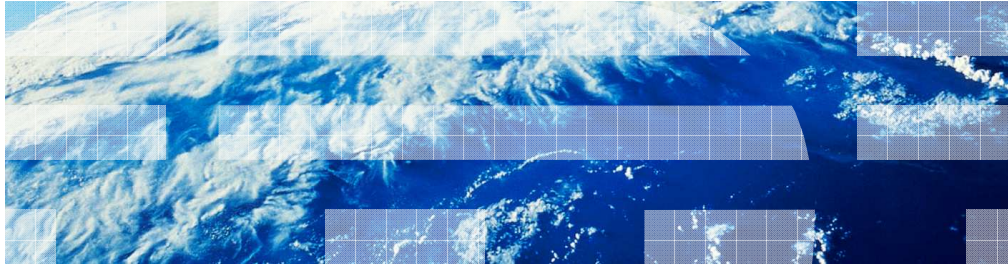


# IBM Tivoli Netcool Service Quality Manager V4.1

## Service Quality Manager administrative function



Tivoli software

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### **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

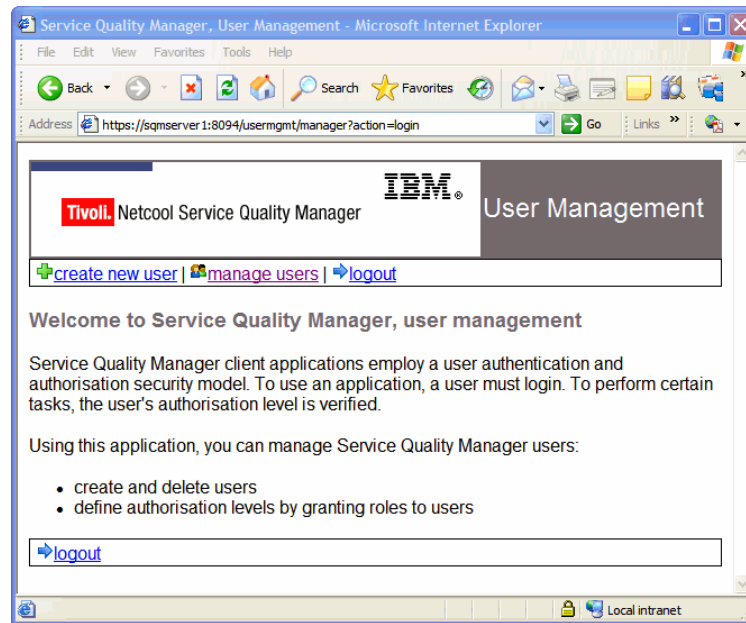
After you complete this module, you should be able to navigate Service Quality Manager administrative functions, including:

- 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



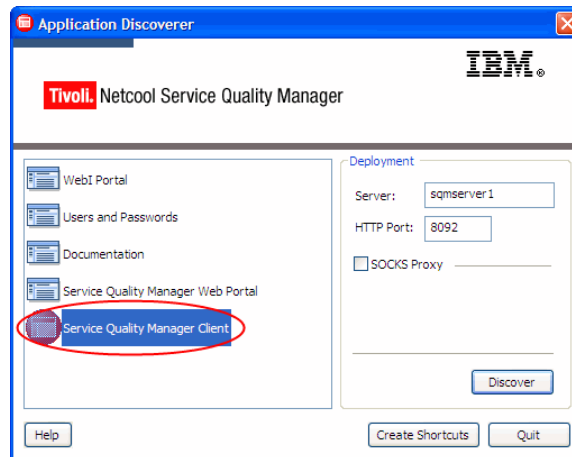
Service Quality Manager administrative function

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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



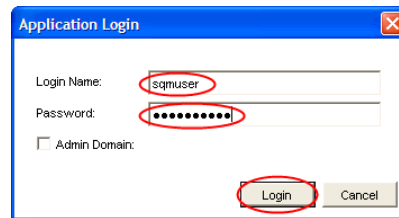
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### Service Quality Manager client.

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

## Login

A screenshot of a Windows-style dialog box titled "Application Login". It contains three input fields: "Login Name:" with the text "sqmuser", "Password:" with masked characters, and an unchecked checkbox labeled "Admin Domain:". At the bottom right are "Login" and "Cancel" buttons. Red circles highlight the "Login Name" field, the "Password" field, and the "Login" button.

Application Login

Login Name: sqmuser

Password: .....

☐ Admin Domain:

Login Cancel

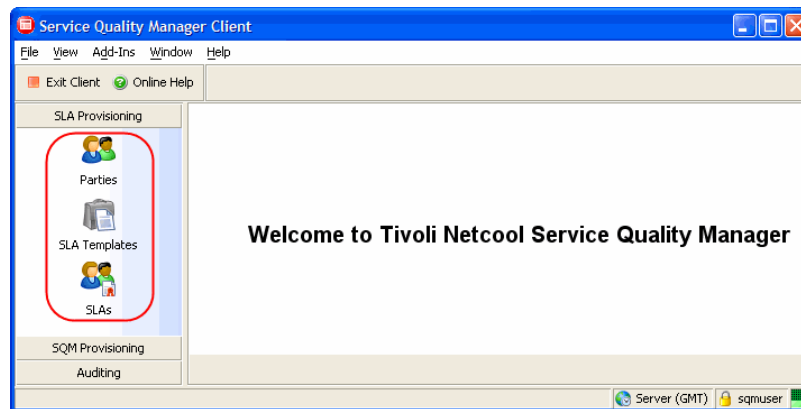
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**Login.**

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

## SLA provisioning



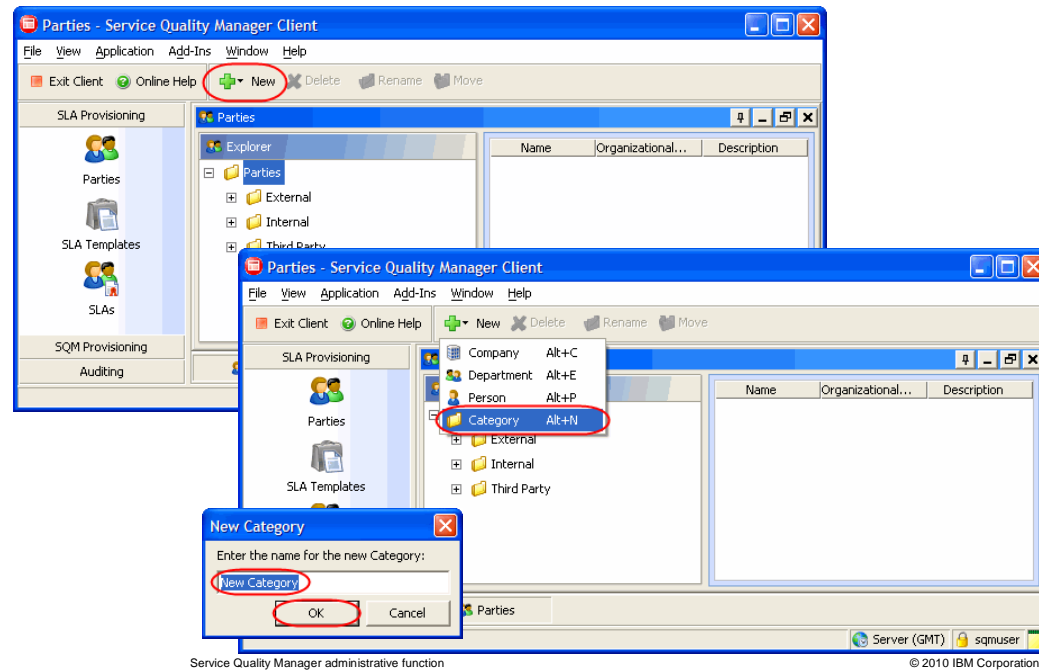
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### SLA provisioning.

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

## Create new parties category

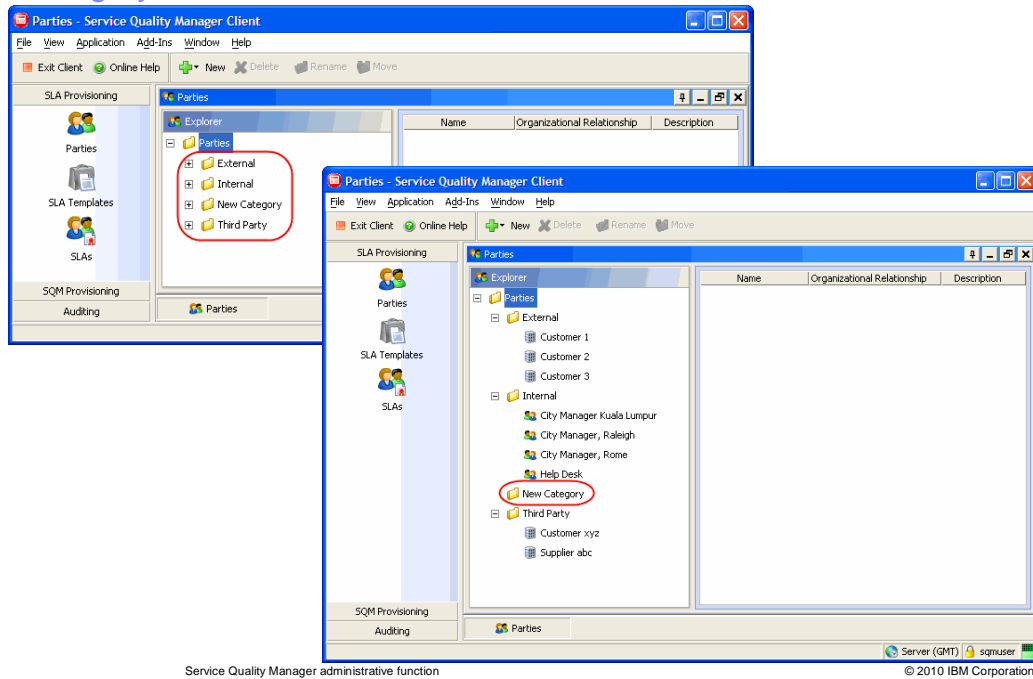


### Create new parties category.

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



## Category contents



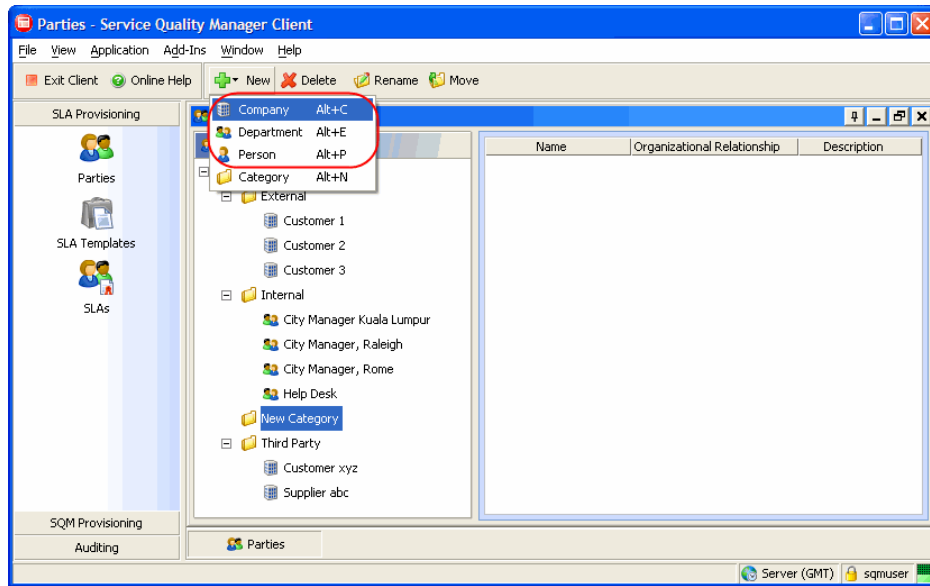
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### Category contents.

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

**Create a New Company**

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

Name: Company AAA

Description: west coast customer

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 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 function interface, specifically the 'Create a New Company' and 'Create a New Contact' dialog boxes.

**Top Left Screenshot: 'Create a New Contact' Dialog**

- Title Bar:** Create a New Contact
- Left Panel:** A list of steps: 1. General Details, 2. Contact Details (selected), 3. Location/Telephone.
- Main Area:**
  - Name:** John Smith
  - Email Address:** jsmith@aaa.com
  - Telephone Number:** 972-123-4567
  - Mobile Number:** 214-987-6543
  - Additional Info:** 1st shift manager
  - Responsibilities:**
    - ☐ Report
    - ☒ Contract
    - ☐ Helpdesk
    - ☐ Alarm
- Buttons:** < Back, Next >, Finish, Add... (circled), OK (circled), Cancel.

**Top Right Screenshot: 'Create a New Company' Dialog**

- Title Bar:** Create a New Company
- Left Panel:** A list of steps: 1. General Details, 2. Contact Details (selected), 3. Location/Telephone.
- Main Area:**
  - Name:** John Smith
  - Responsibilities:** Contract
- Buttons:** < Back, Next > (circled), Finish, Cancel, Help.

**Bottom Left Screenshot: 'Create a New Company' Dialog**

- Title Bar:** Create a New Company
- Left Panel:** A list of steps: 1. General Details, 2. Contact Details (selected), 3. Location/Telephone.
- Main Area:**
  - Name:** John Smith
  - Responsibilities:** Contract
- Buttons:** < Back, Next > (circled), Finish, Cancel, Help.

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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 software window titled "Create a New Company" with a blue header bar and a red close button. On the left is a vertical sidebar with three steps: "1. General Details", "2. Contact Details", and "3. Location/Telephone" (which is highlighted with a blue bar). The main area is divided into two columns. The left column contains labels: "Address:", "Telephone Number:", and "Fax:". The right column contains input fields: a large text area for the address, and two single-line text boxes for the telephone number and fax. A red rectangle highlights the address text area and the telephone/fax input boxes. At the bottom of the window is a row of buttons: "< Back", "Next >", "Finish" (highlighted with a red oval), "Cancel", and "Help".

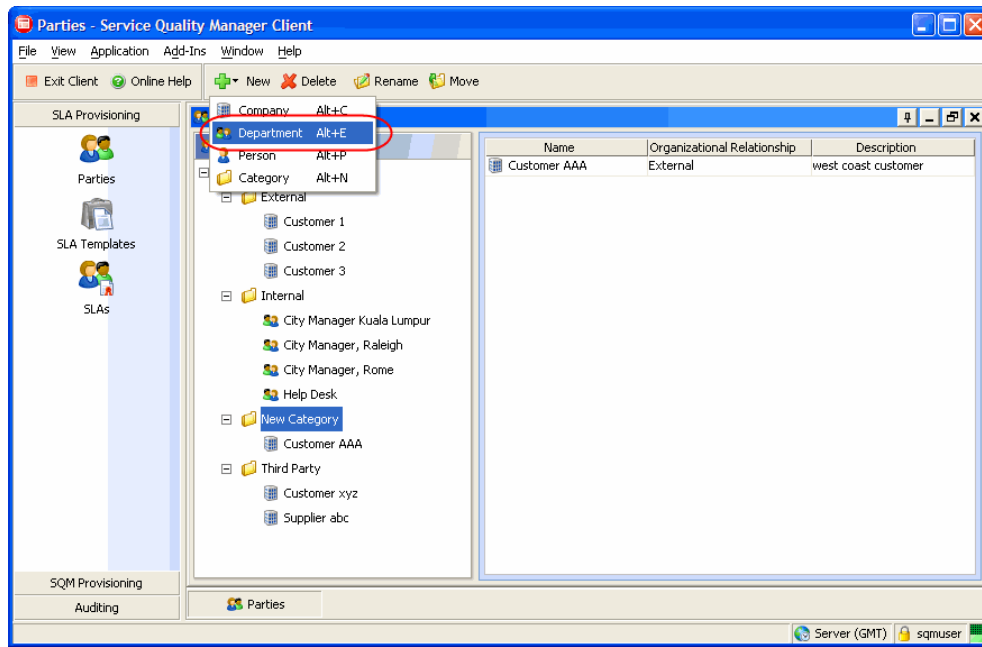
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### Creating a company party: Location/Telephone.

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

## Creating a department party



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**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

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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

The image displays two overlapping screenshots of the 'Create a New Department' dialog box. The dialog box has a blue title bar and a sidebar on the left with three steps: '1. Department Details', '2. Contact Details', and '3. Location/Telephone'. The first screenshot shows the 'Next >' button at the bottom right, which is circled in red. The second screenshot shows the 'Finish' button at the bottom right, also circled in red. The 'Finish' button is highlighted in blue, indicating it is the active step. The dialog box also contains fields for 'Name', 'Responsibilities', 'Address', 'Telephone Number', and 'Fax'.

Service Quality Manager administrative function

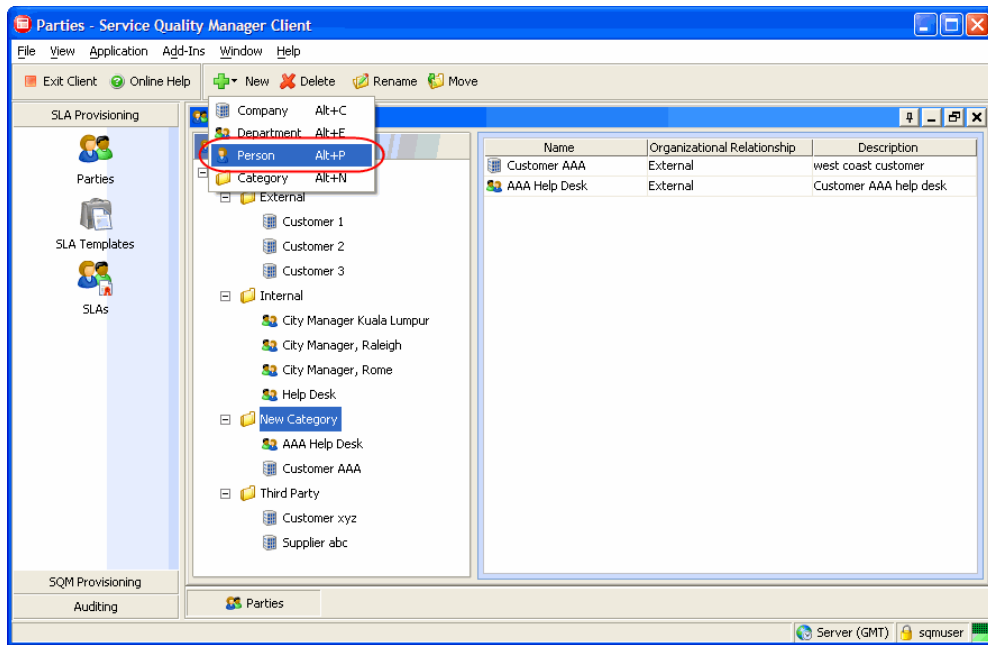
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### Creating a department party: Finish department party.

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



## Creating a person party



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**Creating a person party.**

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

## Creating a person party: General Details

**Create a New Person**

1. General Details  
2. Contact Details  
3. Personal Details

Name: John Smith  
Role: 1st shift manager

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

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### Creating a person party: General Details.

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

## Creating a person party: Finish person party

The image displays two overlapping screenshots of the 'Create a New Person' dialog box from the Service Quality Manager administrative function.

The first screenshot (background) shows the 'Contact Details' tab selected. The dialog has a sidebar with three tabs: '1. General Details', '2. Contact Details' (selected), and '3. Personal Details'. The main area is divided into 'Name' and 'Responsibilities' sections. At the bottom, there are buttons for '< Back', 'Next >' (circled in red), and 'Finish'.

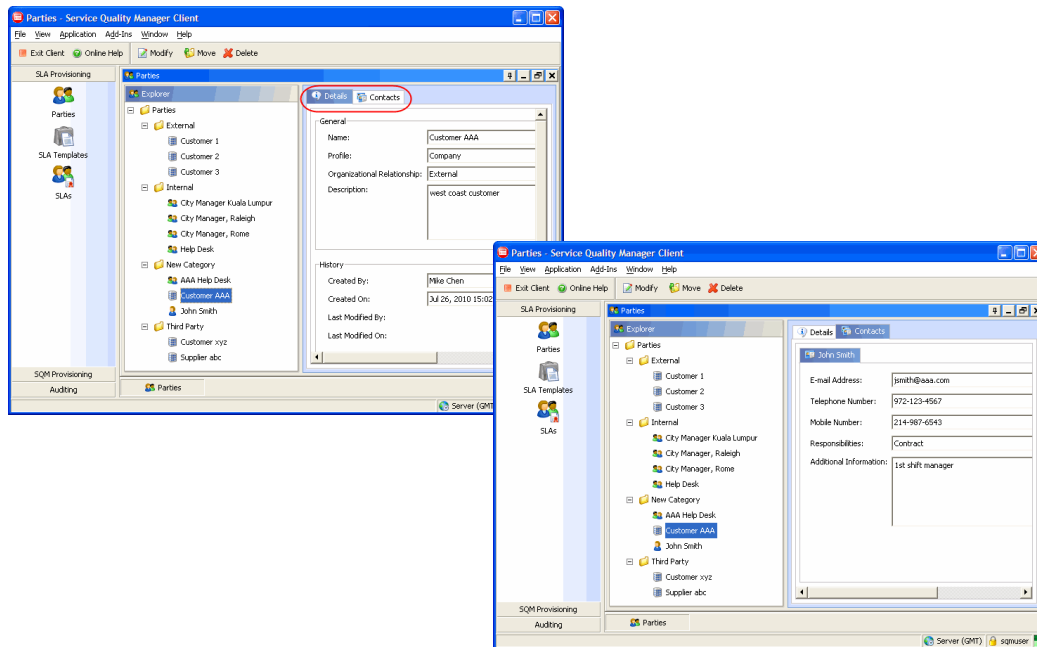
The second screenshot (foreground) shows the 'Personal Details' tab selected. The sidebar shows '3. Personal Details' as the selected tab. The main area contains fields for 'Address:', 'Telephone Number:', 'Fax:', and 'Mobile Number:'. At the bottom, there are buttons for '< Back', 'Next >', 'Finish' (circled in red), 'Cancel', and 'Help'.

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### Creating a person party: Finish person party.

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

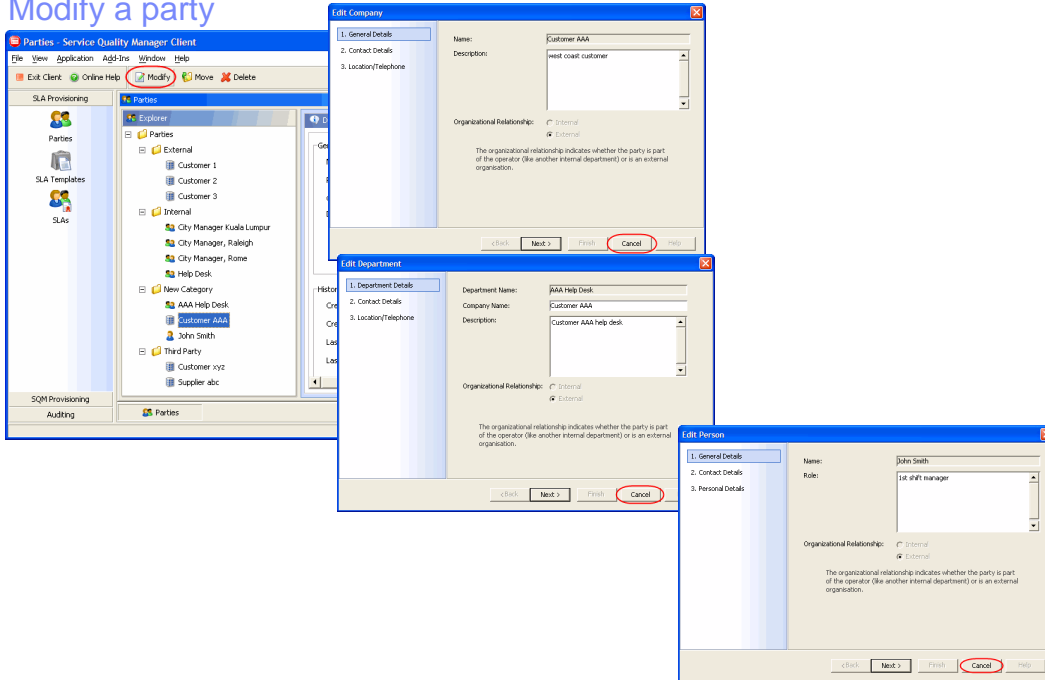
## Party details and contacts



### 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



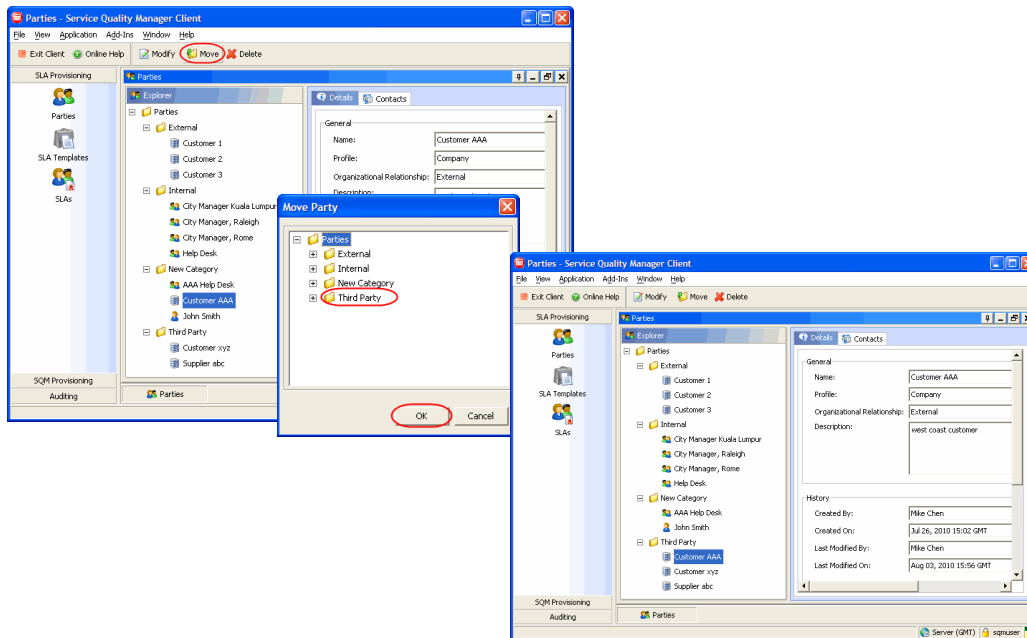
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## Modify a party.

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



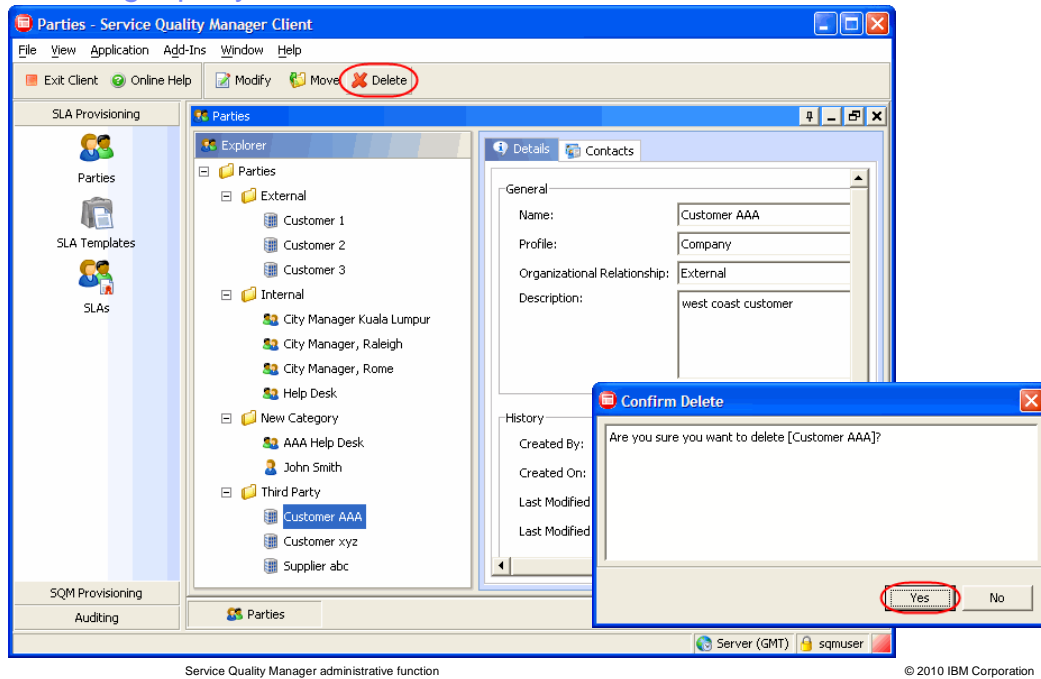
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### Moving a party.

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**.

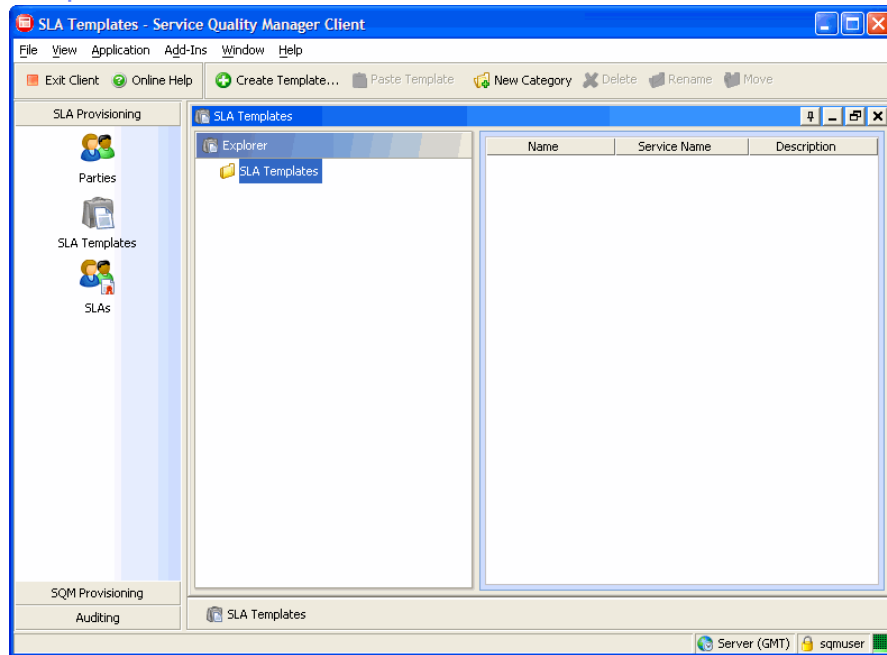
## Deleting a party



### Deleting a party.

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

## SLA templates



Service Quality Manager administrative function

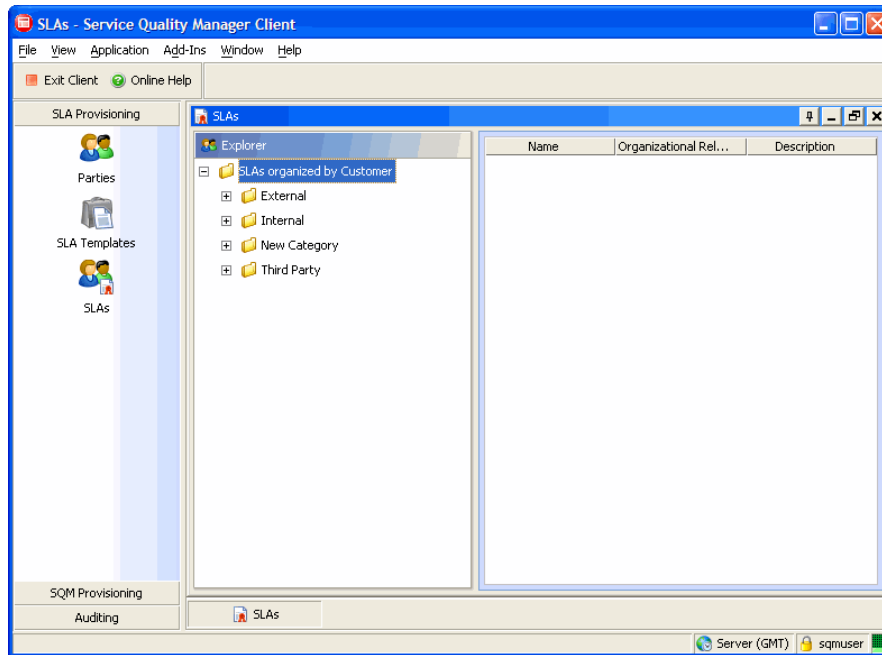
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### SLA templates.

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



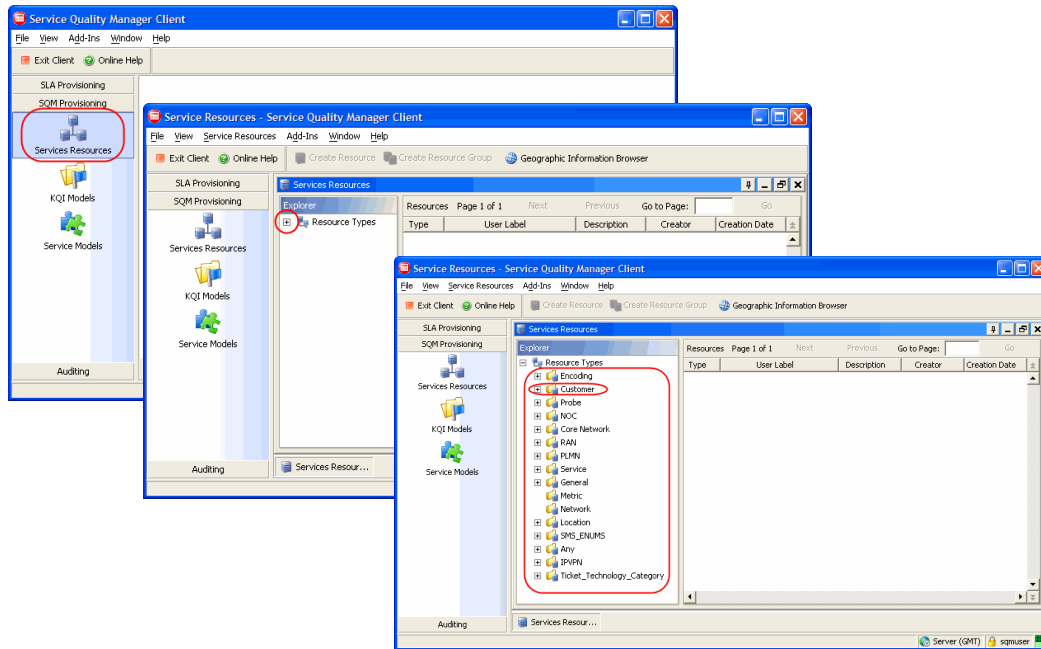
## SLA creation



### SLA provisioning.

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

## Services resources



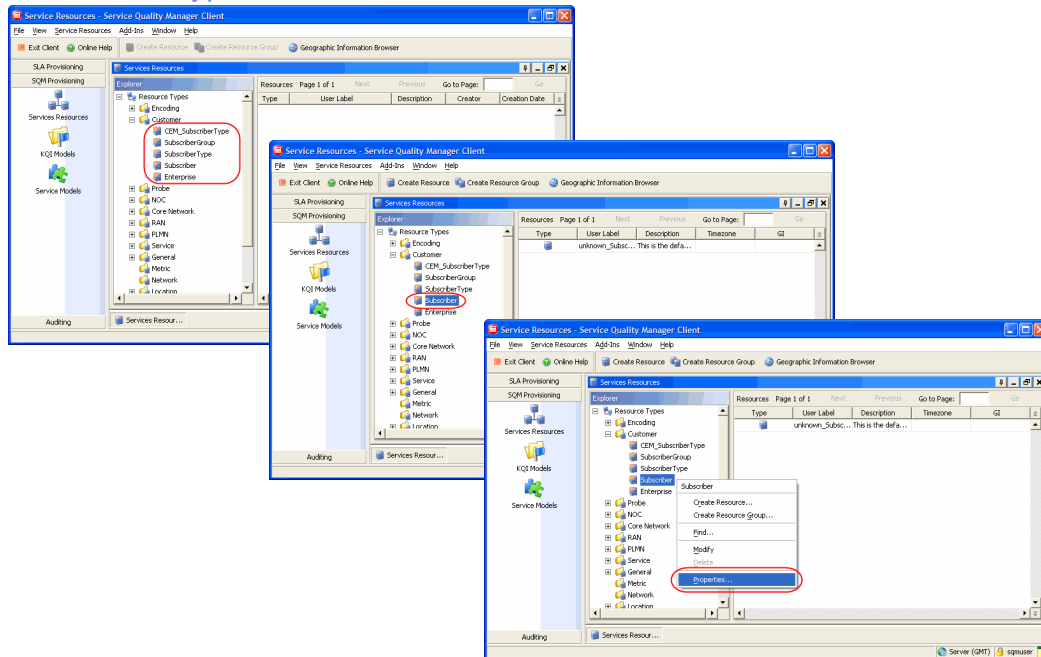
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### Services resources.

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

## Resource Types



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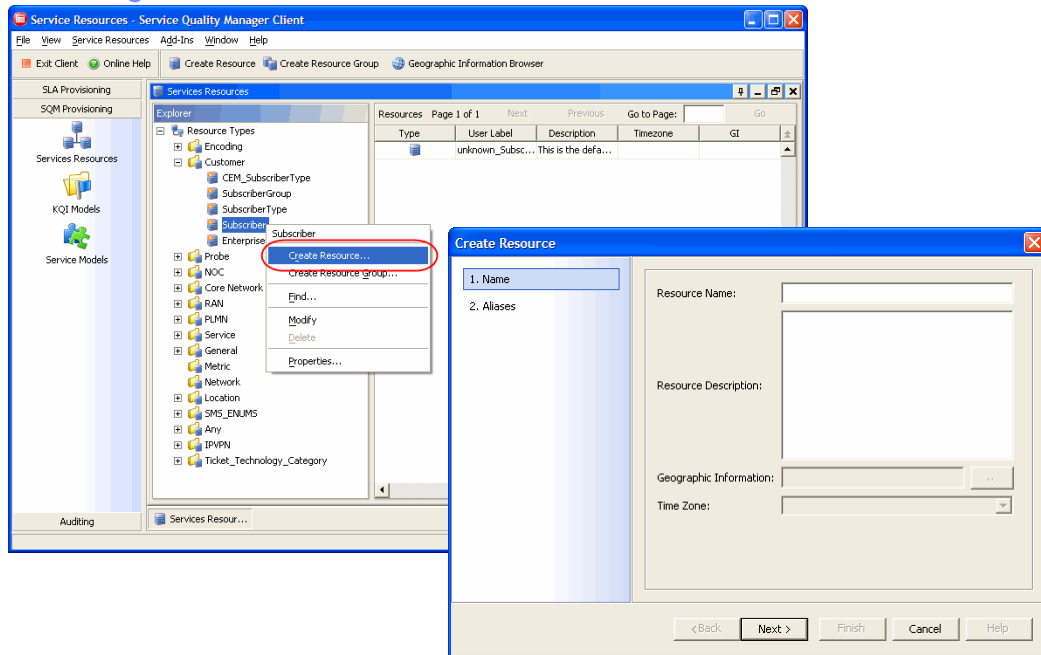
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## Resource types.

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



## Creating a resource



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### Creating a resource.

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

## Creating a resource: Name and description

The screenshot shows the 'Create Resource' dialog box. On the left, a sidebar lists '1. Name' and '2. Aliases'. The main panel contains the following fields:

- Resource Name:** A text box containing 'Subscriber 1' and a suggestion box below it showing 'Example subscriber'.
- Resource Description:** A large empty text area.
- Geographic Information:** A text box with a dropdown arrow.
- Time Zone:** A dropdown menu.

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

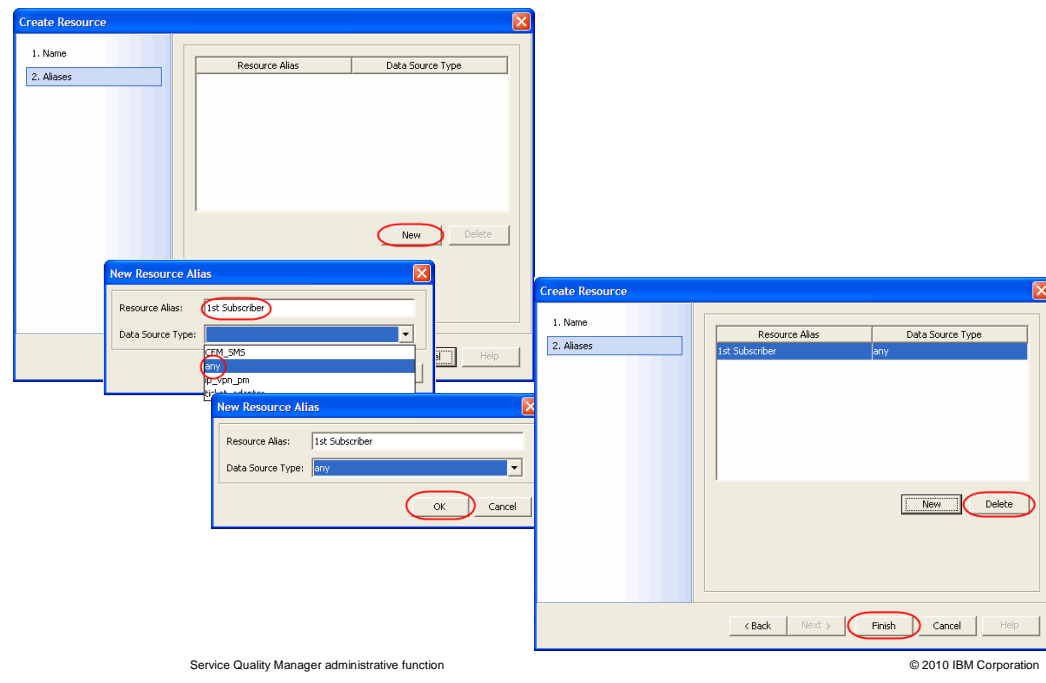
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### Creating a resource: Name and description.

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

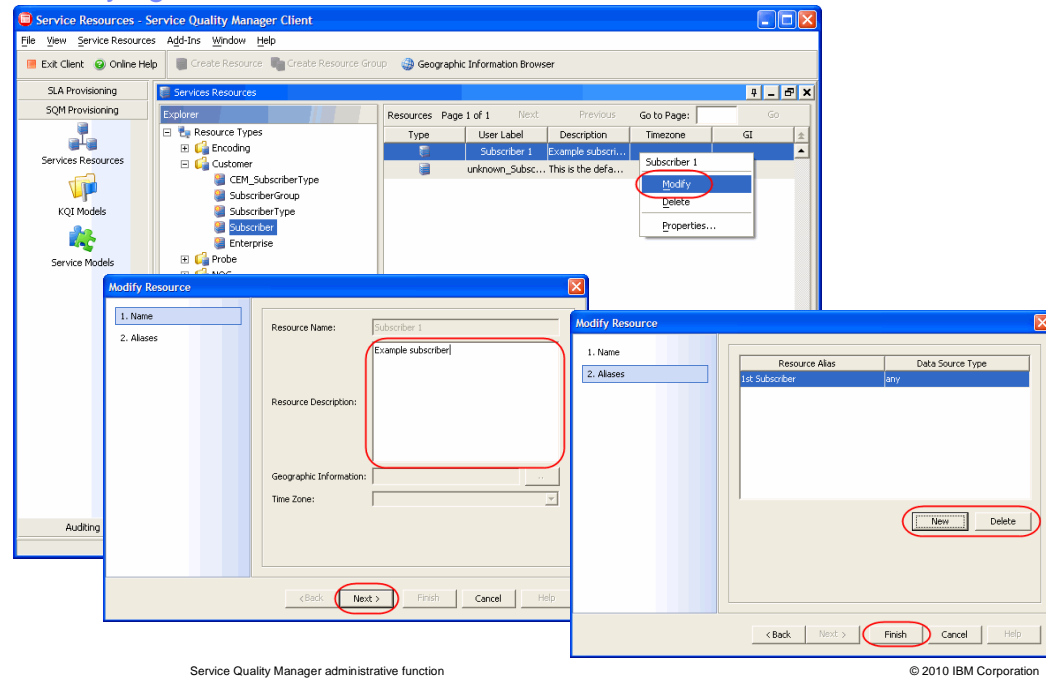
## Creating a resource: Alias



### 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

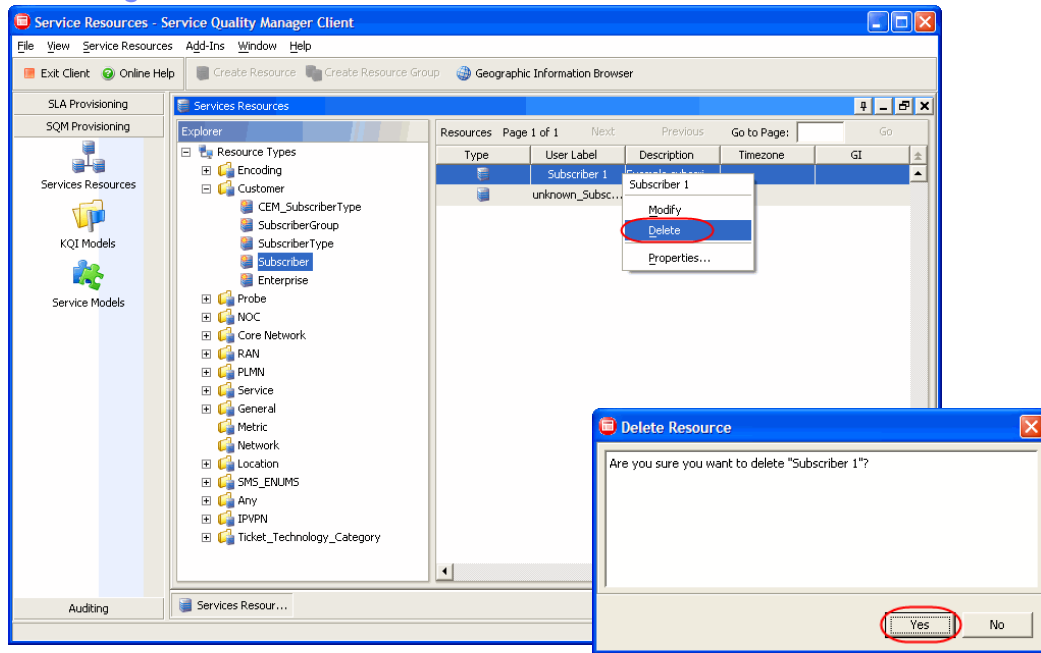


### Modifying a resource.

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**.



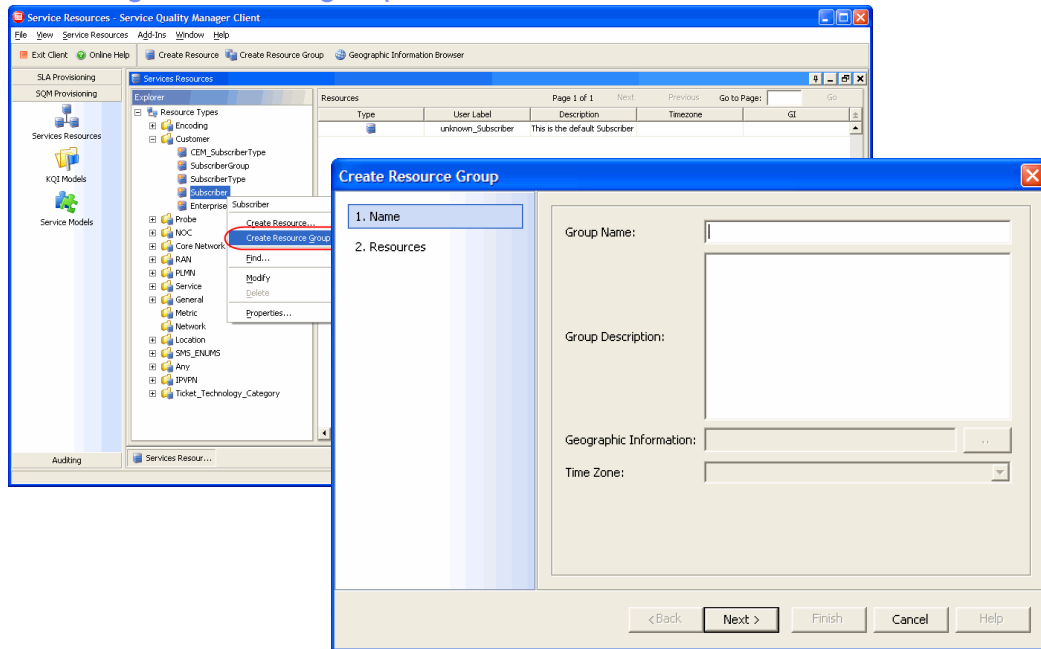
## Deleting a resource



### Deleting a resource.

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

## Creating a resource group



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### 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 is a sidebar with two items: '1. Name' (selected) and '2. Resources'. The main area has four sections: 'Group Name' with a text box containing 'Subscriber Group 1', 'Group Description' with a text box containing 'Example Subscriber Group', 'Geographic Information' with a text box and a browse button ('..'), and 'Time Zone' with a dropdown menu. At the bottom are five buttons: '< Back', 'Next >', 'Finish', 'Cancel', and 'Help'. The 'Next >' button is circled in red.

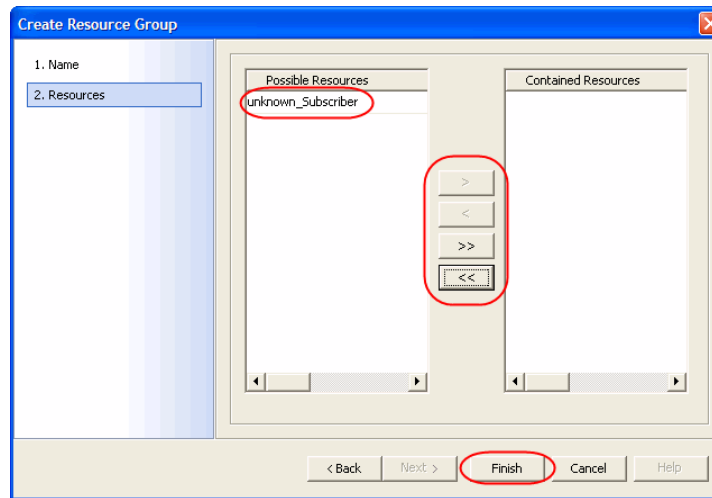
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### Creating a resource group: Name and description.

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

## Creating a resource group: Resources



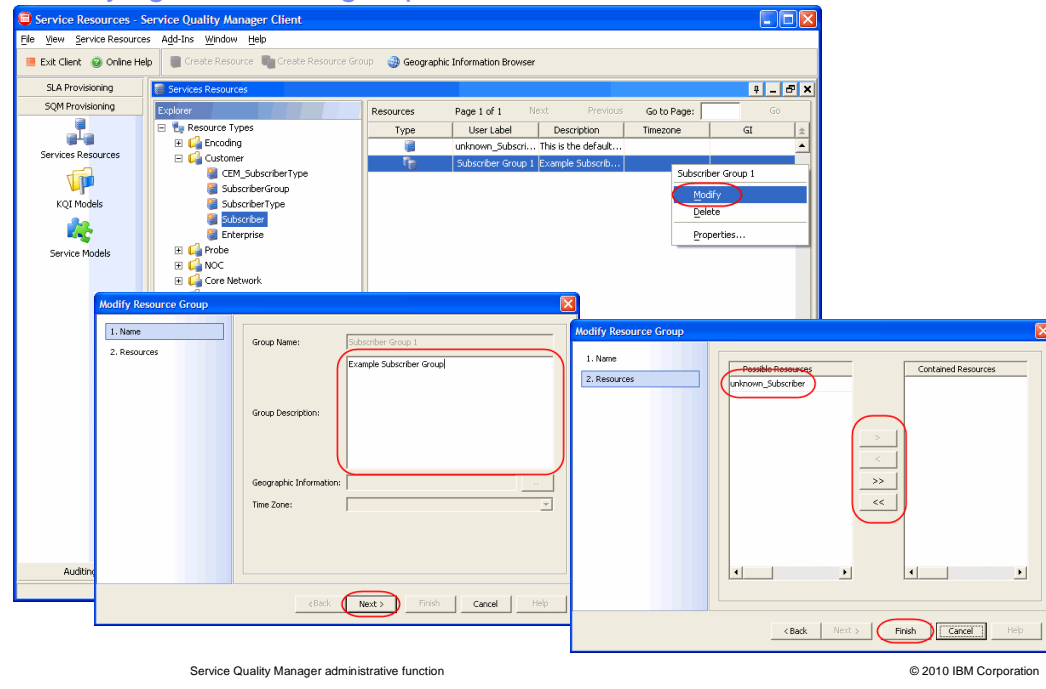
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### Creating a resource group: Resources.

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**.

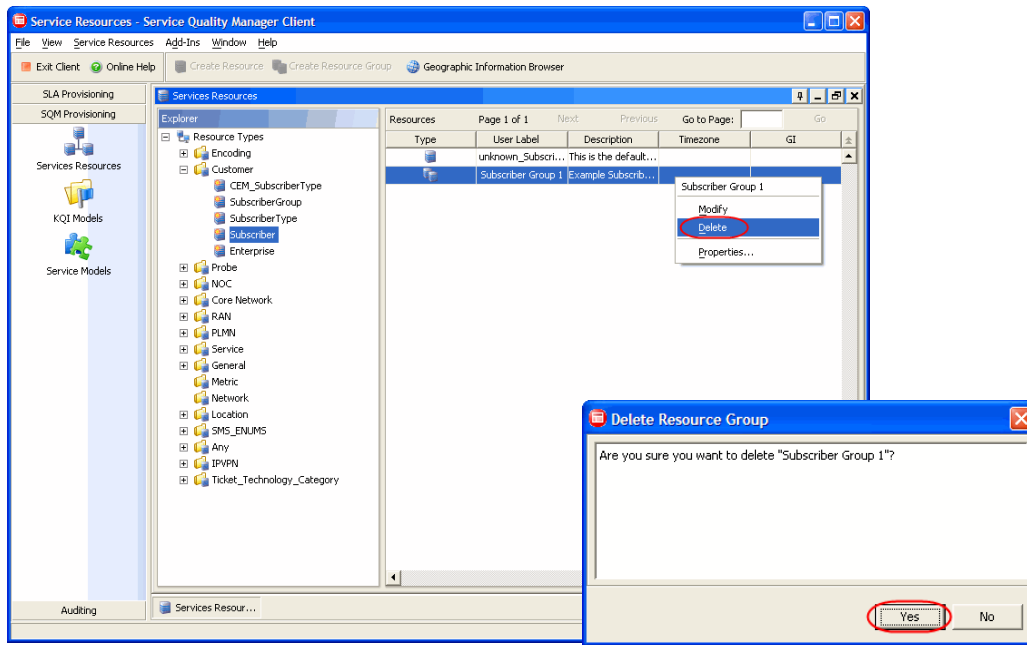
## Modifying a resource group



### Modifying a resource group.

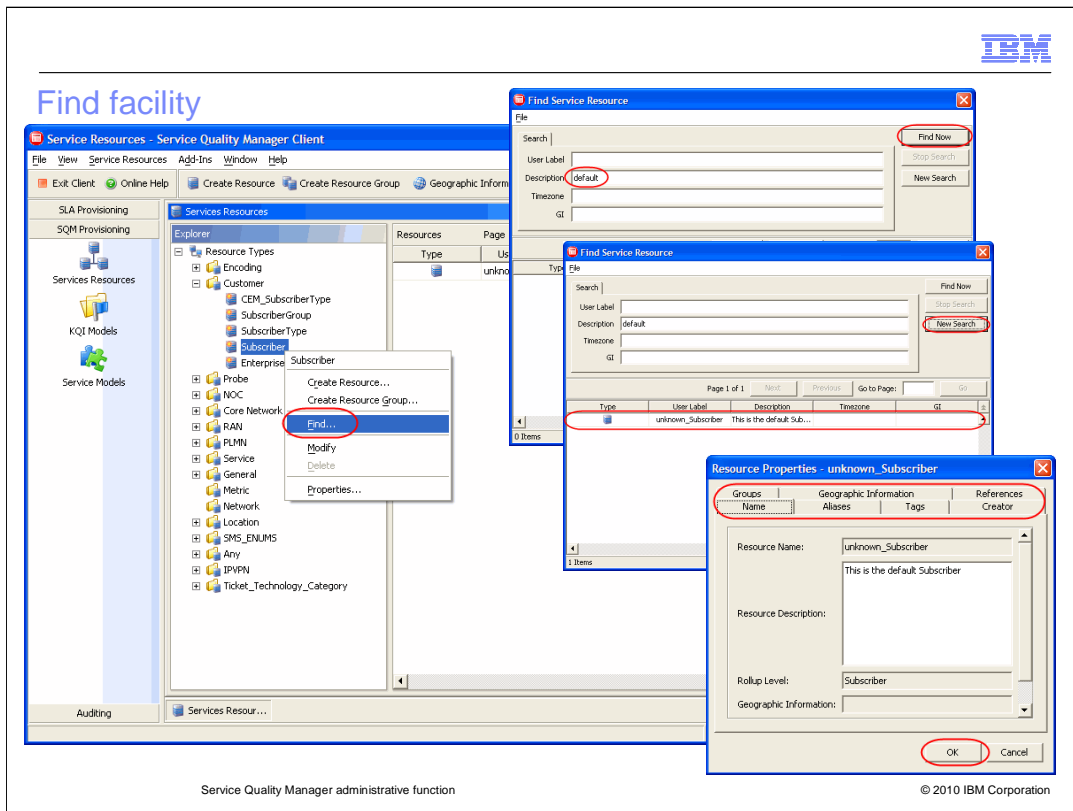
Right-click **Subscriber Group 1**. You can change the resource group description. Click **Next**. You can change the possible and contained resources. Click **Finish**.

## Deleting a resource group



### Deleting a resource group.

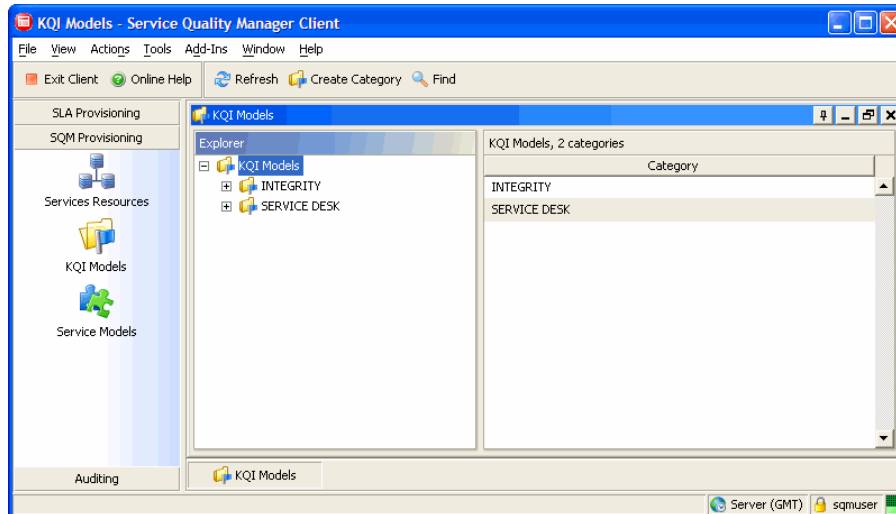
Right-click **Subscriber Group 1**. Click **Delete**. Click **Yes** to delete the resource.



## 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

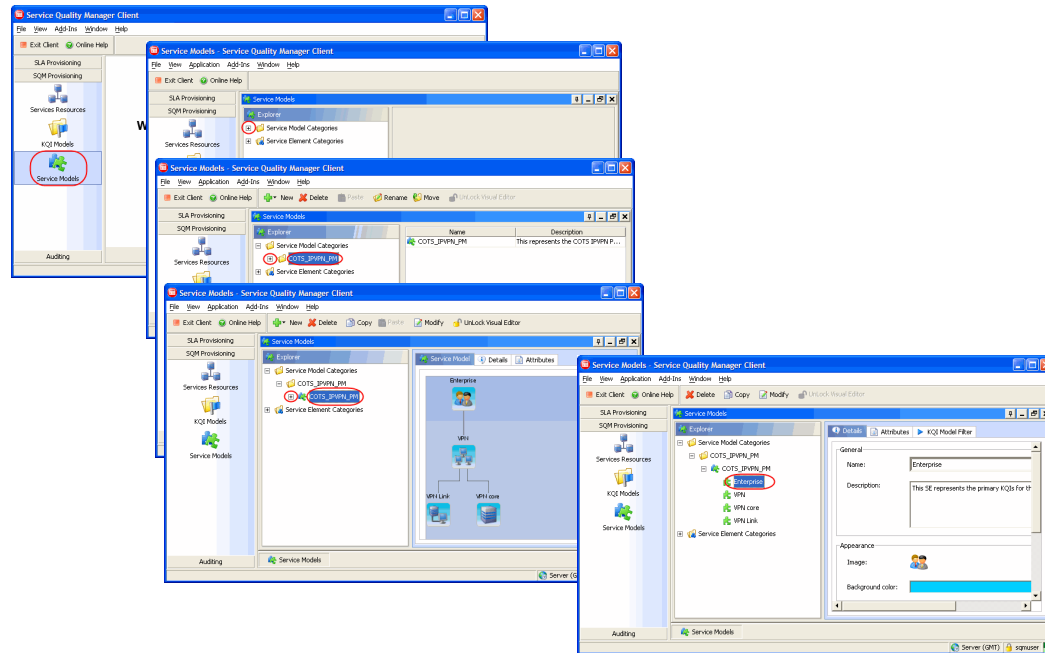
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### **SQM modeling: KQI creation.**

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



## Service Models



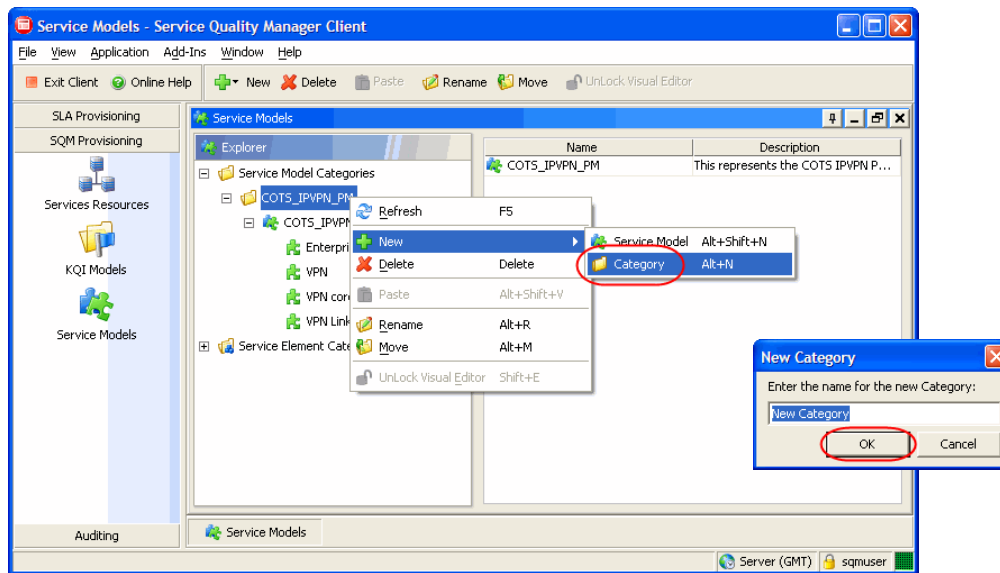
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## Service Models.

Click **Service Models**. Expand **Service Model Categories** to see the service model categories. Select the **COTS\_IPVPN\_PM** category to see the service 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



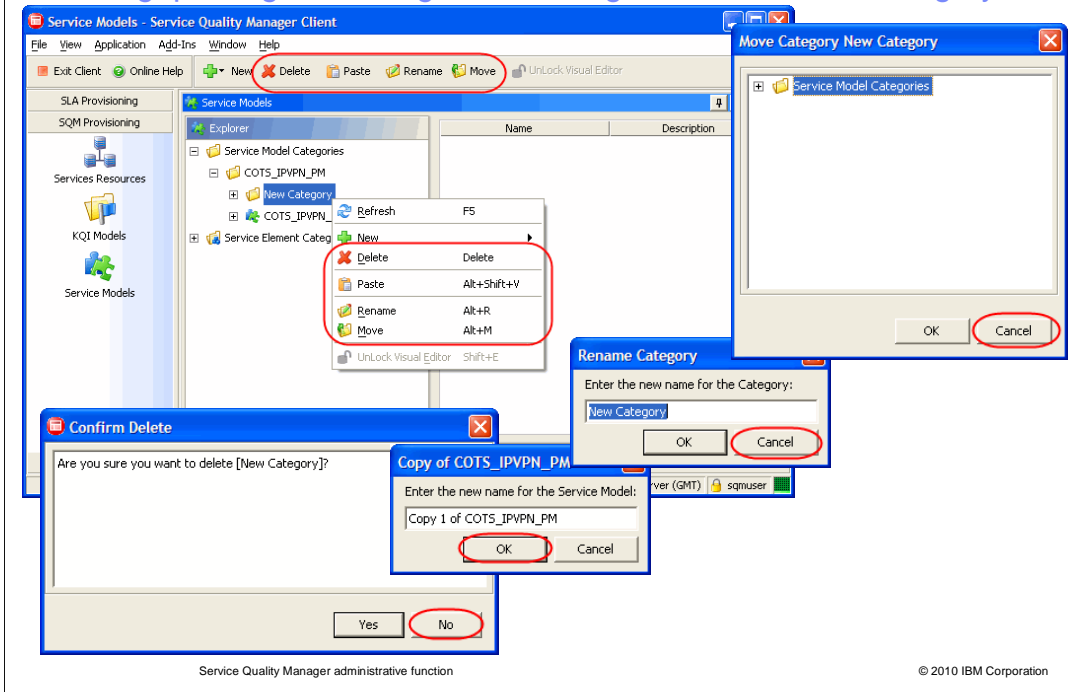
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### Creating a service model category.

Click the **COTS\_IPVPN\_PM** service model category. Click **New**. Click **Category**. You can enter a name for your new category. Click **OK**.

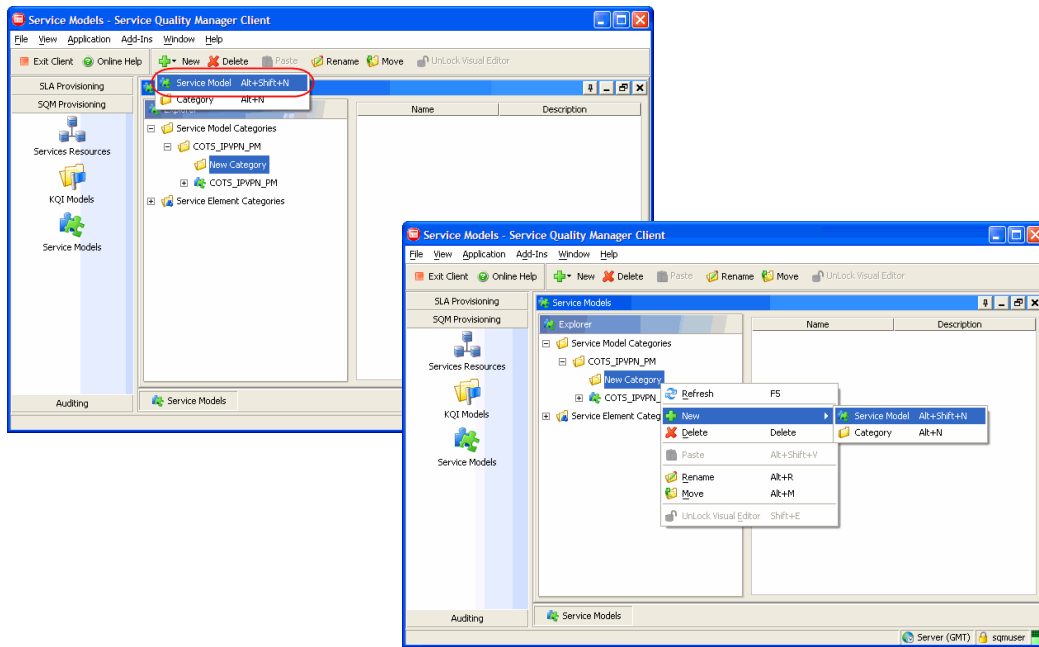
## Deleting, pasting, renaming, and moving a service model category



### 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



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### 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

**Create a New Service Model**

1. General Information  
2. Additional Information

General

Name: New\_COTS

Description: Example service model

Appearance

Image: mobilephone2.png

< Back Next > Finish Cancel Help

**Icon Chooser**

Category: Small

Small  
Large  
Background

Select Clear Cancel

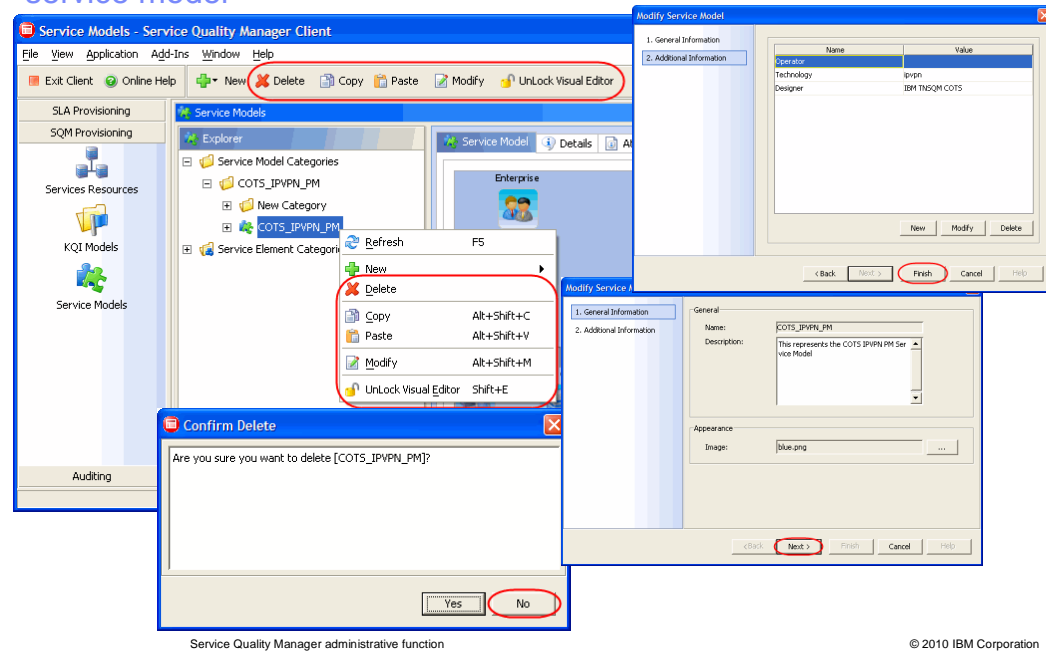
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### Service model general information.

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**.

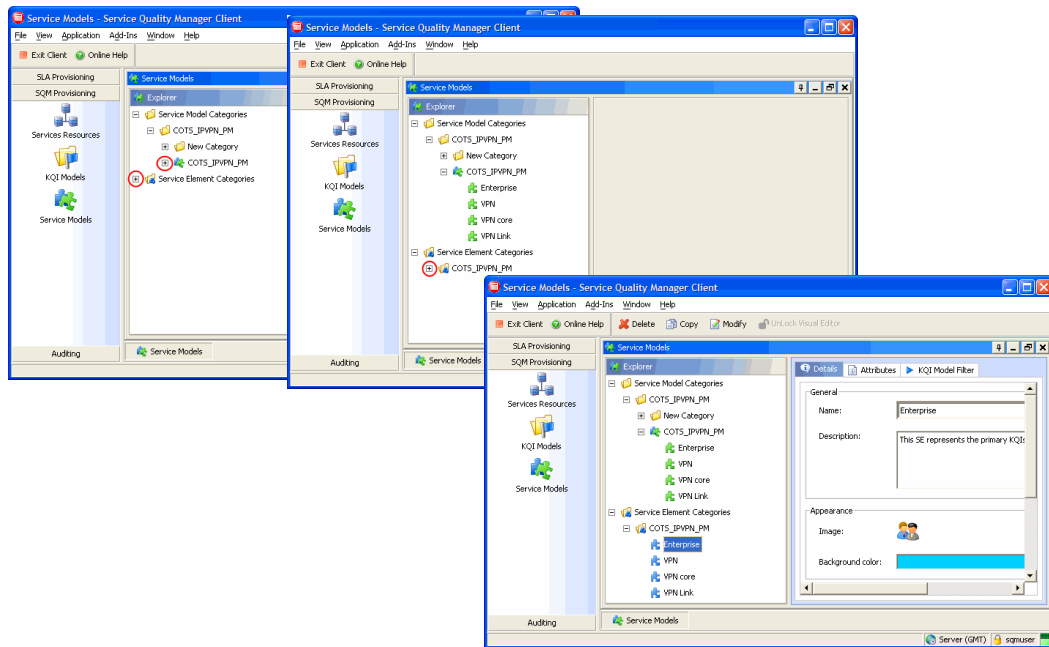
## Deleting, copying, pasting, modifying, locking, and unlocking a service model



### 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.

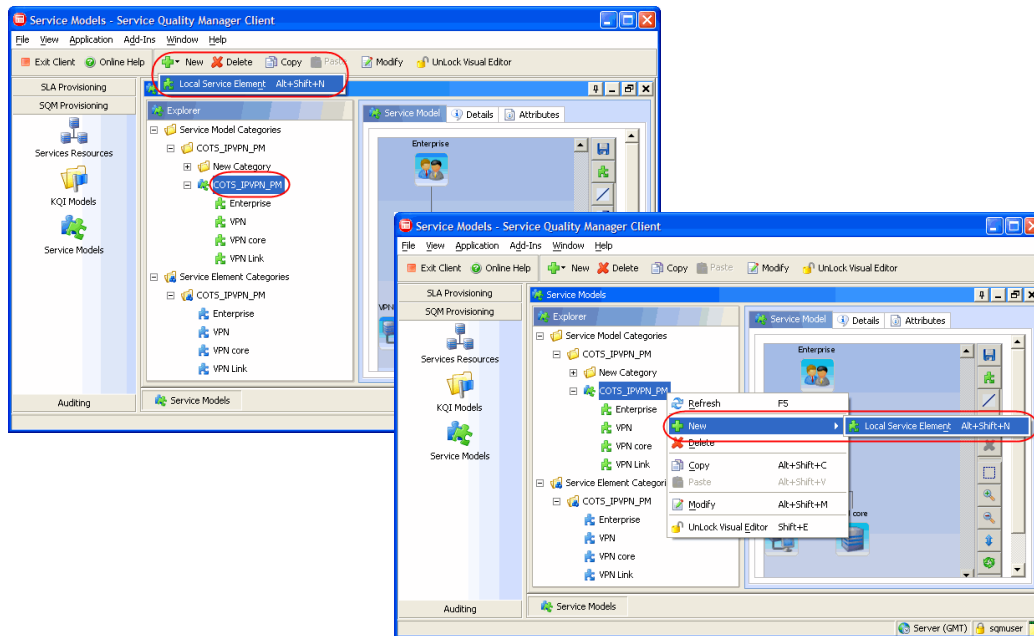
## Service element categories



### 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



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### 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

**Create Local Service Element**

1. General Information  
2. Additional Information  
3. KQI Model Selection

**General**

Name: Example service element  
Description: example

**Appearance**

Image: No image selected. ...  
Background Color: ...

< Back Next > Finish Cancel Help

**Icon Chooser**

Category: Small  
Small  
Large  
Background

Select Clear Cancel

**Color Chooser**

Swatches HSB RGB

Recent:

Preview

OK Cancel Reset

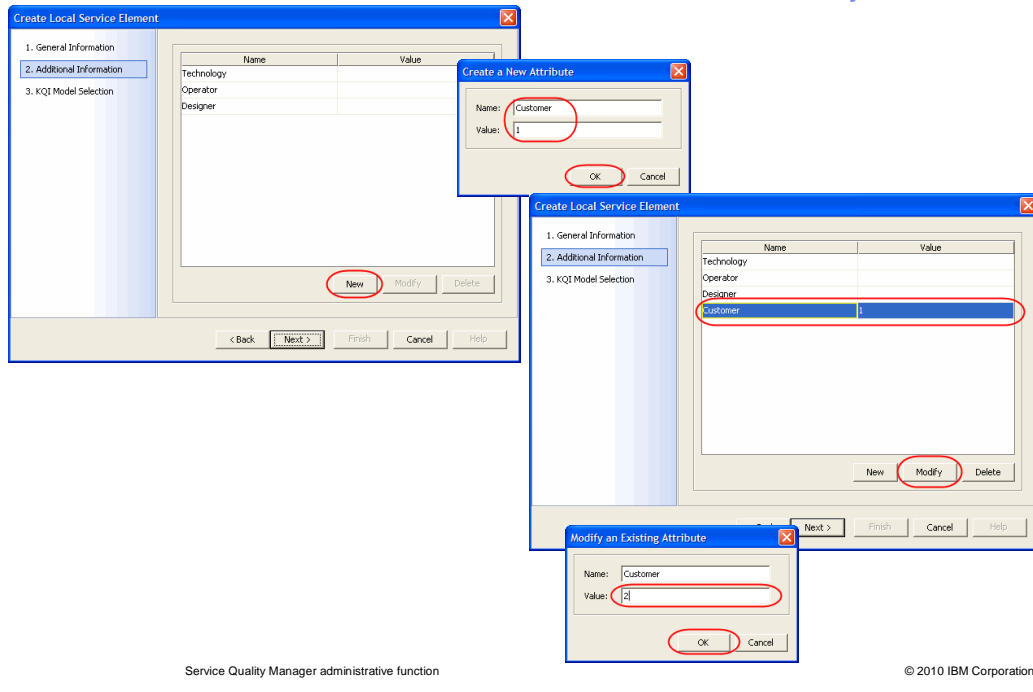
Service Quality Manager administrative function

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### 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**.

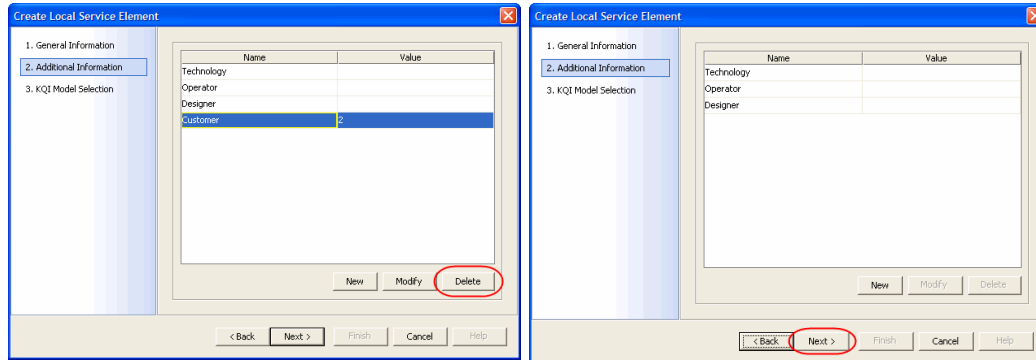
## Service element additional information: Create and modify



### 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



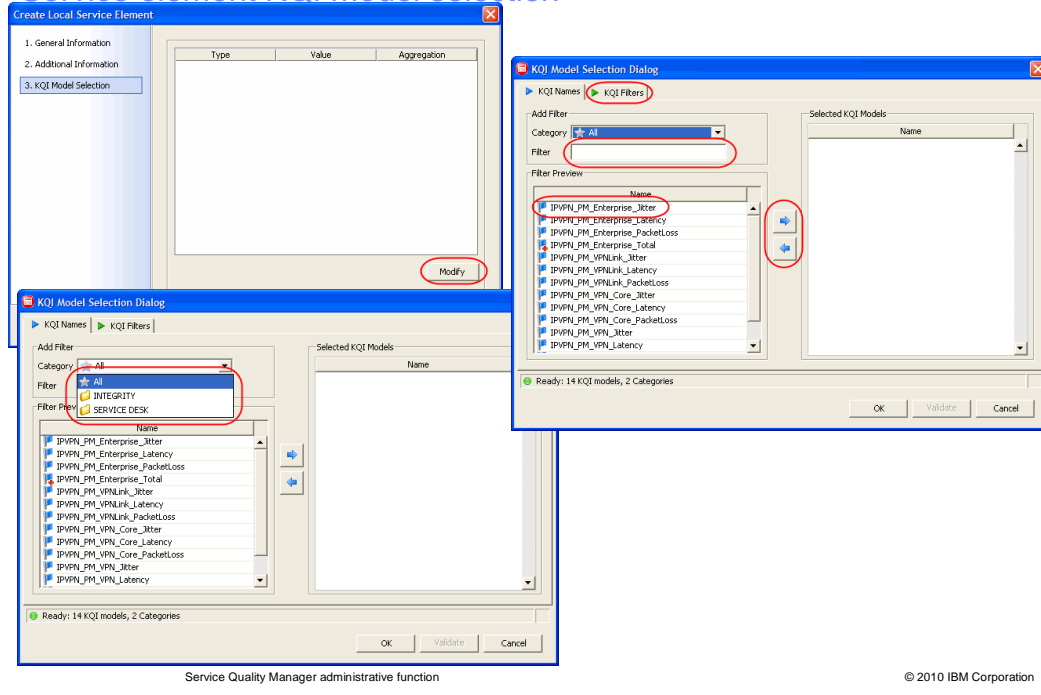
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### Service element additional information: Delete.

Click **Delete** to delete the attribute. Click **Next**.

## Service element KQI model selection



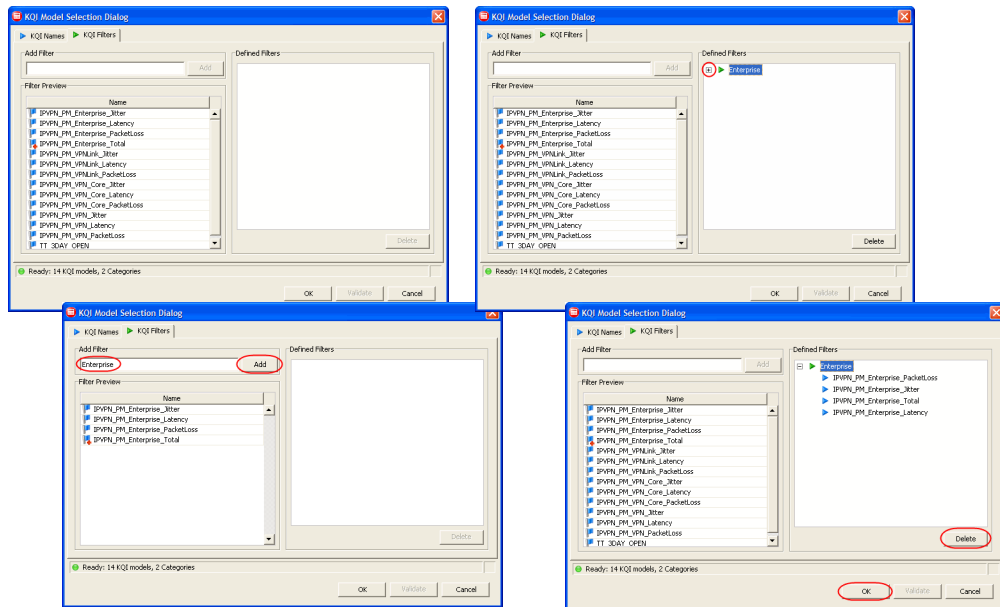
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### Service element KQI model selection.

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



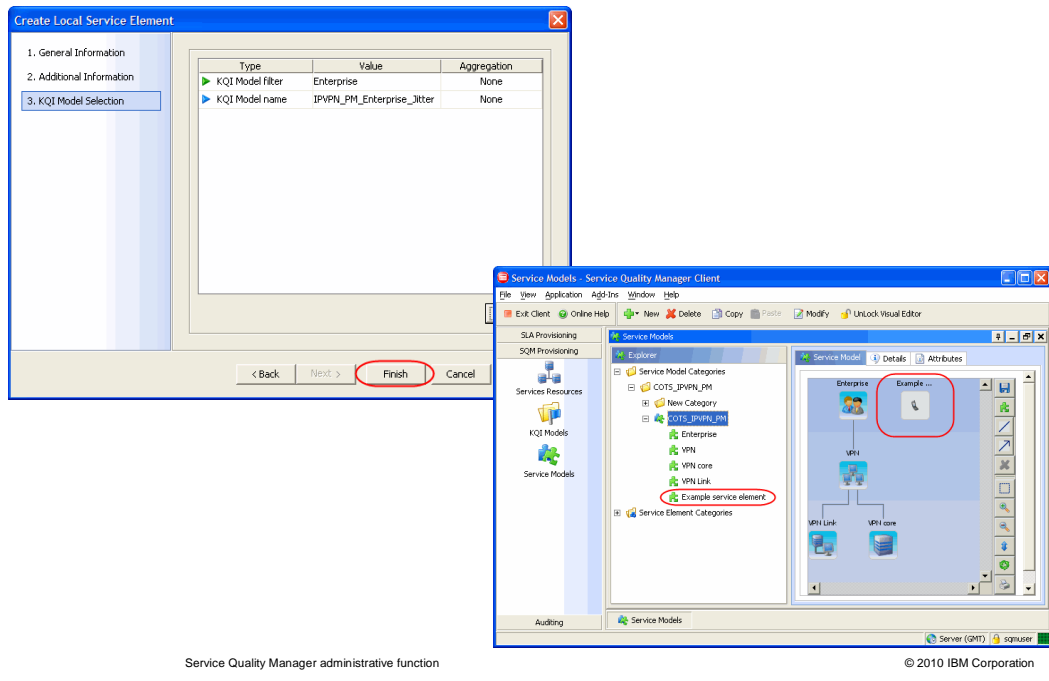
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### Service element KQI model selection: KQI filters.

The KQI filters tab is shown. Enter the filter **Enterprise**. All KQI models filtered are shown 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**.

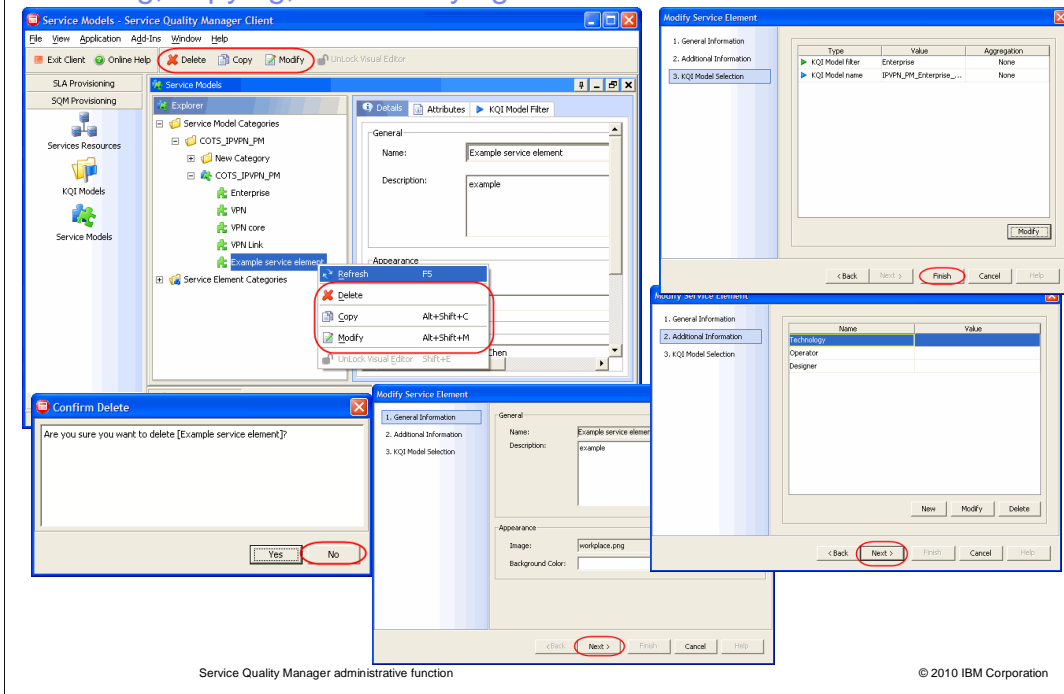
## Service element KQI model selection: Finish service element creation



### Service element KQI model selection: Finish service element creation.

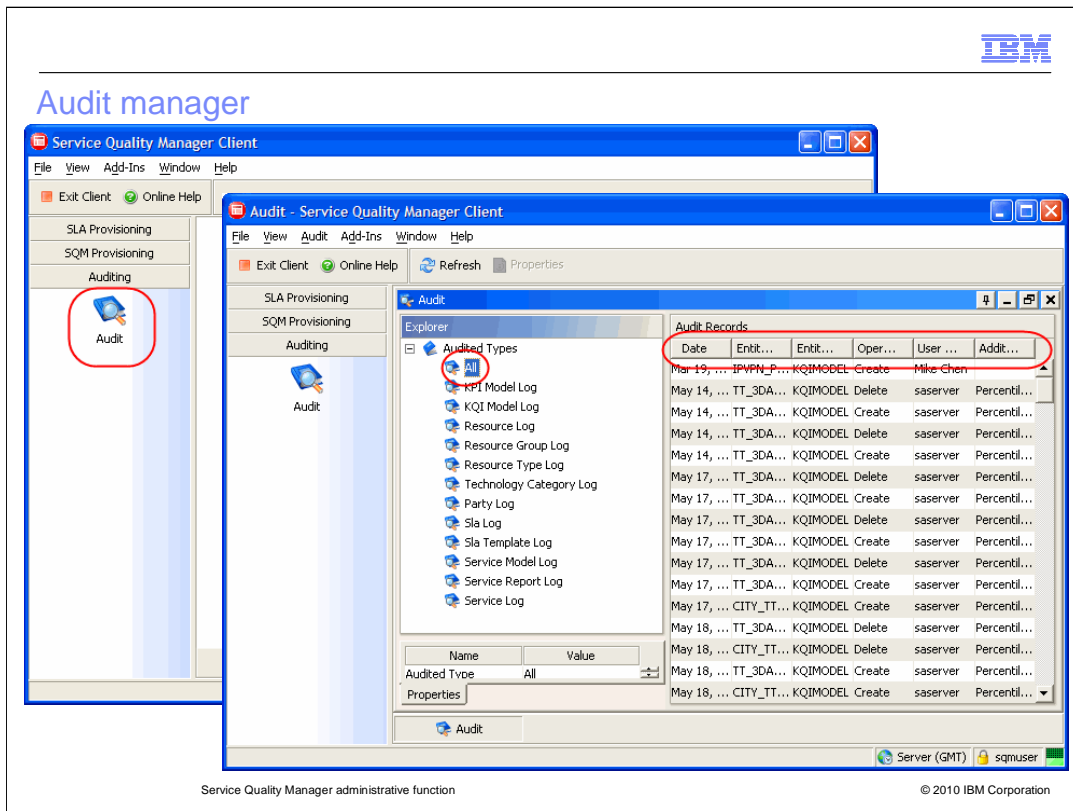
Click **Finish** to finish KQI model selection. The new service element is shown.

## Deleting, copying, and modifying a service element



### Deleting, copying, and modifying a service element.

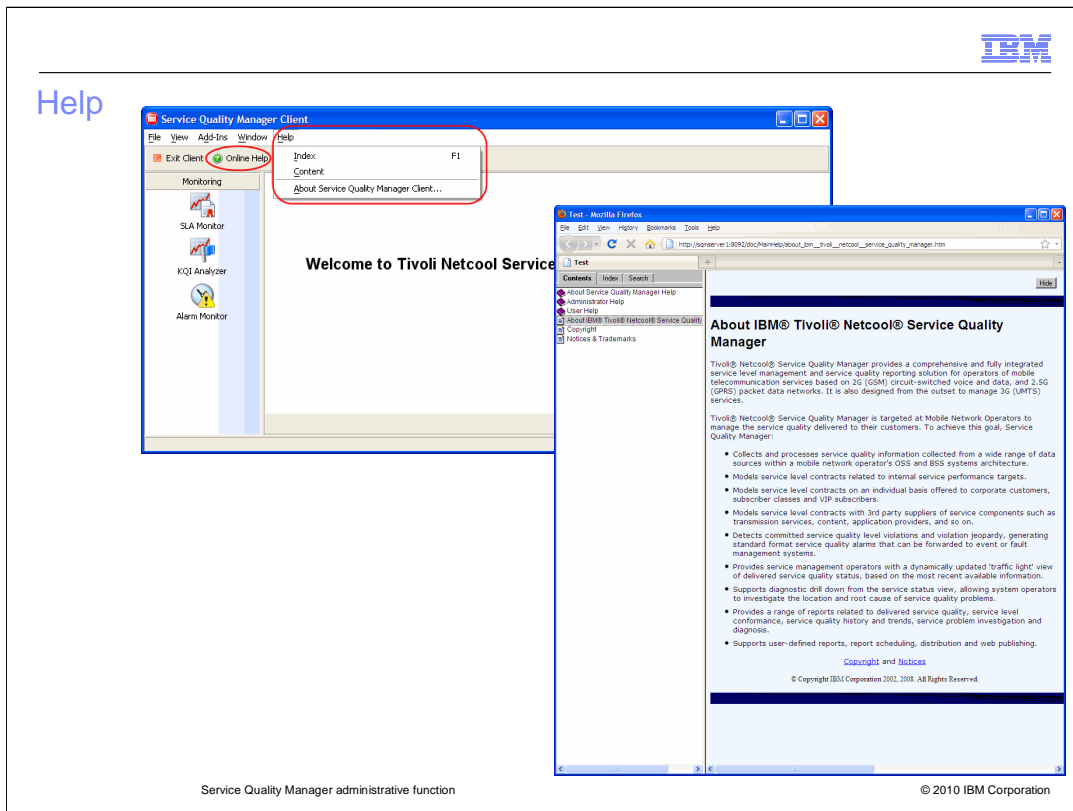
You can delete, copy, and modify service elements. Click **Delete**. You can delete the service element. Click **No**. Click **Copy** to copy the service element. You can paste a copy of a service model element to a service model. Click **Modify** to modify the service element. You can change the description, 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](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 shown on the slide.

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