

## SAS<sup>®</sup> IT Service Level Management

This Road Map briefly describes the media contained in your SAS IT Service Level Management package and how to proceed to install the software. Because SAS IT Service Level Management requires SAS IT Resource Management 2.7, there are references to that solution in this Road Map. If you are installing the SAS IT Service Level Management Server on **Microsoft Windows for 64-Bit Itanium-based Systems, Tru64 UNIX, or Linux for Intel Architecture**, refer to the *Road Map for SAS IT Resource Management 2.7* included in the Getting Started folder in your software package. Otherwise, refer to the “SAS IT Resource Management 2.7” section of the *Road Map for SAS IT Resource Management 2.7 and 3.1* included in the SAS Getting Started folder in your software package.

### Description of Your Packages

Your SAS IT Service Level Management software comes in as many as two installation kits. Each kit represents a distinct functional area of your SAS IT Service Level Management solution and should be installed on a separate machine:

- SAS IT Service Level Management Server, which also contains the SAS IT Resource Management Server
- SAS IT Resource Management Client

### How to Proceed

Be sure to terminate all non-essential applications before proceeding with the installation of any CD. Disable any anti-virus software that may be running.

**Note:** *The SAS IT Service Level Management Installation Instructions contain a more specific description of the installation process and the steps you should follow than this high-level Road Map. We recommend locating the **SAS IT Management Client Components** CD in the media container(s) inside your SAS IT Service Level Management installation kit. Insert the CD into your CD-ROM drive and select SAS IT Service Level Management Client from the left-hand pane. Follow the installation instructions from that page to install and configure SAS IT Service Level Management.*

### Step 1: Install and configure the installation kit containing SAS IT Service Level Management Server.

- ❑ To identify the installation kit that contains SAS IT Service Level Management Server, see the product listing on the SAS 9.1.3 label on each kit. Unless you have already done so, follow the steps in the *QuickStart Guide* in the Getting Started folder of the SAS IT Service Level Management Server kit.
- ❑ Read and complete the tasks in the *SAS 9.1.3 Intelligence Platform: Installation Guide*, which is available on the **Documentation for Installing and Configuring SAS** CD or Install Center. On the first page, select **Planning Installation Edition Kit**, then select **SAS 9.1.3 Intelligence Platform: Installation Guide** in the “Installation” section under “Installation Instructions – SAS Intelligence Platform.” The *Installation Guide* takes you through the pre-installation, installation, and basic configuration steps to install your software. SAS IT Service Level Management Server and SAS IT Resource Management Server will be installed as part of the SAS Foundation installation.

**Note:** *If this installation is on the z/OS platform, then the Merrill's Expanded Guide to CPE, MXG is included with this installation. Instructions for its installation are included with the information for SAS IT Resource Management. Furthermore, if this is a new installation (rather than an upgrade) on a Windows platform, then the NTSMF product CD is included with this installation.*

## **Step 2: Install SAS IT Service Level Management Client.**

- ❑ Still using the installation kit from Step 1, locate the **SAS IT Management Client Components** CD in the media container(s) inside your installation kit. Insert the CD into your CD-ROM drive and select SAS IT Service Level Management Client from the left-hand pane. (If you are using a SAS Software Depot, find the **SAS IT Management Client Components** CD in the Software Index and select SAS IT Service Level Management Client.) Follow the installation instructions from that page to install the SAS IT Service Level Management Client.

## **Step 3: Install and configure the installation kit containing SAS IT Resource Management Client.**

**Note:** *If SAS IT Resource Management Client was included in the SAS IT Service Level Management Server installation kit, then this installation should be complete. Otherwise, continue with this step.*

- ❑ To identify the installation kit that contains SAS IT Resource Management Client, see the product listing on the SAS 9.1.3 label on each kit. Unless you have already done so, follow the steps in the *QuickStart Guide* in the Getting Started folder of the SAS IT Resource Management Client kit.
- ❑ Read and complete the tasks in the *SAS 9.1.3 Intelligence Platform: Installation Guide*, which is available on the **Documentation for Installing and Configuring SAS** CD or Install Center. On the first page, select **Planning Installation Edition Kit**, then select **SAS 9.1.3 Intelligence Platform: Installation Guide** in the “Installation” section under “Installation Instructions – SAS Intelligence Platform.” The *Installation Guide* takes you through the pre-installation, installation, and basic configuration steps to install your SAS IT Resource Management Client.

## **Step 4: Perform Post-Install Configuration for SAS IT Service Level Management and SAS IT Resource Management.**

Instructions for the configuration of SAS IT Service Level Management are included as part of the SAS IT Service Level Management Client installation instructions from step 1. Follow those instructions to perform the necessary configuration of your software.

Refer to the “Installing SAS IT Resource Management” chapter or appendix of the *SAS Foundation Configuration (or Post-Installation) Instructions* for information on the manual configuration steps required to complete your installation. The document may be located on the **Documentation for Installing and Configuring SAS** CD or Install Center. On the first page, select **Planning Installation Edition Kit**, then select your operating system’s post-installation document in the “Configuration” section under “Post-Installation and Configuration Guides.

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