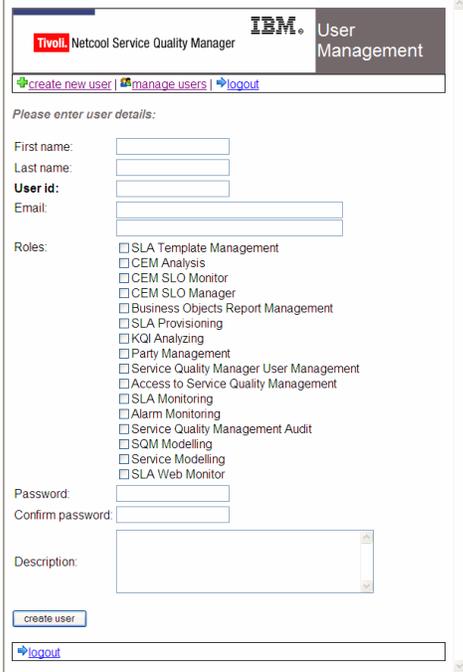
## Welcome page.

You can create a new user, manage existing users, or log out from the welcome page. Click the **create new user** link.



## Create new user page

You can enter name, user ID, e-mail, roles, password, and description information on the create new user page



7 Customer experience manager user management © 2010 IBM Corporation

### Create new user page.

You can enter name, user ID, e-mail, roles, password, and description information on the create new user page.

## Name, user ID, e-mail, password, and description

- Enter the name **John Smith**
- Enter user ID **jsmith**
- Enter the e-mail address [jsmith@ibm.com](mailto:jsmith@ibm.com)
- Enter and confirm a password
- Enter the description **Example user**

The screenshot shows the 'User Management' page in the Tivoli Netcool Service Quality Manager. The page title is 'IBM User Management'. There are navigation links for 'create new user', 'manage users', and 'logout'. The main section is titled 'Please enter user details:'. It contains several input fields: 'First name' (John), 'Last name' (Smith), 'User id' (jsmith), and 'Email' (jsmith@ibm.com). Below these are 'Roles' with a list of checkboxes, including 'SLA Template Management', 'CEM Analysis', 'CEM SLO Monitor', 'CEM SLO Manager', 'Business Objects Report Management', 'SLA Provisioning', 'KQI Analyzing', 'Party Management', 'Service Quality Manager User Management', 'Access to Service Quality Management', 'SLA Monitoring', 'Alarm Monitoring', 'Service Quality Management Audit', 'SQM Modelling', 'Service Modelling', and 'SLA Web Monitor'. There are 'Password' and 'Confirm password' fields, both containing masked characters. A 'Description' text area contains the text 'Example user'. At the bottom, there is a 'create user' button and a 'logout' link.

8

Customer experience manager user management

© 2010 IBM Corporation

## Name, user ID, e-mail, password, and description.

Enter the name **John Smith**. Enter user ID **jsmith**. Enter the e-mail address **jsmith@ibm.com**. Enter and confirm a password. Enter the description **Example user**.

## Tivoli Netcool customer experience manager user roles

- You can select user roles
- The user roles associated with Tivoli Netcool customer experience manager are shown selected

IBM Netcool Service Quality Manager User Management

[create new user](#) | [manage users](#) | [logout](#)

Please enter user details:

First name:

Last name:

User id:

Email:

Roles:

- SLA Template Management
- CEM Analysis
- CEM SLO Monitor
- CEM SLO Manager
- Business Objects Report Management
- SLA Provisioning
- KQJ Analyzing
- Party Management
- Service Quality Manager User Management
- Access to Service Quality Management
- SLA Monitoring
- Alarm Monitoring
- Service Quality Management Audit
- SQM Modelling
- Service Modelling
- SLA Web Monitor

Password:

Confirm password:

Description:

[logout](#)

9

Customer experience manager user management

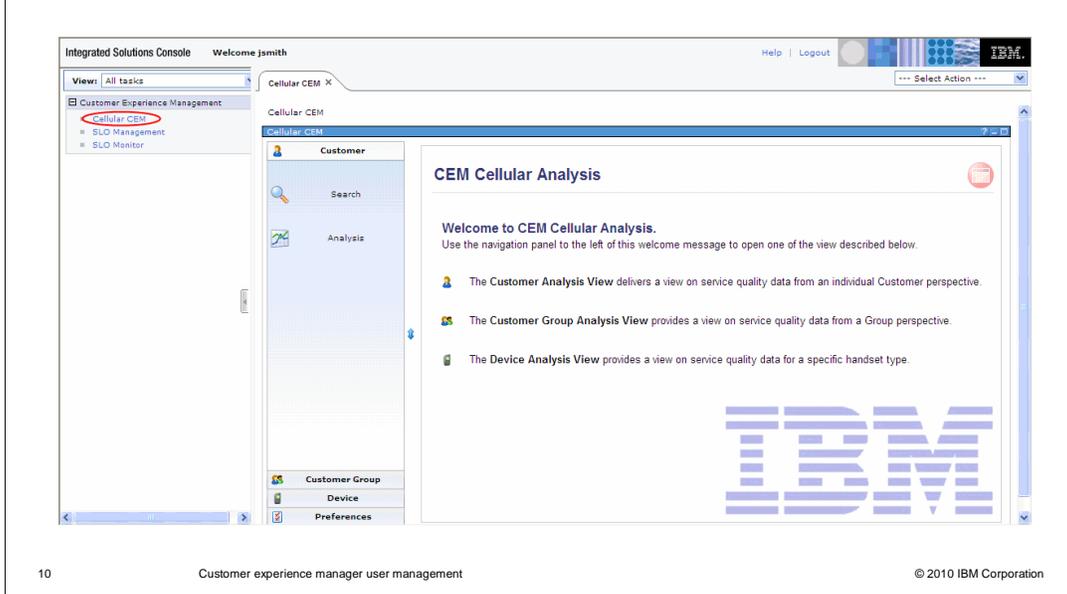
© 2010 IBM Corporation

### Tivoli Netcool Customer Experience Manager user roles.

You can select user roles. The user roles associated with Tivoli Netcool Customer Experience Manager are shown selected.

## CEM analysis

The CEM Analysis user role can access CEM cellular analysis from customer experience management



10

Customer experience manager user management

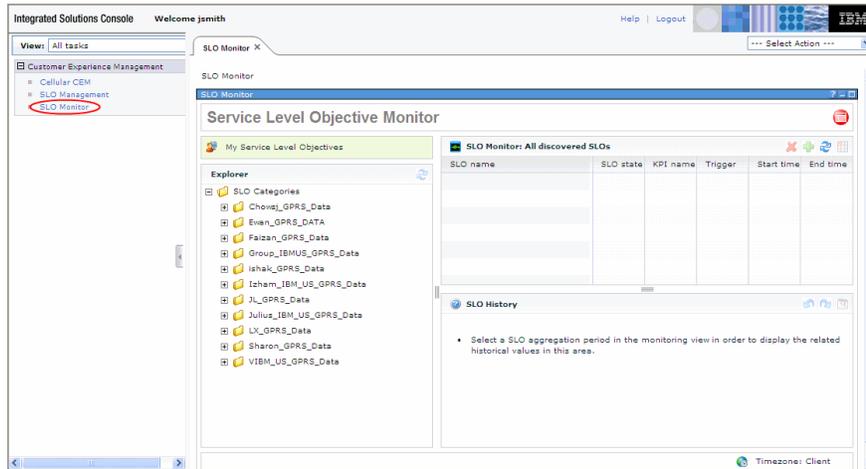
© 2010 IBM Corporation

### CEM Analysis.

The CEM Analysis user role can access CEM Cellular Analysis from Customer Experience Management.

## CEM SLO monitor

The CEM SLO Monitor user role can access the service level objective monitor from customer experience management

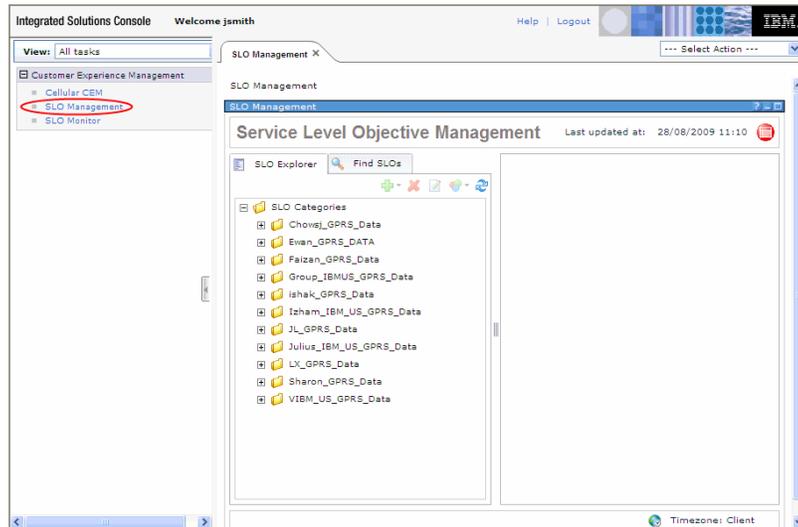


### CEM SLO Monitor.

The CEM SLO Monitor user role can access Service Level Objective Monitor from Customer Experience Management.

## CEM SLO management

The CEM SLO Management user role can access service level objective management from customer experience management



### CEM SLO Management.

The CEM SLO Management user role can access Service Level Objective Management from Customer Experience Management.

## Service Quality Manager user management role

- The Service Quality Manager user management user role is selected
- The Service Quality Manager user management user role can create, delete, and update names and passwords of users

IBM

Tivoli Netcool Service Quality Manager IBM User Management

[create new user](#) [manage users](#) [logout](#)

Please enter user details:

First name:

Last name:

User id:

Email:

Roles:

- SLA Template Management
- CEM Analysis
- CEM SLO Monitor
- CEM SLO Manager
- Business Objects Report Management
- SLA Provisioning
- KQI Analyzing
- Party Management
- Service Quality Manager User Management
- Access to Service Quality Management
- SLA Monitoring
- Alarm Monitoring
- Service Quality Management Audit
- SQM Modelling
- Service Modelling
- SLA Web Monitor

Password:

Confirm password:

Description:

[logout](#)

13

Customer experience manager user management

© 2010 IBM Corporation

### Service Quality Manager User Management role.

The Service Quality Manager User Management user role is selected. The Service Quality Manager User Management user role can create, delete, and update names and passwords of users.

## Create user

- Select Tivoli Netcool customer experience manager user roles without administrative privileges
- Click the **create user** button

Tivoli. Netcool Service Quality Manager IBM. User Management

[create new user](#) [manage users](#) [logout](#)

Please enter user details:

First name:

Last name:

User id:

Email:

Roles:

- SLA Template Management
- CEM Analysis
- CEM SLO Monitor
- CEM SLO Manager
- Business Objects Report Management
- SLA Provisioning
- KQI Analyzing
- Party Management
- Service Quality Manager User Management
- Access to Service Quality Management
- SLA Monitoring
- Alarm Monitoring
- Service Quality Management Audit
- SQM Modelling
- Service Modelling
- SLA Web Monitor

Password:

Confirm password:

Description:

[create user](#) [logout](#)

14

Customer experience manager user management

© 2010 IBM Corporation

### Create user.

Select Tivoli Netcool Customer Experience Manager user roles without admin privileges.  
Click the **create user** button.

## Successfully created user

A confirmation message is displayed when the user is successfully created

The screenshot displays the IBM User Management interface. At the top, there is a navigation bar with the IBM logo and the text "Tivoli Netcool Service Quality Manager" and "User Management". Below the navigation bar, there are three links: "create new user", "manage users", and "logout". A confirmation message is displayed in a red-bordered box, stating "Successfully created user: jsmith". Below this message, there are several input fields: "First name:", "Last name:", "User id:", "Email:", "Password:", "Confirm password:", and "Description:". A list of roles is shown with checkboxes, including "SLA Template Management", "CEM Analysis", "CEM SLO Monitor", "CEM SLO Manager", "Business Objects Report Management", "SLA Provisioning", "KQI Analyzing", "Party Management", "Service Quality Manager User Management", "Access to Service Quality Management", "SLA Monitoring", "Alarm Monitoring", "Service Quality Management Audit", "SQM Modelling", "Service Modelling", and "SLA Web Monitor". At the bottom of the form, there is a "create user" button and a "logout" link.

15

Customer experience manager user management

© 2010 IBM Corporation

### Successfully created user.

A confirmation message is displayed when the user is successfully created.

## Manage users

Click the **manage users** link

IBM Tivoli Netcool Service Quality Manager IBM User Management

[create new user](#) [manage users](#) [logout](#)

Successfully created user: *jsmith*

First name:

Last name:

User id:

Email:

Roles:

- SLA Template Management
- CEM Analysis
- CEM SLO Monitor
- CEM SLO Manager
- Business Objects Report Management
- SLA Provisioning
- KQI Analyzing
- Party Management
- Service Quality Manager User Management
- Access to Service Quality Management
- SLA Monitoring
- Alarm Monitoring
- Service Quality Management Audit
- SQM Modelling
- Service Modelling
- SLA Web Monitor

Password:

Confirm password:

Description:

[logout](#)

16

Customer experience manager user management

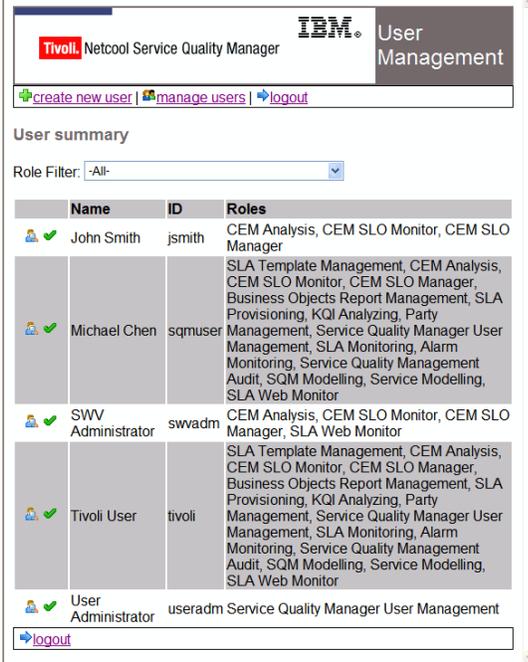
© 2010 IBM Corporation

## Manage users.

Click the **manage users** link.

## User summary

The User summary page displays users, user IDs, and user roles



The screenshot shows the IBM User Management interface. At the top, there is a header with the IBM logo and the text "User Management". Below the header, there are navigation links: "create new user", "manage users", and "logout". The main content area is titled "User summary" and includes a "Role Filter" dropdown menu set to "-All-". Below the filter is a table with columns for "Name", "ID", and "Roles". The table lists several users, including John Smith, Michael Chen, SWV Administrator, Tivoli User, and User Administrator, along with their respective roles. A "logout" link is located at the bottom of the table.

Name	ID	Roles
John Smith	jsmith	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Michael Chen	sqmuser	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
SWV Administrator	swvadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
Tivoli User	tivoli	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
User Administrator	useradm	Service Quality Manager User Management

17

Customer experience manager user management

© 2010 IBM Corporation

### User summary.

The User summary page displays users, user IDs, and user roles.

## User summary: Role filter

You can display users with a particular user role

The screenshot shows the IBM User Management interface. At the top, there is a header with the IBM logo and the text "User Management". Below the header, there are navigation links: "create new user", "manage users", and "logout". The main content area is titled "User summary". A "Role Filter" dropdown menu is open, showing a list of roles. The roles listed are: "All", "SLA Template Management", "CEM Analysis", "CEM SLO Monitor", "CEM SLO Manager", "Business Objects Report Management", "SLA Provisioning", "KQI Analyzing", "Party Management", "Service Quality Manager User Management", "Access to Service Quality Management", "SLA Monitoring", "Alarm Monitoring", "Service Quality Management Audit", "SQM Modelling", "Service Modelling", and "SLA Web Monitor". The "All" role is currently selected. Below the dropdown, there is a table of users. The table has columns for user name, user ID, and roles. The users listed are: "Administrator" (roles: SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor), "Tivoli User" (roles: SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor), and "User Administrator" (roles: Service Quality Manager User Management).

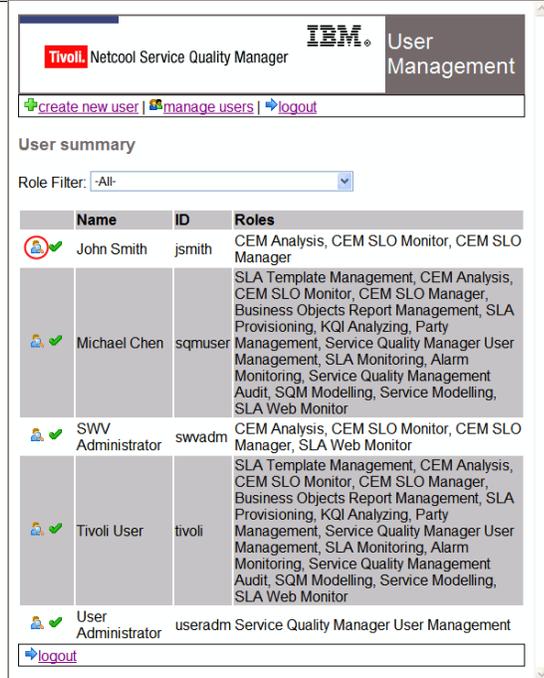
## User summary: Role Filter.

You can display users with a particular user role.

## User summary: Modify user

You can modify a user by clicking the **modify user** icon

Click the **modify user** icon



The screenshot displays the IBM User Management interface. At the top, there is a navigation bar with the Tivoli logo and the text "Netcool Service Quality Manager" and "User Management". Below the navigation bar, there are links for "create new user", "manage users", and "logout". The main content area is titled "User summary" and includes a "Role Filter" dropdown menu set to "-All-". Below the filter is a table listing users and their roles.

Name	ID	Roles
 John Smith	jsmith	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
 Michael Chen	sqmuser	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
 SWV Administrator	swwadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
 Tivoli User	tivoli	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
 User Administrator	useradm	Service Quality Manager User Management

At the bottom of the table, there is a "logout" link.

19

Customer experience manager user management

© 2010 IBM Corporation

## User summary: modify user.

You can modify a user by clicking the **modify user** icon. Click the **modify user** icon.



## Modify user

You can edit name, e-mail, roles, password, and description information

You can lock the user

You can set the number of login retries for the user

You can delete the user

Click the **update** button

 User Management

 Netcool Service Quality Manager

[create new user](#) | [manage users](#) | [logout](#)

Modify user

First name:

Last name:

User id:

Email:

Roles:

- SLA Template Management
- CEM Analysis
- CEM SLO Monitor
- CEM SLO Manager
- Business Objects Report Management
- SLA Provisioning
- KQI Analyzing
- Party Management
- Service Quality Manager User Management
- Access to Service Quality Management
- SLA Monitoring
- Alarm Monitoring
- Service Quality Management Audit
- SQM Modelling
- Service Modelling
- SLA Web Monitor

Password:

Confirm password:

Description:

User Locked:  Login Retry count:

[logout](#)

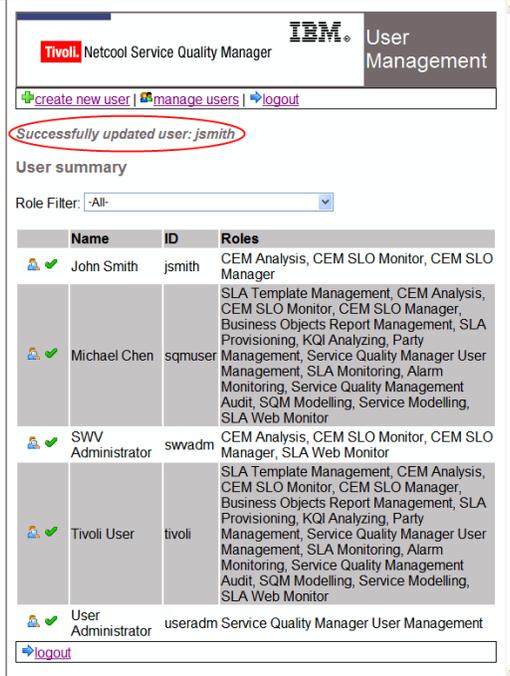
20      Customer experience manager user management      © 2010 IBM Corporation

### **Modify user.**

You can edit name, e-mail, roles, password, and description information. You can lock the user. You can set the number of login retries for the user. You can delete the user. Click the **update** button.

## Successfully updated user

A confirmation message is displayed when the user is successfully updated



The screenshot shows the IBM Netcool Service Quality Manager User Management interface. At the top, there is a navigation bar with the IBM logo and the text "User Management". Below this, there are links for "create new user", "manage users", and "logout". A red oval highlights a confirmation message: "Successfully updated user: jsmith". Below the message is a "User summary" section with a "Role Filter" dropdown set to "All". A table lists the users with their names, IDs, and roles. The table has columns for Name, ID, and Roles. The users listed are John Smith (jsmith), Michael Chen (sqmuser), SWV Administrator (swvadm), Tivoli User (tivoli), and User Administrator (useradm). Each user entry includes a small icon and a checkmark, indicating they are active or successfully updated. At the bottom of the table, there is a "logout" link.

Name	ID	Roles
John Smith	jsmith	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Michael Chen	sqmuser	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, Service Quality Manager Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
SWV Administrator	swvadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
Tivoli User	tivoli	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
User Administrator	useradm	Service Quality Manager User Management

21

Customer experience manager user management

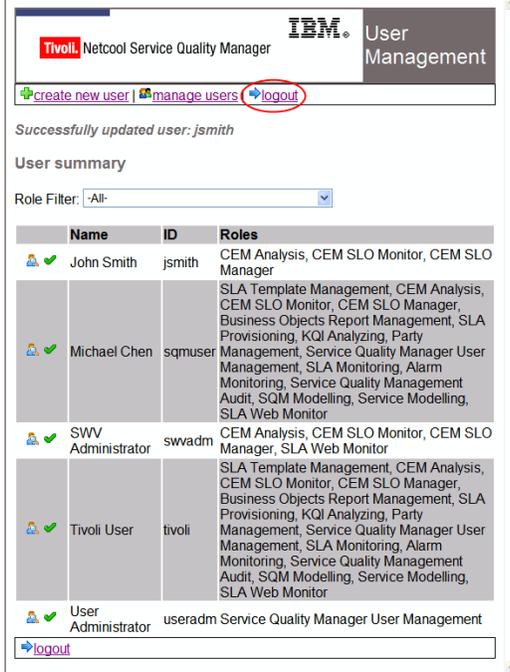
© 2010 IBM Corporation

## Successfully updated user.

A confirmation message is displayed when the user is successfully updated.

## Logout

Click the **logout** link to terminate the session



The screenshot shows the IBM User Management interface. At the top, there is a navigation bar with the IBM logo and the text "User Management". Below this, there are three links: "create new user", "manage users", and "logout". The "logout" link is circled in red. Below the navigation bar, there is a message: "Successfully updated user: jsmith". Underneath, there is a "User summary" section with a "Role Filter" dropdown menu set to "All". A table lists several users with their names, IDs, and roles. At the bottom of the table, there is a "logout" link.

Name	ID	Roles
John Smith	jsmith	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Michael Chen	sqmuser	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
SWV Administrator	swvadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
Tivoli User	tivoli	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
User Administrator	useradm	Service Quality Manager User Management

22

Customer experience manager user management

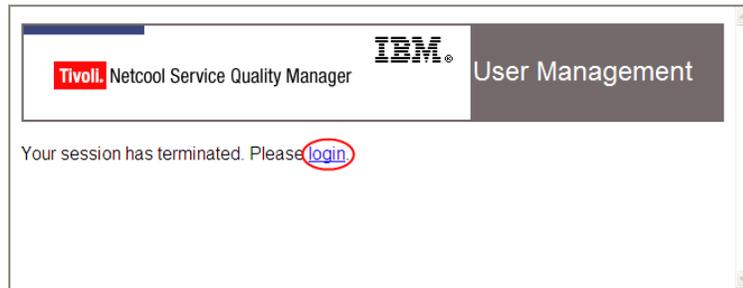
© 2010 IBM Corporation

## Logout.

Click the **logout** link to terminate the session.

## Login

Click the **login** link to log in with the newly created user



### **Login.**

Click the **login** link to log in with the newly created user.

## Summary

- You should now be able to:
  - Create users
  - Manage users

### **Summary.**

You should now be able to create users, and manage users.



## Training roadmap for IBM Tivoli Netcool Service Quality Manager

[www.ibm.com/software/tivoli/education/edu\\_prd.html](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.

## Feedback

Your feedback is valuable

You can help improve the quality of IBM Education Assistant content to better meet your needs by providing feedback.

- Did you find this module useful?
- Did it help you solve a problem or answer a question?
- Do you have suggestions for improvements?

Click to send e-mail feedback:

[mailto:iea@us.ibm.com?subject=Feedback about cem\\_user\\_management.ppt](mailto:iea@us.ibm.com?subject=Feedback%20about%20cem_user_management.ppt)

This module is also available in PDF format at: [./cem\\_user\\_management.pdf](http://cem_user_management.pdf)

You can help improve the quality of IBM Education Assistant content by providing feedback.



## Trademarks, copyrights, and disclaimers

IBM, the IBM logo, ibm.com, and the following terms are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both:

Netcool      Tivoli

If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of other IBM trademarks is available on the Web at "Copyright and trademark information" at <http://www.ibm.com/legal/copytrade.shtml>

Other company, product, or service names may be trademarks or service marks of others.

Product data has been reviewed for accuracy as of the date of initial publication. Product data is subject to change without notice. This document could include technical inaccuracies or typographical errors. IBM may make improvements or changes in the products or programs described herein at any time without notice. Any statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only. References in this document to IBM products, programs, or services does not imply that IBM intends to make such products, programs or services available in all countries in which IBM operates or does business. Any reference to an IBM Program Product in this document is not intended to state or imply that only that program product may be used. Any functionally equivalent program, that does not infringe IBM's intellectual property rights, may be used instead.

THE INFORMATION PROVIDED IN THIS DOCUMENT IS DISTRIBUTED "AS IS" WITHOUT ANY WARRANTY, EITHER EXPRESS OR IMPLIED. IBM EXPRESSLY DISCLAIMS ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. IBM shall have no responsibility to update this information. IBM products are warranted, if at all, according to the terms and conditions of the agreements (for example, IBM Customer Agreement, Statement of Limited Warranty, International Program License Agreement, etc.) under which they are provided. Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products in connection with this publication and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products.

IBM makes no representations or warranties, express or implied, regarding non-IBM products and services.

The provision of the information contained herein is not intended to, and does not, grant any right or license under any IBM patents or copyrights. Inquiries regarding patent or copyright licenses should be made, in writing, to:

IBM Director of Licensing  
IBM Corporation  
North Castle Drive  
Armonk, NY 10504-1785  
U.S.A.

Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. All customer examples described are presented as illustrations of how those customers have used IBM products and the results they may have achieved. The actual throughput or performance that any user will experience will vary depending upon considerations such as the amount of multiprogramming in the user's job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve throughput or performance improvements equivalent to the ratios stated here.

© Copyright International Business Machines Corporation 2010. All rights reserved.

Note to U.S. Government Users - Documentation related to restricted rights-Use, duplication or disclosure is subject to restrictions set forth in GSA ADP Schedule Contract and IBM Corp.