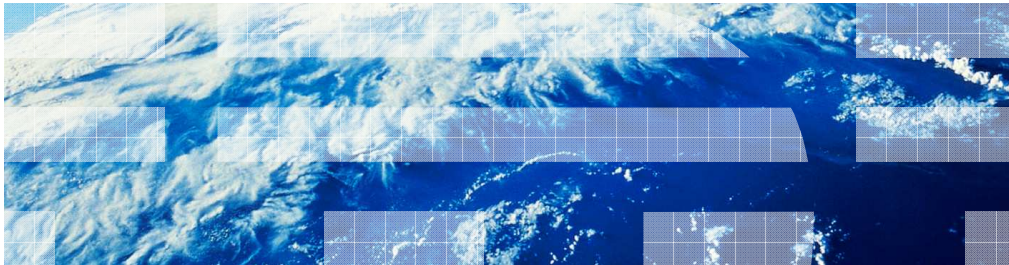


# IBM Tivoli Netcool Service Quality Manager V4.1

## Customer Experience Manager user function



 Tivoli software

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

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

## 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 access to CEM Analysis, CEM SLO Management, and CEM SLO Monitor

### **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. You must also be a user with access to CEM Analysis, CEM SLO Management, and CEM SLO Monitor.

## Objectives

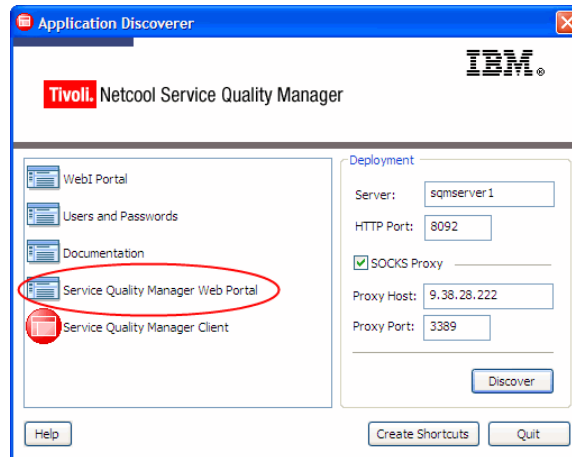
Upon completion of this module, you should be able to navigate Customer Experience Manager user functions

### **Objectives.**

Upon completion of this module, you should be able to navigate Customer Experience Manager user functions.

## Service Quality Manager Web portal

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



### Service quality manager web portal.

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

## Login

Enter your user ID and password to log in



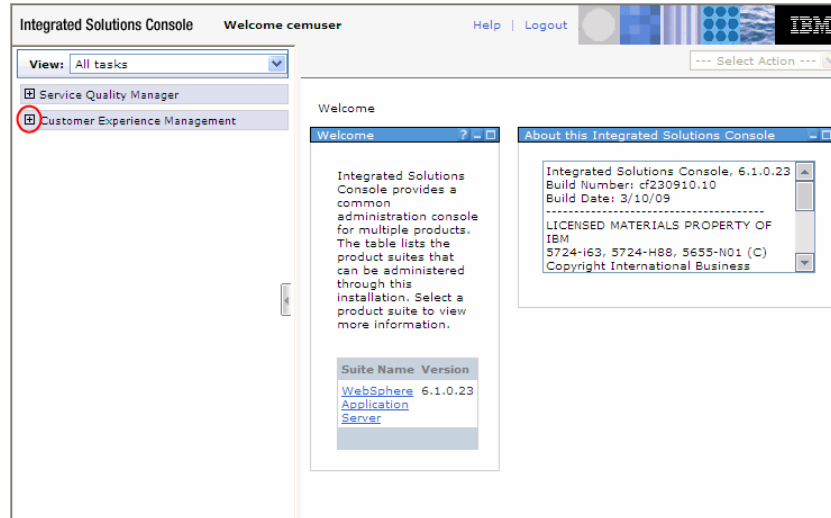
The screenshot shows the 'Integrated Solutions Console' login interface. At the top, there's a header with the IBM logo and a navigation bar. Below the header, the text 'Welcome, enter your information.' is displayed. Underneath, there are two input fields: 'User ID:' with the value 'cemuser' and 'Password:' with a masked password '\*\*\*\*\*'. A 'Log in' button is located below the password field. The background of the login window features a faint, stylized graphic of a building or network diagram.

### Login.

Enter your user ID and password to log in.

## Customer experience management

Expand **Customer Experience Management**

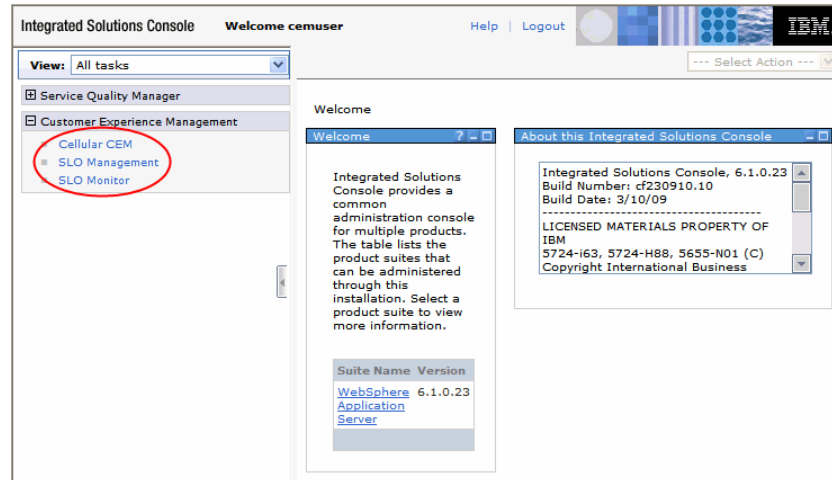


**Customer experience management.**

Expand **Customer Experience Management.**

## Customer experience management options

Customer experience management has three options: Cellular CEM, SLO Management, and SLO Monitor

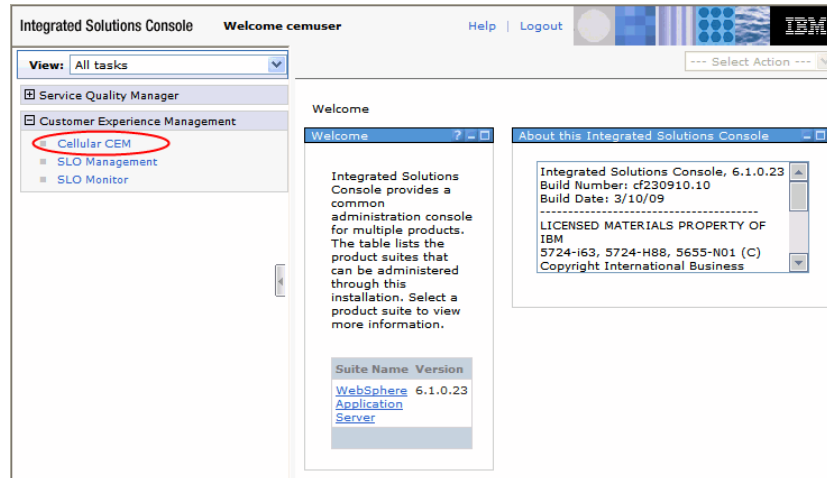


### Customer experience management options.

Customer experience management has three options: Cellular CEM, SLO Management, and SLO Monitor.

## Cellular CEM

Click **Cellular CEM**



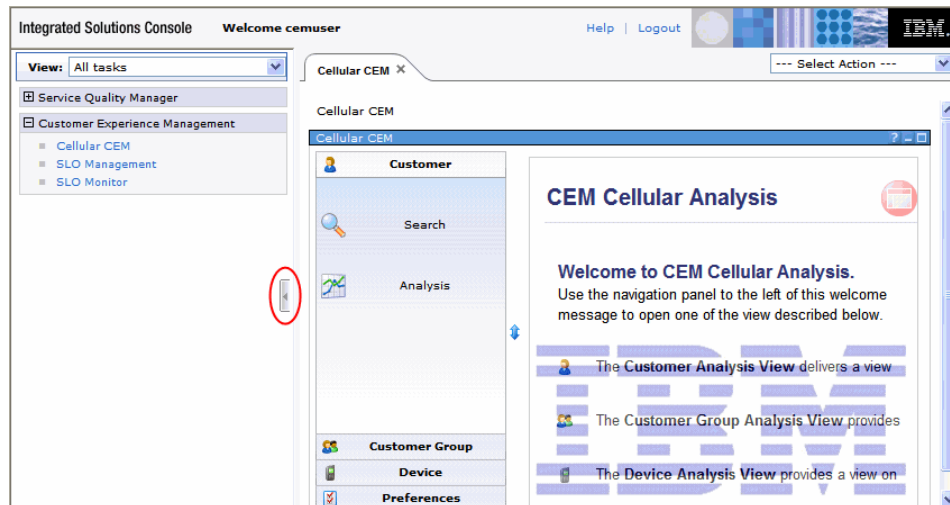
**Cellular CEM.**

Click **Cellular CEM.**



## Hide navigation menu

Click the **Hide Navigation** button

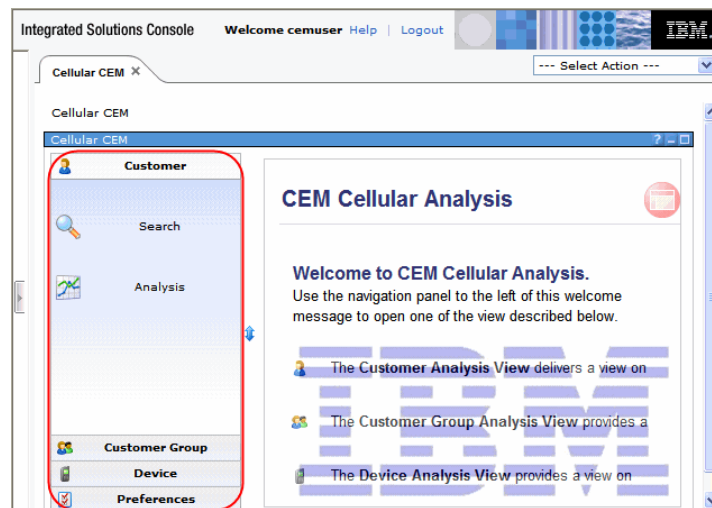


**Hide navigation menu.**

Click the **Hide Navigation** button.

## Cellular CEM options

- You can perform customer and customer group search and analysis
- You can perform device search, analysis, and summary
- You can edit preferences

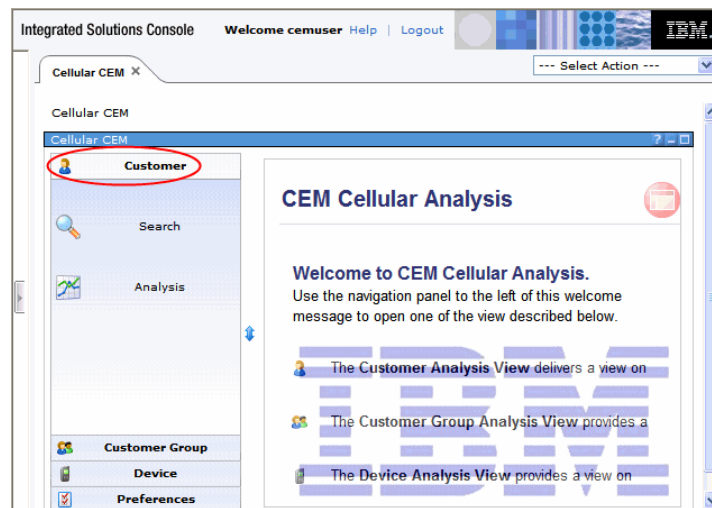


### Cellular CEM options.

With Cellular CEM, you can perform customer and customer group search and analysis. You can also perform device search, analysis, and summary. You can edit preferences.

## Customer analysis view

Click **Customer** to start the customer analysis view

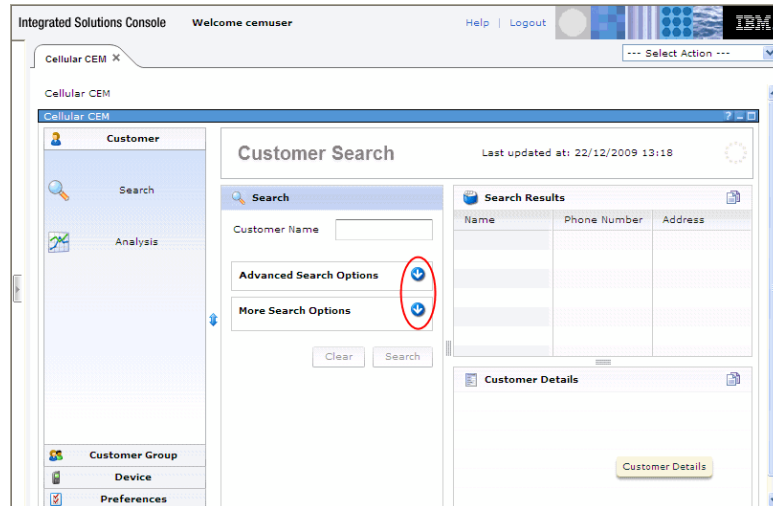


### Customer analysis view.

Click **Customer** to start the customer analysis view.

## Expand customer search options

Click the down arrow icons for **Advanced Search Options** and **More Search Options**



### Expand customer search options.

Click the down arrow icons for **Advanced Search Options** and **More Search Options**.

## Customer search options

- You can enter a customer name, account number, or phone number to search
- You can match case or search on an exact match
- Enter **Keith** as the customer name to search
- Click **Search**

The screenshot shows the 'Customer Search' interface within the 'Integrated Solutions Console'. The page title is 'Customer Search' and it indicates 'Last updated at: 14/12/2009 16:55'. The interface includes a sidebar with 'Customer' and 'Analysis' options. The main search area has a 'Customer Name' field containing 'Keith', an 'Advanced Search Options' section with 'Account Number' and 'Phone Number' fields, and a 'More Search Options' section with 'Match Case' and 'Exact Match' checkboxes. A 'Search' button is located at the bottom right of the search area. Red circles highlight the 'Keith' input, the 'Account Number' and 'Phone Number' fields, the 'Match Case' and 'Exact Match' checkboxes, and the 'Search' button.

### Customer search options.

You can enter a customer name, account number, or phone number to search. You can match case or search on an exact match. Enter **Keith** as the customer name to search. Click **Search**.

## Customer analysis

Double-click **Keith Holland** to see the customer analysis view of the customer

Integrated Solutions Console Welcome cemuser Help | Logout

Cellular CEM X Select Action

Cellular CEM

Customer Search Last updated at: 15/12/2009 10:44

Search Customer Name Keith

Advanced Search Options

Account Number

Phone Number

More Search Options

Match Case ☐ Exact Match ☐

Clear Search

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

Customer Details

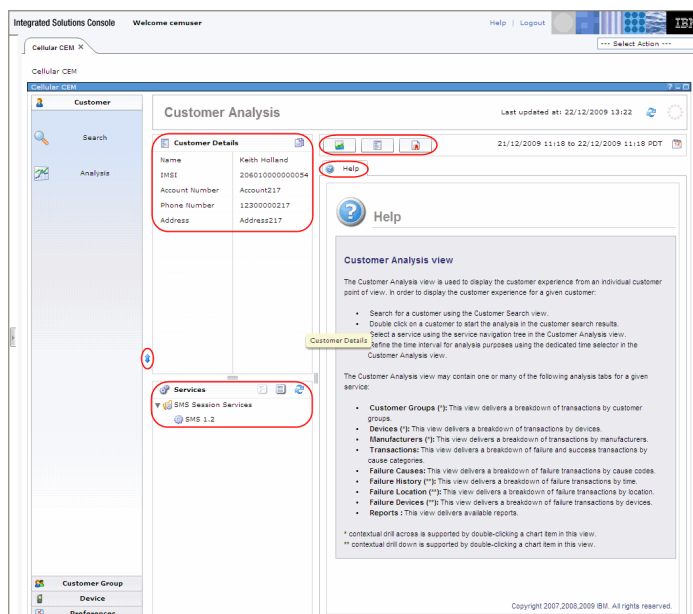
Name	Keith Holland
IMSI	206010000000054
Account Number	Account217
Phone Number	12300000217
Address	Address217

### Customer analysis.

Double-click **Keith Holland** to see the customer analysis view of the customer.

## Customer analysis details

- The Customer Analysis window shows customer details and services
- You can click the icons to switch between the analysis, associated SLO, and associated SLA views
- The help tab is the default view
- Click the double arrow icon to hide the left navigation window
- Click **SMS 1.2**



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Customer Experience Manager user function

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### Customer analysis details.

The Customer Analysis window shows customer details and services. You can click the icons to switch between the analysis, associated SLO, and associated SLA views. The help tab is the default view. Click the double arrow icon to hide the left navigation window. Click **SMS 1.2**.

## Customer details and services icons

- Click the copy icon in the Customer Details window to copy the customer details to the clipboard
- You can refresh the Services window by clicking the refresh icon
- Click the list view icon to change to list view

The screenshot shows the IBM Customer Experience Manager (CEM) Integrated Solutions Console. The top navigation bar includes 'Integrated Solutions Console', 'Welcome cemuser', and 'Help | Logout'. The main content area is titled 'Customer Analysis' and shows details for 'Keith Holland'. The 'Customer Details' window on the left has a copy icon circled in red. The 'Services' window below it has a refresh icon circled in red. The main area displays 'Failed Transactions' and a 'Breakdown by Category' pie chart.

Metric	Cause Type	Count	Duration
SMS 1.2			
SMS CDR KPI Model			
Failure			
SMS_SUBMIT	SHPP Cause_SMS	88200	87027
SMS_SUBMIT	MAP Cause_SMS	77919	88402
SMS_SUBMIT	SMS RP Cause_SMS	24828	22939

Category	Percentage
Network Failure_SMS	39.12%
User Failure_SMS	1.83%
Operator Intervent	2.12%
Call or Session Relat	15.56%
Network Resources	51%
Protocol Error_SMS	7.2%
Subscriber Identity	22.26%
User Error_SMS	7.79%
	5.24%
	3.65%
	1.19%

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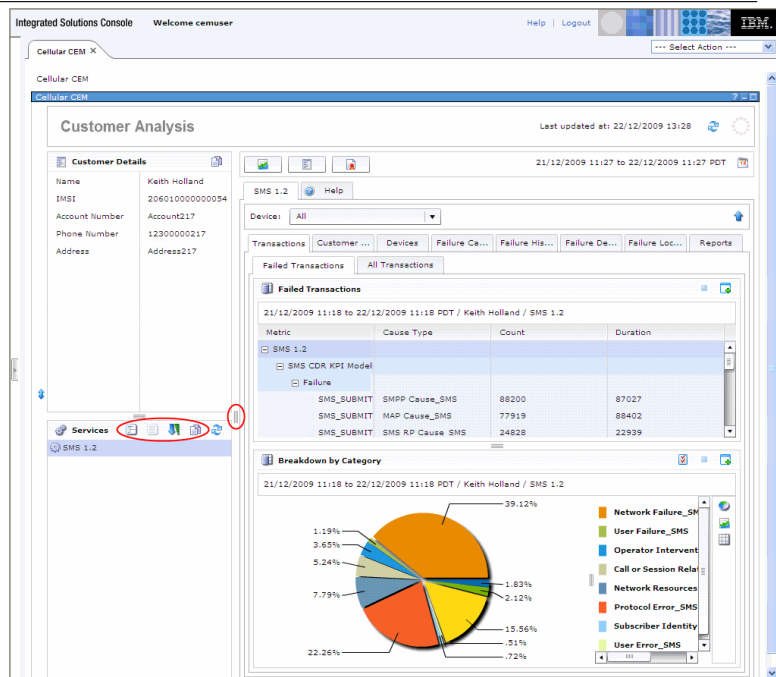
## Customer details and services icons.

Click the copy icon in the Customer Details window to copy the customer details to the clipboard. You can refresh the Services window by clicking the refresh icon. Click the list view icon to change to list view.



## Services list view icons

- You can click the tree view icon to return to tree view
- You can click the sort icon to sort
- You can click the copy icon to copy services to the clipboard
- Drag the window to hide customer details and services



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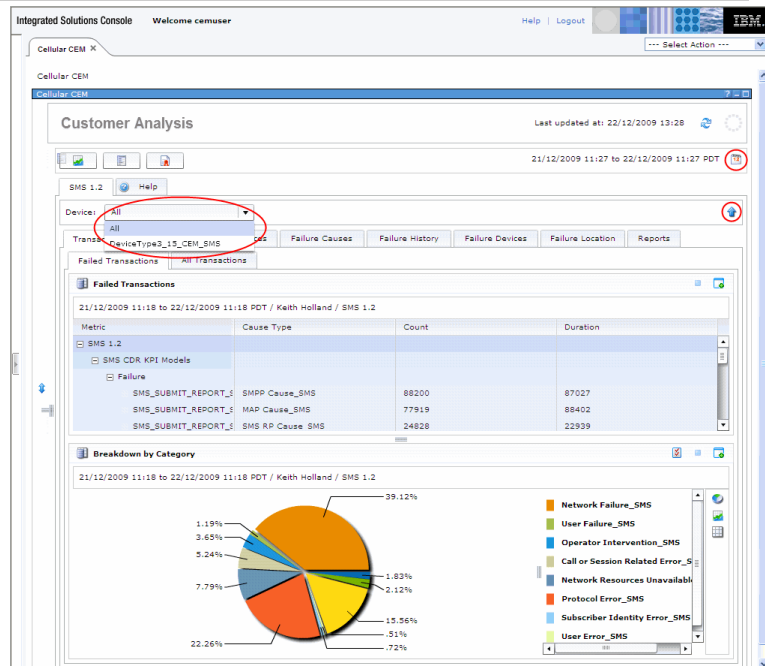
© 2010 IBM Corporation

## Services list view icons.

You can click the tree view icon to return to tree view. You can click the sort icon to sort. You can click the copy icon to copy services to the clipboard. Drag the window to hide customer details and services.

## Customer analysis header

- You can filter data by device from the pull-down menu
- You can hide the filter by clicking the up arrow icon
- Click the calendar icon to set the interval



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Customer Experience Manager user function

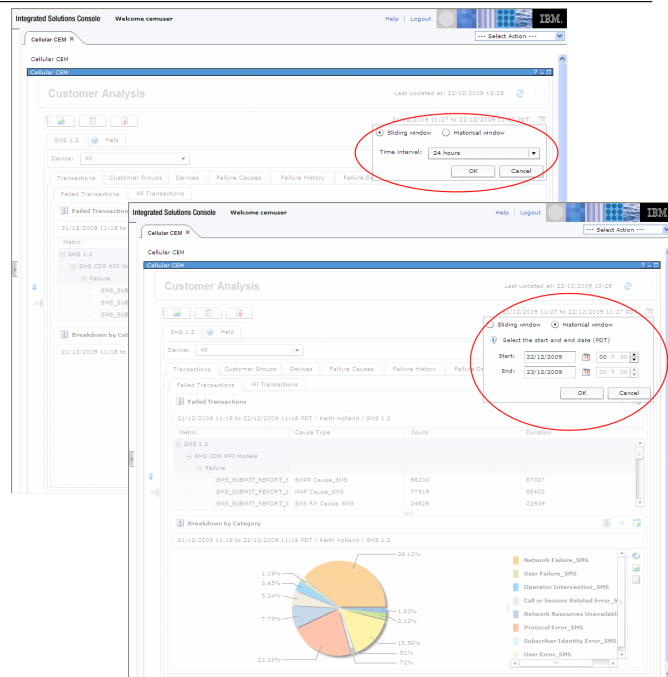
© 2010 IBM Corporation

## Customer analysis header.

You can filter data by device from the pull-down menu. You can hide the filter by clicking the up arrow icon. Click the calendar icon to set the interval.

## Setting intervals

- You can set a sliding window by selecting **Sliding window** and selecting a time interval
- You can select a historical window by clicking **Historical window** and selecting start and end times
- Select a 24-hour sliding window
- Click **OK**



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Customer Experience Manager user function

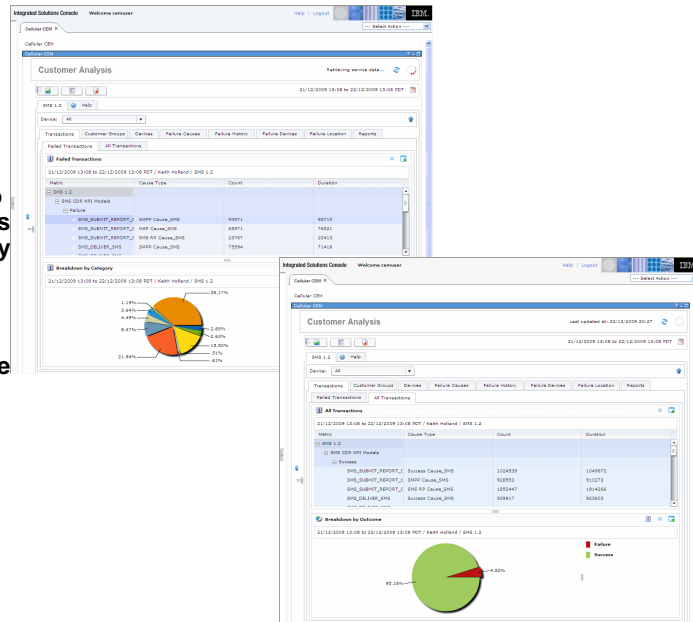
© 2010 IBM Corporation

## Setting intervals.

You can set a sliding window by selecting **Sliding window** and selecting a time interval. You can select a historical window by clicking **Historical window** and selecting start and end times. Select a 24-hour sliding window. Click **OK**.

## Transactions service data tab

- The **Transactions** service data tab contains **Failed Transactions** and **All Transactions** tabs
- The **Failed Transactions** tab contains **Failed Transactions** and **Breakdown by Category** windows
- The **All Transactions** tab contains **All Transactions** and **Breakdown by Outcome** windows



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Customer Experience Manager user function

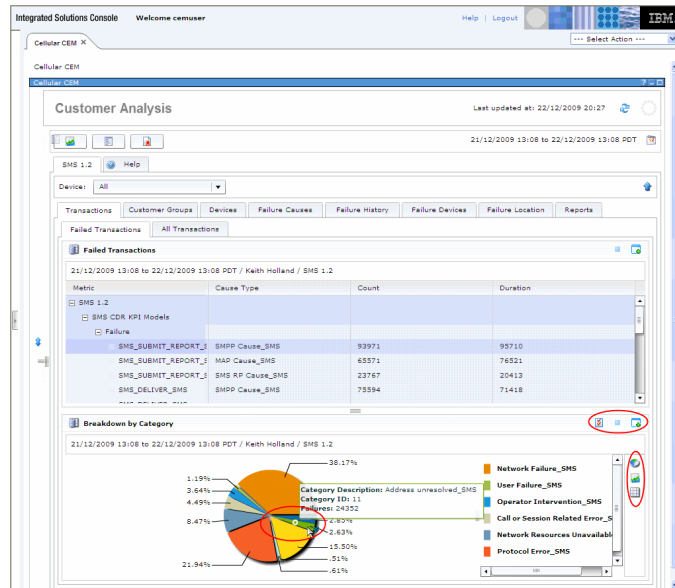
© 2010 IBM Corporation

## Transactions service data tab.

The **Transactions** service data tab contains **Failed Transactions** and **All Transactions** tabs. The **Failed Transactions** tab contains **Failed Transactions** and **Breakdown by Category** windows. The **All Transactions** tab contains **All Transactions** and **Breakdown by Outcome** windows.

## Transactions service data tab icons

- You can click the **Preferences** icon to set background colors
- You can expand to full screen and restore using the icons next to the **Preferences** icon
- You can change from pie, chart, and tabular views with the chart icons
- Drill down into **Address unresolved\_SMS** by double-clicking a pie slice

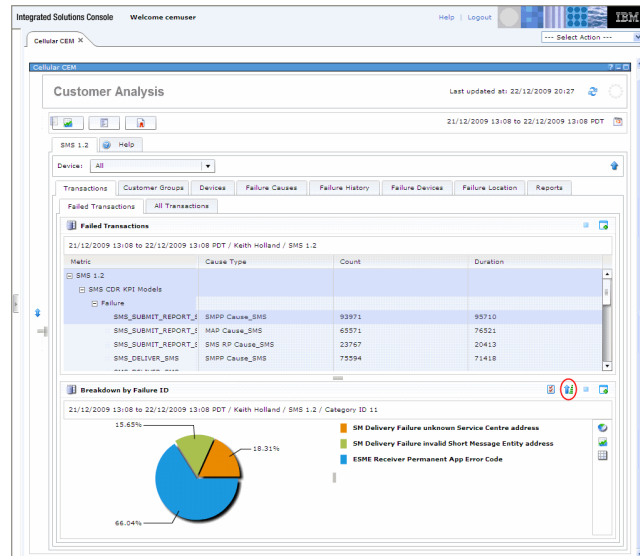


## Transactions service data tab icons.

You can click the **Preferences** icon to set background colors. You can expand to full screen and restore using the icons next to the **Preferences** icon. You can change from pie, chart, and tabular views with the chart icons. Drill down into **Address unresolved\_SMS** by double-clicking a pie slice.

## Transactions service data tab icons continued

You can drill up to the original chart by clicking the drill up icon

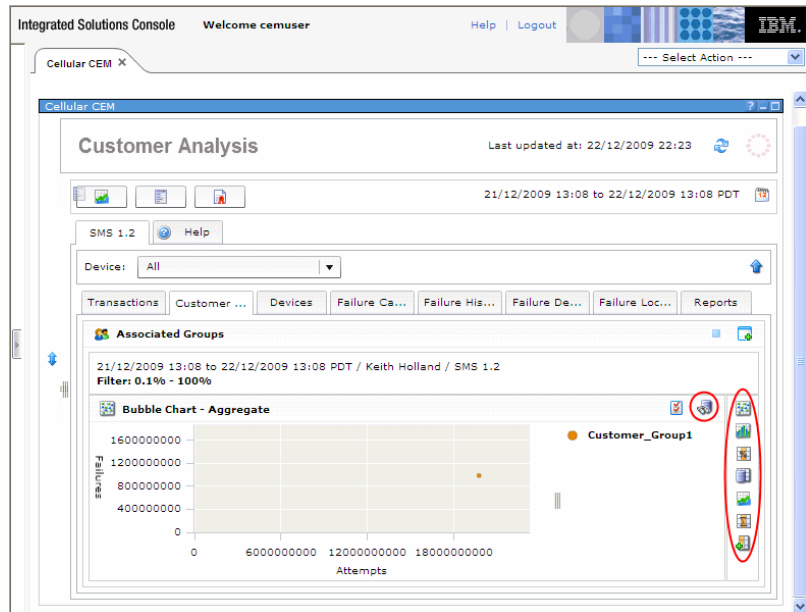


## Transactions service data tab icons continued.

You can drill up to the original chart by clicking the drill up icon.

## Customer groups and devices service data tabs

- You can configure the view filter by clicking the configure view icon
- You can change from bubble aggregate, chart aggregate, 100% aggregate, tabular aggregate, line breakdown, column failure rate distribution, and tree distribution by clicking the icons
- The Devices tab has similar options



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Customer Experience Manager user function

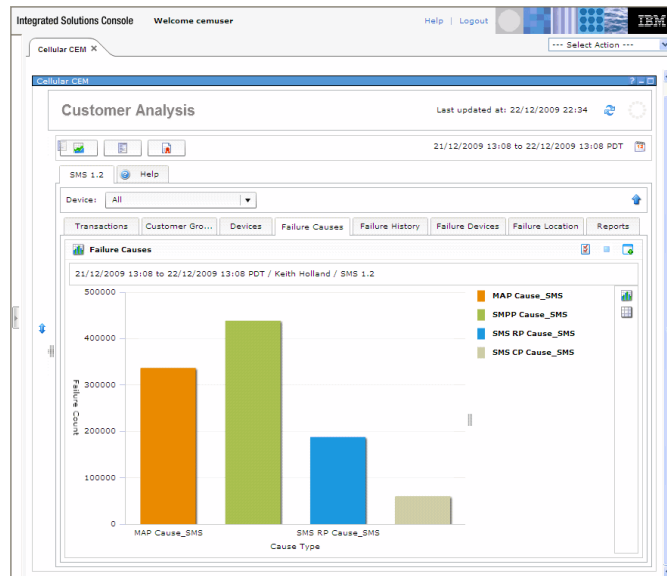
© 2010 IBM Corporation

### Customer groups and devices service data tabs.

You can configure the view filter by clicking the configure view icon. You can change from bubble aggregate, chart aggregate, 100% aggregate, tabular aggregate, line breakdown, column failure rate distribution, and tree distribution by clicking the icons on the right. The Devices service data tab has similar options.

## Failure causes, history, devices, and location service data tabs

- You can view data in column or list view
- You can drill down to specific data by double-clicking a column of data



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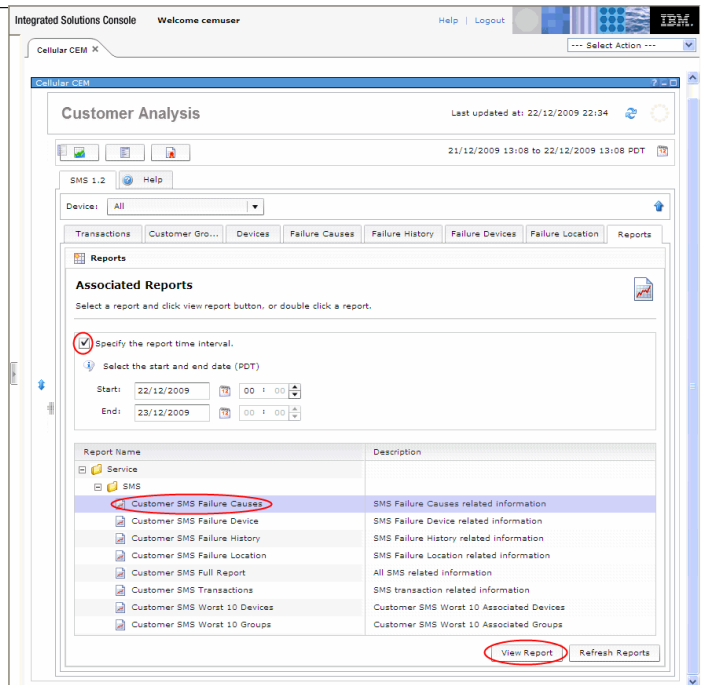
### Failure causes, history, devices, and location service data tabs.

You can view data in a column or list view. You can drill down to specific data by double-clicking a column of data.



## Reports

- Select report time intervals by selecting **Specify the report time interval** and selecting a start and end time
- You can view a report by selecting a report and clicking **View Report**, or by double-clicking the report



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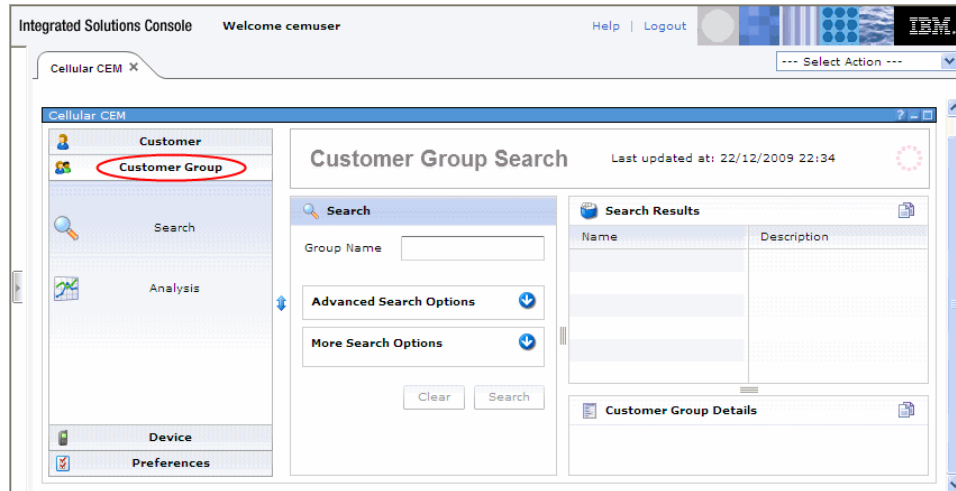
© 2010 IBM Corporation

## Reports.

Select report time intervals by selecting **Specify the report time interval**, and selecting a start and end time. You can view a report by selecting a report and clicking **View Report**, or by double-clicking the report.

## Customer group analysis view

Click **Customer Group** to start the customer group analysis view

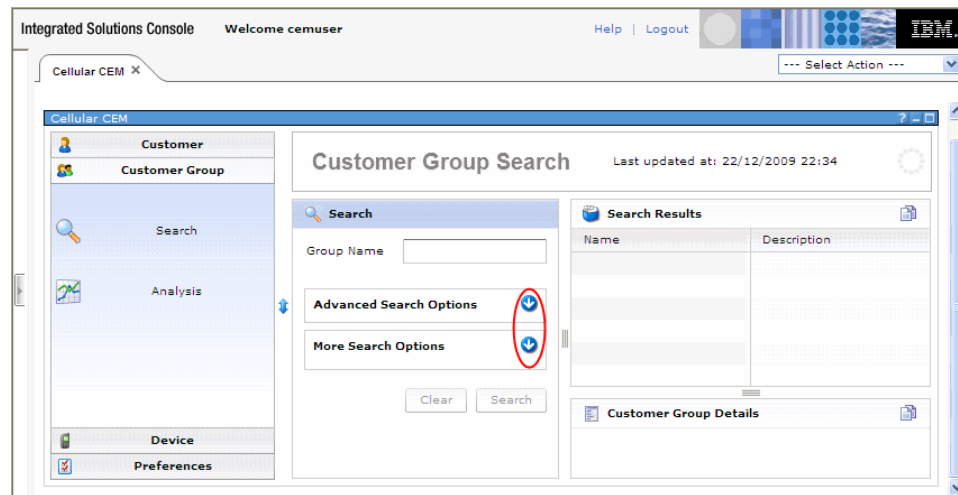


### Customer group analysis view.

Click **Customer Group** to start the customer group analysis view.

## Expand customer group search options

Click the down arrow icons for **Advanced Search Options** and **More Search Options**



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**Expand customer group search options.**

Click the down arrow icons for **Advanced Search Options** and **More Search Options**.

## Customer group search options

- You can enter a customer group name or a customer name to search
- You can match case or search on an exact match
- Enter **Customer** as the customer group name to search
- Click **Search**

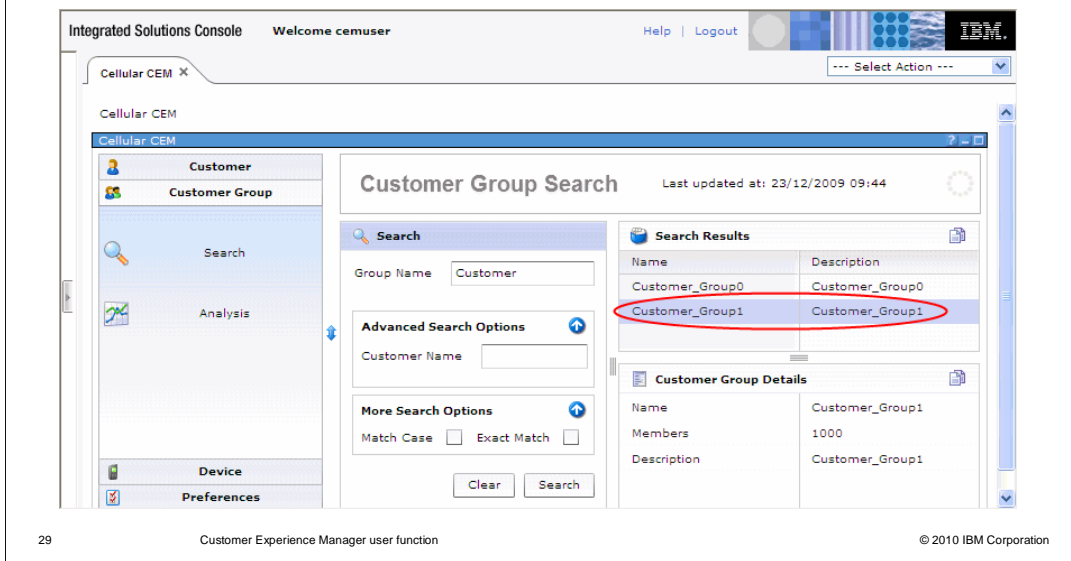
The screenshot shows the 'Customer Group Search' interface. The 'Group Name' field contains the text 'Customer'. The 'Advanced Search Options' section has a 'Customer Name' field and checkboxes for 'Match Case' and 'Exact Match'. The 'Search' button is highlighted. The 'Search Results' table is empty, and the 'Customer Group Details' section is also empty.

### Customer group search options.

You can enter a customer group name or a customer name to search. You can match case or search on an exact match. Enter **Customer** as the customer group name to search. Click **Search**.

## Customer group analysis

Double-click **Customer\_Group1** to see the customer group analysis view of a customer group

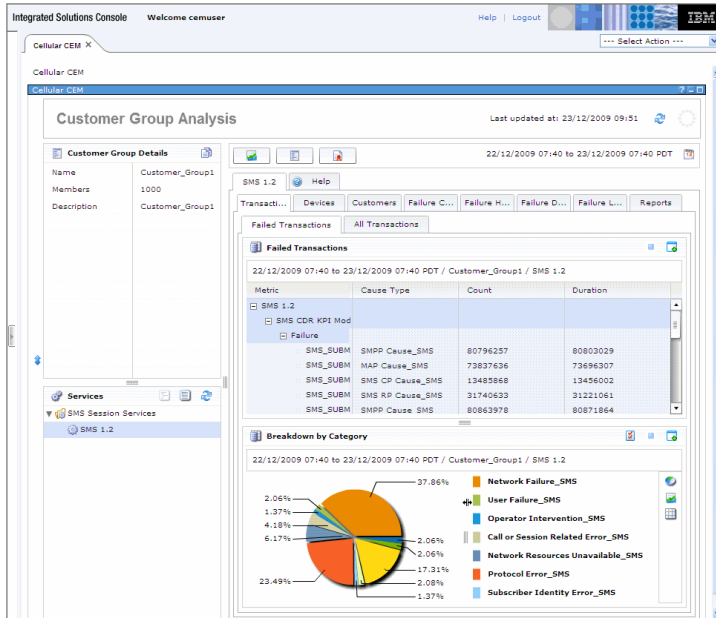


### Customer group analysis.

Double-click **Customer\_Group1** to see the customer group analysis view of a customer group.

## Customer group analysis details

The Customer Group Analysis window shows customer group details that are similar to the ones in the Customer Analysis window



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Customer Experience Manager user function

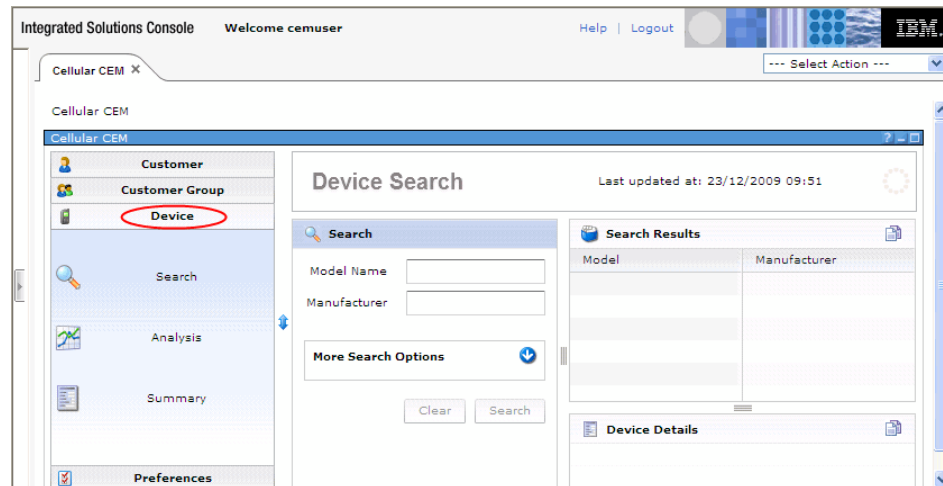
© 2010 IBM Corporation

### Customer group analysis details.

The Customer Group Analysis window shows customer group details that are similar to the ones in the Customer Analysis window.

## Device analysis view

Click **Device** to start the device analysis view

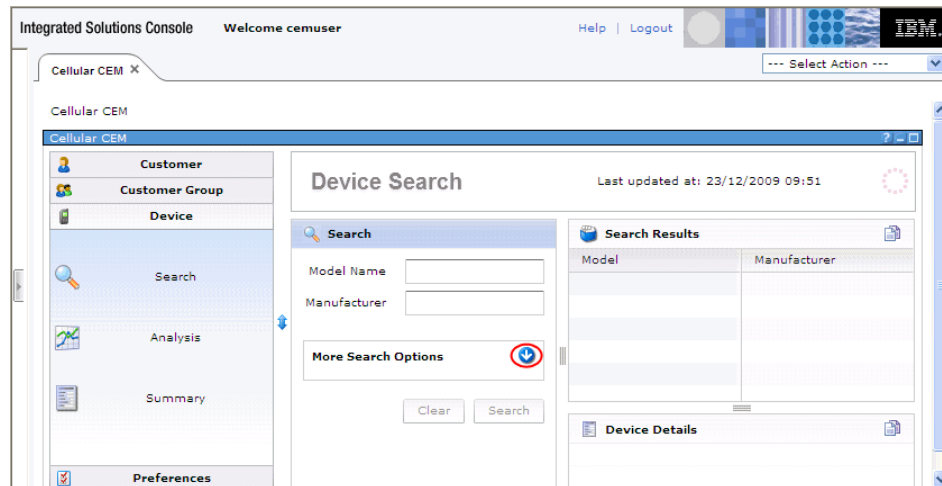


### Device analysis view.

Click **Device** to start the device analysis view.

## Expand device search options

Click the down arrow icon for **More Search Options**



### Expand device search options.

Click the down arrow icon for **More Search Options**.



## Device search options

- You can enter a model name or manufacturer to search
- You can match case or search on an exact match
- Enter **DeviceType3\_15** as the model name to search
- Click **Search**

The screenshot shows the 'Integrated Solutions Console' with a 'Welcome cemuser' message. The main area is titled 'Device Search' and includes a sidebar with navigation options: Customer, Customer Group, Device, Search, Analysis, Summary, and Preferences. The 'Search' section has input fields for 'Model Name' (containing 'DeviceType3\_15') and 'Manufacturer'. Below these are 'More Search Options' with checkboxes for 'Match Case' (checked) and 'Exact Match'. At the bottom are 'Clear' and 'Search' buttons. The 'Search Results' table on the right is empty, and the 'Device Details' section is also empty. The status bar at the bottom indicates 'Last updated at: 23/12/2009 10:07'.

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Customer Experience Manager user function

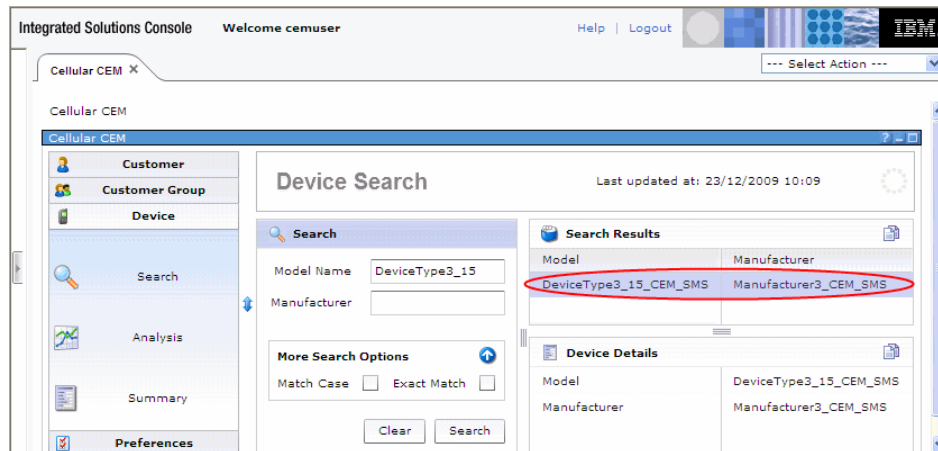
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### Device search options.

You can enter a model name or a manufacturer to search. You can match case or search on an exact match. Enter **DeviceType3\_15** as the model name to search. Click **Search**.

## Device analysis

Double-click **DeviceType3\_15\_CEM\_SMS** to see the device analysis view of the device



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Customer Experience Manager user function

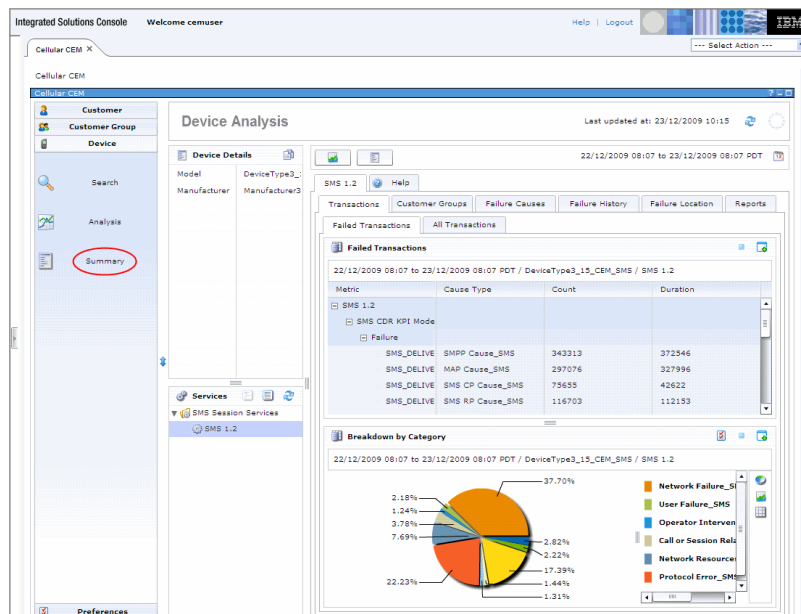
© 2010 IBM Corporation

## Device analysis.

Double-click **DeviceType3\_15\_CEM\_SMS** to see the device analysis view of the device.

## Device analysis details

- The Device Analysis window shows device details that are similar to the ones in the Customer and Customer Group Analysis windows
- Click **Summary** to see the device summary



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### Device analysis details.

The Device Analysis window shows device details that are similar to the ones in the Customer and Customer Group Analysis windows. Click Summary to see the device summary.

## Device summary

- Double-click **SMS 1.2** to see manufacturers for this service
- Double-click **All Manufacturers** to see all manufacturers
- You can double-click any device to see the device in the Device Analysis view

Integrated Solutions Console Welcome cemuser Help | Logout

Cellular CEM X Select Action

Cellular CEM

Customer Customer Group Device

Search Analysis Summary

Device Summary Last updated at: 23/12/2009 10:49

Show 10 devices Period: 22/12/2009 08:48 to 23/12/2009 08:48 PDT

Service SMS Session Services

SMS 1.2

Manufacturer All Manufacturers

Manufacturer10\_CEM\_SMS

Manufacturer1\_CEM\_SMS

Manufacturer2\_CEM\_SMS

Manufacturer3\_CEM\_SMS

Best Devices

Device Name	Manufacturer	Transactions	Failures	Failure Rate
DeviceType8_4_CEM_	Manufacturer8_CEM_S	80099839	3656693	4.56%
DeviceType7_16_CEM	Manufacturer7_CEM_S	80155660	3706140	4.62%
DeviceType9_15_CEM	Manufacturer9_CEM_S	79489615	3724213	4.68%
DeviceType6_14_CEM	Manufacturer6_CEM_S	79711654	3736829	4.68%
DeviceType10_2_CEM	Manufacturer10_CEM_	80378806	3779836	4.70%

Worst Devices

Device Name	Manufacturer	Transactions	Failures	Failure Rate
DeviceType5_3_CEM_	Manufacturer5_CEM_S	79886578	4262570	5.33%
DeviceType5_11_CEM	Manufacturer5_CEM_S	79177179	4221085	5.33%
DeviceType7_14_CEM	Manufacturer7_CEM_S	81407750	4312508	5.29%
DeviceType4_5_CEM_	Manufacturer4_CEM_S	80397620	4244345	5.27%
DeviceType8_12_CEM	Manufacturer8_CEM_S	79556664	4194225	5.27%

Preferences

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Customer Experience Manager user function

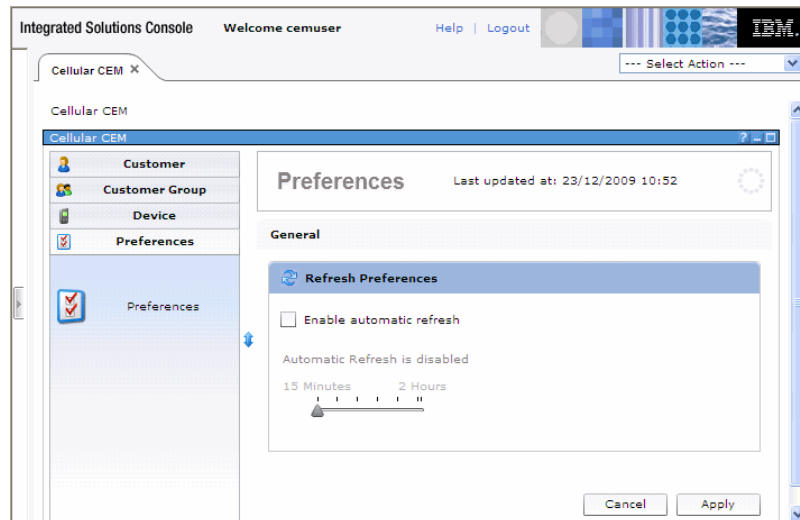
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## Device summary.

Double-click **SMS 1.2** to see manufacturers for this service. Double-click **All Manufacturers** to see all manufacturers. You can double-click any device to see the device in the device analysis view.

## Preferences

You can enable automatic refresh and set the interval of automatic refresh in the Preferences window

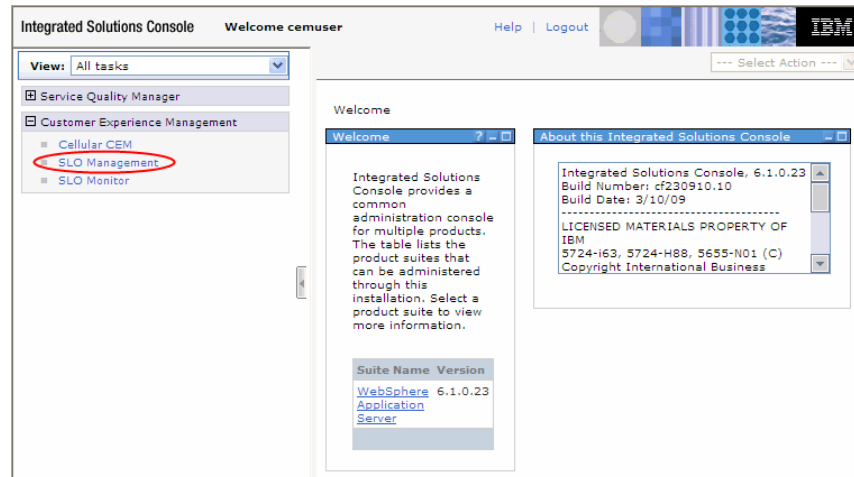


### Preferences.

You can enable automatic refresh and set the interval of automatic refresh in the Preferences window.

## SLO management

Click **SLO Management**

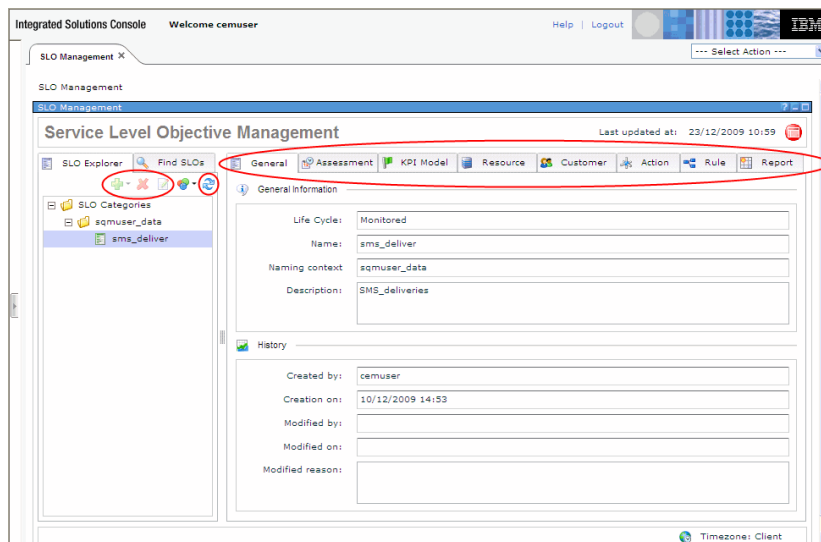


**SLO management.**

Click **SLO Management.**

## SLO explorer

- You can create, delete, modify, and refresh SLO folders and SLOs
- You can verify information from the SLO information tabs

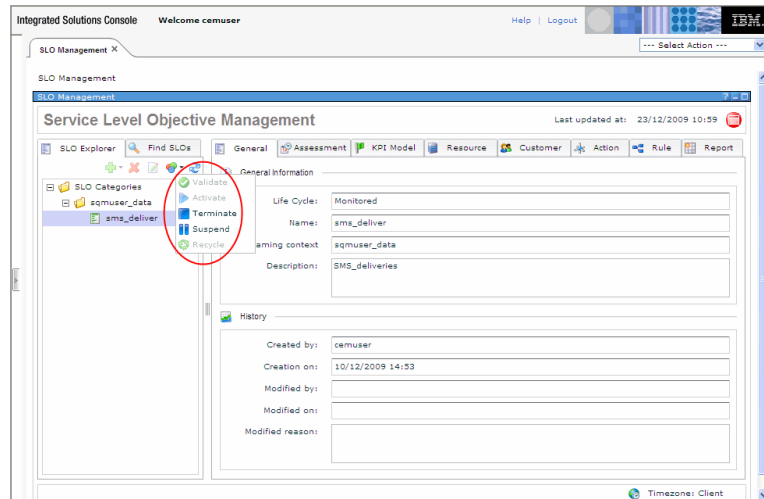


### SLO explorer.

You can create, delete, modify, and refresh SLO folders and SLOs. You can verify information from the SLO information tabs.

## Manage life cycle of SLO and create SLO

- You can validate, activate, terminate, suspend, and recycle SLOs
- You can see how to create an SLO by referring to the CEM SLO Creation IEA



## Manage life cycle of SLO and create SLO.

You can validate, activate, terminate, suspend, and recycle SLOs. You can see how to create an SLO by referring to the CEM SLO creation IEA.



## Find SLOs

- You can find SLOs by clicking the **Find SLOs** tab
- Enter **sms\_deliver** for the SLO name
- You can also expand **More Search Options** and select case or exact match
- Click **Search**

The screenshot shows the IBM Integrated Solutions Console interface for SLO Management. The 'Find SLOs' tab is selected. The 'SLO Name' field contains the text 'sms\_deliver'. The 'More Search Options' section is expanded, showing 'Case match' and 'Exact match' checkboxes. The 'Search' button is highlighted. The 'Search Results' section is empty.

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Customer Experience Manager user function

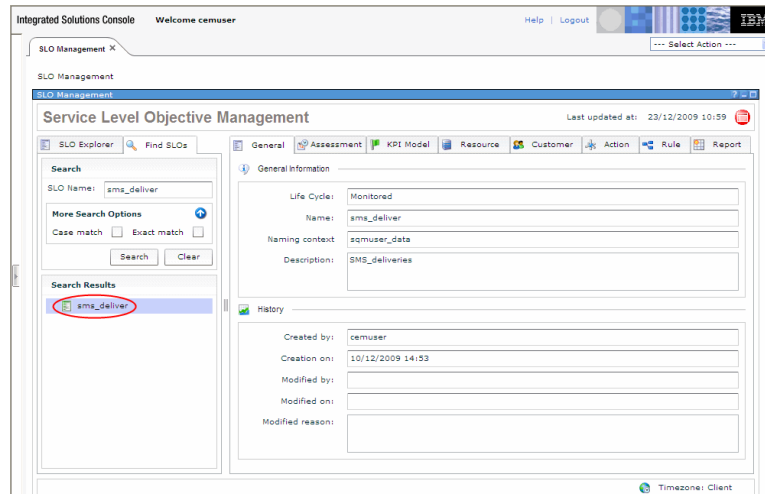
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## Find SLOs.

You can find SLOs by clicking the **Find SLOs** tab. Enter **sms\_deliver** for the SLO name. You can also expand **More Search Options** and select case or exact match. Click **Search**.

## Search results

Click **sms\_deliver** to see SLO information

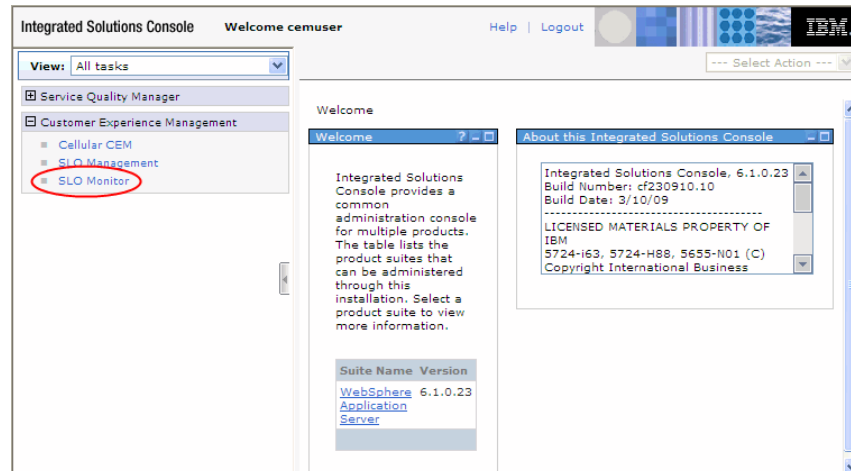


## Search results.

Click **sms\_deliver** to see SLO information.

## SLO monitor

Click **SLO Monitor**

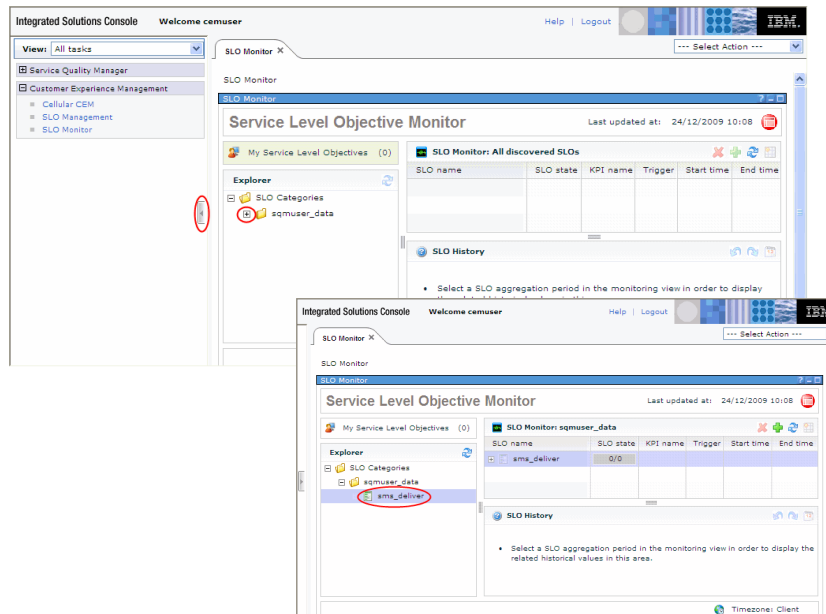


**SLO monitor.**

Click **SLO Monitor**.

## Monitor SLO

- Hide the navigation window
- Expand **sqmuser\_data**
- Click **sms\_deliver** to monitor



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Customer Experience Manager user function

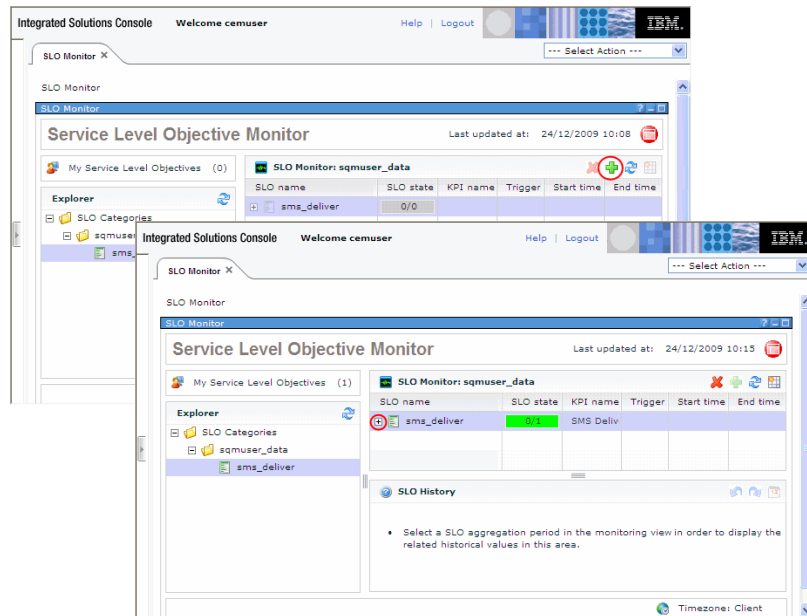
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## Monitor SLO.

Hide the navigation window. Expand **sqmuser\_data**. Click **sms\_deliver** to monitor.

## Add selected SLOs

- Click the plus (+) icon to add **sms\_deliver** to monitored SLOs
- Expand **sms\_deliver**



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Customer Experience Manager user function

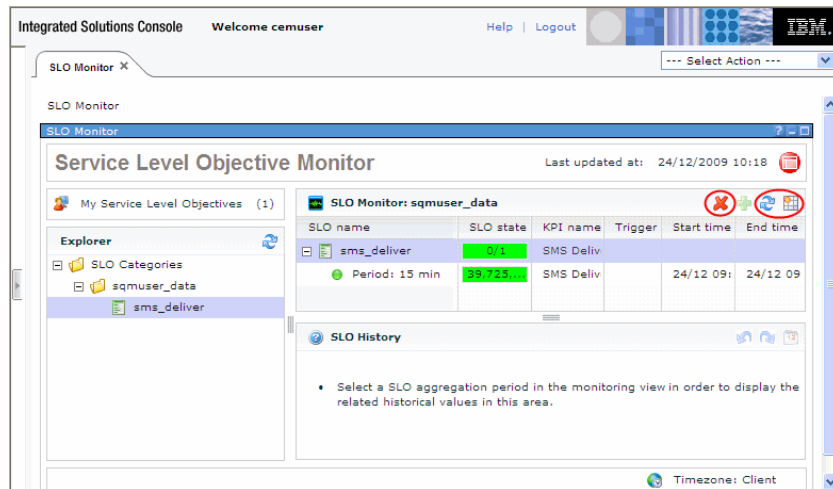
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## Add selected SLOs.

Click the plus icon to add **sms\_deliver** to monitored SLOs. Expand **sms\_deliver**.

## SLO monitor icons

- You can remove or refresh SLOs
- Click the reports icon to generate reports associated with the SLO

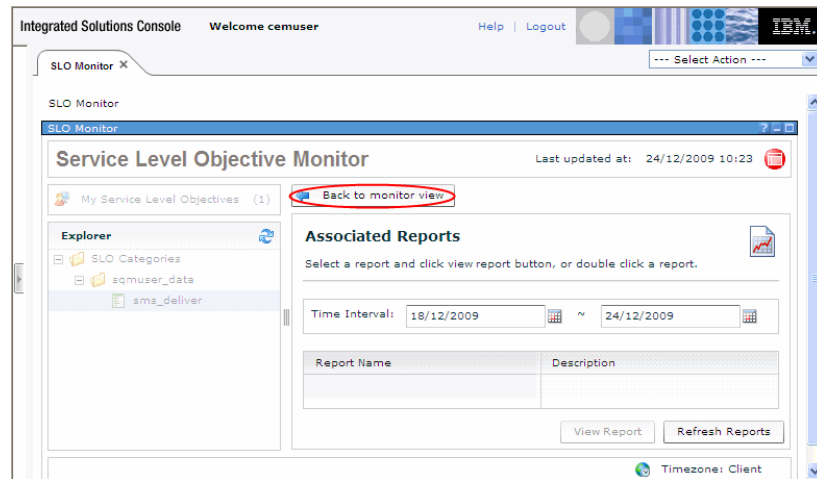


### SLO monitor icons.

You can remove or refresh SLOs. Click the reports icon to generate reports associated with the SLO.

## Generate reports

- Available reports are shown
- Click **Back to monitor view** to return to the monitor view



### Generate reports.

Available reports are shown. Click **Back to monitor view** to return to the monitor view.

## SLO monitor service data tabs

Double-click  
**sms\_deliver** or  
**Period: 15 min** to  
see the SLO data  
tabs

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Monitor X

SLO Monitor

Service Level Objective Monitor Last updated at: 24/12/2009 10:23

My Service Level Objectives (1)

Explorer

- SLO Categories
  - sqmuser\_data
    - sms\_deliver

SLO name	SLO state	KPI name	Trigger	Start time	End time
sms_deliver	OK	SMS Deliv			
Period: 15 min	38.725	SMS Deliv		24/12 09:	24/12 09

SLO History

- Select a SLO aggregation period in the monitoring view in order to display the related historical values in this area.

Timezone: Client

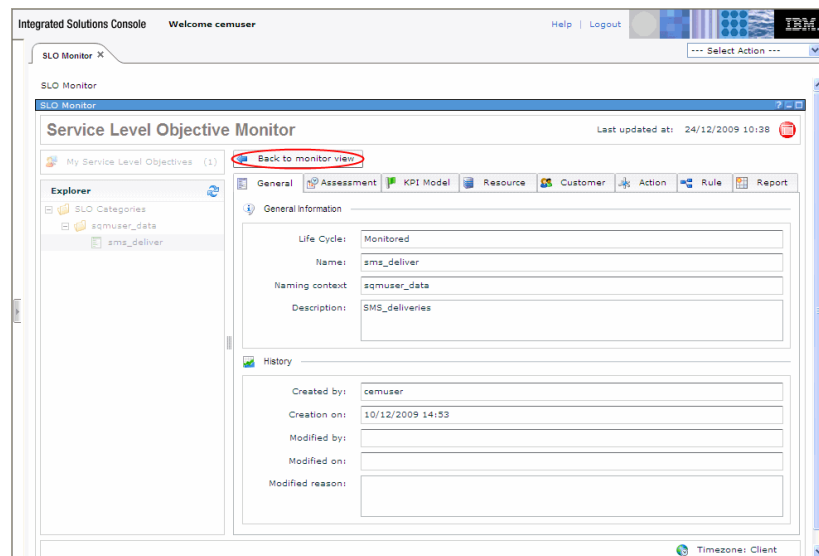
## SLO monitor service data tabs.

Double-click **sms\_deliver** or **Period: 15 min** to see the SLO data tabs.



## SLO monitor service data tabs view

Click **Back to monitor view** to return to the monitor view

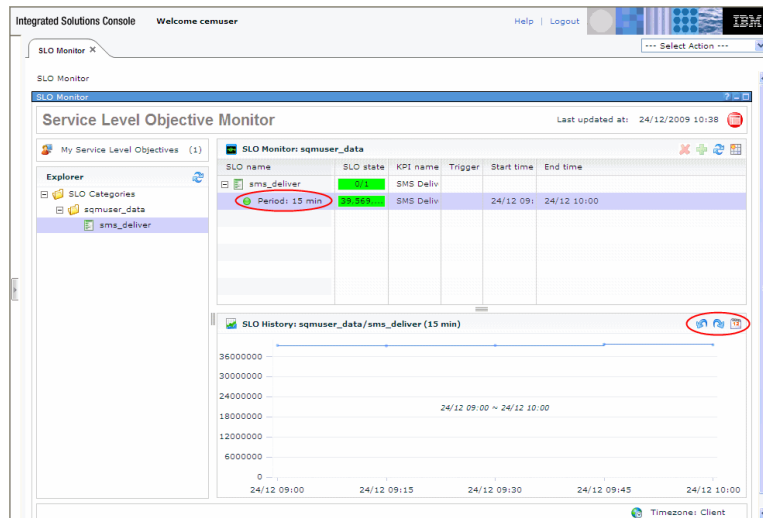


### SLO monitor service data tabs view.

Click **Back to monitor view** to return to the monitor view.

## SLO history

- Select **Period: 15 min** to view SLO history
- You can move the history window backward or forward by clicking the left and right arrow icons
- You can change the history window size by clicking the calendar icon



## SLO history.

Select **Period: 15 min** to view SLO history. You can move the history window backward or forward by clicking the left and right arrow icons. You can change the history window size by clicking the calendar icon.

## Summary

You should now be able to navigate Customer Experience Manager user functions

### **Summary.**

You should now be able to navigate Customer Experience Manager user functions.



## 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 listed on the slide.

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