



IBM Tivoli Netcool Service Quality Manager 4.1

Custom key quality indicator creation

Tivoli. software



© 2009 IBM Corporation
Converted to video June 5, 2015

IBM Tivoli Netcool® Service Quality Manager 4.1: Custom key quality indicator creation.

This training module is for Netcool Service Quality Manager 4.1, custom key quality indicator creation.

Assumptions

- You have Netcool Service Quality Manager 4.1 installed and running
- You are a user with access to Service Quality Manager and an SQM Modeling role

Assumptions.

The assumptions are that you have Netcool Service Quality Manager 4.1 installed and running and that you are a user with access to Service Quality Manager and an SQM Modeling role.

Objectives

Upon completion of this module, you should be able to:

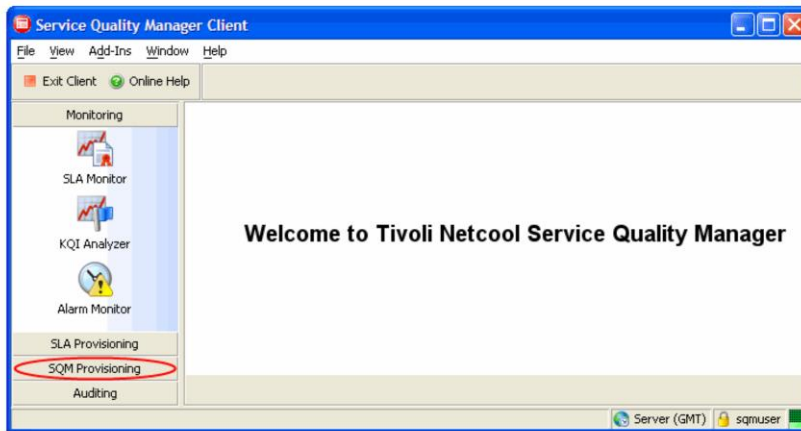
- ▶ Create a key quality indicator category
- ▶ Create a key quality indicator

Objectives.

Upon completion of this module, you should be able to create a key quality indicator category and create a key quality indicator.

Starting SQM provisioning

Click **SQM Provisioning** on the shortcut bar

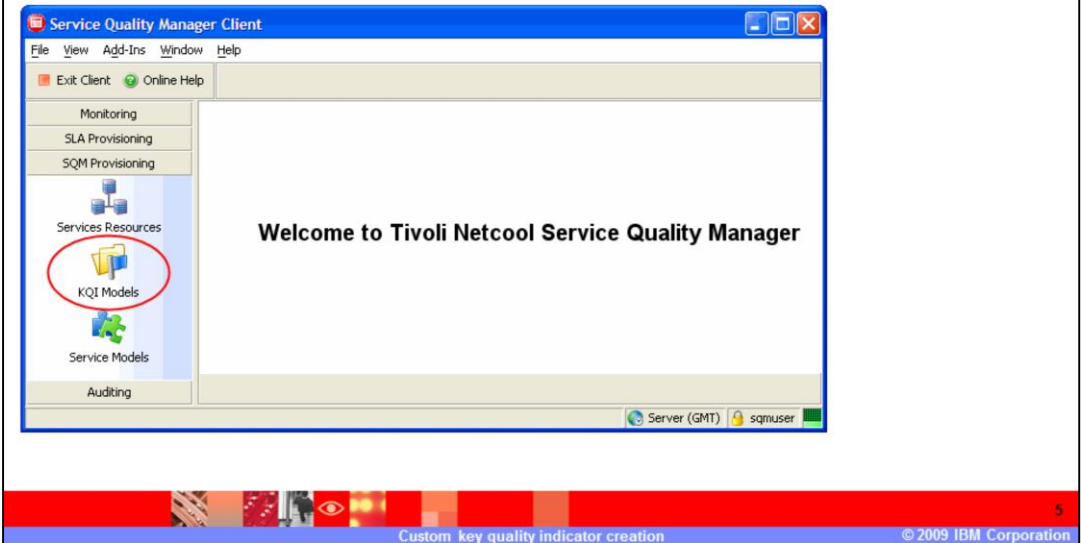


Starting SQM provisioning.

Starting at the welcome page, click **SQM Provisioning** on the shortcut bar.

Select KQI models

Click **KQI Models**

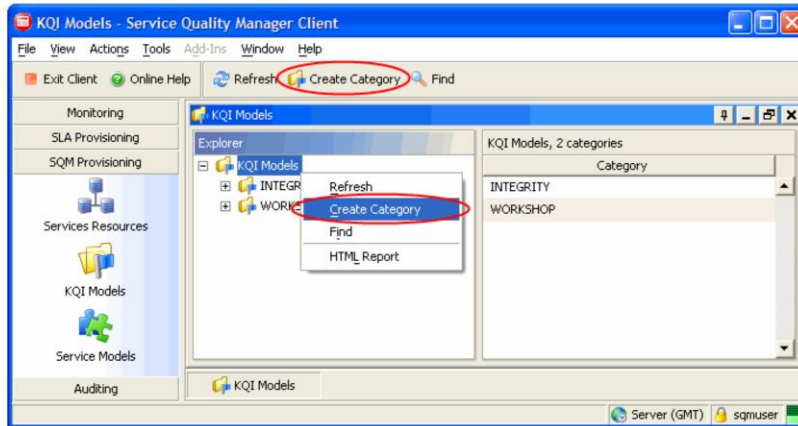


Select KQI models.

Click **KQI Models** in the **SQM Provisioning** menu.

KQI models category creation

Click **Create Category** or right-click **KQI Models** and select **Create Category**

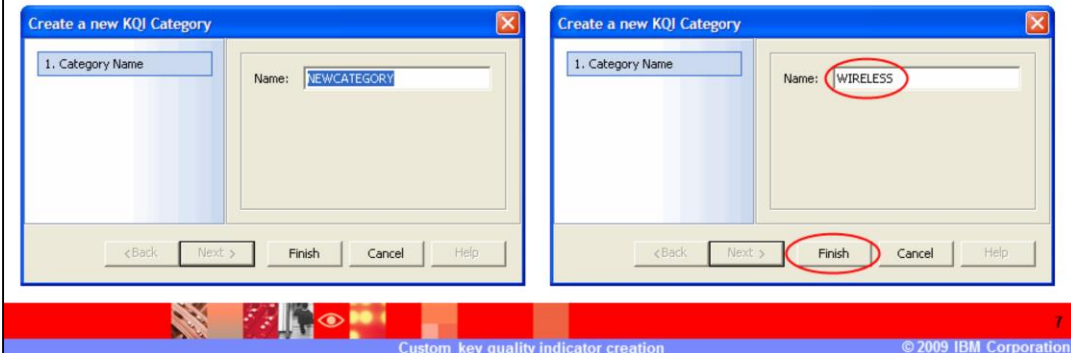


KQI models category creation.

Click **Create Category** or right-click **KQI Models** and select **Create Category** to create a KQI category.

KQI models category creation: category name

- Enter a name
- Click **Finish**
- Use category creation to create a KQI model category

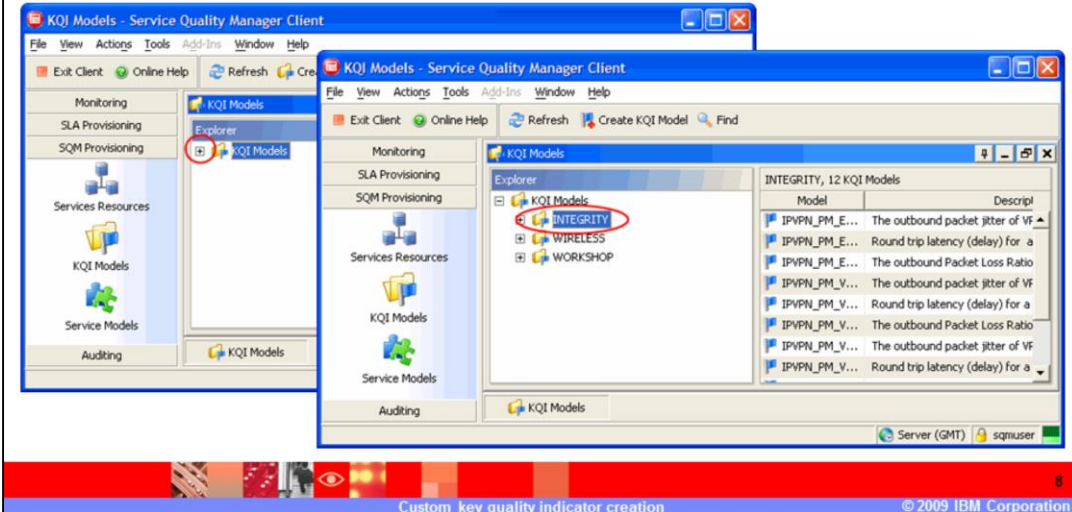


KQI models category creation: category name.

The default KQI Category name is **NEWCATEGORY**. You must enter the name of the category, for example, **WIRELESS**. Click **Finish**. This example of a WIRELESS KQI category shows you how to create a KQI model category.

Select KQI category

- Expand **KQI Models**
- Highlight **INTEGRITY**

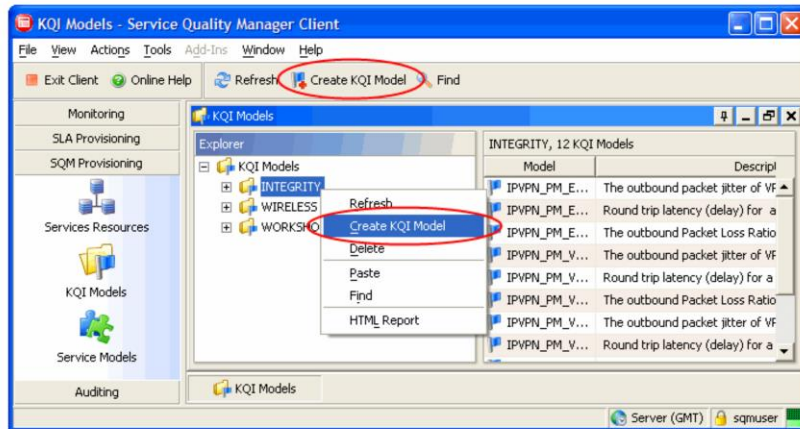


Select KQI category.

Expand **KQI Models**. Highlight **INTEGRITY**.

Create KQI model

Click **Create KQI Model** or right-click **INTEGRITY** and select **Create KQI Model**



Create KQI model.

Click **Create KQI Model** or right-click **INTEGRITY** and select **Create KQI Model**.

Enter model name, friendly name, and description

- Enter Model Name
IPVPN_Enterprise_Latency
- Enter Friendly Name and Description (optional)

Create a new Combined KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

Model Name: IPVPN_Enterprise_Latency

Friendly Name: (optional) IPVPN PM Enterprise Latency

Model Category: INTEGRITY

This KQI Model may be:

- Combined with other KQI Models
- Monitored in SLAs
- Associated with the Aggregate Service Quality Level

Description: IPVPN PM Enterprise Latency

<Back Next > Finish Cancel Help

Enter model name, friendly name, and description.

Enter model name **IPVPN_Enterprise_Latency**. The Friendly Name and Description fields are optional. Enter IPVPN PM Enterprise Latency for the friendly name and for the description.

Define model name parameters

- Select **Combined with other KQI Models** to make this KQI model available within other KQI combined models
- Select **Monitored in SLAs** to make this KQI available for monitoring in SLAs

Create a new Combined KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

Model Name: IPVPN_Enterprise_Latency
Friendly Name: (optional) IPVPN PM Enterprise Latency
Model Category: INTEGRITY

This KQI Model may be:
 Combined with other KQI Models
 Monitored in SLAs
 Associated with the Aggregate Service Quality Level

Description:
IPVPN PM Enterprise Latency

<Back Next > Finish Cancel Help

Define model name parameters.

Select **Combined with other KQI Models** to make this KQI model available within other KQI combined models. Select **Monitored in SLAs** to make this KQI available for monitoring in SLAs.

Finish model name

- **Associated with the Aggregate Service Quality Level** by default is not selected. Selecting this check box associates the KQI model with the aggregate service quality level
- Click **Next**

Create a new Combined KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

Model Name: IPVPN_Enterprise_Latency
Friendly Name: (optional) IPVPN PM Enterprise Latency
Model Category: INTEGRITY
This KQI Model may be:
 Combined with other KQI Models
 Monitored in SLAs
 Associated with the Aggregate Service Quality Level

Description:
IPVPN PM Enterprise Latency

<Back Next > Finish Cancel Help

Finish model name.

Associated with the Aggregate Service Quality Level by default is not selected. Selecting this check box associates the KQI model with the aggregate service quality level. Click **Next**.

Details

Create a new Combined KQJ Model

1. Model Name
2. Details
3. Combination
4. Rollup

KQJ Unit: # users

Resource Type: ...

Base Rollup: ...

Constituent Timeout: 48 Hours

Is this model periodic?

Window Type: Fixed

Periodicity (# units): 0 minute

Windows (# of periods): 1

Violation Condition: Value < objective

Service Objective Violation: 1.0

Warning Level (% of violation): 10

< Back Next > Finish Cancel Help

Details.

The Details window is displayed.

Details: KQI unit

- Select **index/enum/count** for the KQI unit from the pull-down menu.
- The selection determines the unit of measurement for the Service Objective Violation

Create a new Combined KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

KQI Unit: # users
Resource Type: # users
Base Rollup: # calls
Constituent Timeout: # sessions
transaction/s
transaction
index/enum/count
packet
frame

Is this model periodic

Window Type: Fixed
Periodicity (# units): 0 minute
Windows (# of periods): 1

Violation Condition: Value < objective
Service Objective Violation: 1.0
Warning Level (% of violation): 10

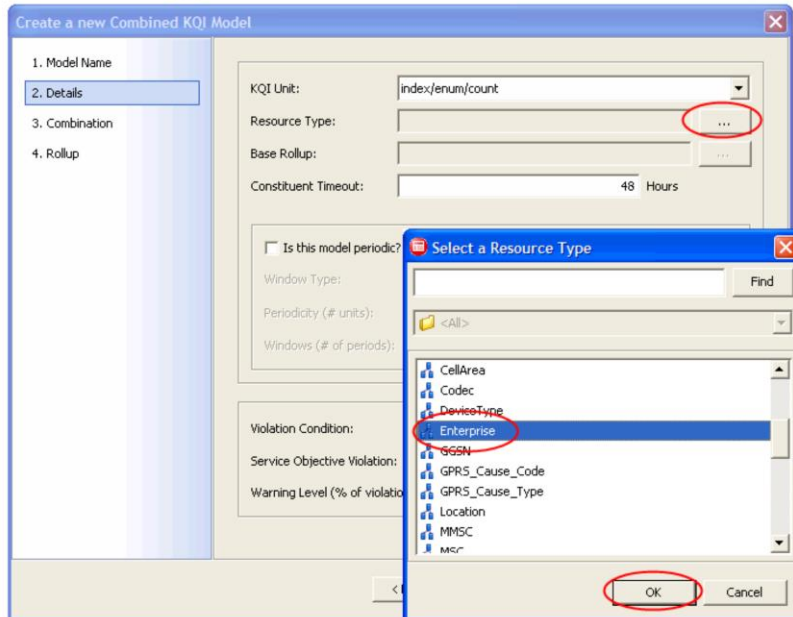
< Back Next > Finish Cancel Help

Details: KQI unit.

Select **index/enum/count** for the KQI unit from the pull-down menu. The selection determines the unit of measurement for the Service Objective Violation.

Details: resource type

- Open Select Resource Type window by clicking the ellipses (...) button
- Highlight **Enterprise**
- Click **OK**
- You can enter a resource type and click **Find**
- You can show a specific KQI category by selecting from the pull-down menu

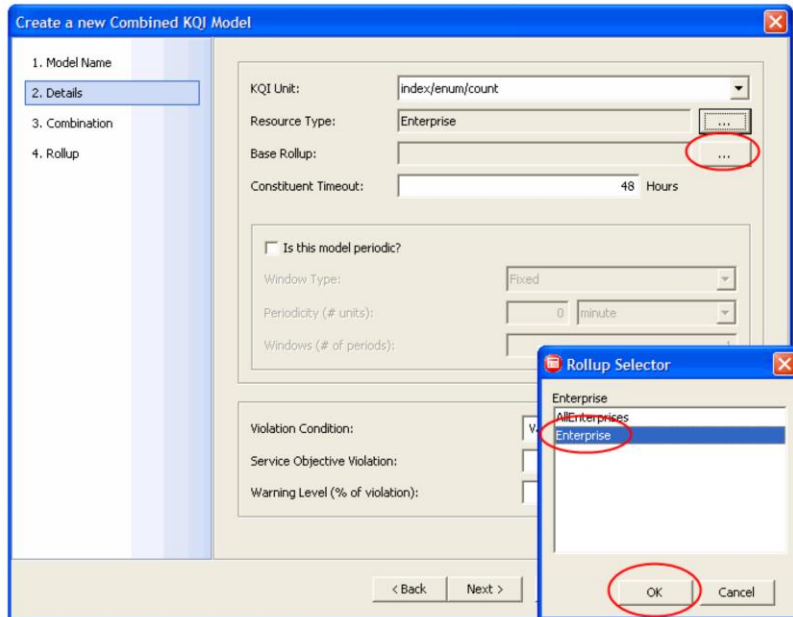


Details: resource type.

Open the Select Resource Type window by clicking the ellipses (...) button. Highlight **Enterprise**. Click **OK**. You can enter a resource type and click **Find**. You can show a specific KQI category by selecting from the pull-down menu.

Details: base rollup

- Open the Rollup Selector window by clicking the ellipses (...) button
- Highlight **Enterprise**
- Click **OK**



Details: base rollup.

Open the Rollup Selector window by clicking the ellipses (...). Highlight **Enterprise**. Click **OK**.

Details: constituent timeout

The constituent timeout value for a combined KQI model specifies the oldest value as an approximation for a constituent that has no value for the current window.

Enter **48** hours

1. Model Name
2. Details
3. Combination
4. Rollup

KQI Unit: index/enum/count
Resource Type: Enterprise
Base Rollup: Enterprise
Constituent Timeout: 48 Hours

Is this model periodic?
Window Type: Fixed
Periodicity (# units): 0 minute
Windows (# of periods): 1

Violation Condition: Value < objective
Service Objective Violation: 1.0
Warning Level (% of violation): 10

< Back Next > Finish Cancel Help

Details: constituent timeout.

The constituent timeout value for a combined KQI model specifies the oldest value as an approximation for a constituent that has no value for the current window. Enter **48** hours.

Details: periodic model

- When creating a combined KQI model you must specify when you want the calculation and publication of the KQI value to occur
- Select the **Is This Model Periodic** check box to calculate periodic KQI

Create a new Combined KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

KQI Unit: index/enum/count

Resource Type: Enterprise

Base Rollup: Enterprise

Constituent Timeout: 48 Hours

Is this model periodic?

Window Type: Fixed

Periodicity (# units): 0 minute

Windows (# of periods): 1

Violation Condition: Value < objective

Service Objective Violation: 1.0

Warning Level (% of violation): 10

< Back Next > Finish Cancel Help

Details: periodic model.

When creating a combined KQI model, you must specify when you want the calculation and publication of the KQI value to occur. Select the **Is This Model Periodic** check box to calculate periodic KQI.

Details: periodic model window type

- Select a window type from the menu
- **Fixed** flushes data at the end of every window period
- **Sliding** is like a circular buffer. Oldest values are removed when the values are older than the window period, and new values are continually added

1. Model Name
2. Details
3. Combination
4. Rollup

KQI Unit: index/enum/count

Resource Type: Enterprise

Base Rollup: Enterprise

Constituent Timeout: 48 Hours

Is this model periodic?

Window Type: Fixed

Periodicity (# units):

Windows (# of periods):

Violation Condition: Value < objective

Service Objective Violation: 1.0

Warning Level (% of violation): 10

< Back Next > Finish Cancel Help

Details: periodic model window type.

Select a window type from the menu. **Fixed** flushes data at the end of every window period. **Sliding** is like a circular buffer. Oldest values are removed when the values are older than the window period, and new values are continually added. Month-to-date, Week-to-date, and Day-to-date are self explanatory.

Details: periodic model periodicity

Set a
periodicity
unit of **15**
minutes

Create a new Combined KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

KQI Unit: index/enum/count

Resource Type: Enterprise

Base Rollup: Enterprise

Constituent Timeout: 48 Hours

Is this model periodic?

Window Type: Fixed

Periodicity (# units): 15 minute

Windows (# of periods): 1

Violation Condition: Value < objective

Service Objective Violation: 1.0

Warning Level (% of violation): 10

< Back Next > Finish Cancel Help

Details: periodic model periodicity.

Set a periodicity unit of **15** minutes.

Details: periodic model windows

Set the number of periods required per window as 1

The screenshot shows a software dialog box titled "Create a new Combined KQI Model". On the left is a navigation pane with four steps: "1. Model Name", "2. Details" (selected), "3. Combination", and "4. Rollup". The main area contains the following fields:

- KQI Unit: index/enum/count
- Resource Type: Enterprise
- Base Rollup: Enterprise
- Constituent Timeout: 48 Hours
- Is this model periodic?
- Window Type: Fixed
- Periodicity (# units): 15 minute
- Windows (# of periods): 1 (circled in red)
- Violation Condition: Value < objective
- Service Objective Violation: 1.0
- Warning Level (% of violation): 10

At the bottom are buttons for "< Back", "Next >", "Finish", "Cancel", and "Help".

Details: periodic model windows.

Set the number of periods required per window as 1.

Details: violation condition

Select **Value < objective** from the Violation Condition menu

1. Model Name
2. Details
3. Combination
4. Rollup

KQI Unit: index/enum/count
Resource Type: Enterprise
Base Rollup: Enterprise
Constituent Timeout: 48 Hours

Is this model periodic?
Window Type: Fixed
Periodicity (# units): 15 minute
Windows (# of periods): 1

Violation Condition: Value < objective
Service Objective Violation:
Warning Level (% of violation):

< Back Next > Finish Cancel Help

Details: violation condition.

Select **Value < objective** from the Violation Condition menu.

Details: service objective violation and warning level

- Enter **1.0** as the Service Objective Violation
- The unit of the Service Objective Violation depends on the KQI Unit field
- Enter **10%** as the Warning Level
- The warning level is a percentage of the value you entered in the Service Objective Violation field

Create a new Combined KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

KQI Unit: index/enum/count
Resource Type: Enterprise
Base Rollup: Enterprise
Constituent Timeout: 48 Hours

Is this model periodic?
Window Type: Fixed
Periodicity (# units): 15 minute
Windows (# of periods): 1

Violation Condition: Value < objective
Service Objective Violation: 1.0
Warning Level (% of violation): 10

< Back Next > Finish Cancel Help

23

Custom key quality indicator creation

© 2009 IBM Corporation

Details: service objective violation and warning level.

Enter **1.0** as the Service Objective Violation. The unit of the Service Objective Violation depends on the KQI Unit field. Enter **10%** as the Warning Level. The warning level is a percentage of the value you entered in the Service Objective Violation field.

Finish details

Click **Next**

Create a new Combined KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

KQI Unit:

Resource Type: ...

Base Rollup: ...

Constituent Timeout: Hours

Is this model periodic?

Window Type:

Periodicity (# units):

Windows (# of periods):

Violation Condition:

Service Objective Violation:

Warning Level (% of violation):

< Back **Next >** Finish Cancel Help

Finish details.

Click **Next** to finish the details section.

Combination

Create a new Combined KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

Calculation Type: Combinable

Name	Model	Weight	Temporal Agg.	Resource Agg.
------	-------	--------	---------------	---------------

Even Weight New... Edit ... Delete

Formula:
0

Combination Weight: None Edit ...

Weight Source:

< Back Next > Finish Cancel Help

25

Custom key quality indicator creation

© 2009 IBM Corporation

Combination.

The Combination window is displayed.

Combination: Calculation type combinable and rollup only

- Four calculation types
 - **Combinable**
 - **Dynamically Weighted Mean**
 - **Weighted Normalized Aggregation**
 - **Rollup Only**
- **Combinable and Rollup Only** have similar windows

1. Model Name
2. Details
3. Combination
4. Rollup

Calculation Type:

Name	Model	Weight	Temporal Agg.	Resource Agg.

Even Weight New... Edit ... Delete

Formula:
0

Combination Weight: Edit ...

Weight Source:

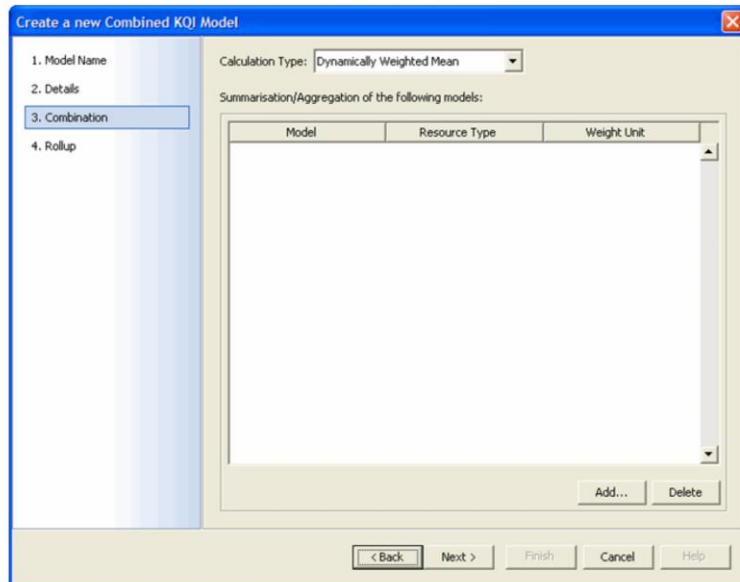
< Back Next > Finish Cancel Help

Combination: calculation type combinable and rollup only.

The four different calculation types are **Combinable**, **Dynamically Weighted Mean**, **Weighted Normalized Aggregation** and **Rollup Only**. **Combinable** and **Rollup Only** have similar windows.

Combination: calculation type dynamically weighted mean and weighted normalized aggregation

Dynamically Weighted Mean and Weighted Normalized Aggregation have similar windows



Combination: calculation type dynamically weighted mean and weighted normalized aggregation.

Dynamically Weighted Mean and Weighted Normalized Aggregation have similar windows.

Combination: new combinable calculation type

- In this example you use the **Combinable** type
- Click **New** to create a new combinable KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

Calculation Type: **Combinable**

Name	Model	Weight	Temporal Agg.	Resource Agg.
------	-------	--------	---------------	---------------

Even Weight **New...** Edit ... Delete

Combination Details

Variable Name:

KQI Model: ...

(0 ≤ Weight ≤ 1):

Temporal Aggregation: Last Value

Resource Aggregation: Sum

OK Cancel

Combination: new combinable calculation type.

In this example you use the **Combinable** type. Click **New** to create a new combinable KQI model.

Combination details

- Enter **Latency** as the Variable Name
- Open Select a KQI Model window by clicking the ellipses (...) button
- Highlight **IPVPN_PM_Enterprise_Latency**
- Click **OK**
- You can show a specific KQI category by selecting from the pull-down menu
- You can find a KQI model by typing a search term and clicking **Find**

Combination Details

Variable Name: [Latency]

KQI Model: [...]

(0 ≤ Weight ≤ 1): []

Temporal Aggregation: [Last Value]

Resource Aggregation: [Sum]

OK Cancel

Select a KQI Model

Find

<ALL>

- IPVPN_PM_Enterprise_Filter
- IPVPN_PM_Enterprise_Latency**
- IPVPN_PM_Enterprise_PacketLoss

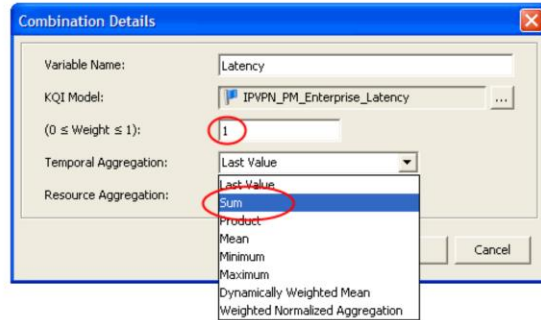
OK Cancel

Combination details.

Enter **Latency** as the Variable Name. Open the Select a KQI Model window by clicking the ellipses (...) button. Highlight **IPVPN_PM_Enterprise_Latency**. Click **OK**. You can show a specific KQI category by selecting from the pull-down menu. You can find a KQI model by typing a search term and clicking **Find**.

Combination details: weight and temporal aggregation

- Enter Weight **1**
- Weight depends on several variables and the importance of each variable
- All weights must total 1
- Select **Sum** from the Temporal Aggregation menu
- Temporal aggregation is only available if you selected the **Is This Model Periodic** check box



Combination details: weight and temporal aggregation.

Enter Weight **1**. Weight depends on several variables and the importance of each variable. All weights must total 1. Select **Sum** from the Temporal Aggregation menu. Temporal aggregation is only available if you selected the **Is This Model Periodic** check box.

Combination: finish details

- Click **OK**
- Note that **Resource Aggregation** is available if aggregation is to be performed across multiple KQIs in the same KQI model

The image displays two screenshots of the 'Combination Details' dialog box. The top screenshot shows the dialog with the 'OK' button circled in red. The bottom screenshot shows the 'Resource Aggregation' dropdown menu open, listing options: Sum, Product, Mean, Minimum, Maximum, Dynamically Weighted Mean, and Weighted Normalized Aggregation.

Combination: finish details.

Click **OK**. Note that **Resource Aggregation** is available if aggregation is to be performed across multiple KQIs in the same KQI model.

Combination: even weight, edit, and delete

- Highlight **Latency**
- You can evenly weight multiple KQIs by clicking **Even Weight**
- You can edit the KQI by clicking **Edit**
- You can delete the KQI by clicking **Delete**

Create a new Combined KQI Model

Calculation Type:

Name	Model	Weight	Temporal Agg.	Resource Agg.
Latency	IPVPN_PM...	100.0 %	Sum	NotApplicable

Even Weight New... Edit ... Delete

Formula:

Combination Weight: Edit ...

Weight Source:

< Back Next > Finish Cancel Help

Combination: even weight, edit, and delete.

Highlight **Latency**. You can evenly weight multiple KQIs by clicking **Even Weight**. You can edit the KQI by clicking **Edit**. You can delete the KQI by clicking **Delete**.

Combination: formula

- Click **Edit** to start Formula Editor
- Formula options are not available if you selected **Rollup Only** in the Calculation Type menu

1. Model Name
2. Details
3. Combination
4. Rollup

Calculation Type: Combina...

Name	Model	Weight	Temporal Agg.	Resource Agg.
Latency	IPVPN_PM...	100.0 %	Sum	NotApplicable

Even Weight New... Edit ... Delete

Formula:

Combination Weight: None Edit ...

Weight Source:

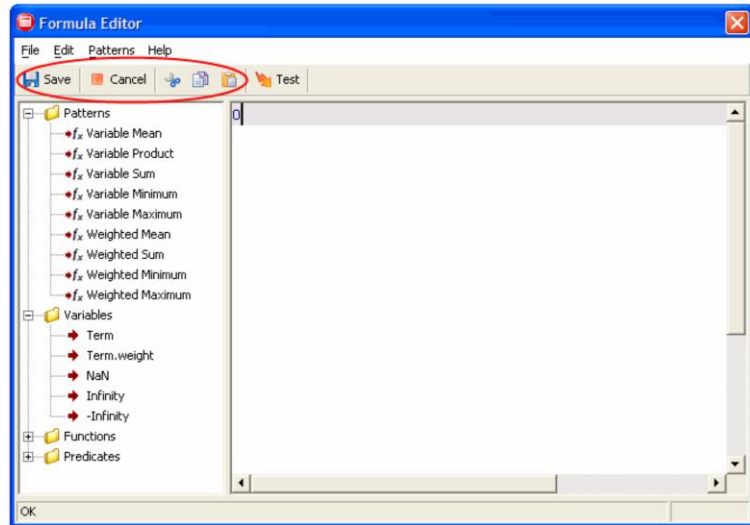
< Back Next > Finish Cancel Help

Combination: formula.

Click **Edit** to start Formula Editor. Formula options are not available if you selected **Rollup Only** in the Calculation Type menu.

Combination: formula editor save, cancel, cut, copy and paste

You can save, cancel, cut, copy, or paste by clicking the icons or using the **File** and **Edit** menus

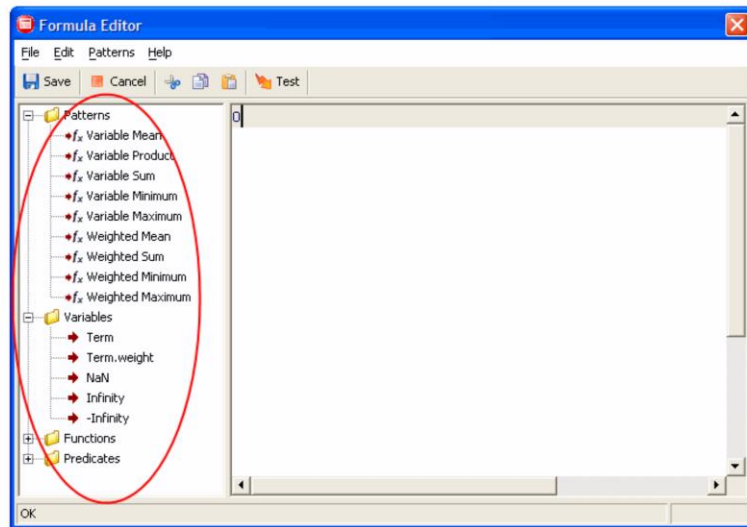


Combination: formula editor save, cancel, cut, copy and paste.

You can save, cancel, cut, copy, or paste by clicking the icons or using the **File** and **Edit** menus.

Combination: formula editor components

- The window on the left of the Formula Editor displays standard formula components available for building formulas
- Groups of components are patterns, variables, functions, and predicates

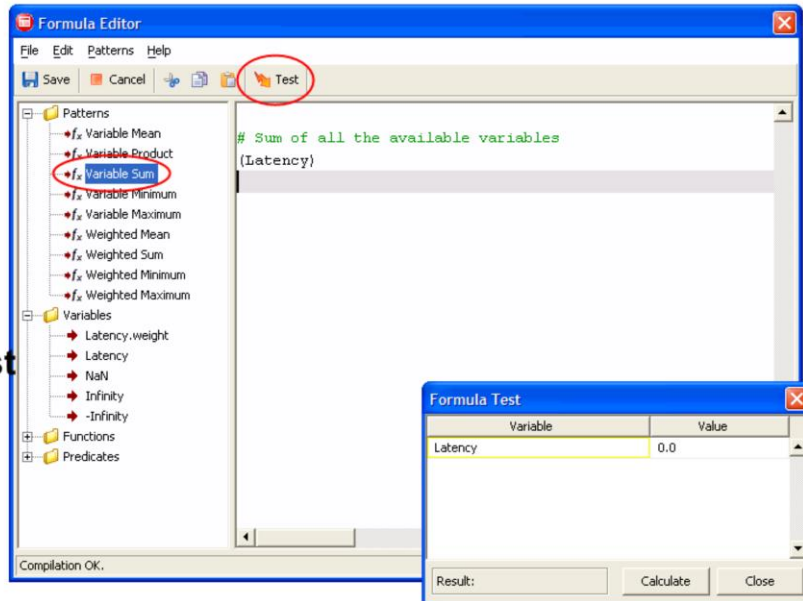


Combination: formula editor components.

The window on the left of the Formula Editor displays standard formula components available for building formulas. Four groups of components are patterns, variables, functions, and predicates.

Combination: formula editor test

- Double-click **Variable Sum** to sum all the available variables to the formula
- Click the **Test** icon to test the formula

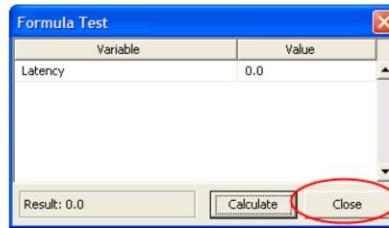
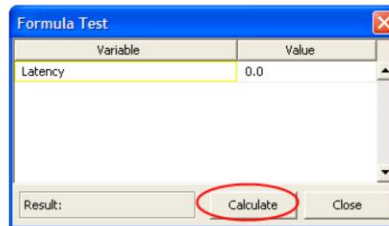


Combination: formula editor test.

Double-click **Variable Sum** to sum all the available variables to the formula. Click the **Test** icon to test the formula.

Combination: formula editor formula test

- Click **Calculate** to get the result of the formula
- Click **Close** to return to Formula Editor

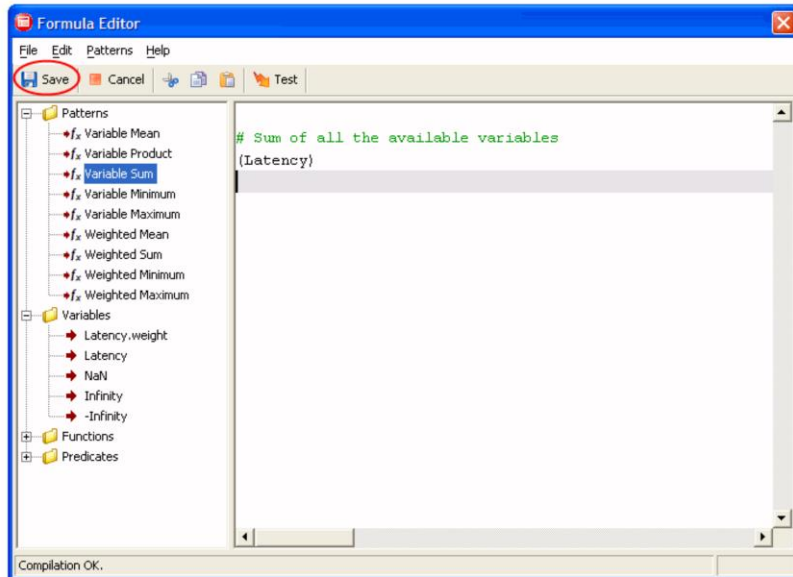


Combination: formula editor formula test.

Click **Calculate** to get the result of the formula. Click **Close** to return to Formula Editor.

Combination: formula editor save formula

Click **Save** to save the formula and exit



Combination: formula editor save formula.

Click **Save** to save the formula and exit.

Combination: combination weight

- Combination Weight menu contains the options **None**, **Constituent Value**, and **Constituent Weight**
- None** has no dynamic weight computed
- Constituent Value** computes dynamic weight based on a value of a constituent of the KQI model
- Constituent Weight** computes dynamic weight based on a weight of a constituent of the KQI model

Create a new Combined KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

Calculation Type:

Name	Model	Weight	Temporal Agg.	Resource Agg.
Latency	IPVFN_PM...	100.0 %	Sum	NotApplicable

Even Weight New... Edit ... Delete

Formula:
Sum of all the available variables

Combination Weight: Edit ...

Weight Source:

- None
- Constituent Value
- Constituent Weight

< Back Next > Finish Cancel Help

Combination: combination weight.

The Combination Weight menu contains three options: **None**, **Constituent Value**, and **Constituent Weight**. **None** has no dynamic weight computed. **Constituent Value** computes dynamic weight based on a value of a constituent of the KQI model. **Constituent Weight** computes dynamic weight based on a weight of a constituent of the KQI model.

Combination: weight source

- **Weight Source** is the KQI model selected to compute the constituent value and constituent weight
- **Weight Source** is disabled for a Combination Weight of **None**

Create a new Combined KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

Calculation Type:

Name	Model	Weight	Temporal Agg.	Resource Agg.
Latency	IPVFN_PM...	100.0 %	Sum	NotApplicable

Even Weight New... Edit ... Delete

Formula:
Sum of all the available variables

Combination Weight: Edit ...

Weight Source:

< Back Next > Finish Cancel Help

Combination: weight source.

Weight Source is the KQI model selected to compute the constituent value and constituent weight. **Weight Source** is disabled for a Combination Weight of **None**.

Finish combination

- Select a Combination Weight of **None**
- Click **Next**

Calculation Type: Combinable

Name	Model	Weight	Temporal Agg.	Resource Agg.
Latency	IPVPN_PM...	100.0 %	Sum	NotApplicable

Formula:
Sum of all the available variables

Combination Weight: None

Weight Source:

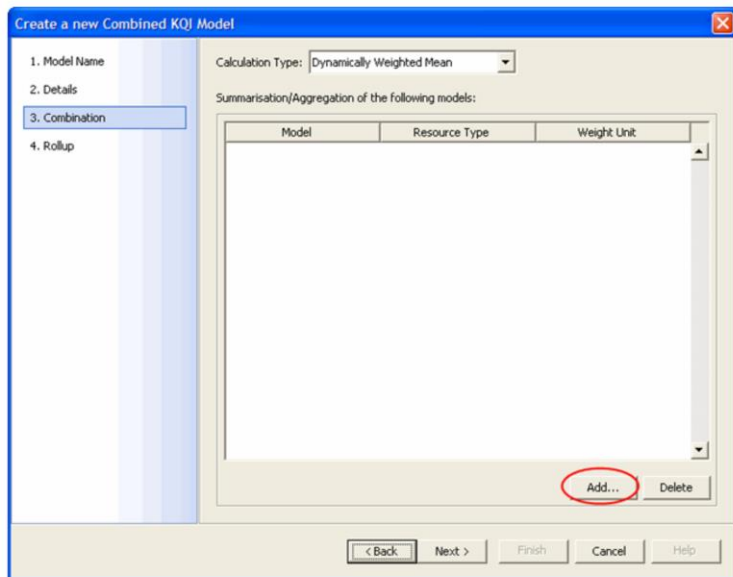
< Back Next > Finish Cancel Help

Finish combination.

Select a Combination Weight of **None**. Click **Next** to finish the Combination Weight section.

Combination: new dynamically weighted mean calculation type

- **Dynamically Weighted Mean** and **Weighted Normalized Aggregation** have similar windows
- You can click **Add** to select a KQI model

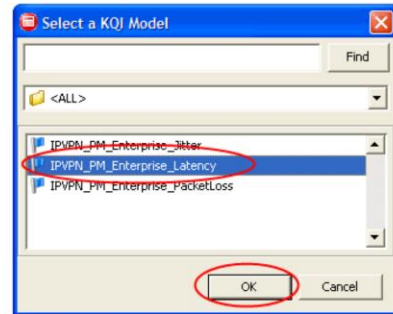


Combination: new dynamically weighted mean calculation type.

Dynamically Weighted Mean and **Weighted Normalized Aggregation** have similar windows. You can click **Add** to select a KQI model. **Dynamically Weighted Mean** is used in this example.

Combination: dynamically weighted mean select a KQI model

- Create KQI models with units and resource matching the KQI
- Highlight **IPVPN_PM_Enterprise_Latency**
- Click **OK**
- You can show a specific KQI category by selecting from the pull-down menu
- You can find a KQI model by typing a search term and clicking **Find**



Combination: dynamically weighted mean select a KQI model.

In this example you create KQI models with units and resource matching the KQI. Highlight **IPVPN_PM_Enterprise_Latency**. Click **OK**. You can show a specific KQI category by selecting from the pull-down menu. You can find a KQI model by typing a search term and clicking **Find**.

Combination: finish dynamically weighted mean

Click **Next**

Calculation Type: Dynamically Weighted Mean

Summarisation/Aggregation of the following models:

Model	Resource Type	Weight Unit
IPVPN_PM_Enterprise_...	Enterprise	index/enum/count

< Back **Next >** Finish Cancel Help

Combination: finish dynamically weighted mean.

Click **Next** to finish the Dynamically Weighted Mean section.

Rollup

Select
**Produce
rollup kqi
model**

Create a new Combined KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

Produce rollup kqi model?

Aggregation Formula:

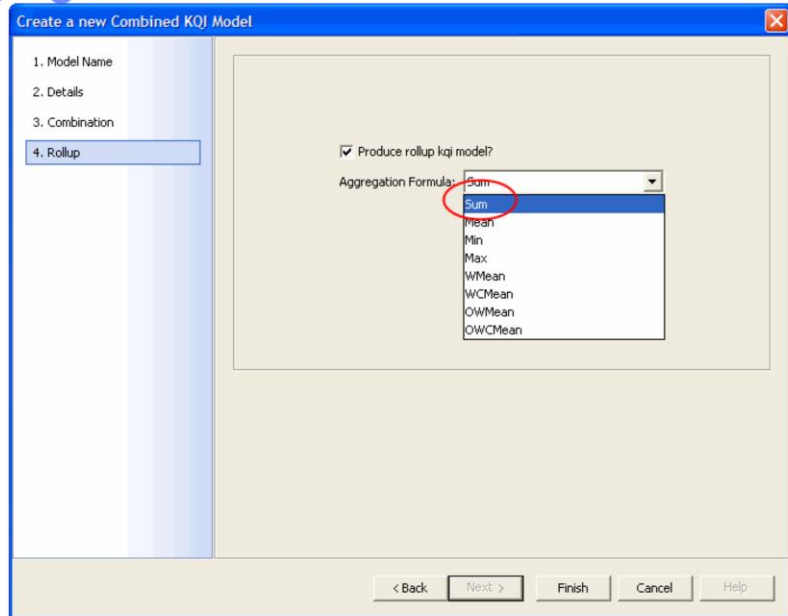
< Back Next > Finish Cancel Help

Rollup.

Select the **Produce rollup kqi model** check box to produce a rollup kqi model.

Rollup: aggregation formula

Select **Sum**
from the
Aggregation
Formula
menu



Rollup: aggregation formula.

Select **Sum** from the Aggregation Formula menu.

Finish creating custom KQI model

Click **Finish**

Create a new Combined KQI Model

1. Model Name
2. Details
3. Combination
4. Rollup

Produce rollup kqi model?

Aggregation Formula:

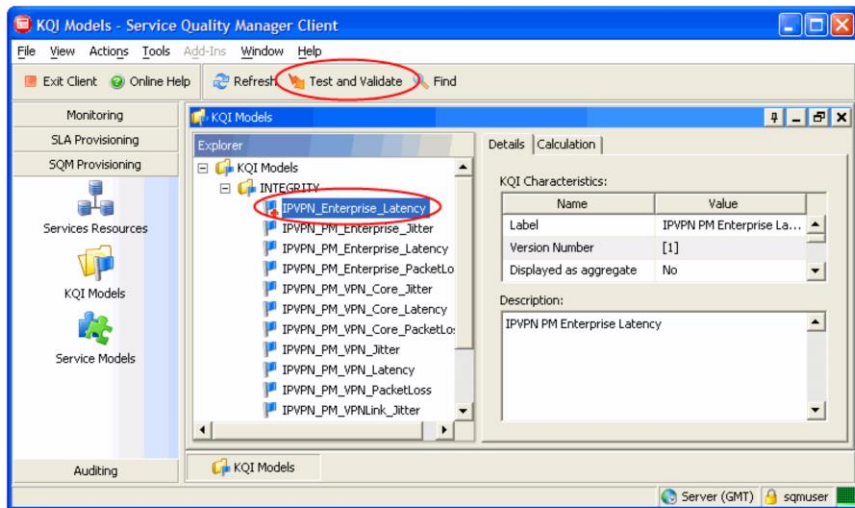
< Back Next > **Finish** Cancel Help

Finish creating custom KQI model.

Click **Finish** to finish creating a custom KQI model.

View, test, and validate created custom KQI model

- Highlight the newly created KQI Model
- You can click **Test and Validate** to test and validate the newly created KQI Model

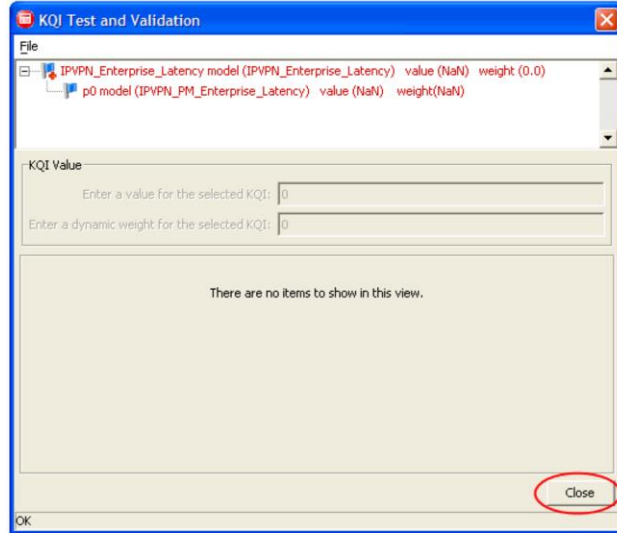


View, test, and validate created custom KQI model.

Highlight the newly created KQI Model. You can click **Test and Validate** to test and validate the newly created KQI model.

KQI test and validation

- Test and validate your results
- Click **Close**



KQI test and validation.

Test and validate your results. Click **Close**.

Training roadmap for IBM Tivoli Netcool Service Quality Manager

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.

Summary

You should now be able to:

- Create a key quality indicator category
- Create a key quality indicator

Summary.

You should now be able to create a key quality indicator category and create a key quality indicator.

Trademarks, copyrights, and disclaimers

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

IBM Netcool Tivoli

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

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

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

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

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

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

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

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

© Copyright International Business Machines Corporation 2009. All rights reserved.

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

