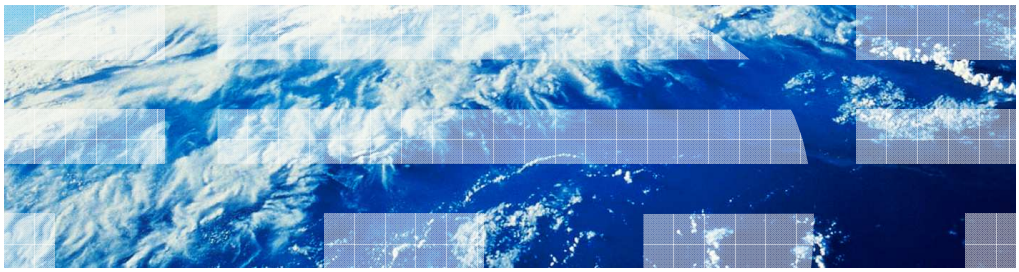
IBM Tivoli Netcool Service Quality Manager 4.1

Customer experience manager user management



Tivoli software

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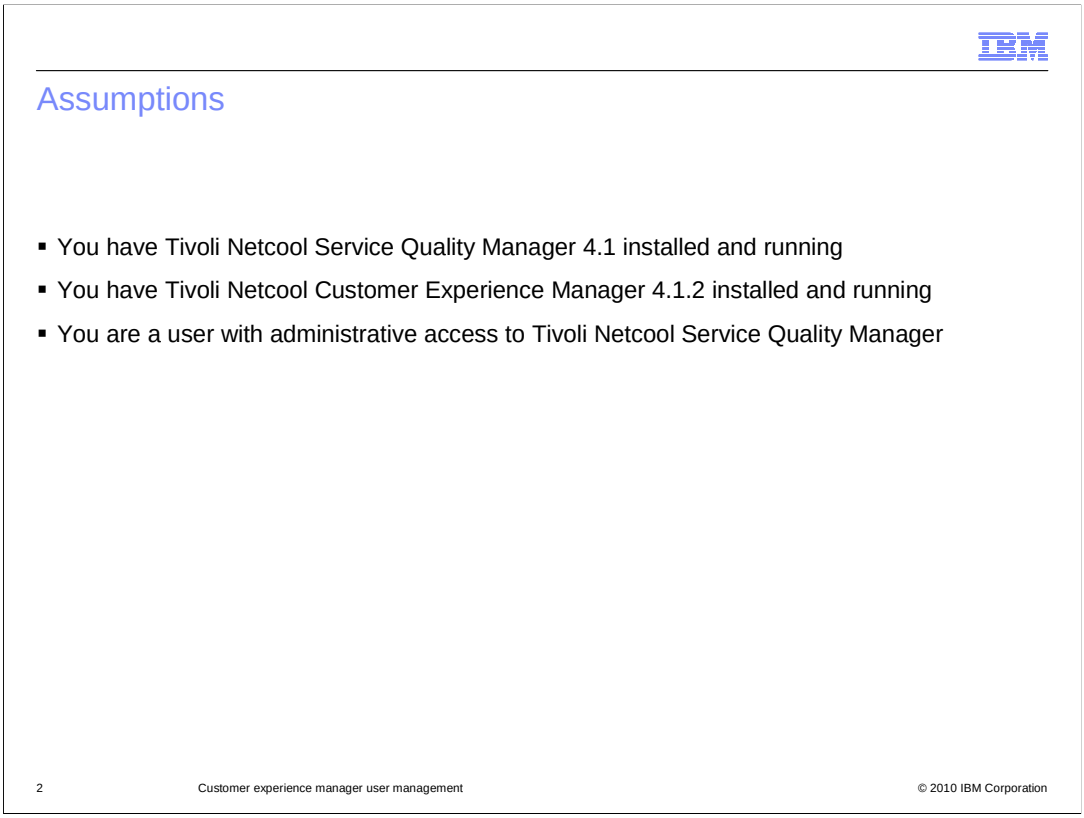
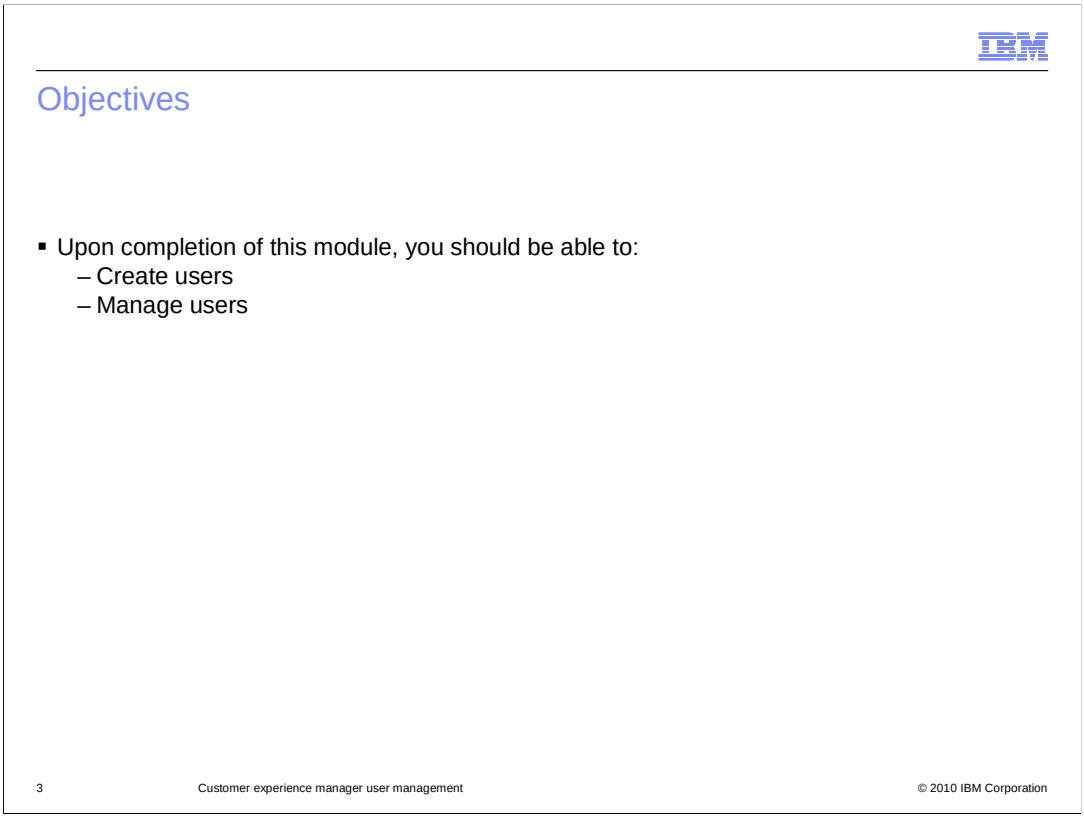
IBM® Tivoli® Netcool® Service Quality Manager 4.1: Customer experience manager user management.

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



Assumptions.

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.

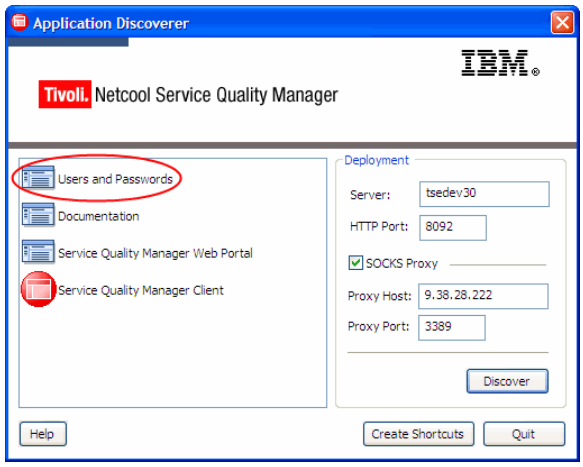


Objectives.

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

Users and passwords

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



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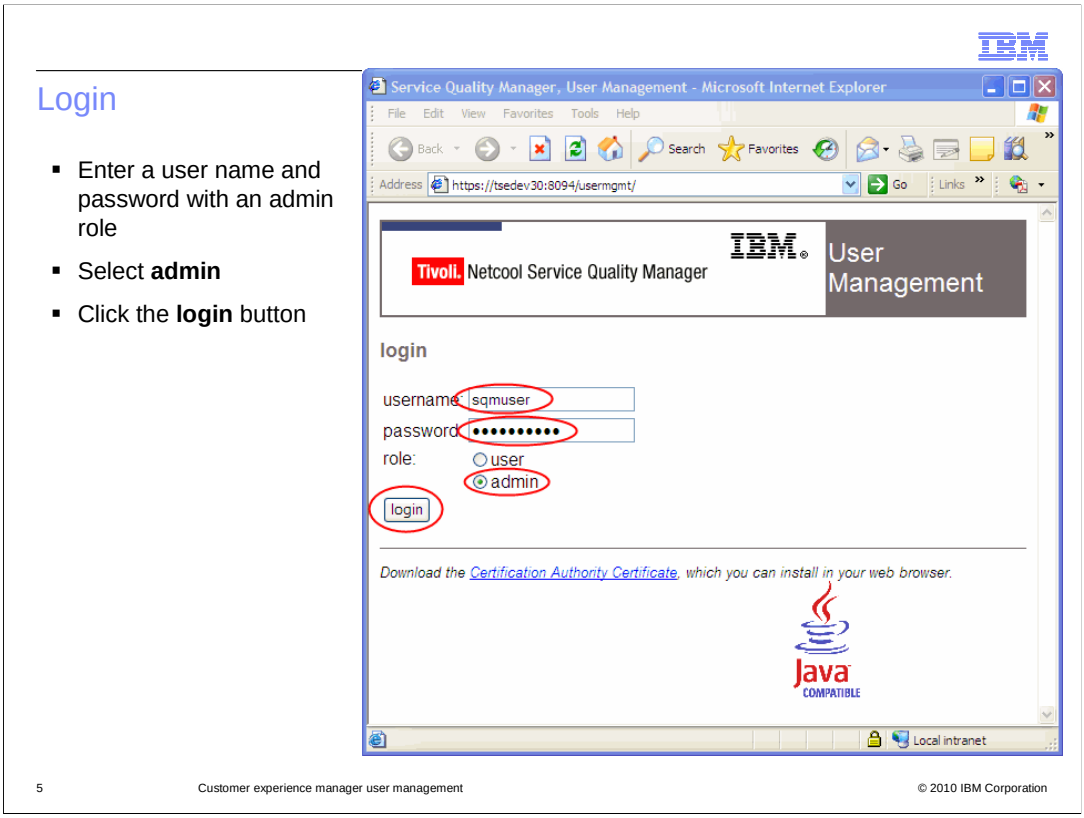
Users and Passwords.

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

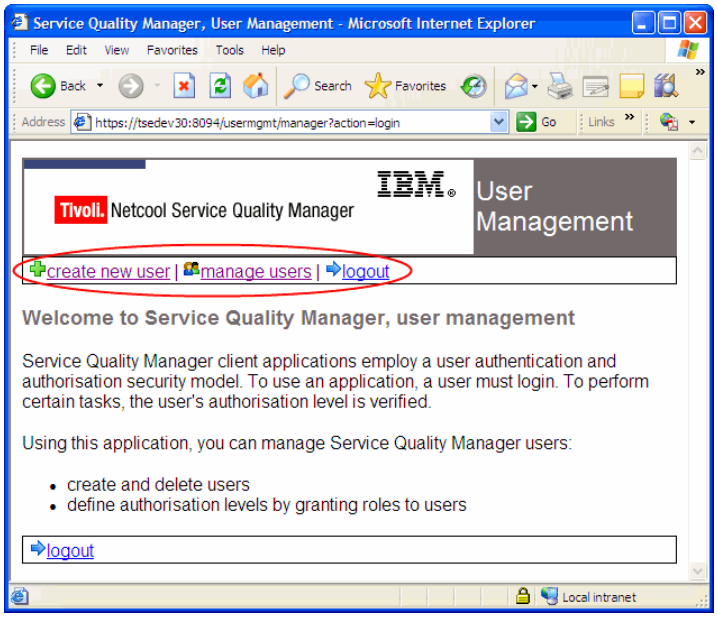


Login.

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

Welcome page

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



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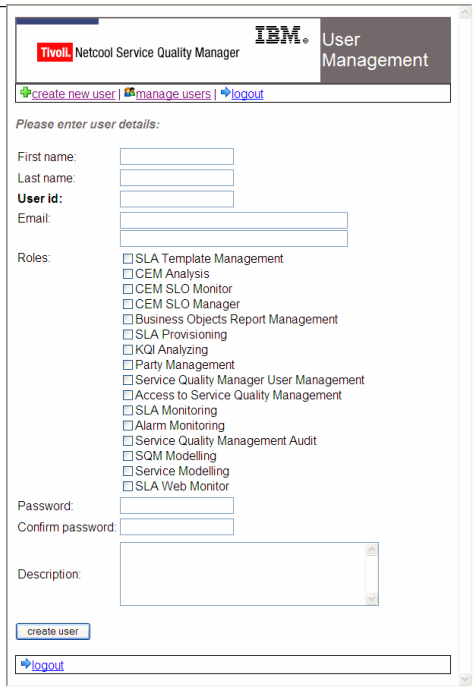
Welcome page.

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



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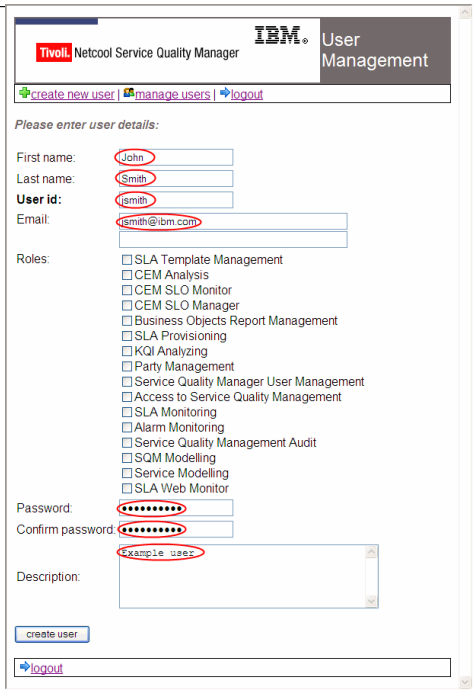
Create new user page.

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
- Enter and confirm a password
- Enter the description **Example user**



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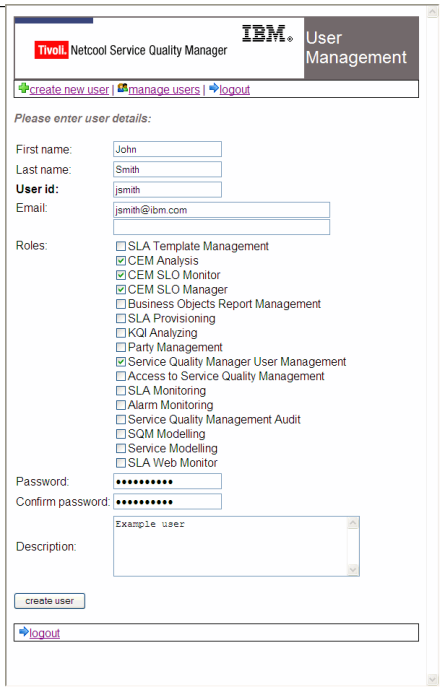
Name, user ID, e-mail, password, and description.

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



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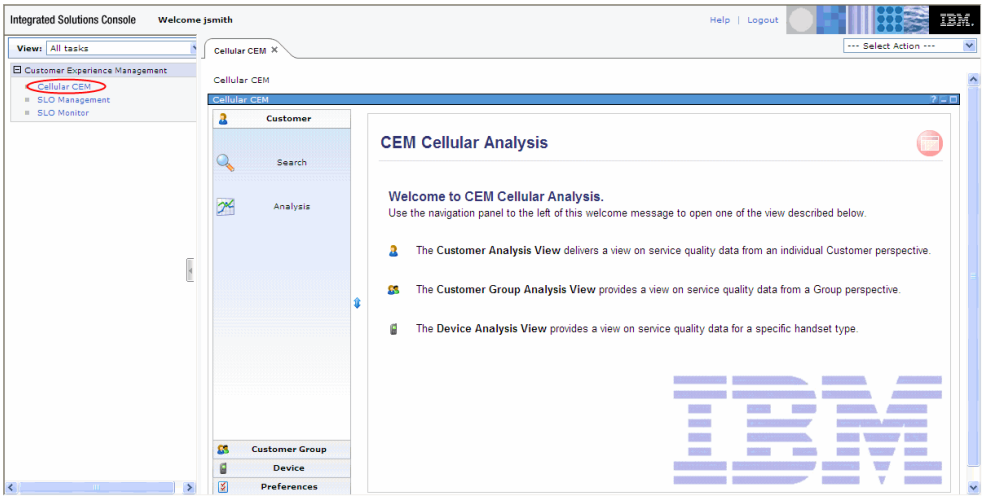
Tivoli Netcool Customer Experience Manager user roles.

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



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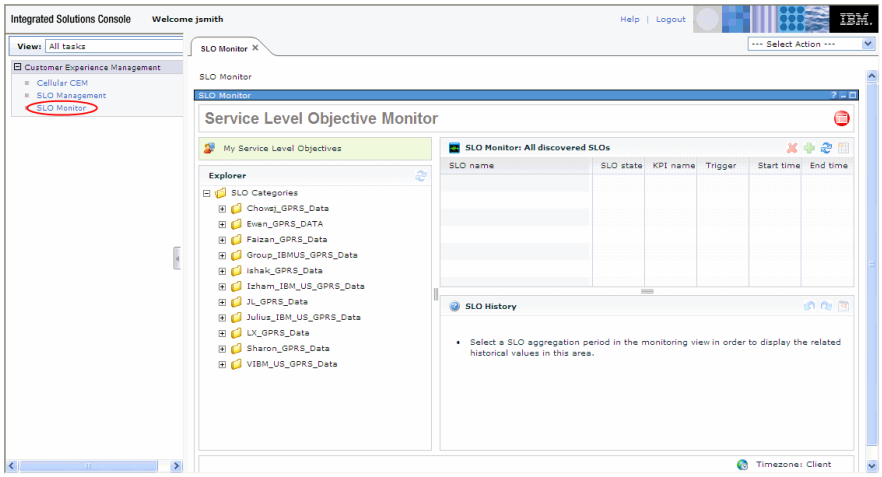
CEM Analysis.

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



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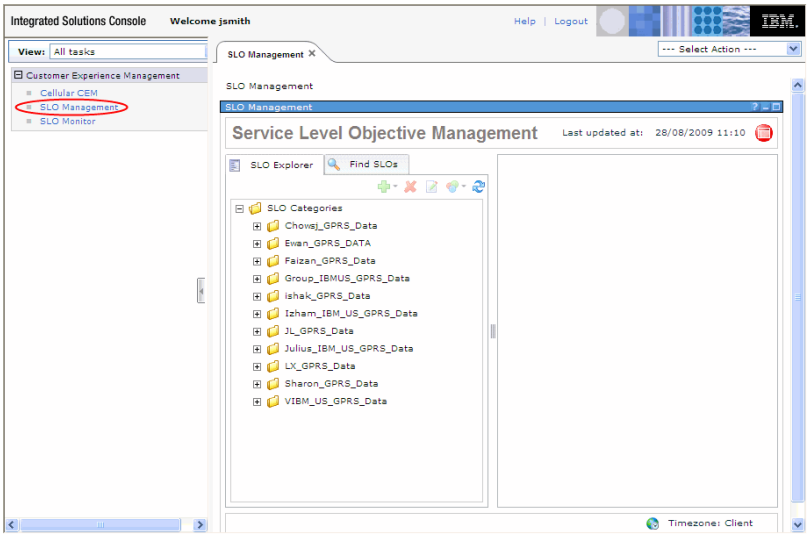
CEM SLO Monitor.

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



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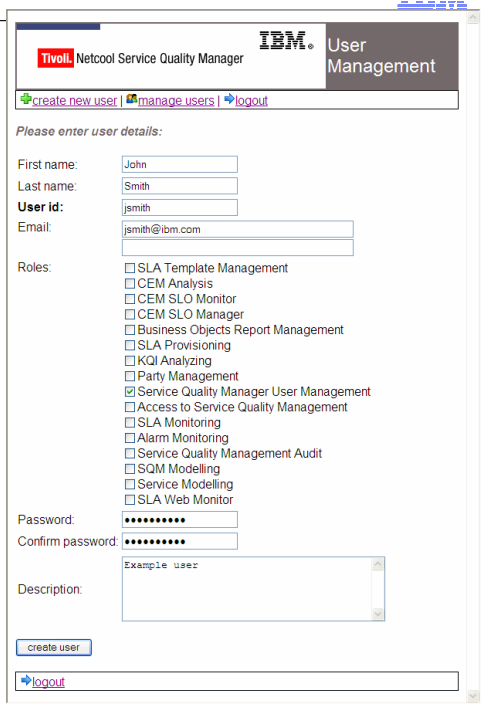
CEM SLO Management.

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



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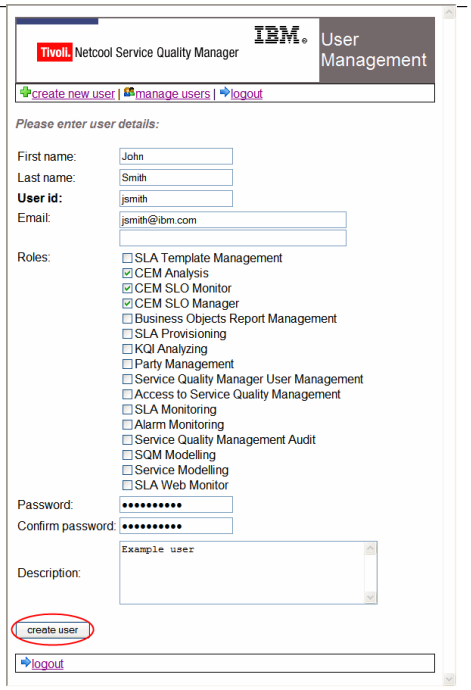
Service Quality Manager User Management role.

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



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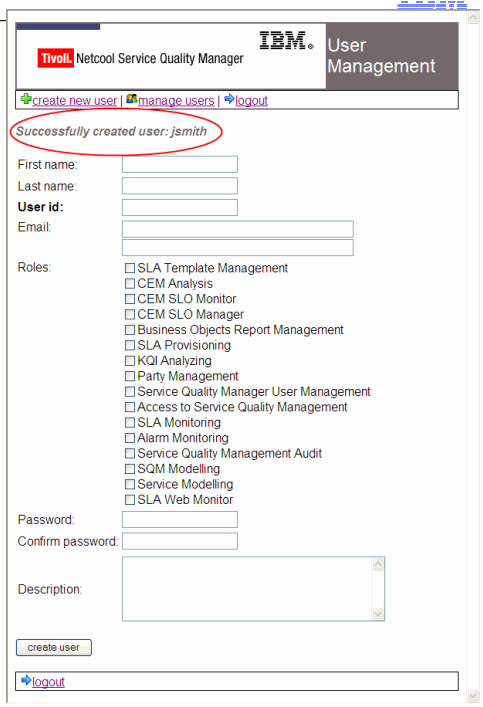
Create user.

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



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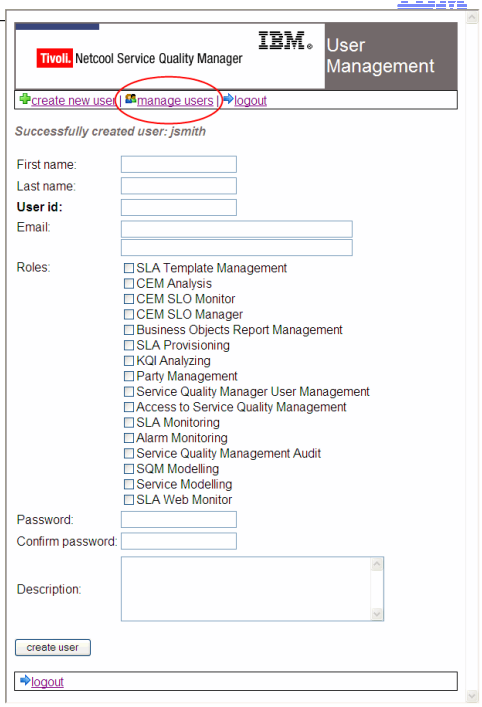
Successfully created user.

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

Manage users

Click the **manage users** link



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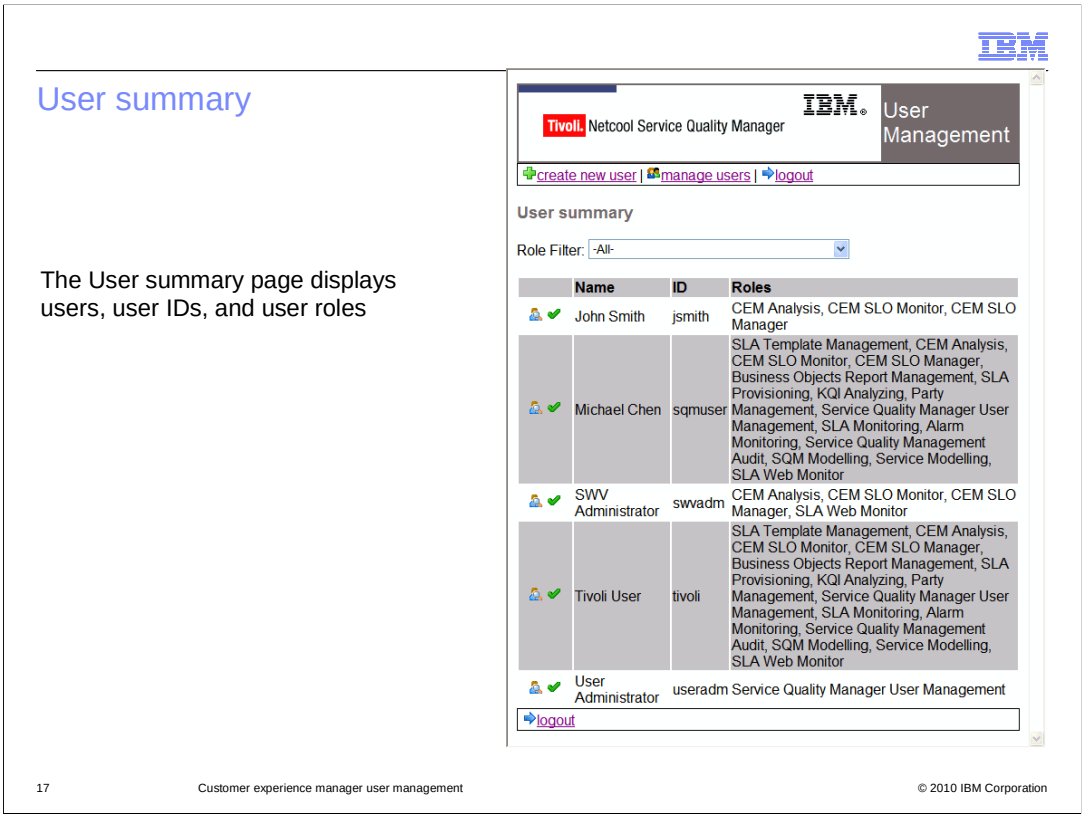
Manage users.

Click the **manage users** link.

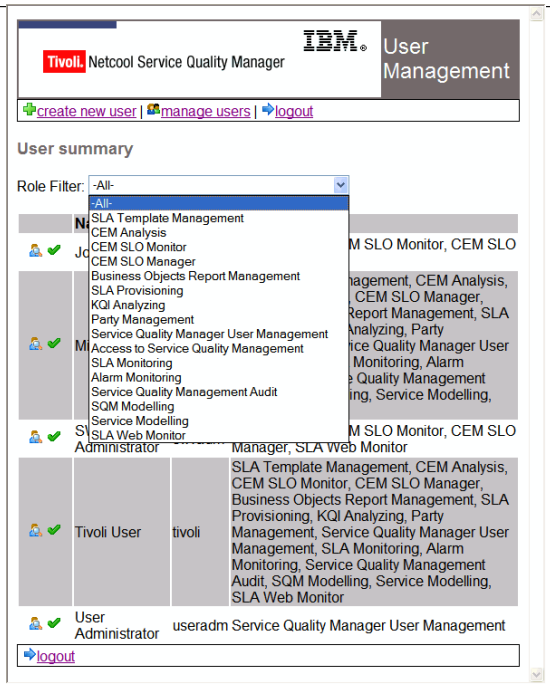


User summary.

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

User summary: Role filter

You can display users with a particular user role



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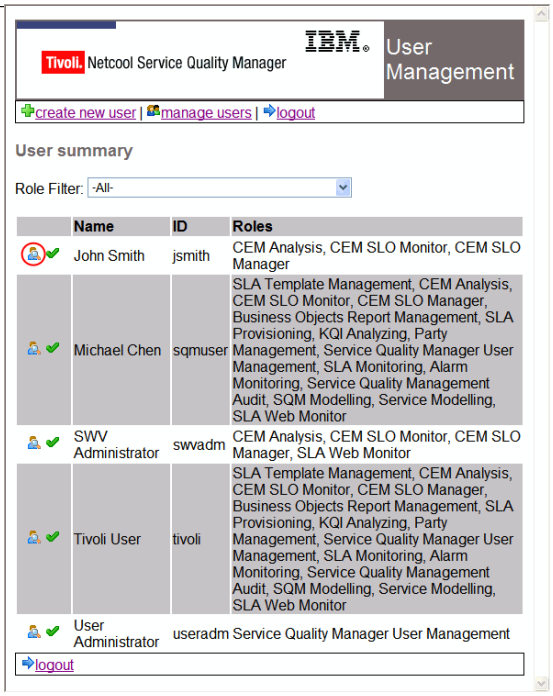
User summary: Role Filter.

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



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User summary: modify user.

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

Modify user

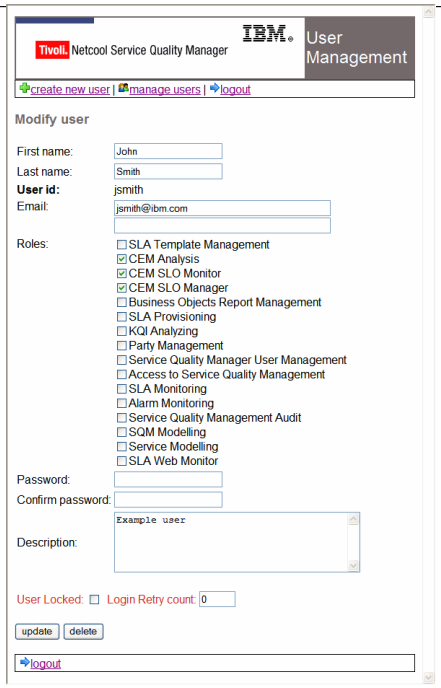
You can edit name, e-mail, roles, password, and description information

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



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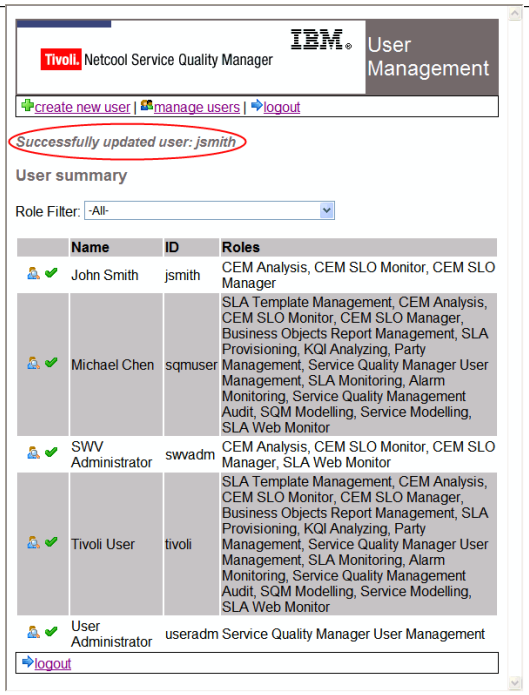
Modify user.

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



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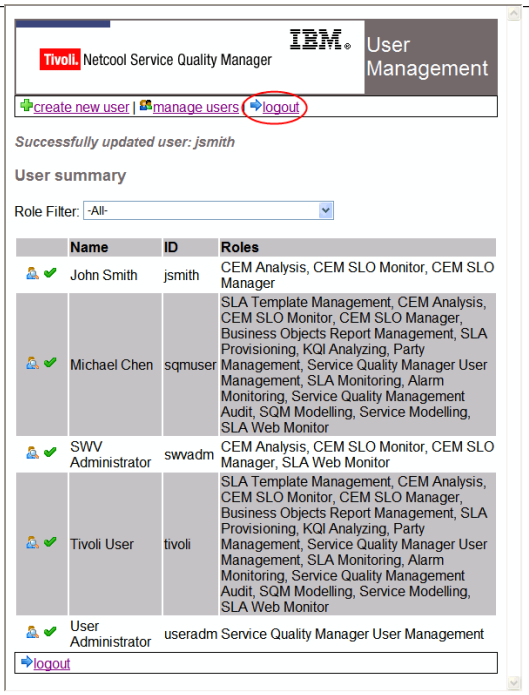
Successfully updated user.

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

Logout

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



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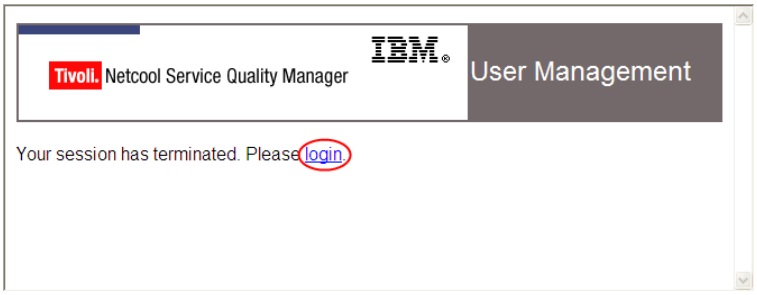
Logout.

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

Login

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



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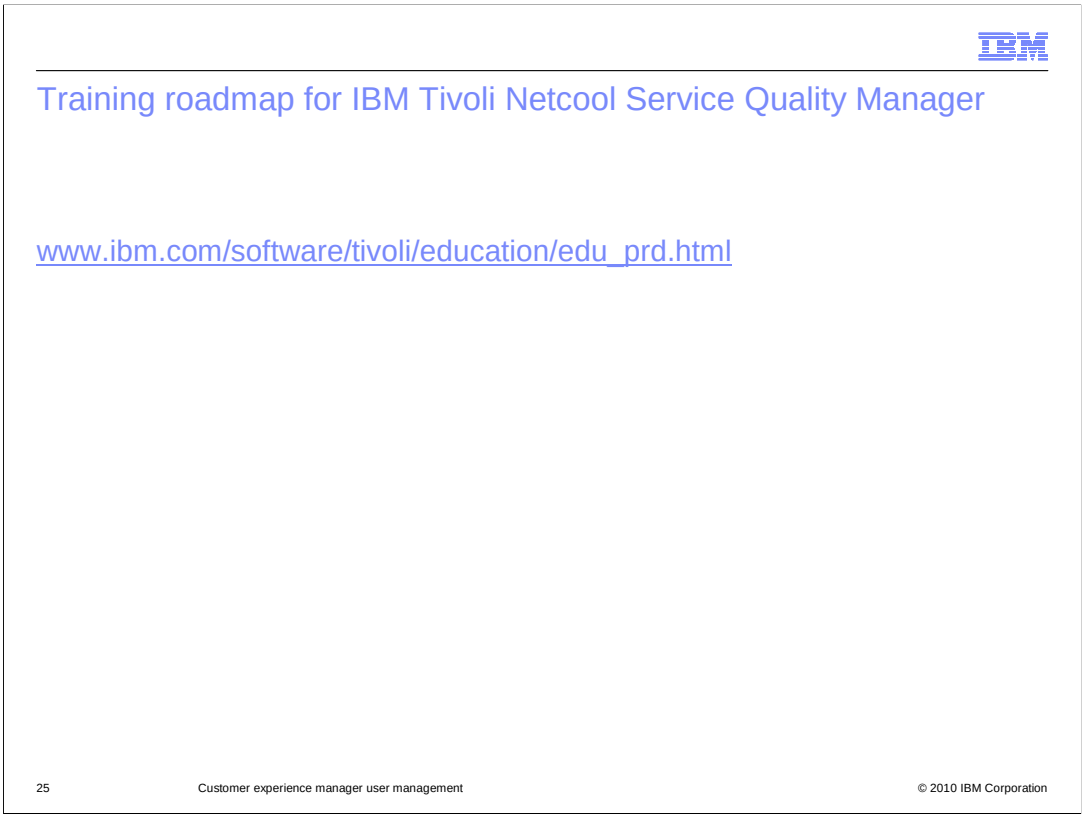
Login.

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

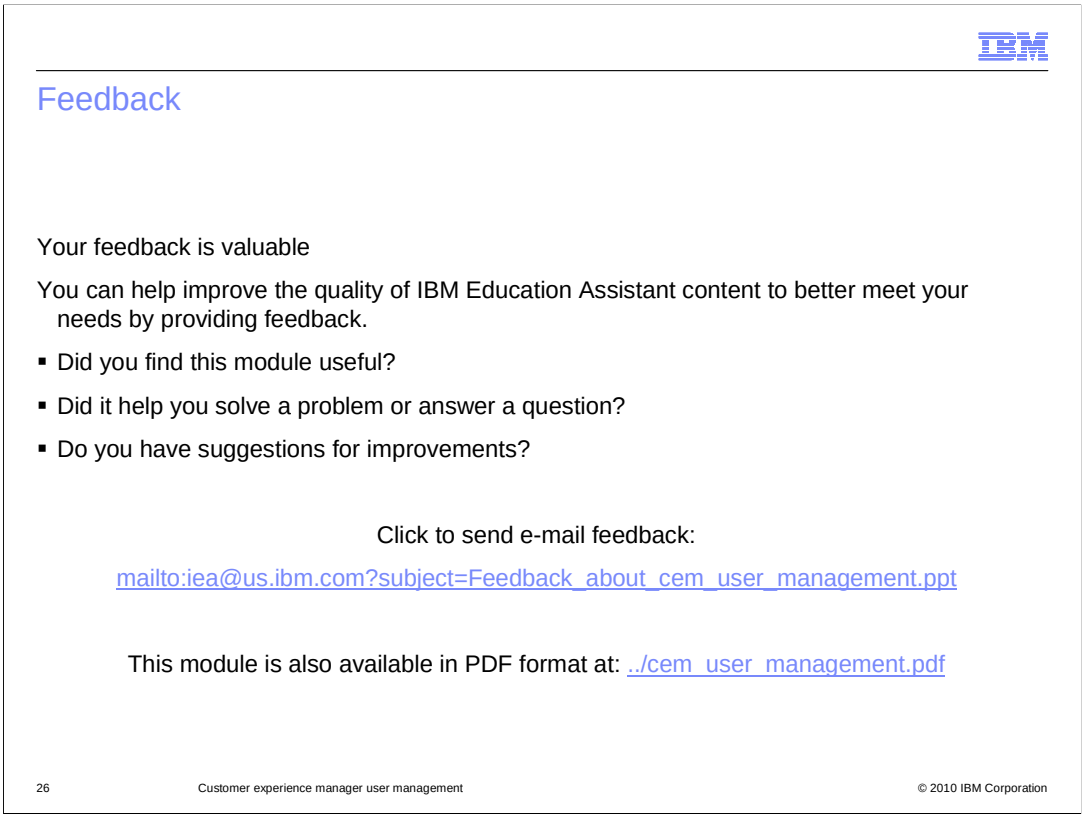
Summary.

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



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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