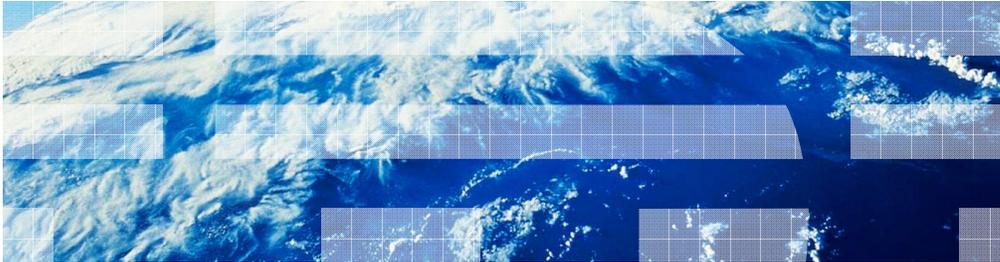

IBM Tivoli Netcool Service Quality Manager V4.1

Service Quality Manager administrative function



IBM Tivoli® Netcool® Service Quality Manager V4.1: Service Quality Manager administrative function.

This training module is for the Tivoli Netcool Service Quality Manager version 4.1 administrative function.

Assumptions

- You have Tivoli Netcool Service Quality Manager 4.1 installed and running
- You are a user with access to:
 - Service Quality Manager with SLA Template Management
 - SLA Provisioning
 - Party Management
 - Service Quality Manager User Management
 - Service Quality Management Audit
 - SQM Modeling
 - Service Modeling roles

Assumptions.

The assumptions are that you have Tivoli Netcool Service Quality Manager 4.1 installed and running. You must also be a user with access to Service Quality Manager with SLA Template Management, SLA Provisioning, Party Management, Service Quality Manager User Management, Service Quality Management Audit, SQM Modeling, and Service Modeling roles.

Objectives

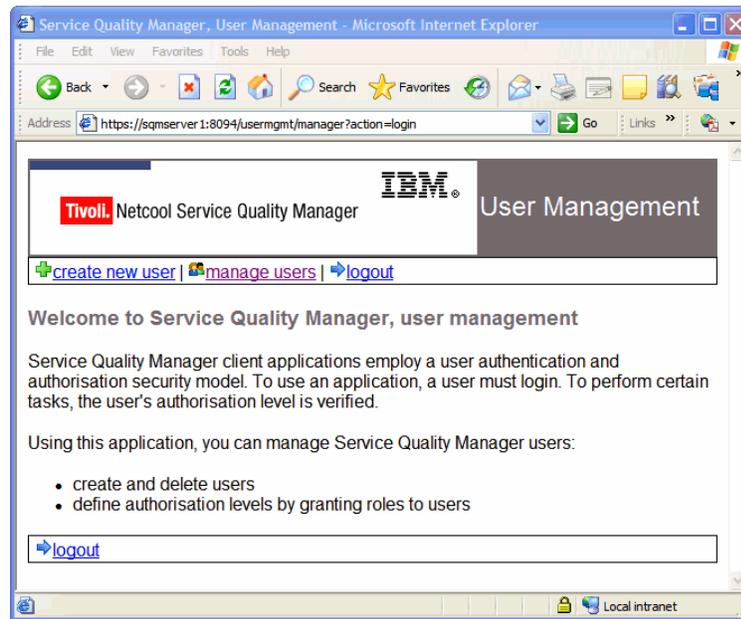
After you complete this module, you should be able to navigate Service Quality Manager administrative functions, including:

- Service Quality Manager user management
- Party management
- SLA template management
- SLA creation
- Services resources
- SQM modeling
- Service modeling
- SQM audit

Objectives.

After you complete this module, you should be able to navigate Service Quality Manager administrative functions, including Service Quality Manager user management, party management, SLA template management, SLA creation, services resources, SQM modeling, service modeling, and SQM audit.

Service Quality Manager, user management



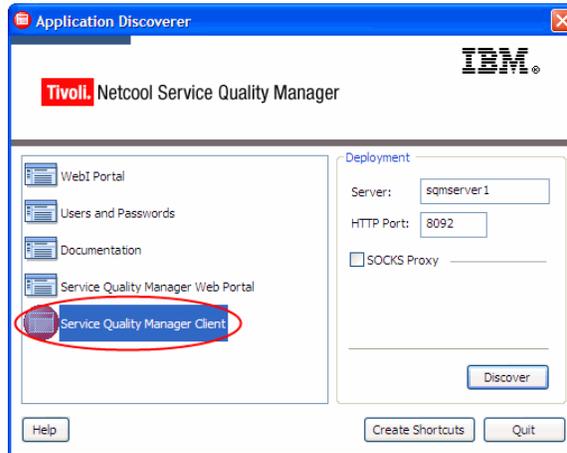
Service Quality Manager administrative function

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Service Quality Manager user management.

Refer to the **Service Quality Manager, user management** IBM Education Assistant module for further information about user management.

Service Quality Manager Client



Service Quality Manager administrative function

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Service Quality Manager client.

Double-click the **Service Quality Manager Client** icon in the Application Discoverer window.

Login

Application Login

Login Name: sqmuser

Password: ●●●●●●●●●●

Admin Domain:

Login Cancel

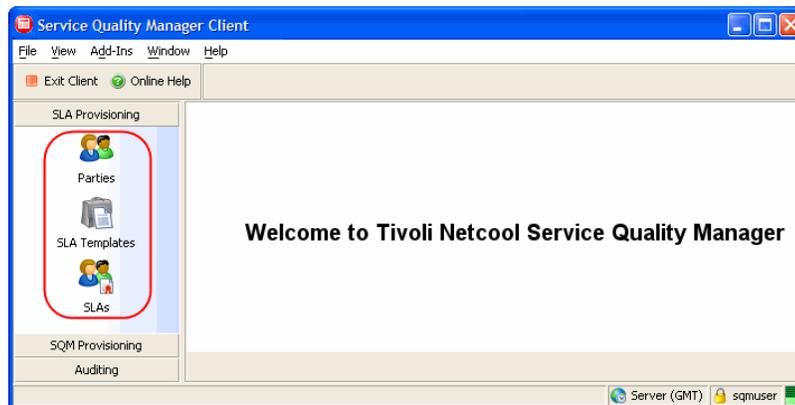
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Login.

Enter your user ID and password to log in. Click **Login**.

SLA provisioning



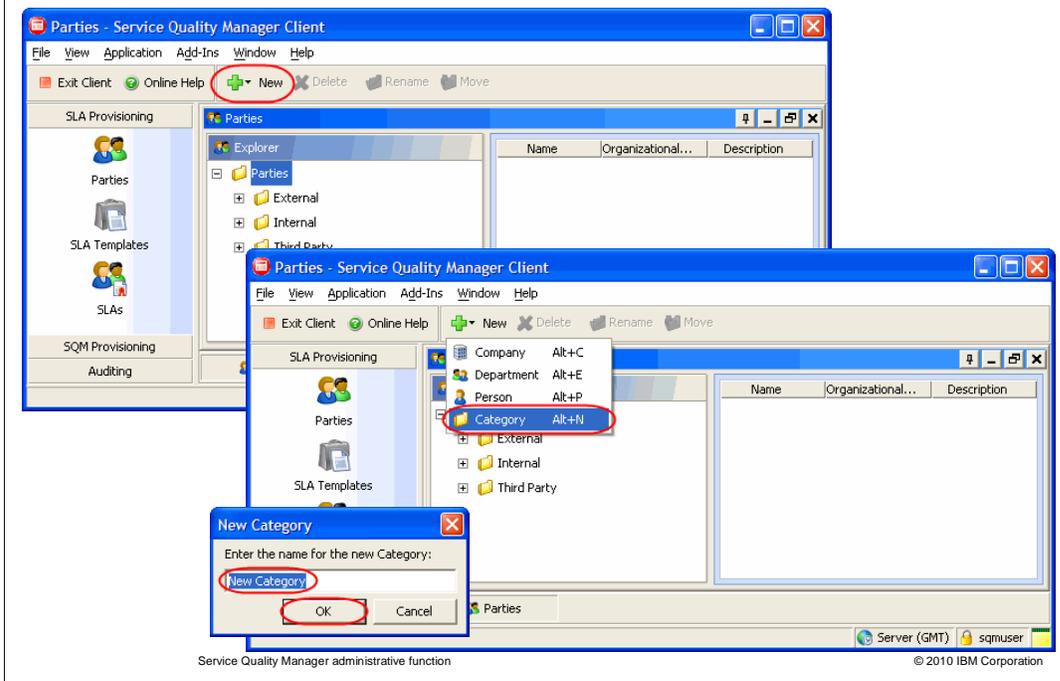
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SLA provisioning.

SLA provisioning includes Parties, SLA Templates and SLAs. Click **Parties**.

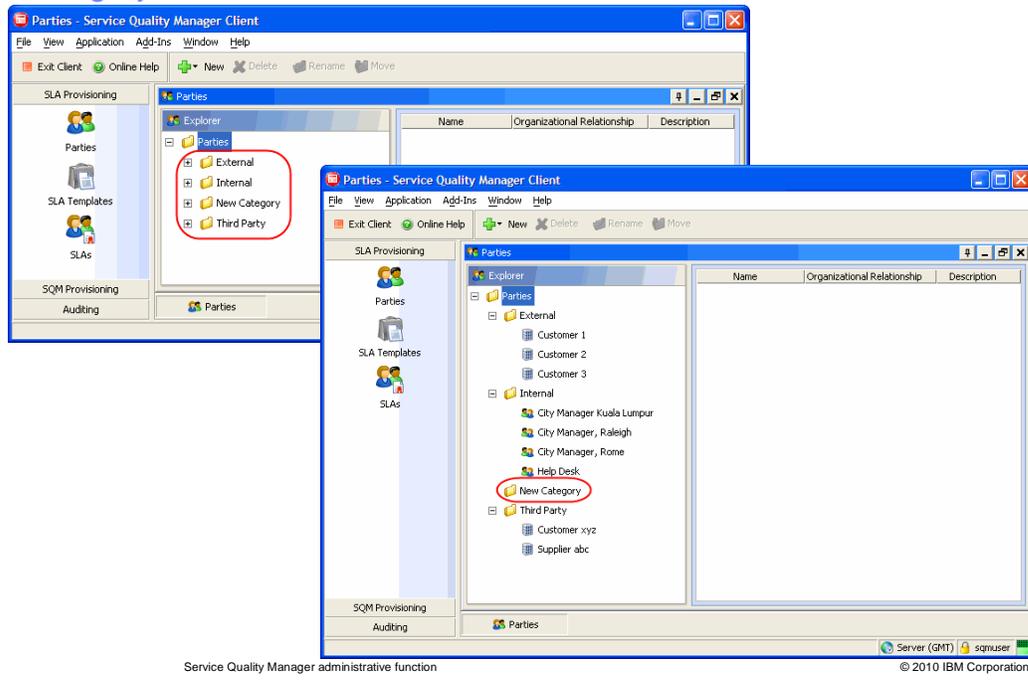
Create new parties category



Create new parties category.

Click **New**. Click **Category**. Use **New Category** as the name for the new category. Click **OK**.

Category contents



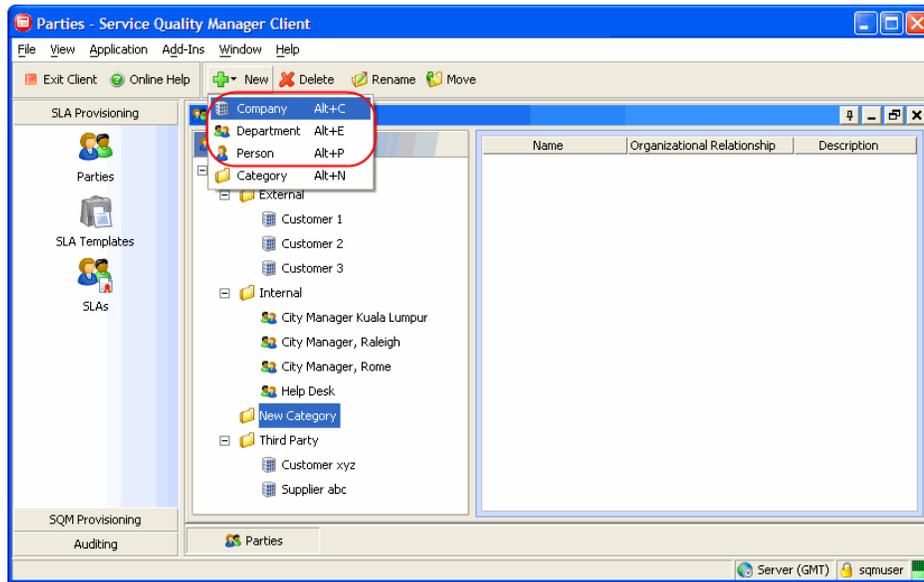
Service Quality Manager administrative function

Server (GMT) sqmuser © 2010 IBM Corporation

Category contents.

Expand External, Internal, New Category, and Third Party to see companies, departments and people associated with the categories. Highlight **New Category** to add new parties to **New Category**.

Party types



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Party types.

Click **New**. There are three different party types. The party types include **Company**, **Department**, and **Person**. Click **Company**.

Creating a company party: General Details

The screenshot shows a dialog box titled "Create a New Company" with a sidebar on the left containing three steps: "1. General Details", "2. Contact Details", and "3. Location/Telephone". The "General Details" step is active. The main area contains the following fields and options:

- Name:** Company AAA
- Description:** west coast customer
- Organizational Relationship:** Internal, External

Below the radio buttons, there is a note: "The organizational relationship indicates whether the party is part of the operator (like another internal department) or is an external organisation."

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

Service Quality Manager administrative function

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Creating a company party: General details.

Enter customer name **Company AAA**. Enter optional description **west coast customer**. Select the organizational relationship **External**. Click **Next**.

Creating a company party: Contact Details

The image displays three screenshots of the IBM Service Quality Manager administrative interface, illustrating the steps to create a new contact.

Screenshot 1: Create a New Contact

The 'Create a New Contact' dialog box is shown. The 'Name' field contains 'John Smith'. The 'Email Address' field contains 'jsmith@aaa.com'. The 'Telephone Number' field contains '972-123-4567'. The 'Mobile Number' field contains '214-987-6543'. The 'Additional Info' field contains '1st shift manager'. The 'Responsibilities' list includes 'Report', 'Contract' (selected), 'Helpdesk', and 'Alarm'. The 'Add...' button is highlighted with a red circle.

Screenshot 2: Add...

The 'Add...' button is highlighted with a red circle.

Screenshot 3: Next >

The 'Next >' button is highlighted with a red circle.

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Creating a company party: Contact Details.

You can add contacts. Click **Add**. Enter contact name **John Smith**. You must enter at least an email address, telephone number, or mobile number. Enter email address **jsmith@aaa.com**. Enter telephone number **972-123-4567**. Enter mobile number **214-987-6543**. Additional Info is optional. Enter the additional info **1st shift manager**. You must select at least one responsibility. Select **Contract**. Click **OK**. Click **Next**.

Creating a company party: Location/Telephone

The screenshot shows a dialog box titled "Create a New Company" with a blue header and a close button in the top right corner. On the left, a vertical navigation pane lists three steps: "1. General Details", "2. Contact Details", and "3. Location/Telephone", with the third step highlighted. The main area contains three input fields: "Address:" (a large text area with a scroll bar), "Telephone Number:" (a single-line text box), and "Fax:" (a single-line text box). A red rectangle highlights the "Address:" field and the "Telephone Number:" and "Fax:" fields. At the bottom, there are five buttons: "< Back", "Next >", "Finish" (circled in red), "Cancel", and "Help".

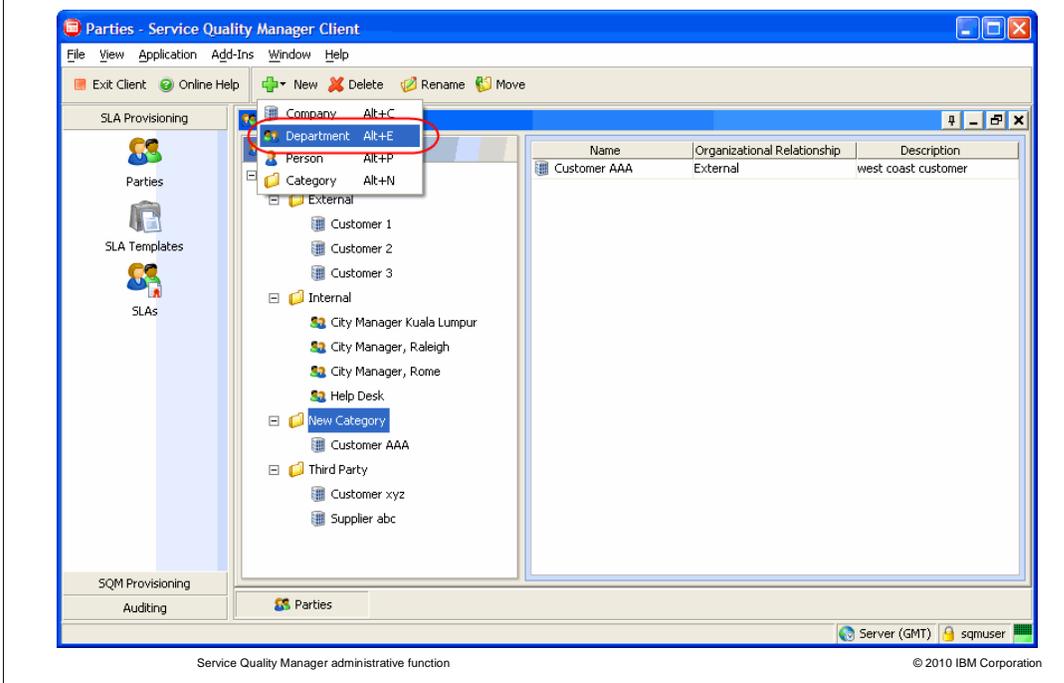
Service Quality Manager administrative function

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Creating a company party: Location/Telephone.

You can enter optional address, telephone number, and fax information. Click **Finish**.

Creating a department party



Creating a department party.

Click **New**. Click **Department**.

Creating a department party: Department Details

Create a New Department

1. Department Details
2. Contact Details
3. Location/Telephone

Department Name: AAA Help Desk
Company Name: Customer AAA
Description: Customer AAA help desk

Organizational Relationship: Internal External

The organizational relationship indicates whether the party is part of the operator (like another internal department) or is an external organisation.

< Back **Next >** Finish Cancel Help

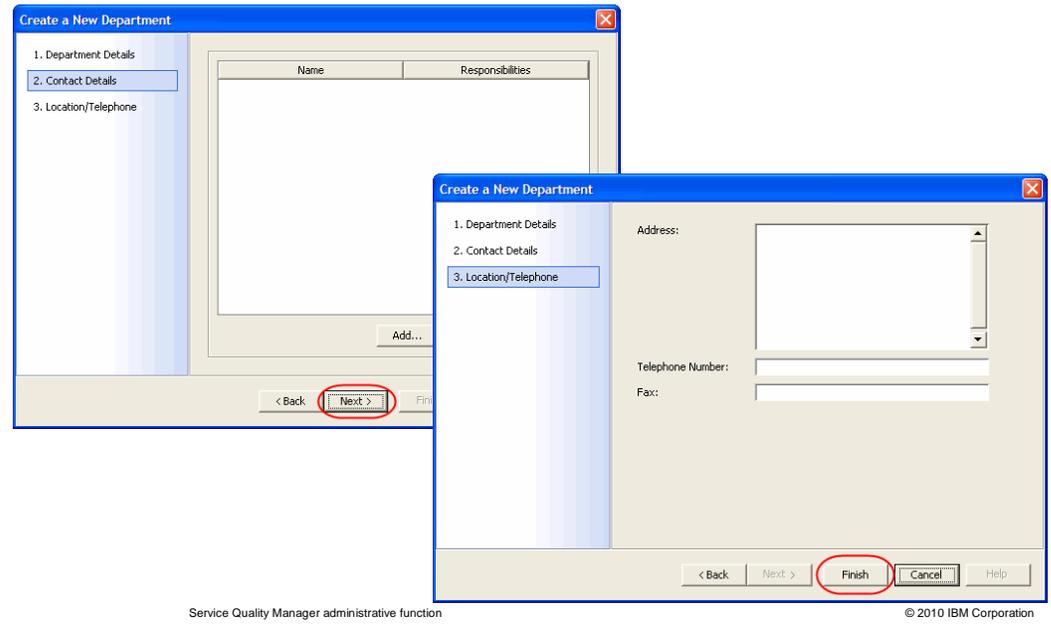
Service Quality Manager administrative function

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Creating a department party: Department Details.

Enter department name **AAA Help Desk**. Enter optional company name **Customer AAA**. Enter optional description **Customer AAA help desk**. Select the organizational relationship **External**. Click **Next**.

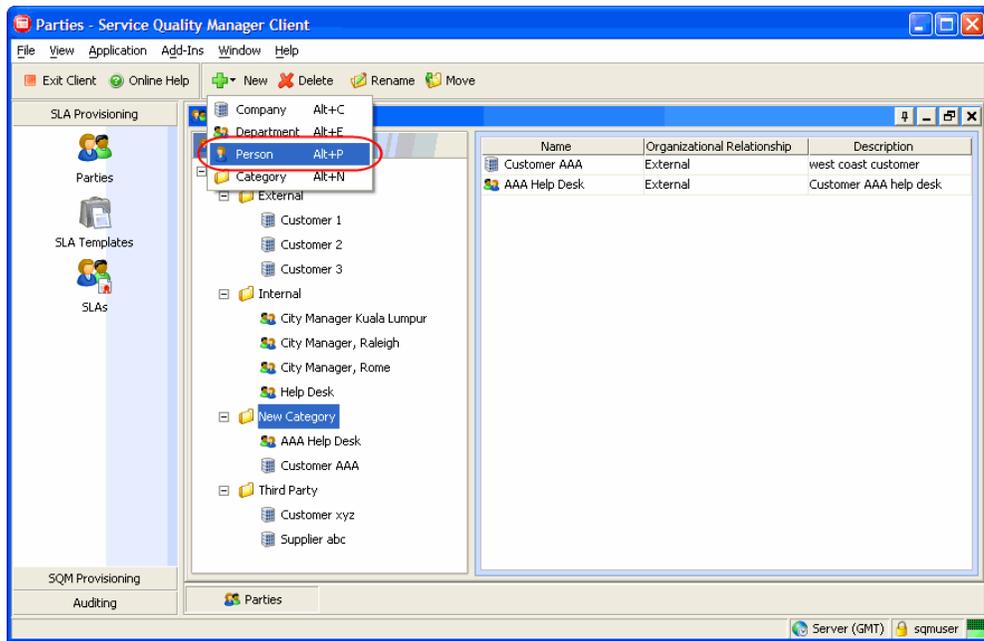
Creating a department party: Finish department party



Creating a department party: Finish department party.

You can add contacts. Click **Next**. You can add location or telephone information. Click **Finish**.

Creating a person party



Creating a person party.

Click **New**. Click **Person**.

Creating a person party: General Details

The screenshot shows a dialog box titled "Create a New Person" with a close button (X) in the top right corner. On the left, there is a vertical navigation pane with three items: "1. General Details" (selected), "2. Contact Details", and "3. Personal Details". The main area contains the following fields and options:

- Name:** A text input field containing "John Smith".
- Role:** A list box containing "1st shift manager".
- Organizational Relationship:** Two radio buttons: "Internal" (unselected) and "External" (selected).

Below the radio buttons, there is a small text block: "The organizational relationship indicates whether the party is part of the operator (like another internal department) or is an external organisation."

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

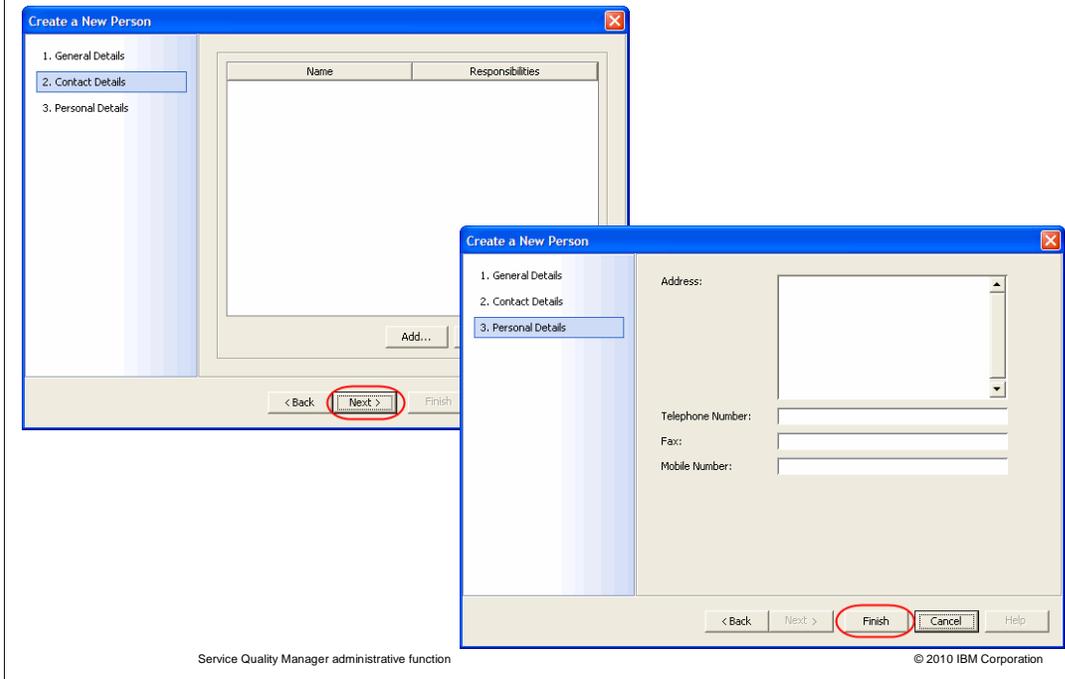
Service Quality Manager administrative function

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Creating a person party: General Details.

Enter name **John Smith**. Enter optional role **1st shift manager**. Select the organizational relationship **External**. Click **Next**.

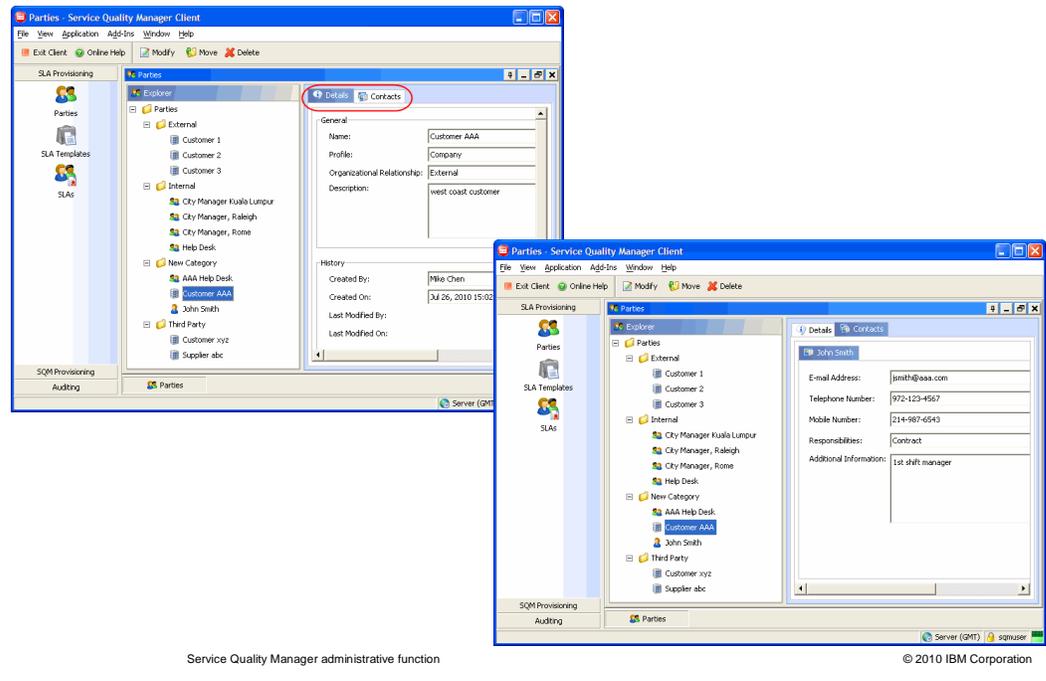
Creating a person party: Finish person party



Creating a person party: Finish person party.

You can add contacts. Click **Next**. You can add personal information. Click **Finish**.

Party details and contacts

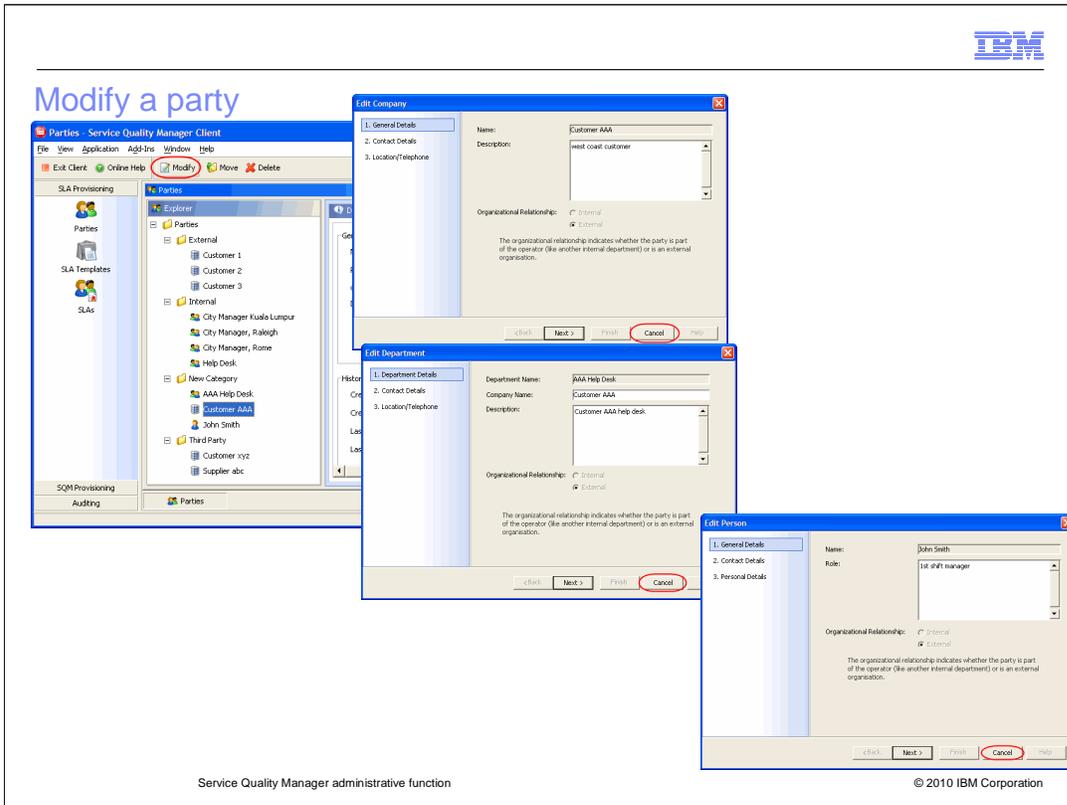


Service Quality Manager administrative function

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Party details and contacts.

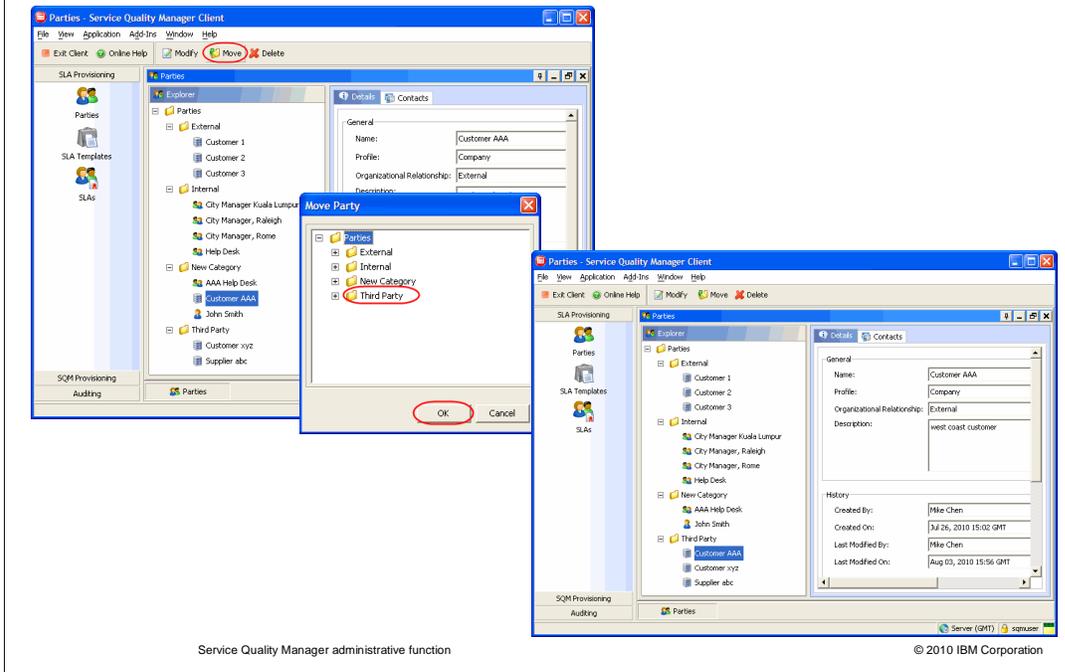
You can view party details and contacts by selecting a party and clicking the **Details** or **Contacts** tab.



Modify a party.

You can modify a company, department, or person by selecting the party and clicking **Modify**. You can edit information associated with the party.

Moving a party



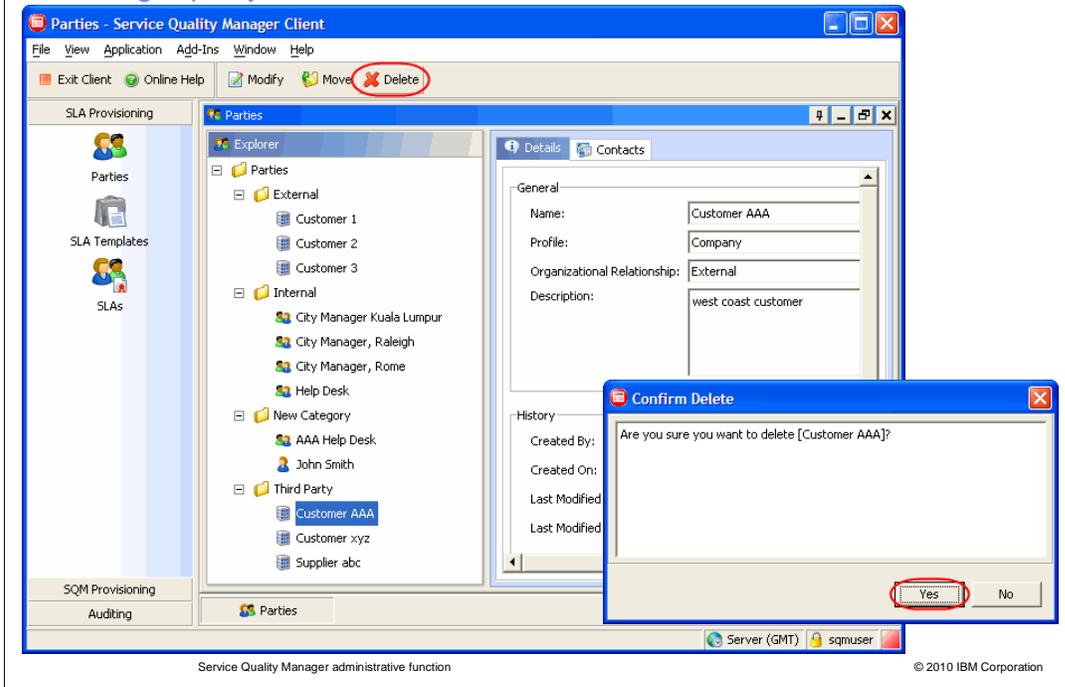
Service Quality Manager administrative function

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Moving a party.

You can move a party to a different category. Select party **Customer AAA**. Select **Third Party**. Click **OK**. **Customer AAA** is moved to **Third Party**.

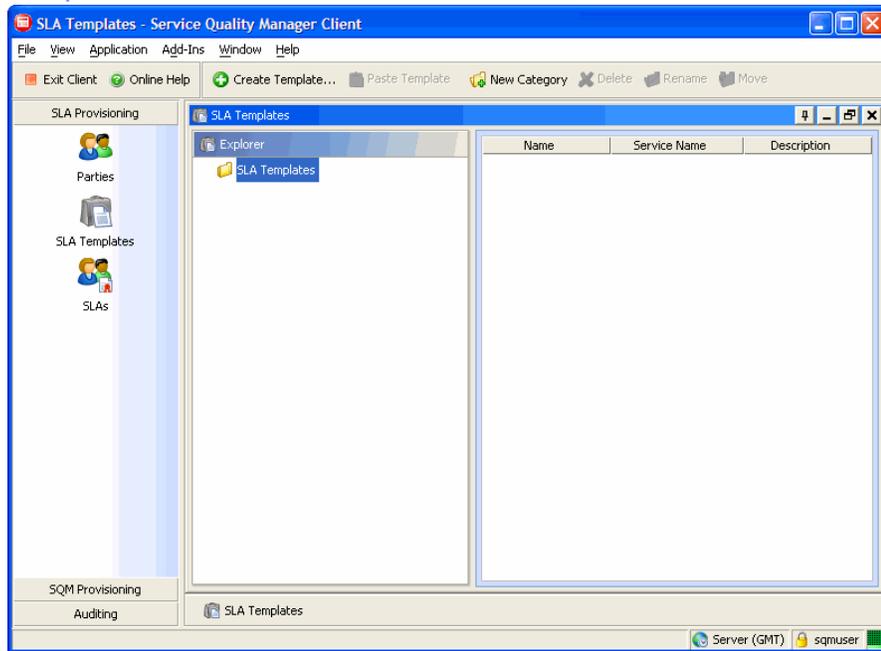
Deleting a party



Deleting a party.

You can delete a party. Select **Customer AAA**. Click **Delete**, Click **Yes**.

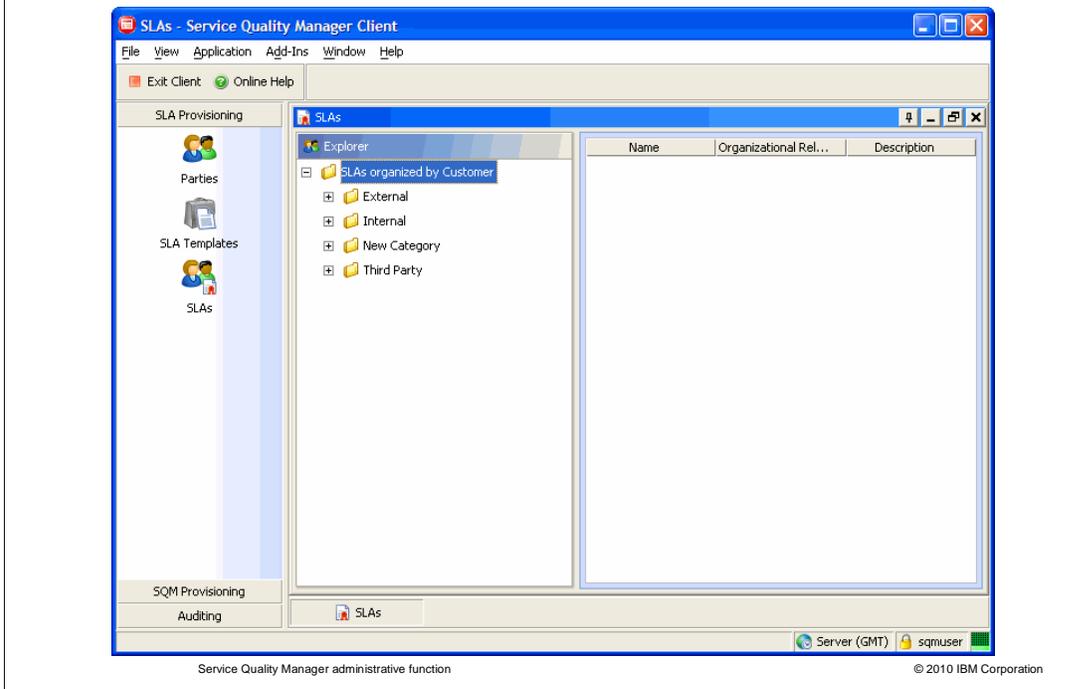
SLA templates



SLA templates.

Refer to the *Service Quality Manager SLA template creation* IBM Education Assistant module for further information about SLA template creation.

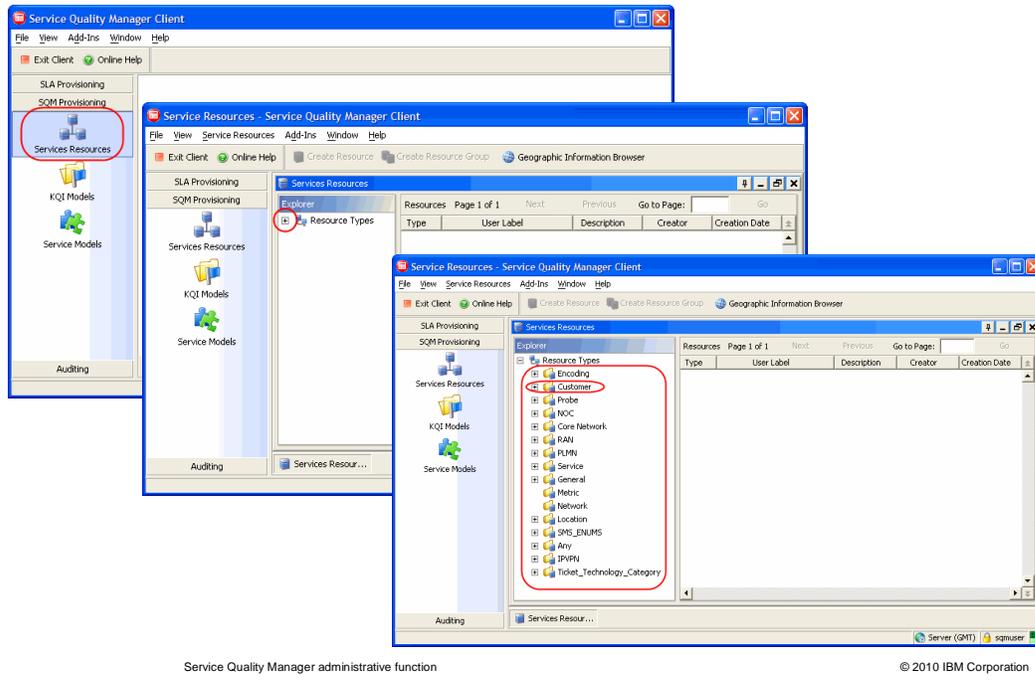
SLA creation



SLA provisioning.

Refer to the *Service Quality Manager SLA creation* IBM Education Assistant module for further information about SLA creation.

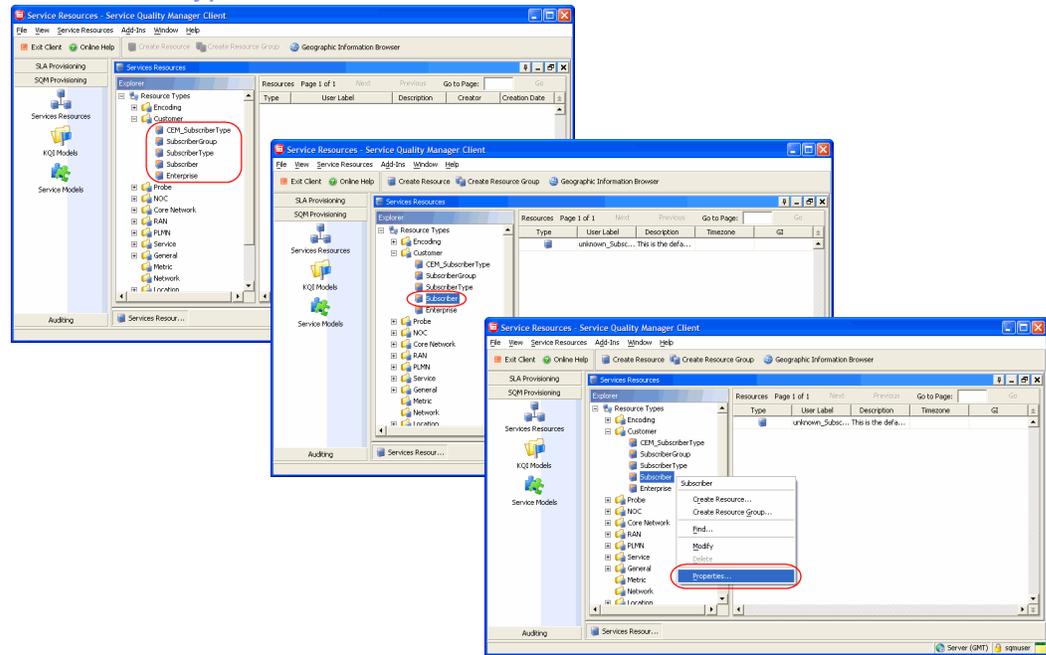
Services resources



Services resources.

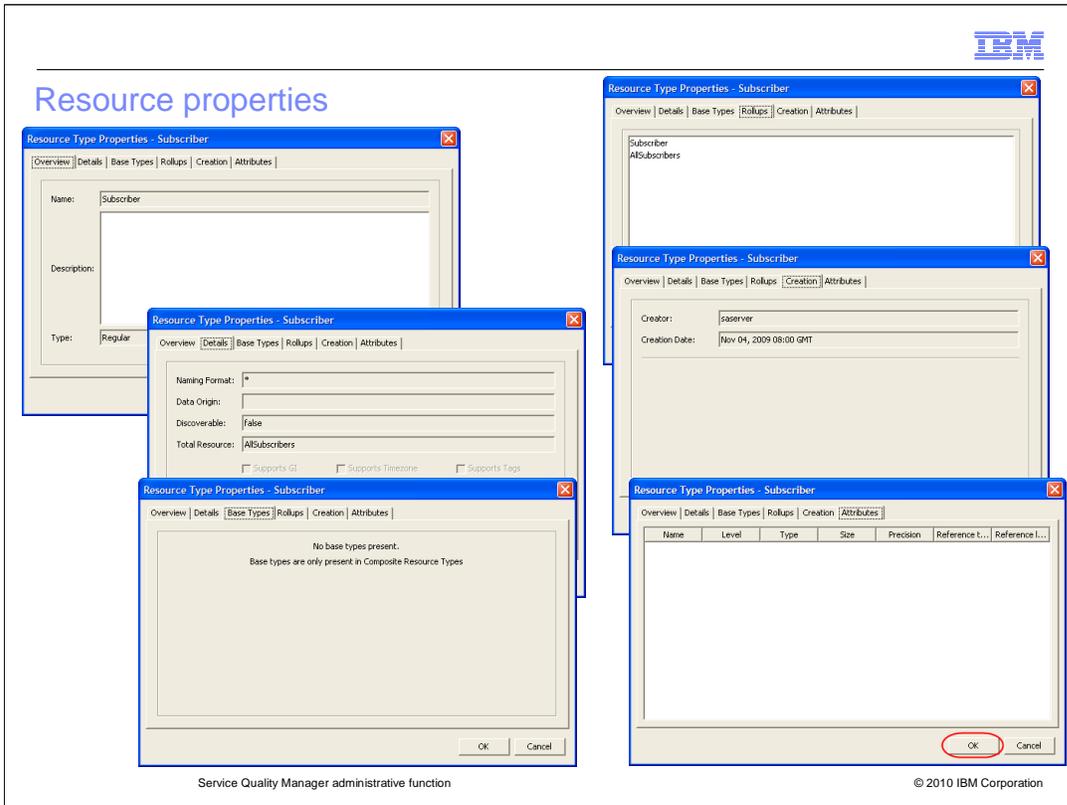
Click **Services Resources**. Expand **Resource Types** to see the technology categories. The technology categories are shown. Expand **Customer**.

Resource Types



Resource types.

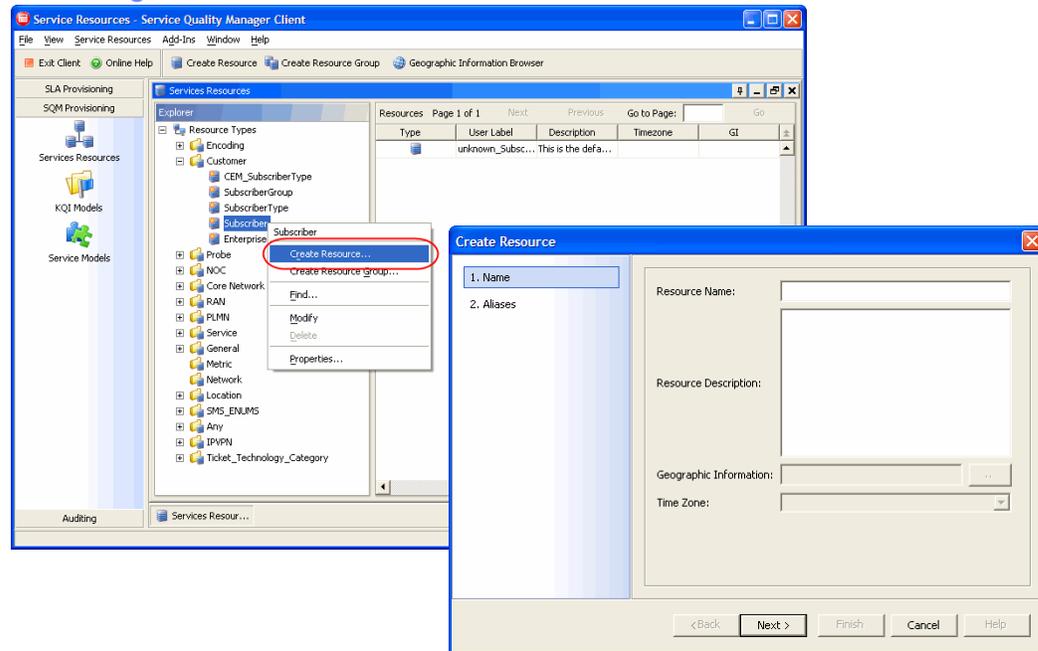
The **Resource Types** are shown. Click **Subscriber** to see the subscriber resources. Right-click **Subscriber** and click **Properties...**



Resource properties.

The resource properties are shown. Click **OK**.

Creating a resource



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Creating a resource.

Right-click **Subscriber**. Click **Create Resource...**

Creating a resource: Name and description

1. Name
2. Aliases

Resource Name: Subscriber 1
Example subscriber

Resource Description:

Geographic Information: ..

Time Zone:

< Back Next > Finish Cancel Help

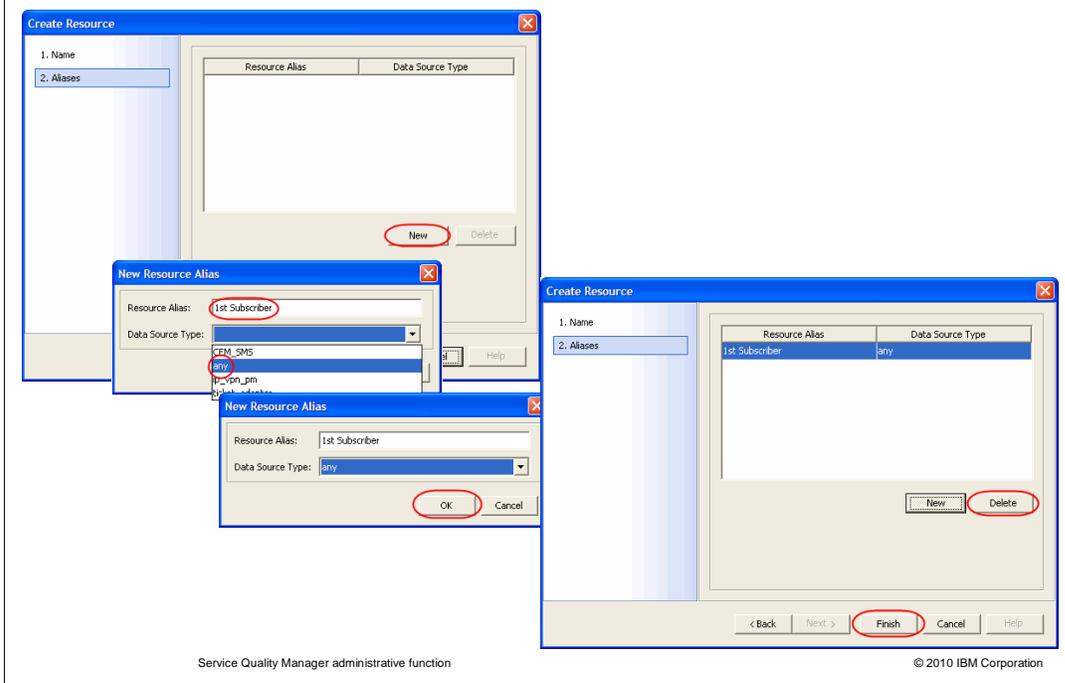
Service Quality Manager administrative function

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Creating a resource: Name and description.

Enter the resource name **Subscriber 1**. Enter the resource description **Example subscriber**. Click **Next**.

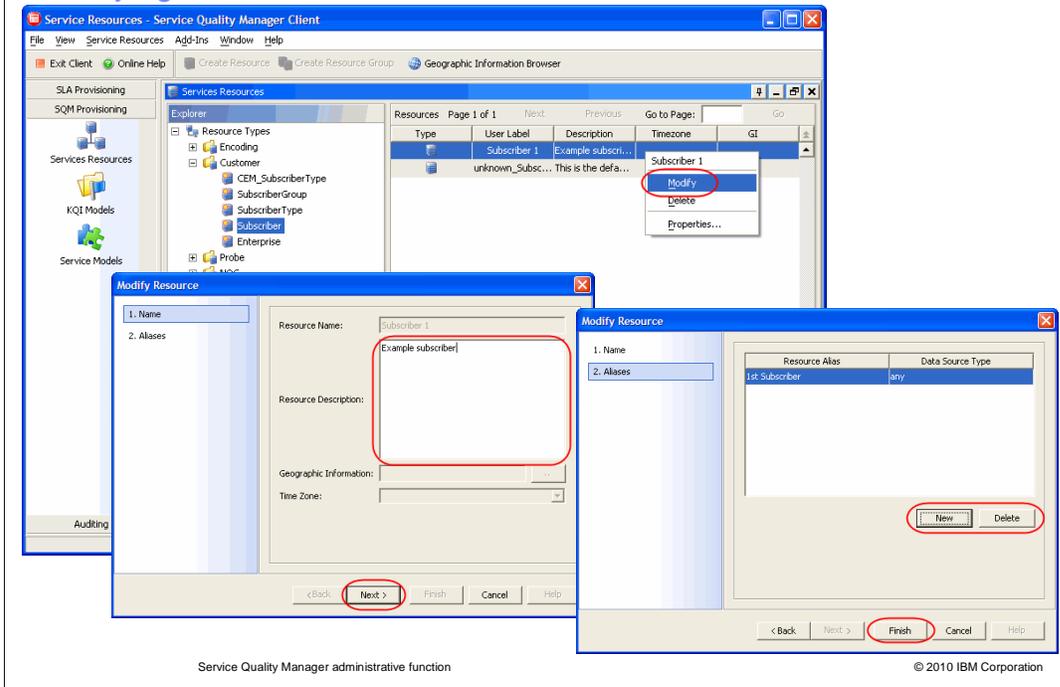
Creating a resource: Alias



Creating a resource: Alias.

Click **New**. Enter the resource alias **1st Subscriber**. Select the data source type **any** from the menu. Click **OK**. You can click **Delete** to delete the alias. Click **Finish**.

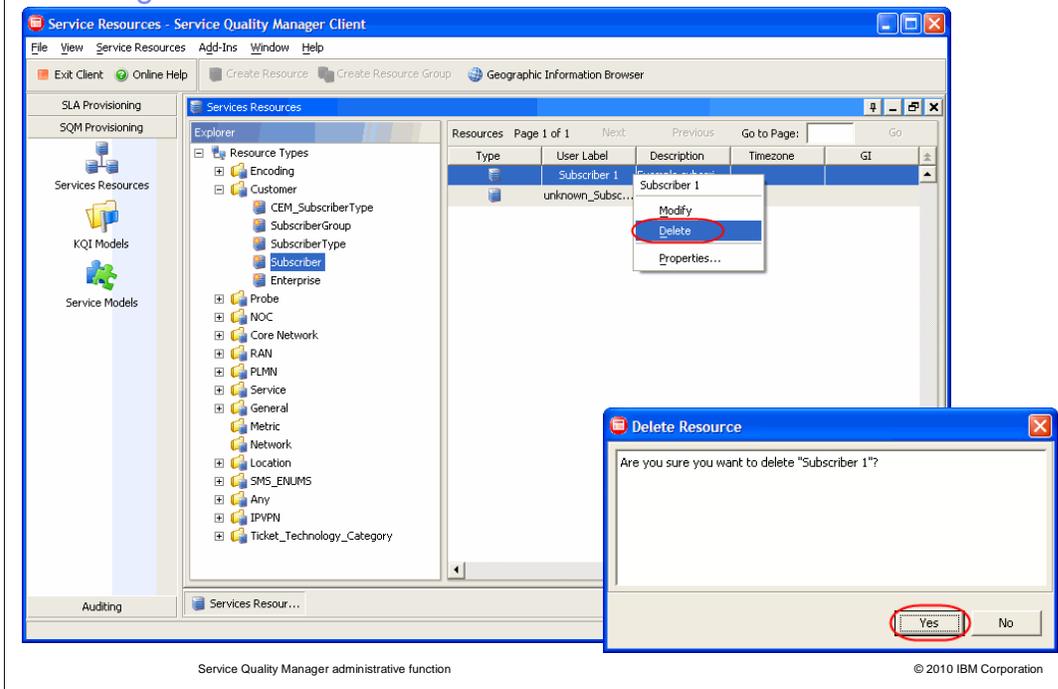
Modifying a resource



Modifying a resource.

Right click **Subscriber 1**. Click **Modify**. You can change the resource description. Click **Next**. You can add a new alias or delete an alias. Click **Finish**.

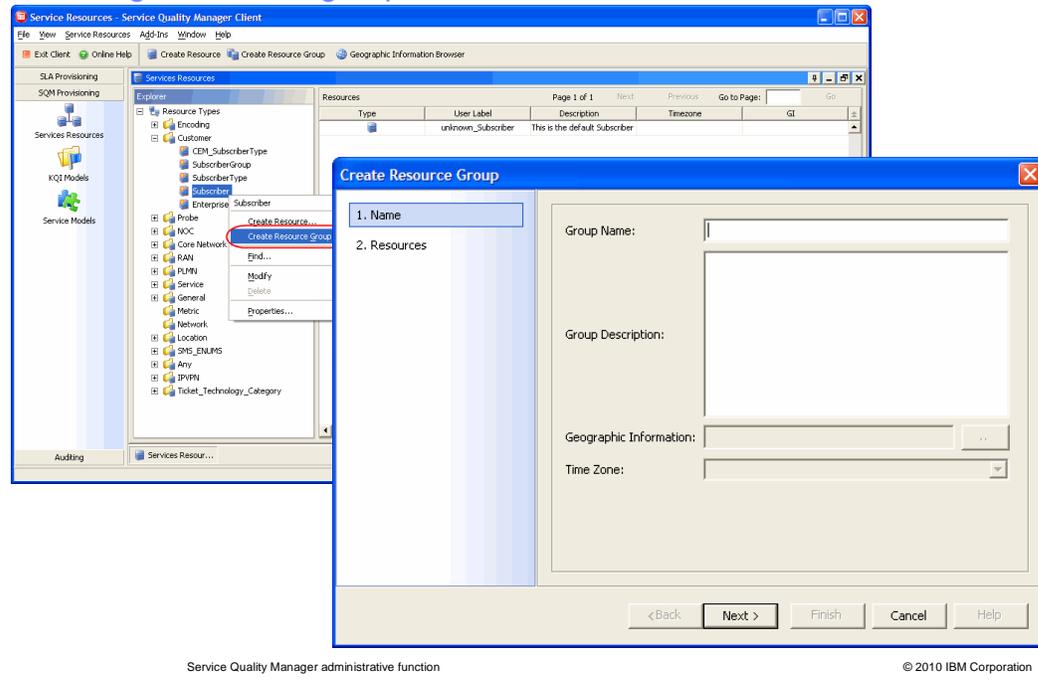
Deleting a resource



Deleting a resource.

Right-click **Subscriber 1**. Click **Delete**. Click **Yes** to delete the resource.

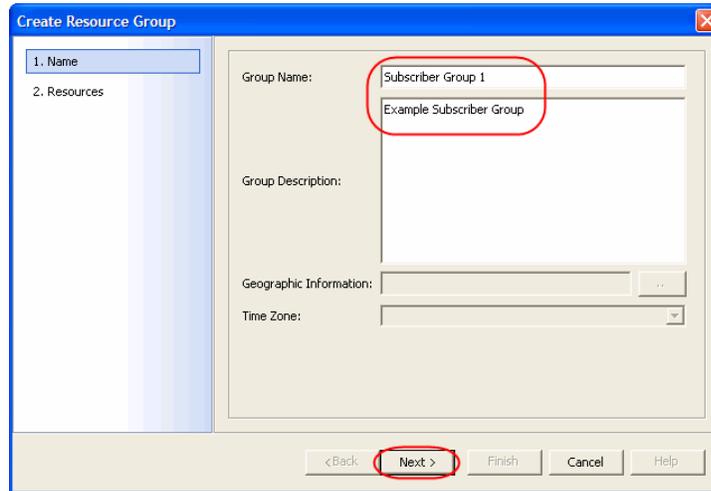
Creating a resource group



Creating a resource.

Right-click **Subscriber**. Click **Create Resource Group...**

Creating a resource group: Name and description



The screenshot shows a 'Create Resource Group' dialog box with a blue title bar and a close button. On the left, there is a sidebar with two items: '1. Name' (selected) and '2. Resources'. The main area contains the following fields:

- Group Name:** A text box containing 'Subscriber Group 1' and a text area below it containing 'Example Subscriber Group'. Both are circled in red.
- Group Description:** A large empty text area.
- Geographic Information:** A text box with a browse button ('...').
- Time Zone:** A dropdown menu.

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

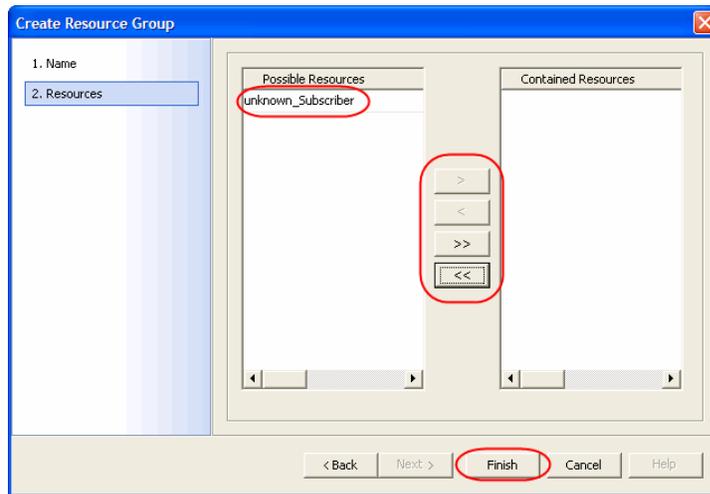
Service Quality Manager administrative function

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Creating a resource group: Name and description.

Enter the resource name **Subscriber Group 1**. Enter the resource description **Example Subscriber Group**. Click **Next**.

Creating a resource group: Resources



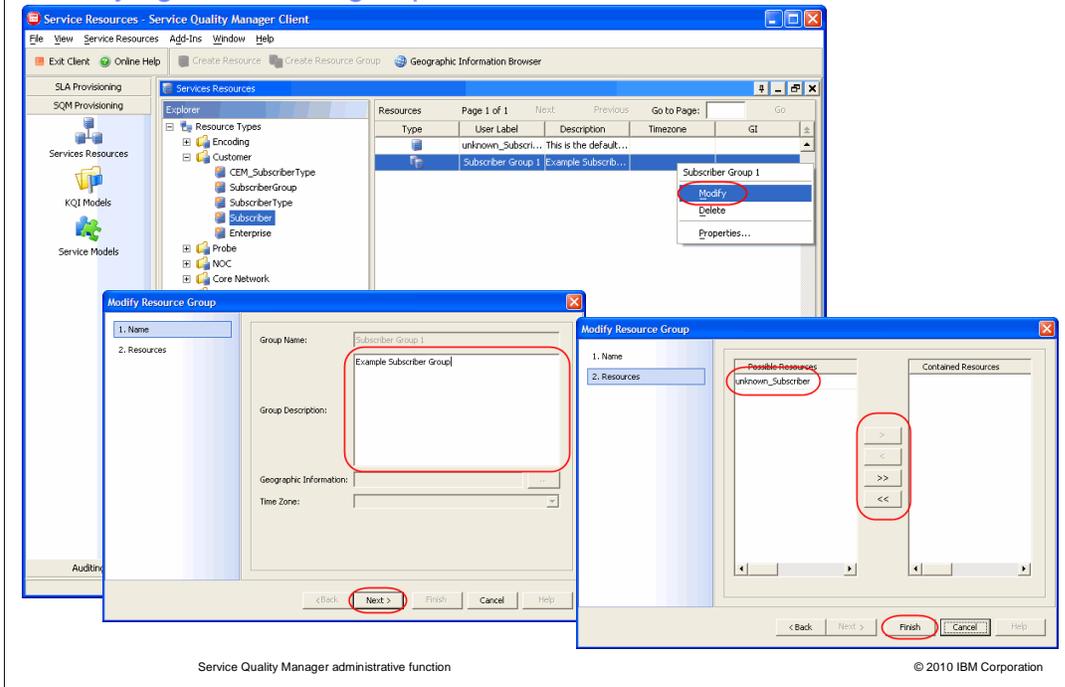
Service Quality Manager administrative function

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Creating a resource group: Resources.

You can select possible resources to be contained resources, or make all possible resources into contained resources using the appropriate icons. You can select individual or all contained resources to be moved back to possible resources. Click **Finish**.

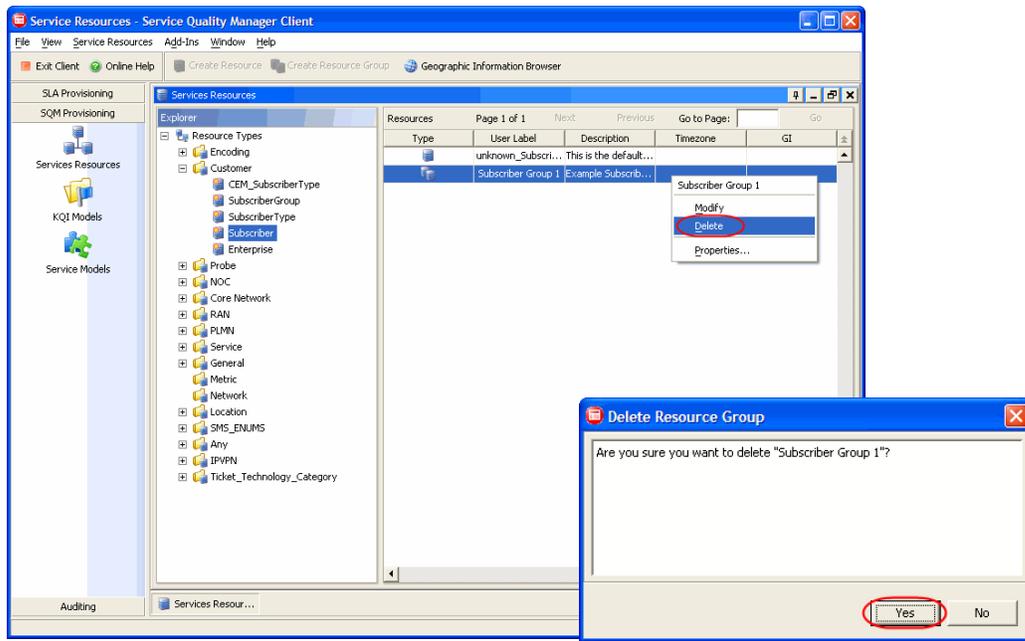
Modifying a resource group



Modifying a resource group.

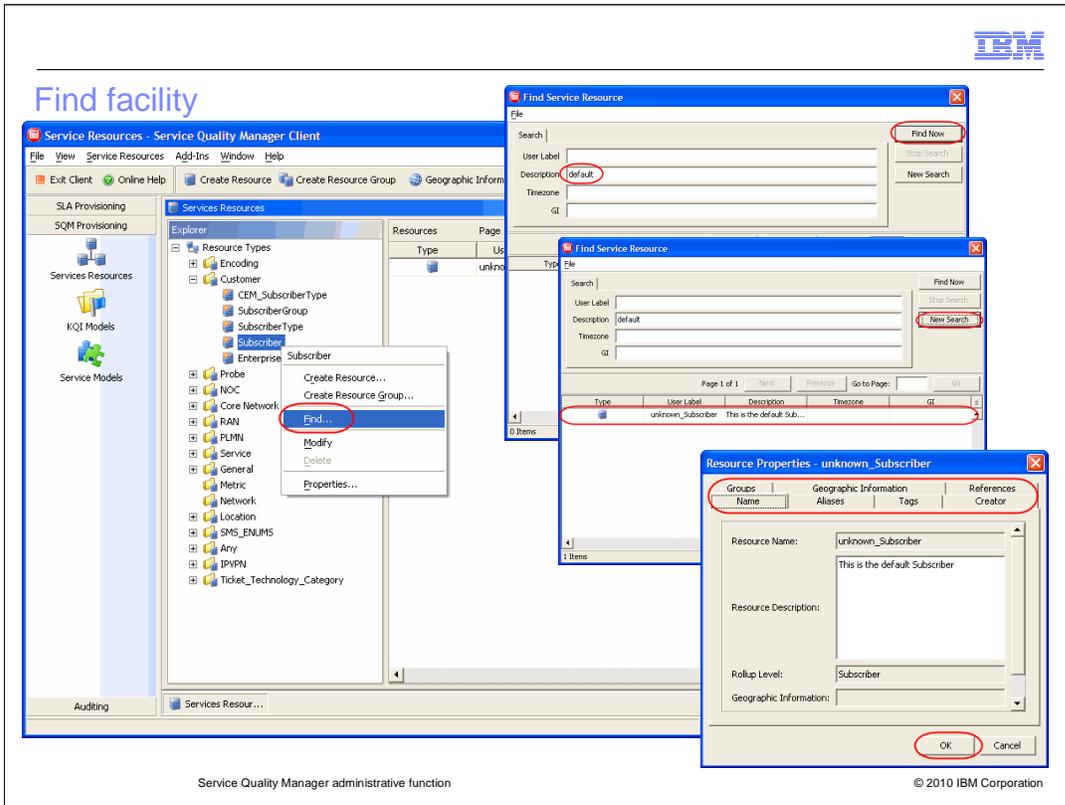
Right-click **Subscriber Group 1**. You can change the resource group description. Click **Next**. You can change the possible and contained resources. Click **Finish**.

Deleting a resource group



Deleting a resource group.

Right-click **Subscriber Group 1**. Click **Delete**. Click **Yes** to delete the resource.



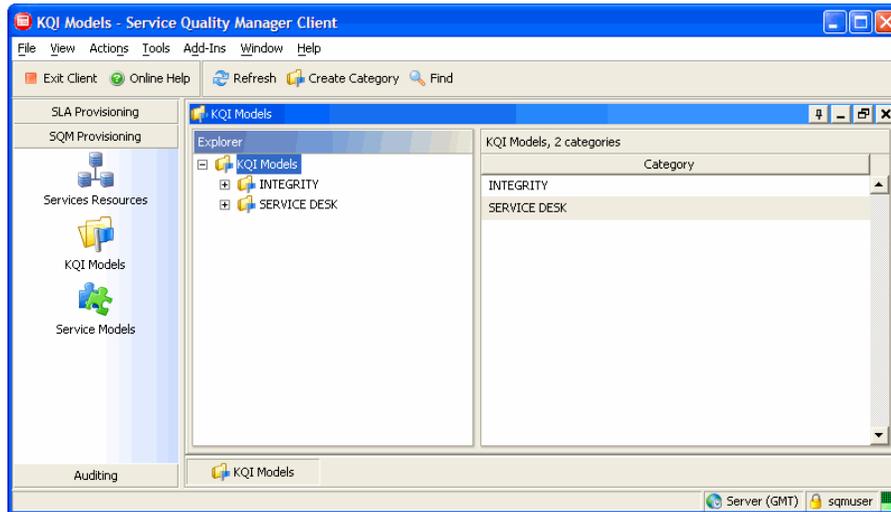
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Find facility.

Right-click **Subscriber**. Click **Find...** You can enter user label, description, time zone, and geographic information to search. Enter **default** in the Description field. Click **Find Now**. You can click **New Search** to start a new search. Double-click the found resource to see the resource properties. The resource properties are shown in the groups, geographic information, references, name, aliases, tags, and creator tabs. Click **OK**.

SQM modeling: KQI creation



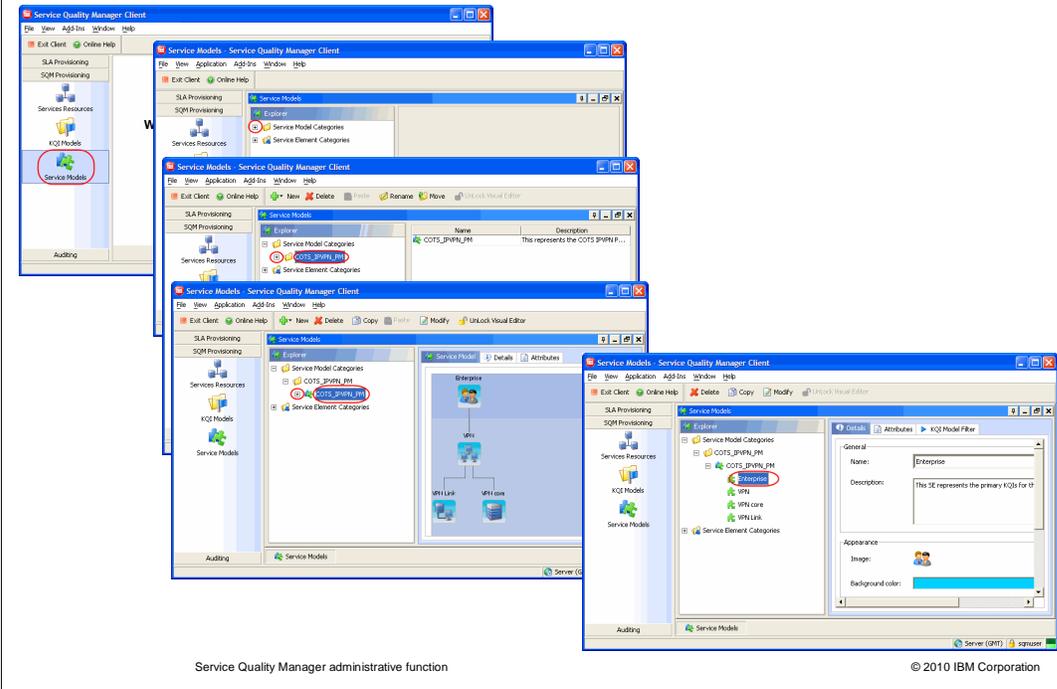
Service Quality Manager administrative function

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SQM modeling: KQI creation.

Refer to the *Service Quality Manager KQI creation* IBM Education Assistant module for further information about KQI creation.

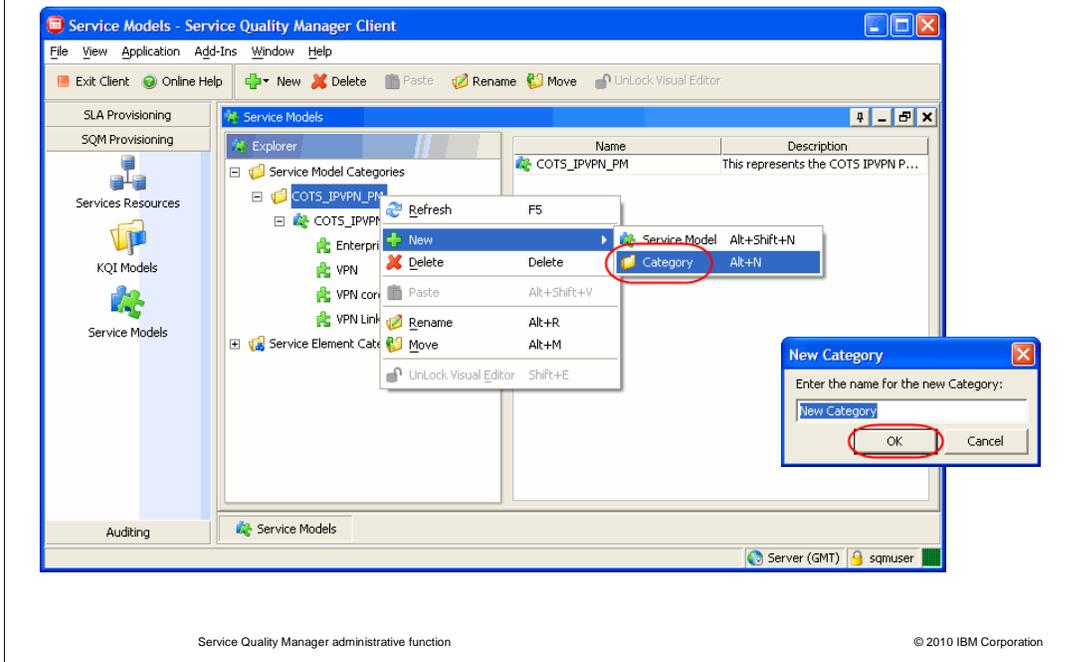
Service Models



Service Models.

Click **Service Models**. Expand **Service Model Categories** to see the service model categories. Select the **COTS_IPVPN_PM** category to see the service models for the service model category in the right pane. Expand the **COTS_IPVPN_PM** category to see the service models for the service model category. Select the **COTS_IPVPN_PM** service model to see the service model, details, and attributes in the tabs. Expand the **COTS_IPVPN_PM** service model to see the service model elements. Select **Enterprise** to see the details, attributes, and KQI model filter in the tabs.

Creating a service model category



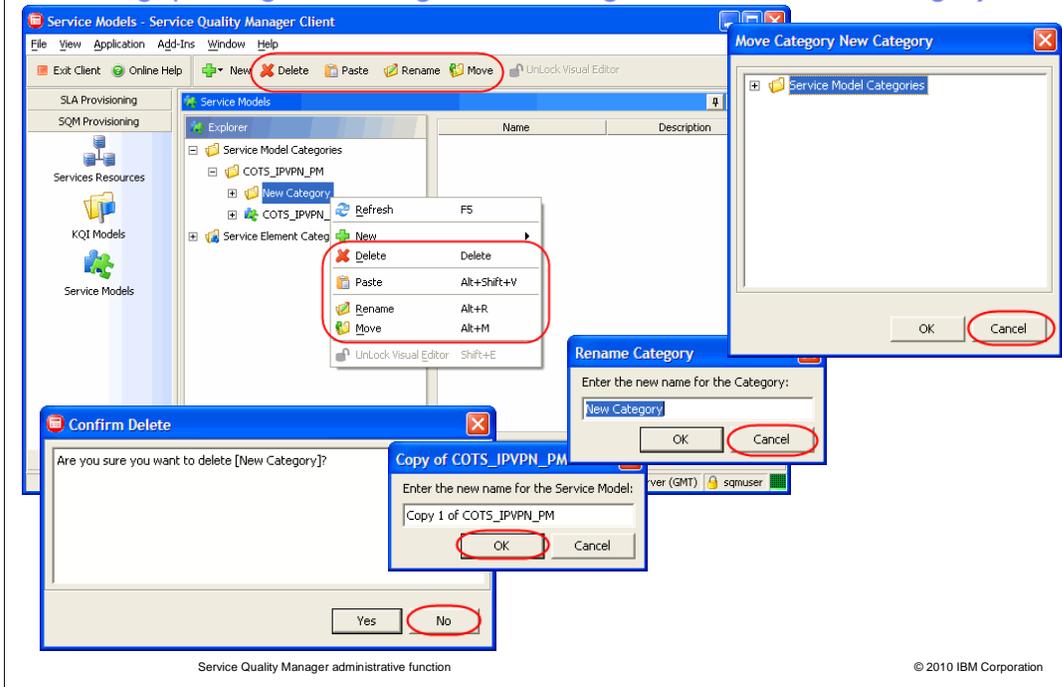
Service Quality Manager administrative function

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Creating a service model category.

Click the **COTS_IPVPN_PM** service model category. Click **New**. Click **Category**. You can enter a name for your new category. Click **OK**.

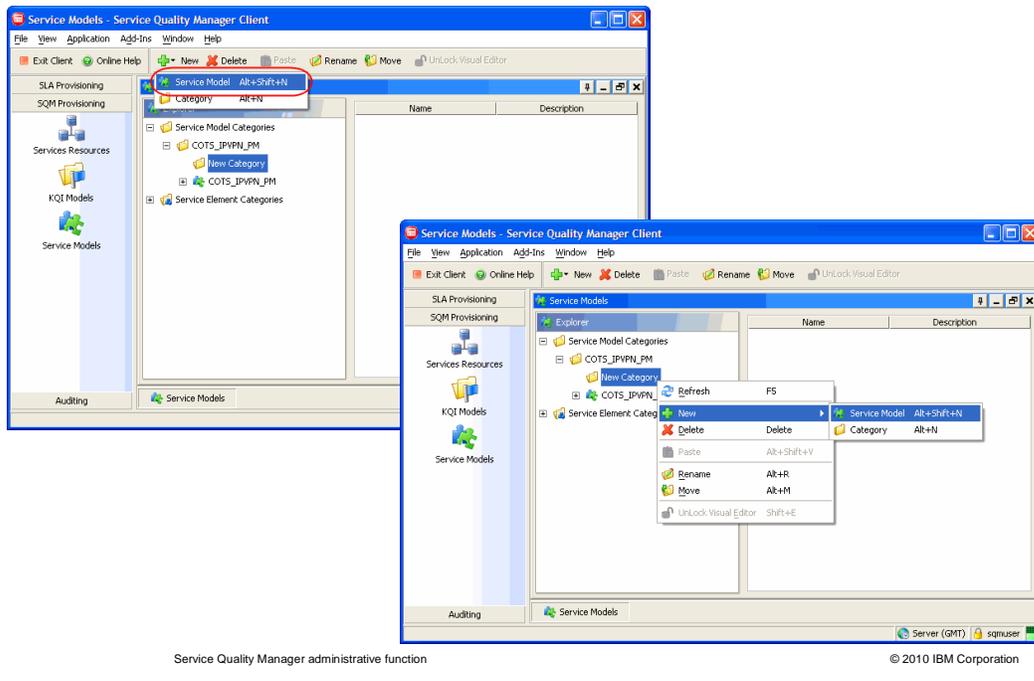
Deleting, pasting, renaming, and moving a service model category



Deleting, pasting, renaming, and moving a service model category.

You can delete, paste, rename, and move service model categories. You can paste copied service models to the current service model category. Click **Delete**. You can delete the service model category. Click **No**. Click **Paste**. You can paste a copy of a service model. Click **OK**. Click **Rename**. You can change the name of the service model category. Click **Cancel**. Click **Move**. You can move the service model category. Click **Cancel**. You can also right-click the service model category to perform the delete, paste, rename, and move tasks.

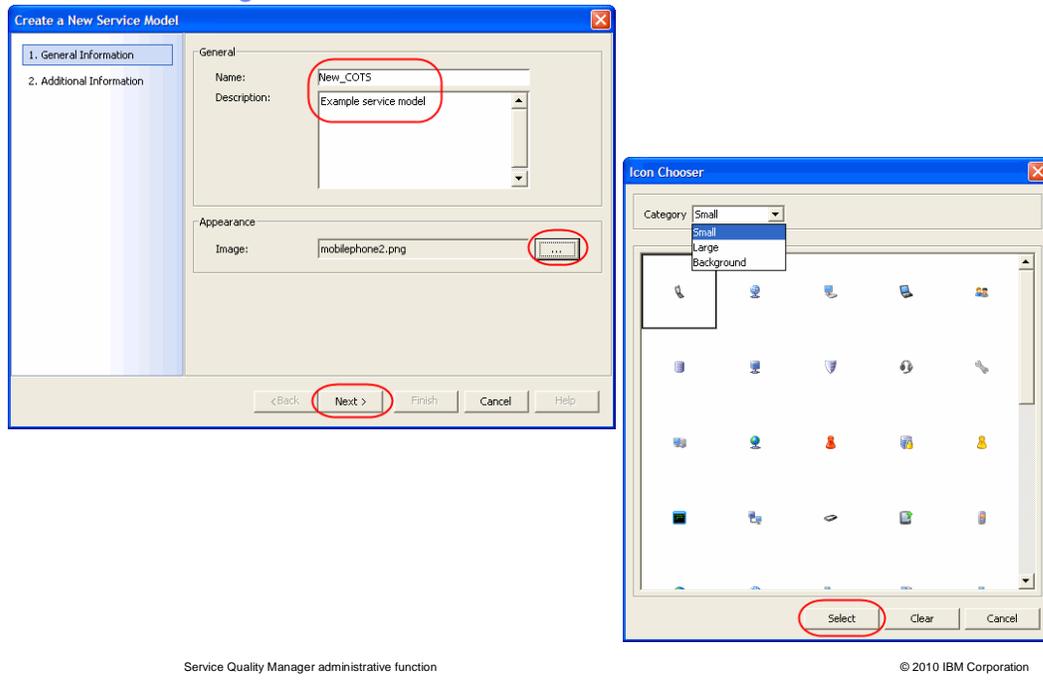
Creating a service model



Creating a service model.

Click **Service Model** from the **New** list or right-click **New Category**. Click **New**; then click **Service Model**.

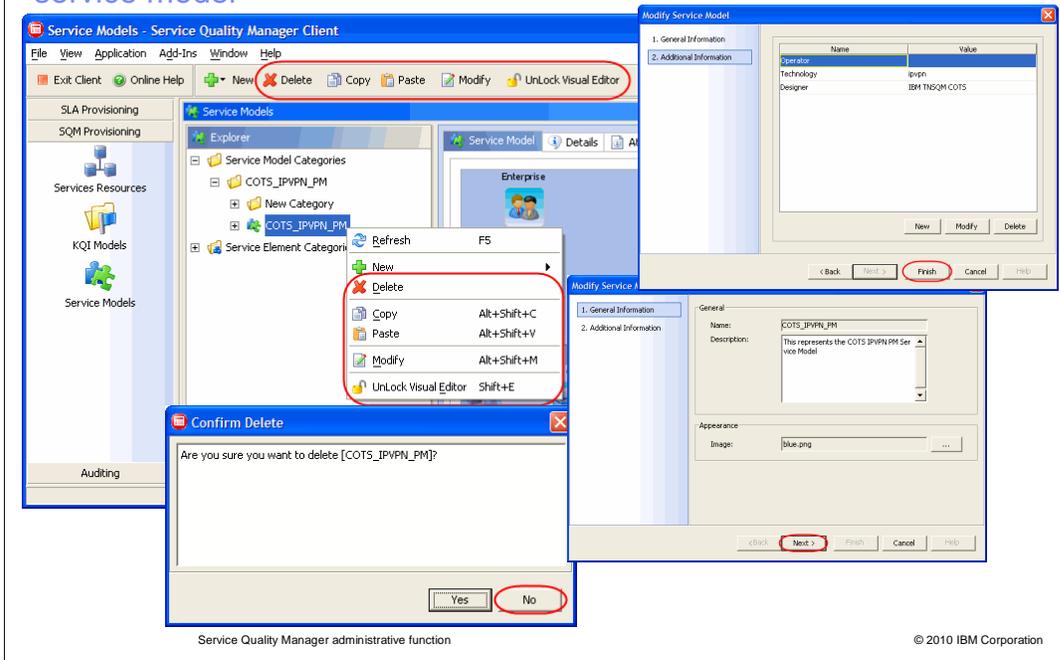
Service model general information



Service model general information.

Enter the name **New_COTS**. Enter the description **Example service model**. Click the ellipses (...) to select an icon. You can select from the icon categories using the **Category** list. Click **Select** to select the mobile telephone icon. Click **Next**.

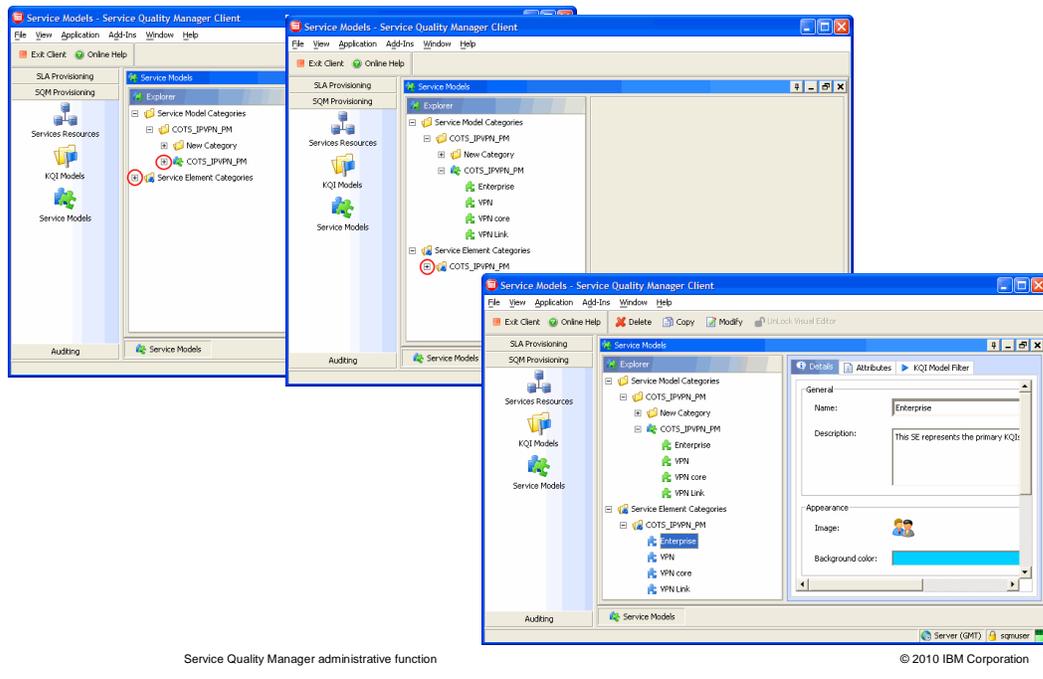
Deleting, copying, pasting, modifying, locking, and unlocking a service model



Deleting, copying, pasting, modifying, locking, and unlocking a service model.

You can delete, copy, paste, modify, lock, and unlock service models. Click **Delete**. You can delete the service model. Click **No**. Click **Copy** to copy the service model. You can paste a copy of a service model or service model element by clicking **Paste**. Click **Modify** to modify the service model. You can change the description or image of the service model. Click **Next**. You can create, modify or delete attributes. Click **Finish**. You can lock and unlock the visual editor by clicking **Unlock Visual Editor** or **Lock Visual Editor**. You can also right-click the service model to perform the delete, copy, paste, modify, lock, and unlock tasks.

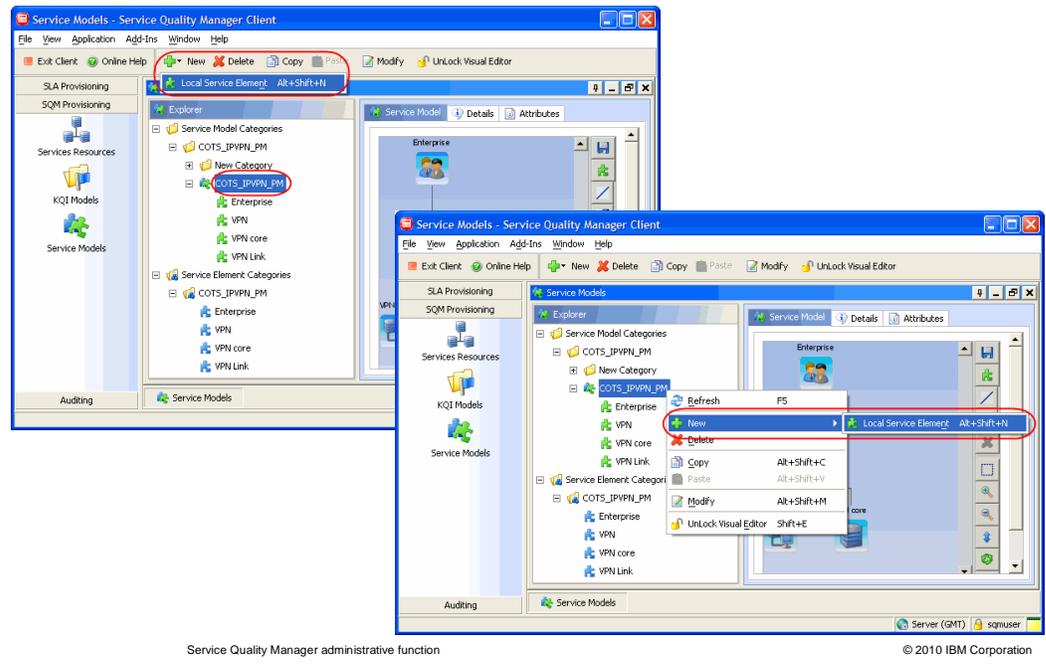
Service element categories



Service element categories.

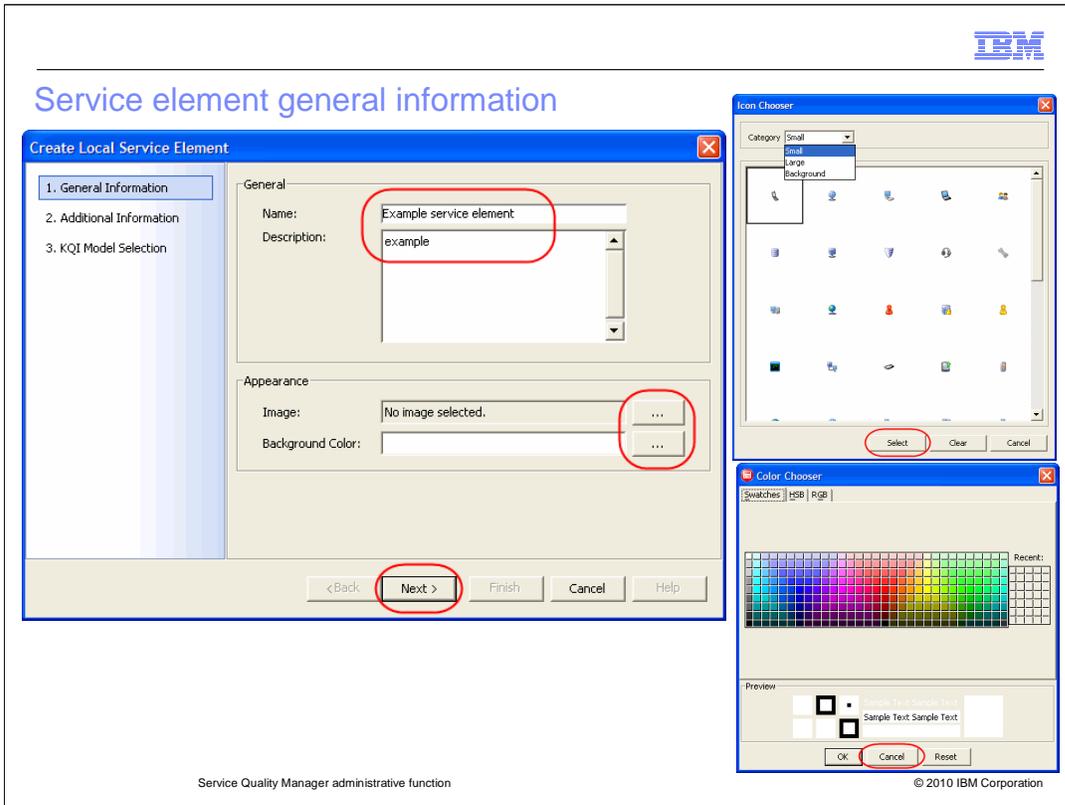
Service elements can be shown for a service model. Expand the **COTS_IPVPN_PM** service model to see service elements. Service elements are listed by category. Expand **Service Element Categories**. Expand **COTS_IPVPN_PM** to view service elements.

Creating a service element



Creating a service element.

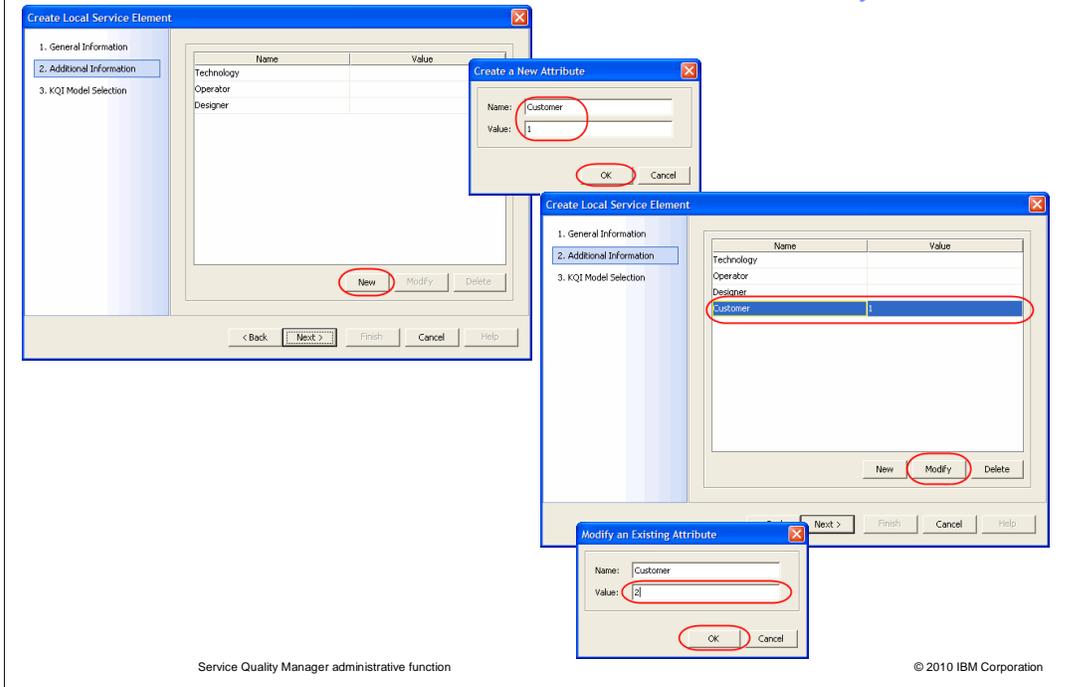
Select the **COTS_IPVPN_PM** service model. Click **Local Service Element** from the **New** list or right-click **COTS_IPVPN_PM**; click **New**; then click **Local Service Element**.



Service element general information.

Enter the name **Example service element**. Enter the description **example**. Click the ellipses (...) to select an icon. You can select from the icon categories using the **Category** list. Click **Select** to select the mobile telephone icon. Click the ellipses (...) to select a background color. Click **Cancel**. Click **Next**.

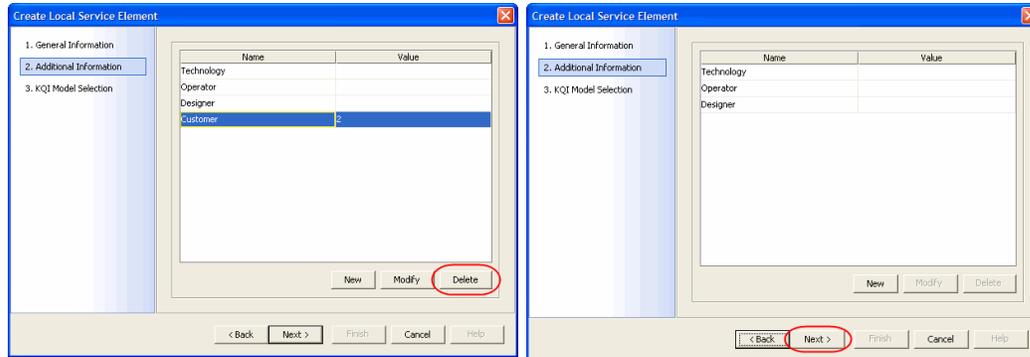
Service element additional information: Create and modify



Service element additional information: Create and modify.

Click **New** to create a new attribute. Enter the name **Customer**. Enter the value **1**. Click **OK**. You can modify attributes. Click the **Customer** attribute. Click **Modify**. Change the value to **2**. Click **OK**.

Service element additional information: Delete

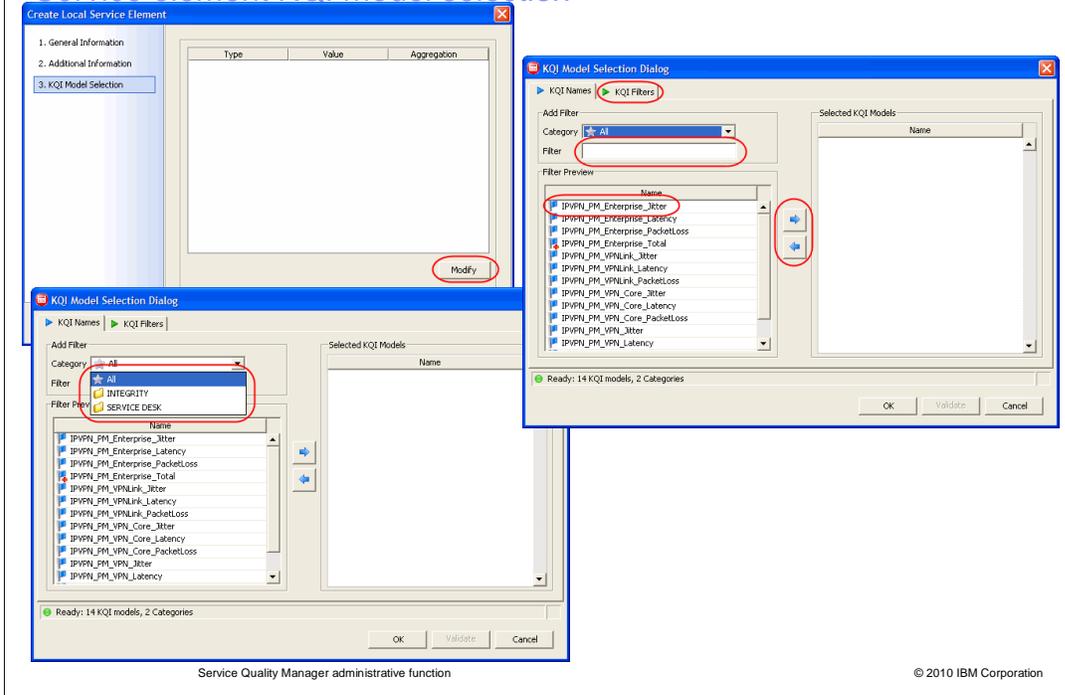


Service Quality Manager administrative function

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Service element additional information: Delete.Click **Delete** to delete the attribute. Click **Next**.

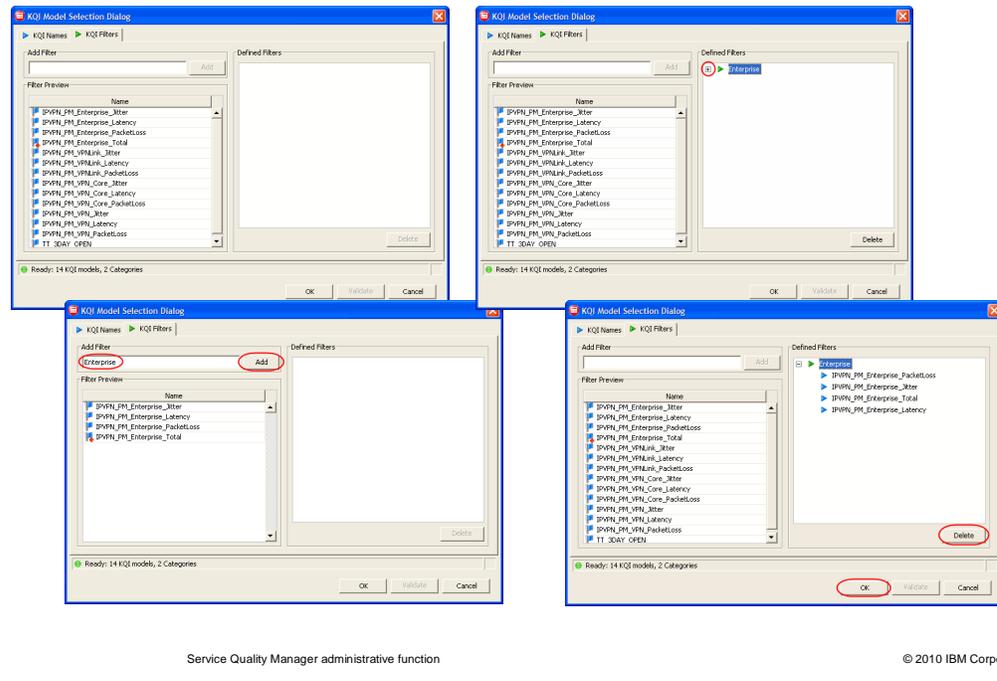
Service element KQI model selection



Service element KQI model selection.

Click **Modify** to modify the KQI selection. You can filter by category by selecting a category from the **Category** list. You can filter the KQI names shown by entering filter text. You can select a KQI model by selecting a model and clicking the right-arrow icon. Select **IPVPN_PM_Enterprise_Jitter** and click the right-arrow icon. You can remove KQI models by selecting a KQI model and clicking the left arrow. Click the **KQI Filters** tab to see KQI filters.

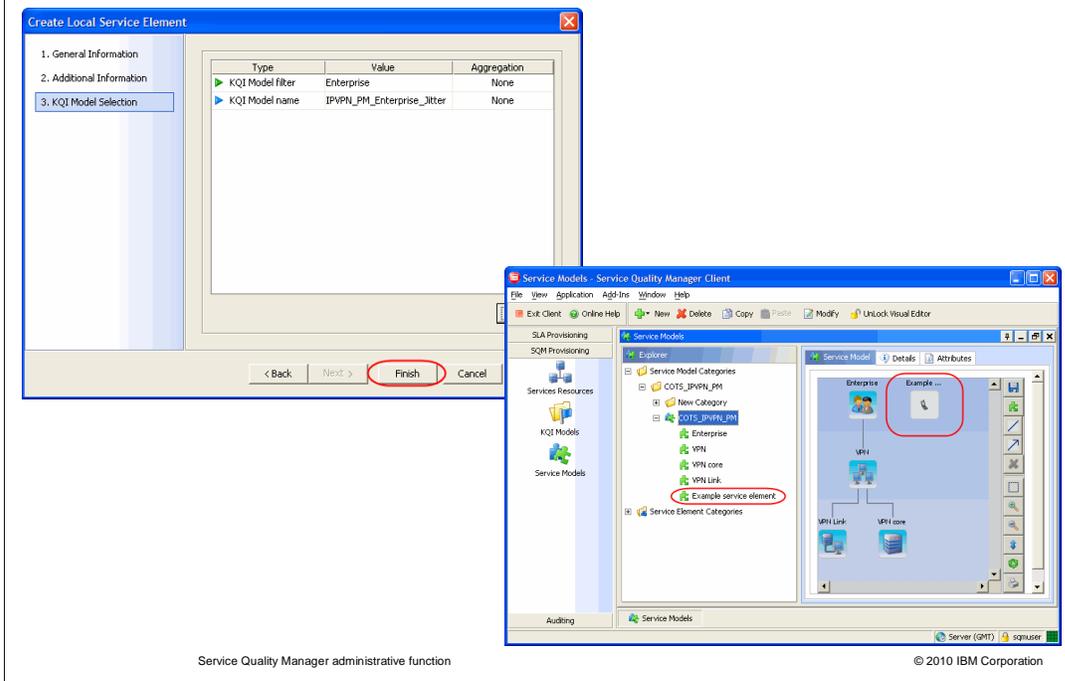
Service element KQI model selection: KQI filters



Service element KQI model selection: KQI filters.

The KQI filters tab is shown. Enter the filter **Enterprise**. All KQI models filtered are show in the filter preview. Click **Add** to add the filter. Expand **Enterprise** to see all KQI models that meet the defined filter. You can delete the filter by clicking **Delete**. Click **OK**.

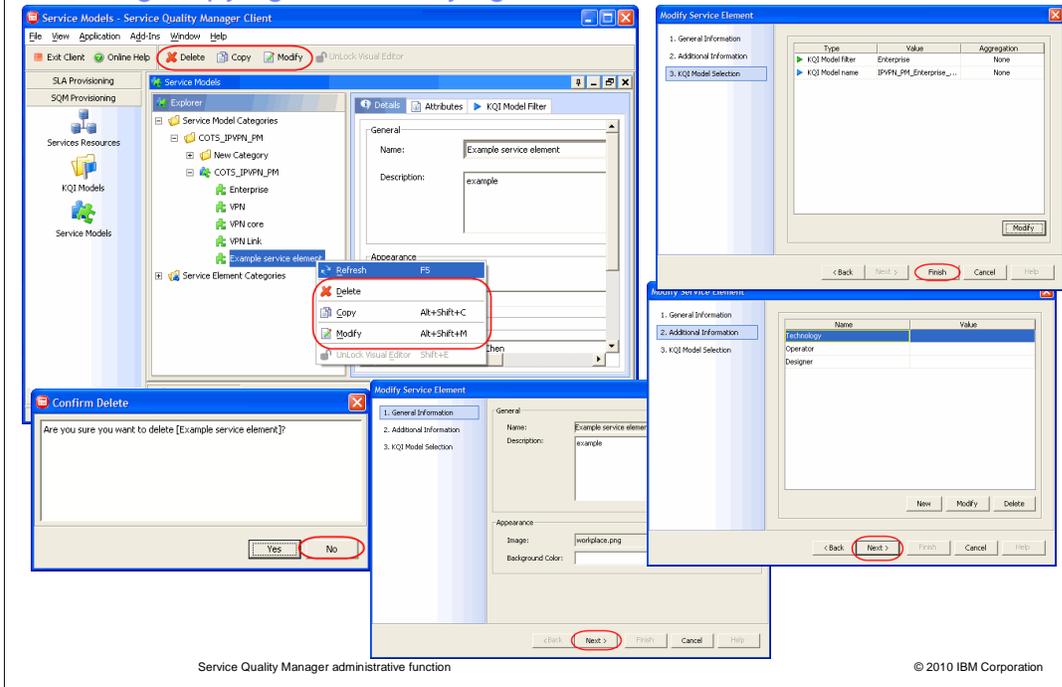
Service element KQI model selection: Finish service element creation



Service element KQI model selection: Finish service element creation.

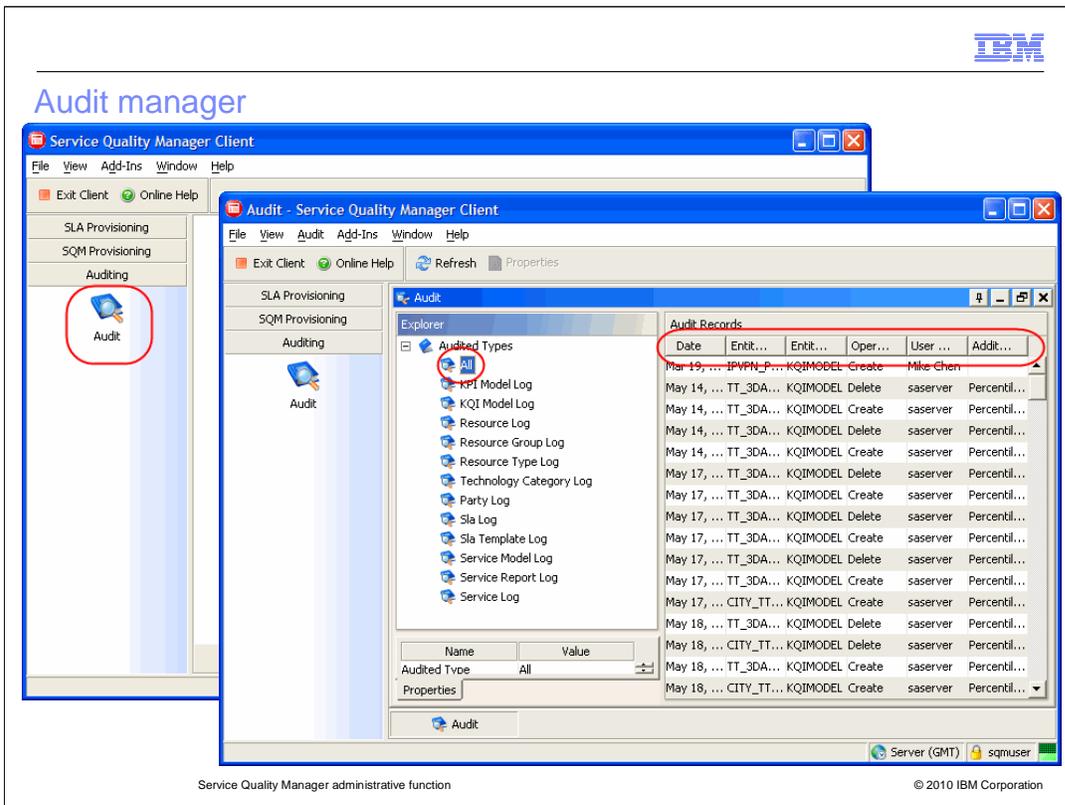
Click **Finish** to finish KQI model selection. The new service element is shown.

Deleting, copying, and modifying a service element



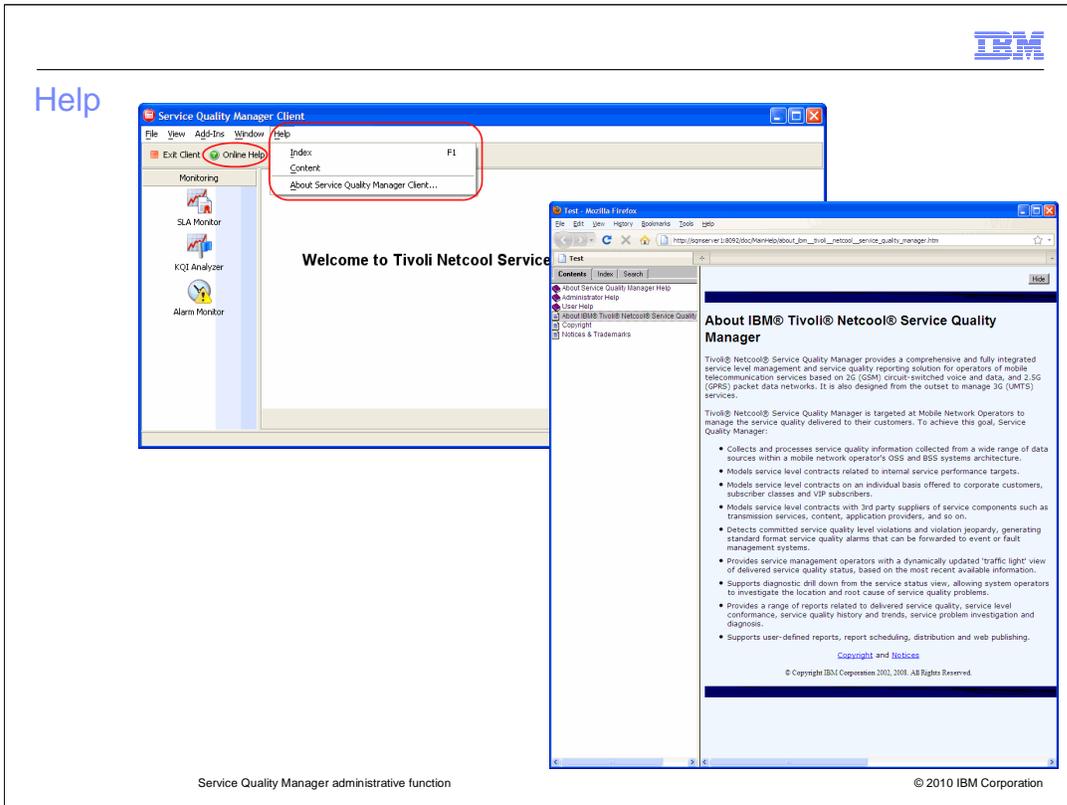
Deleting, copying, and modifying a service element.

You can delete, copy, and modify service elements. Click **Delete**. You can delete the service element. Click **No**. Click **Copy** to copy the service element. You can paste a copy of a service model element to a service model. Click **Modify** to modify the service element. You can change the description, image, or background color of the service element. Click **Next**. You can create, modify, or delete attributes. Click **Next**. You can modify KQI names and filters. Click **Finish**. You can also right-click the service model to perform the delete, copy, and modify.



Audit manager.

Click **Audit** in the **Auditing** pane. Select **All** to see all audit records. You can sort audit records by clicking the property to sort.



Service Quality Manager administrative function

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Help.

You can view help by clicking the **Help** menu.

Click **Online Help** to view online help. Online help is shown.

Summary

You should now be able to navigate Service Quality Manager administrative functions, including:

- Service Quality Manager user management
- Party management
- SLA template management
- SLA creation
- Services resources
- SQM modeling
- Service modeling
- SQM audit

Summary.

You should now be able to navigate Service Quality Manager administrative functions, including Service Quality Manager user management, party management, SLA template management, SLA creation, services resources, SQM modeling, service modeling, and SQM audit.



Training roadmap for IBM Tivoli Netcool Service Quality Manager

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

Service Quality Manager administrative function

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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 shown on the slide.

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