IBM Netcool Agile Service Manager
Version 1.1.8

IBM ®

Quick Start Guide

This guide describes a quick and easy way to install the product.

Product overview

IBM Netcool Agile Service Manager provides operations teams with complete up-to-date visibility and control over dynamic infrastructure and services.

IBM Netcool Agile Service Manager Version 1.1.8 is installed as part of IBM Netcool Operations Insight® Version 1.6.1, and is available as on-premises (on-prem) and RedHat OpenShift Container Platform (OCP) versions.

1 Step 1: View the documentation

The Agile Service Manager documentation is available in both HTML and PDF formats at the following location: https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.8/welcome_page/kc_welcome-444.html

2 Step 2: Access the software
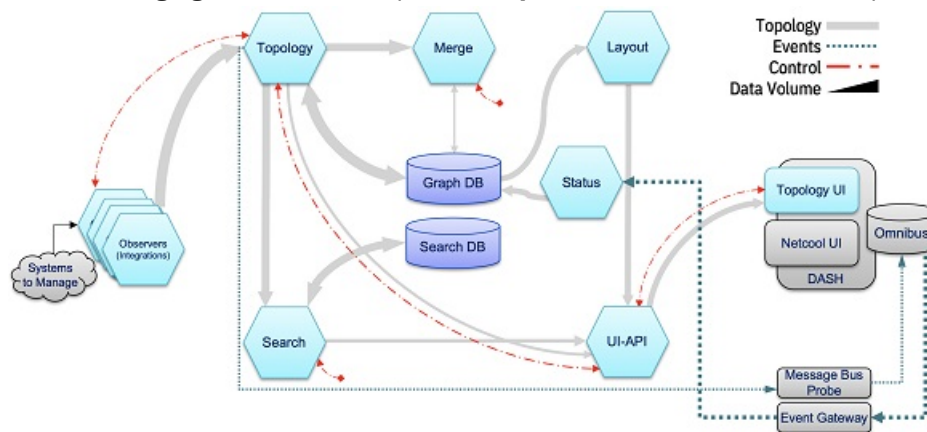
On-premises version of Agile Service Manager
You download two eAssemblies, one for the observers, and one containing all other components.
Follow the instructions in the download document here:
Download Netcool Agile Service Manager v1.1.

RedHat OpenShift Container Platform versions of Agile Service Manager
You download the Agile Service Manager packages together with the Netcool Operations Insight packages.
Follow the instructions in the Netcool Operations Insight download documents here:
Download IBM Netcool Operations Insight 1.6.1 on Red Hat OpenShift

3 Step 3: Review the installation architecture

The following figure shows a simplified **on-prem** architecture of the components of the Agile Service Manager.

4 Step 4: Evaluate the hardware and system configuration

Agile Service Manager is installed into an existing DASH instance of Netcool Operations Insight.
- See the Netcool Operations Insight Knowledge Center for more information on deployment scenarios: https://www.ibm.com/support/knowledgecenter/SSTPTP_1.6.1/com.ibm.netcool_ops.doc/soc/integration/concept/soc_int_deploymentmodes.html
- See the Agile Service Manager Knowledge Center for more specific planning information: https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.8/Planning/c_asm_planning.html

5 Step 5: Install the product and all components

On-premises installation

After downloading the packages, you install the Agile Service Manager components, and then (only) the observers that you require, as documented here:
https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.8/Installing/t_asm_installingcore.html

RedHat OpenShift Container Platform installation

The installation instructions for OCP Agile Service Manager installations are here:

https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.8/Installing/c_asm_ocp_installing.html

6 Step 6: Configure the installation

You perform a number of configuration tasks:

Before starting Agile Service Manager

Configure the probe and gateway services.

After starting Agile Service Manager

Configure DASH user roles.

Deploy or configure various optional components, such as the Jenkins plugin, the application discovery service, and the network discovery service.

These tasks are documented in the appropriate Knowledge Center Installation and Configuration sections:
https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.8/Installing/
t_asm_configuringprobeandgateway.html
https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.8/Configuring/c_asm_configuringabout.html

7 Step 7: Configure the observers

To set up the observers, you use the Observer Configuration UI, documented here:
https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.8/LoadingData/c_asm_ui_configui.html

8 Step 8: Get started

You use the Agile Service Manager UI to visualize your topology data live, or in historical context.

To access the Topology Viewer in DASH, and then use it to render, refine and analyze your topologies, see the following Agile Service Manager Knowledge Center section:
https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.8/Using/c_asm_using.html

More information

For administration, reference and troubleshooting information, see the relevant sections in the Agile Service Manager Knowledge Center:
https://www.ibm.com/support/knowledgecenter/SS9LQB_1.1.8/welcome_page/kc_welcome-444.html.

For more information on deploying Agile Service Manager with Netcool Operations Insight, see the IBM Netcool Operations Insight Version 1.6.1 Knowledge Center:
https://www.ibm.com/support/knowledgecenter/SSTPTP_1.6.1/com.ibm.netcool_ops.doc/soc/collaterals/
soc_netops_kc_welcome.html

For more information and support, see https://www-947.ibm.com/support/entry/portal/support and search for IBM Netcool Agile Service Manager. To report problems or open a support case, follow the IBM support process.