IBM Tivoli Composite Application Manager for Response Time V6.2 helps monitor, alert, and report on the availability and response time of business applications

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At a glance

IBM Tivoli Composite Application Manager for Response Time V6.2:

- Helps monitor end-user response time with comprehensive response time coverage for both Web and Windows applications using a variety of robotic and real-time analysis
- Records and plays back synthetic transactions
- Helps automate business practices
- Delivers end-to-end integration via Tivoli Enterprise Portal (TEP), a portal-based customizable user interface that can bring together the right set of data and generate reports in an easy-to-use interface
- Integrates with other IBM Service Management and IBM Tivoli products to provide complete end-to-end management of your applications

For ordering, contact:
Your IBM representative or the Americas Call Centers at 800-IBM-CALL Reference: YE001

Overview

IBM Tivoli® Composite Application Manager for Response Time V6.2 is an application monitoring tool that is designed to comprehensively monitor, alert, and report on the availability and response time of your business applications. It is a Tivoli Enterprise™ Portal (TEP)-based solution that provides IT operations with both real-time and robotic monitoring of the end-user response time experience to help quickly identify Service Level Agreement (SLA) breaches and proactively prevent future violations.

Key features:

- Helps monitor real end-user response time
  - Lets you see what users are experiencing
  - Helps identify sporadic problems that would otherwise get lost in the averages
- Records and plays back synthetic transactions
  - Helps you proactively find problems before your users do
  - Provides both availability and response time monitoring, which can be useful for testing different locations and service providers
  - Supports IBM Rational® Robot and IBM Rational Performance Tester synthetic scripts
  - Provides playback support for HTTP, HTTPS, SAP, Citrix, Siebel,
Windows™ client applications, and custom scripts

- Helps automate business practices
  - Creates comprehensive automated policies and situations to proactively help manage your end-user experience
  - Delivers out-of-the-box situations that can be used to help configure thresholding and schedule robotic monitoring
  - Provides expert advice to help you understand how to best resolve specific response time issues
- Delivers end-to-end integration via a common user interface
  - Helps you create your own custom dashboards and workspaces on the key information they want to manage based on user roles and needs
  - Integrates data and events with other TEP-based solutions from IBM Tivoli Composite Application Manager, IBM Tivoli Monitoring, and IBM Tivoli OMEGAMON® to help provide comprehensive management of your business applications

Key prerequisites

Refer to the Software requirements section.

Planned availability dates

- May 25, 2007: Electronic software delivery
- June 15, 2007: Media and documentation for IBM Tivoli Composite Application Manager for Response Time V6.2
- June 15, 2007: Media and documentation for IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS®, V6.2 (refer to Ordering information for details)

Description

Response time monitoring

IBM Tivoli Composite Application Manager for Response Time V6.2 provides both real-time and robotic response time analysis to help you quickly identify availability and performance issues before they impact your customers. A complete set of comprehensive tools are available to help gather response time and availability information. Both IBM Rational Robot and IBM Rational Performance Tester capabilities are included for record and playback of simulated end-user transactions. Monitoring simulated transactions allow organizations to be proactive in managing availability and performance of their applications to help identify bottlenecks before they impact customer satisfaction.

In addition, IBM Tivoli Composite Application Manager for Response Time V6.2 provides the capability to help monitor:

- Real-user response time of Web applications that can be broken down into browser (client) time, network time, server time, load time, and resolve time
- Real-user response time of Windows applications at the client level that can be broken down into overall response time, server time, and network time, and is ideal for monitoring client applications like Lotus Notes® or Microsoft™ Outlook

Monitoring the end-user response time of both Web and Windows applications can help IT operations quickly isolate the cause of the response time problems at the problem area, allowing for fast problem handoff and resolution with minimal impact on customer satisfaction.

Change and Configuration Management Database (CCMDB) support

A discovery library adapter is provided so that IBM Tivoli Composite Application Manager for Response Time V6.2 can send data, via IBM Tivoli Availability Process Manager, to IBM Service Management CCMDB to help discover business processes and business activities. This information helps to improve the application dependency information stored in the CCMDB.
Enhanced reporting via TEP

IBM Tivoli Composite Application Manager for Response Time V6.2 integrates with TEP through the bundling of IBM Tivoli Monitoring V6.1 infrastructure components. These components can enable IBM Tivoli Composite Application Manager for Response Time V6.2 to supply TEP with key business performance metrics for enhanced visualization and correlation within new workspaces and with other IBM Tivoli Monitoring V6.1 monitored systems. These systems include, but are not limited to, WebSphere® MQ, operating systems, databases, and application environments such as Customer Relationship Management (CRM) and enterprise resource planning (ERP). MQ monitoring and database performance are especially critical systems that tightly couple with Java™ 2 Platform Enterprise Edition (J2EE) and affect composite application performance.

The end-to-end visualization capabilities, delivered by TEP, can help you manage your environment from a single tool, breaking down silos and avoiding the additional complexity of learning, integrating, and communicating issues across multiple management tools. TEP delivers powerful visualization and customizable views of all IT operation’s performance metrics from across the data center, including:

- End-to-end monitoring of your infrastructure
- Clear, actionable information for increased confidence in management effectiveness
- Simple and flexible alarming, automation, and workflows to help improve IT operations effectiveness
- Historical data and aggregated warehouse reporting
- Expert advice to help IT operations quickly resolve issues without the need for experts
- Significantly reduced time-to-value and lower cost of ownership

**Note:** Licensees of IBM Tivoli Composite Application Manager for Response Time V6.2 will receive a limited use, no-charge license of IBM Tivoli Monitoring V6.1 bundled with IBM Tivoli Composite Application Manager for Response Time V6.2. This limited use license is available at no charge, subject to use restrictions. You are not authorized to access or use, in any manner, certain components that are contained in these solution packages, including the monitoring agents (such as the operating system agents for Microsoft Windows, UNIX®, UNIX Log, and i5/OS™) and the IBM Tivoli Universal Agent, unless you have paid for a license of IBM Tivoli Monitoring V6.1 and, if applicable, IBM Tivoli Monitoring Universal Agent. Refer to the License Information document for terms applicable to these programs.

**Integration with other IBM Tivoli solutions**

Beyond resource and diagnostics, the response time information, generated by IBM Tivoli Composite Application Manager for Response Time V6.2, can be used by a number of other IBM Tivoli products to enhance overall service management.

The response time availability information is a key data feed for IBM Tivoli Service Level Advisor. All of the response time and availability information is stored in the Tivoli Data Warehouse where it can be leveraged to help validate service levels and spot trends that could lead to a service level breach. The real-time availability reports from IBM Tivoli Composite Application Manager for Response Time V6.2 can be used to help quickly spot trends and supplement the detailed service level reports provided by IBM Tivoli Service Level Advisor. In addition, IBM Tivoli Service Level Advisor can pull data direct from the IBM Tivoli Composite Application Manager for Response Time V6.2 management service database.

IBM Tivoli Business Systems Manager can leverage the rich Tivoli Enterprise Console® (TEC) events to help more accurately identify systems that are causing problems to an overall business system. Through IBM Tivoli Business Systems Manager, response time problems can be viewed in the overall business systems context, which can be used to help prioritize problems and ensure that the most critical problems are being addressed first, thus maximizing service to the most important customers.

IBM Tivoli Provisioning Manager can use response time information, via a TEC event, to take provisioning actions to help prevent service level agreement breaches. For example, if the end-user response time is greater than eight seconds while being monitored, IBM Tivoli Composite Application Manager for Response Time V6.2 can send a TEC event to have IBM Provisioning Manager requisition another application server to help with the load.

**Selected license move information**

Licensees of IBM Tivoli Web Response Monitor and IBM Tivoli ETEWatch®, interested in moving to IBM Tivoli Composite Application Manager for Response Time V6.2, should contact
Product positioning

IBM Tivoli Composite Application Manager for Response Time V6.2 is part of the IBM Tivoli family of solutions for application management that includes IBM Tivoli Monitoring and IBM Tivoli OMEGAMON solutions. Working together, these solutions help provide a comprehensive, integrated, end-to-end view of your applications via TEP.

IBM Tivoli Composite Application Manager solutions help:

- Increase the performance and availability of business-critical applications, including portal and service oriented architecture (SOA)-based technologies
- Reduce IT lifecycle operations, support, and development costs through proactive, real-time, and automated problem resolution; providing an end-to-end view of services, transactions, and associated resources across platforms and subsystems

Information from IBM Tivoli Composite Application Manager for Response Time V6.2 on performance, availability, and problem identification can be used with several other IBM Tivoli products to help deliver even greater value.

- IBM Tivoli Service Level Advisor can use response time information to help identify service level problems and trends.
- IBM Tivoli Business Systems Manager can leverage response time information to help identify the impact to overall business systems.
- IBM Tivoli Provisioning Manager can use response time information to take provisioning actions to help prevent service level agreement (SLA) breaches.
- IBM Tivoli Monitoring can be used to determine if resource monitors (for CPU, memory, disk utilization, and so on) reveal the cause of response time problems.
- IBM Tivoli Composite Application Manager for Response Time Tracking can use response time information to help identify if component bottlenecks are affecting the end-user experience.

IBM Tivoli Composite Application Manager for Response Time V6.2 supports autonomic computing by providing proactive response time analysis to help organizations prevent a SLA breach before it happens.

Trademarks

Tivoli Enterprise and i5/OS are trademarks of International Business Machines Corporation in the United States or other countries or both.

Tivoli, Rational, OMEGAMON, z/OS, Lotus Notes, WebSphere, Tivoli Enterprise Console, and ETEWatch are registered trademarks of International Business Machines Corporation in the United States or other countries or both.

Windows and Microsoft are trademarks of Microsoft Corporation.

Java is a trademark of Sun Microsystems, Inc.

UNIX is a registered trademark of the Open Company in the United States and other countries.

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

Education support

Comprehensive education for IBM Tivoli® products is offered through Worldwide Tivoli
Education Delivery Services. A wide range of training options are available, including classes led by instructors, learning on demand, on-site training, and blended learning solutions.

For additional information, visit


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**Offering Information**

Product information is available via the Offering Information Web site

http://www.ibm.com/common/ssi

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**Publications**

For IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS®, V6.2, the following hardcopy publication is shipped with the basic machine-readable material.

<table>
<thead>
<tr>
<th>Publication title</th>
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<tbody>
<tr>
<td>IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS: Program Directory</td>
<td>GI11-8078</td>
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For IBM Tivoli Composite Application Manager for Response Time V6.2, the following softcopy publications are available in English on the planned availability date. Translated copies in Japanese, Korean, Simplified Chinese, Traditional Chinese, French, German, Italian, Spanish, and Brazilian Portuguese will be available on August 10, 2007. The softcopy publications can be downloaded from the following Web site


<table>
<thead>
<tr>
<th>Publication title</th>
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**Technical information**

**Specified operating environment**

**Hardware requirements:** IBM Tivoli Composite Application Manager for Response Time V6.2
runs on hardware capable of supporting the software requirements listed in the Software requirements section.

**Software requirements: Requirements for the management server**

Prerequisites:

- IBM Tivoli Monitoring V6.1 with Fix Pack (FP) 5
- IBM DB2® V8.2 Enterprise Server Edition (ESE)

IBM Tivoli Composite Application Manager for Response Time V6.2 includes IBM Tivoli Monitoring V6.1 with FP 5 and IBM DB2 V8.2 ESE components. If you do not have IBM Tivoli Monitoring V6.1 with FP 5 and IBM DB2 V8.2 installed, you can use the media that is shipped with IBM Tivoli Composite Application Manager for Response Time V6.2 to install IBM Tivoli Monitoring V6.1 with FP 5 and IBM DB2 V8.2 ESE components, subject to the terms of the License Information document.


**Requirements for the client response time management agent (refer to Note 1)**

- Windows™ 2000 Professional with SP 4
- Windows 2000 Server with SP 4
- Windows 2000 Advanced with SP 4
- Windows 2000 Server Standard Edition (SE) or Enterprise Edition (EE)
- Windows 2003 Server SE or EE (including 64-bit support on AMD64 and EM64T)
- Windows XP Professional with SP 2
- IBM AIX® V5.3 or V5.3L
- Solaris 9 or 10
- HP-UX 11i V2 (PA-RISC)
- Linux™ on System x™
  - Red Hat Enterprise Linux (RHEL) 4.0 (including 64-bit support on AMD64 and EM64T)
  - SUSE Linux Enterprise Server (SLES) 9 or 10 (including 64-bit support on AMD64 and EM64T)
  - Red Flag Advanced Server (RFAS) 4.1 or 5.0

**Requirements for the robotic response time management agent (refer to Note 1)**

- Windows 2000 Professional with SP 4
- Windows 2000 Server with SP 4
- Windows 2000 Advanced with SP 4
- Windows 2000 Server SE or EE
- Windows 2003 Server SE or EE (including 64-bit support on AMD64 and EM64T)
- Windows XP Professional with SP 2
- IBM AIX V5.3 or V5.3L
- Solaris 9 or 10
- HP-UX 11i V2 (PA-RISC)
- Linux on System x
  - RHEL 4.0 (including 64-bit support on AMD64 and EM64T)
  - SLES 9 or 10 (including 64-bit support on AMD64 and EM64T)
Requirements for the Web response time management agent (refer to Note 1)

- Windows 2000 Professional with SP 4
- Windows 2000 Server with SP 4
- Windows 2000 Advanced with SP 4
- Windows 2000 Server SE or EE
- Windows 2003 Server SE or EE (including 64-bit support on AMD64 and EM64T)
- Windows XP Professional with SP 2
- IBM AIX V5.3 or V5.3L
- Solaris 9 or 10
- HP-UX 11i V2 (PA-RISC)
- Linux on System x
  - RHEL 4.0 (including 64-bit support on AMD64 and EM64T)
  - SLES 9 or 10 (including 64-bit support on AMD64 and EM64T)
  - RFAS 4.1 or 5.0

Requirements for the end-user response time dashboard agent (refer to Note 1)

- Windows 2000 Server with SP 4
- Windows 2000 Advanced with SP 4
- Windows 2000 Server SE or EE
- Windows 2003 Server SE or EE (including 64-bit support on AMD64 and EM64T)
- Windows XP Professional with SP 2
- IBM AIX V5.3 or V5.3L
- Solaris 9 or 10
- HP-UX 11i V2 (PA-RISC)
- Linux on System x
  - RHEL 4.0 (including 64-bit support on AMD64 and EM64T)
  - SLES 9 or 10 (including 64-bit support on AMD64 and EM64T)
  - RFAS 4.1 or 5.0

To collect HTTP and HTTPS performance data from Web servers using the Web response time management agent

- IBM AIX V5.3 or V5.3L
  - IBM HTTP Server V6.0, or later, V2.0.47, or later, or V1.3, or later
  - Apache Web Server V2.0.47, or later, or V2.2.0 (HTTP only)
- Solaris 9 or 10
  - IBM HTTP Server V6.0, or later, V2.0.47, or later, or V1.3, or later
  - Sun iPlanet Web Server V6.0, or later, or V6.1, or later
  - Apache Web Server V2.0.47, or later, or V2.2.0 (HTTP only)
- HP-UX 11i V2 (PA-RISC)
  - IBM HTTP Server V6.0, or later, V2.0.47, or later, or V1.3, or later
  - Sun iPlanet Web Server V6.0, or later, or V6.1, or later (HTTP only)
To collect performance data from Windows client applications, you need:

- SAP GUI R/3 V6.2 or V6.4
- Lotus Notes® V6, or later, or V7, or later
- IBM Personal Communications V5.x
- Hummingbird® Exceed V11
- Attachmate Extra V8 TN3270 Emulators
- Microsoft Outlook 2000 or 2003
- Customer defined application using ETEWatch® Customizer

For robotic playback of the following record and playback tools, you need:

- IBM Rational® Performance Tester V7.0, or later
- IBM Rational Robot Service Release (SR) 5 or SR 6
- Mercury LoadRunner V8
- Command line programs

For configuration and to view collected data, you need:

- Microsoft Internet Explorer 6 with SP 1 on Microsoft Windows

To collect Application Response Measurement (ARM)-based performance data from DB2, you need:

- DB2 V8.2
- DB2 Universal Java™ Database Connectivity (JDBC) driver with connection pooling and IBM WebSphere® Application Server V5.1.1, or later (not supported on IBM System z™ or AS/400®)

To collect ARM-based performance data from Web servers, you need:

- The plug-ins provided in IBM WebSphere Application Server V5.1.1, or later
- One of the supported servers:
  - Apache Server
  - IBM HTTP Server
  - Internet Information Server
  - Lotus® Domino® Enterprise Server
  - Sun Java System Web Server
  - Covalent Enterprise Ready Server

Key corequisites
IBM Tivoli Enterprise™ Console
IBM Tivoli Business Systems Manager
IBM Tivoli Service Level Advisor
IBM Tivoli Monitoring
IBM Tivoli Availability Process Manager
Tivoli Data Warehouse
IBM Rational Robot
IBM Rational Performance Tester

Note 1: Agents support running on a 64-bit system in 32-bit compliant mode. None of the agents run as native 64-bit applications.

Planning information

Direct customer support: For the z/OS product, direct customer support is provided by IBM Operational Support Services — SoftwareXcel. This fee service enhances your productivity by providing voice and electronic access into the IBM support organization. IBM Operational Support Services — SoftwareXcel helps answer questions pertaining to usage and suspected software defects for eligible products.

Installation and technical support is provided by Global Services. For more information call 800-IBM-4YOU (426-4968).

For technical support or assistance, contact your IBM representative or visit http://www.ibm.com/support

Packaging: IBM Tivoli Composite Application Manager for Response Time V6.2 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document (electronic)
- CD-ROM
- Publications (refer to the Publications section)

IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS, V6.2 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document (GC23-7964)
- tape media
- Program directory (GI11-8078)

This program, when downloaded from a Web site, contains the applicable IBM license agreement, and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and Licence Information will be stored in a directory such as LICENSE.TXT

Security, auditability, and control

IBM Tivoli Composite Application Manager for Response Time V6.2 and IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS, V6.2 use the security and auditability features of the operating system software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Software services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You
can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an unmatched portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support any critical business need.

To learn more about IBM Software Services or to contact a Software Services sales specialist, visit

http://www.ibm.com/software/sw-services/

IBM Tivoli Enhanced Value-Based Pricing

IBM Tivoli software products are priced using IBM Tivoli Enhanced Value-Based Pricing. The Enhanced Value-Based Pricing system is based upon the IBM Tivoli Environment-Managed Licensing Model, which uses a managed-environment approach — whereby price is determined by what is managed rather than the number and type of product components installed.

For example, all servers monitored with IBM Tivoli’s monitoring product (IBM Tivoli Monitoring) require entitlements sufficient for those servers. Other IBM Tivoli products may manage clients, client devices, agents, network nodes, users, or other items, and are licensed and priced accordingly.

Unlike typical systems management licensing models that require entitlements of specific software components to specific systems, the IBM Tivoli Environment-Managed Licensing Model provides you with the flexibility to deploy IBM Tivoli software products within its environment in a manner that can address and respond your evolving architecture. That is, as the architecture of your environment changes, your implementation of IBM Tivoli software can be altered, as needed, without affecting your license requirements (as long as you do not exceed your entitlements to the software).

Under Enhanced Value-Based Pricing, licensing and pricing of server-oriented applications are determined based upon the server’s use in your environment. Typically, such applications are licensed and priced in a manner that corresponds to each installed and activated processor of the server managed by the IBM Tivoli application to help correlate price to value, while offering a simple solution.

Where a server is physically partitioned, this approach is modified. This partitioning technique is the approach used with systems that have either multiple cards or multiple frames, each of which can be configured independently. For servers capable of physical partitioning (for example, IBM System p™ Scalable POWERParallel Systems® servers, Sun Ultra servers, and HP Superdome servers), an entitlement is required for each processor in the physical partition being managed by the Tivoli application. For example, assume that a server has 24 processors installed in aggregate. If this server is not partitioned, entitlements are required for all 24 processors. If, however, it is physically partitioned in to three partitions each containing eight processors, and Tivoli products were managing only one of the three partitions, then entitlements would be required for the eight processors on the physical partition managed by the IBM Tivoli application.

For servers with virtual or logical partitions, entitlements are required for all installed and activated processors on the server. For each IBM Tivoli application managing a clustered environment, licensing is based on the cumulative number of installed and activated processors on each server in the cluster. Where the cluster includes physically partitioned servers, the considerations described above concerning physically partitioned servers apply as well.

Enhanced Value-Based Pricing recognizes the convergence of RISC and UNIX®, and Microsoft Windows and Intel® technologies, in order to simplify your licensing requirements, and to provide a smoother, more scalable model. Pricing and licensing does not differentiate between non-System z server platforms or operating systems. For some products, this platform neutrality extends to System z and other host servers as well.

IBM Tivoli Enhanced Value-Based Pricing terminology definitions

Client device or client

A client device is a computing device that requests the execution of a set of commands, procedures, or applications from another computer system that is typically referred to as a server. Multiple client devices may share access to a common server. A client device generally has some processing capability or is programmable to allow a user to do work. Examples include, but are not limited to, notebook computers, desktop computers, desk side computers, technical workstations, appliances, automated teller machines, point-of-sale terminals, tills and
IBM Integrated Facility for Linux (IFL)

This optional facility enables additional processing capacity exclusively for Linux workload, with no effect on the model designation of a System z or OS/390® server. Consequently, executing Linux workload on the IFL will not, in most cases, result in any increased IBM software charges for z/OS, OS/390, VM, VSE, or TPF operating systems and applications. There is, as indicated, a charge associated with the IFL, and there may also be a charge for applications that run on the IFL.

The IFL may be dedicated to a single Linux-mode logical partition or it may be shared by multiple Linux-mode logical partitions. Installations should note that the Linux workspace enabled by this facility will not support any of the traditional S/390 operating systems (OS/390, TPF, VSE, or VM). Only Linux applications or Linux operating in conjunction with the Virtual Image Facility™, an environment that operates within a logical partition or in native S/390® mode and provides the capability to create multiple Linux images, is supported by the IBM IFL.

Partitions

A server's resources (CPU, memory, I/O, interconnects and buses) may be divided according to the needs of the applications running on the server. This partitioning can be implemented with physical boundaries (Physical Partitions) or logical boundaries (Logical Partitions).

Physical Partitions are defined by a collection of processors dedicated to a workload and can be used with systems that have either multiple cards or multiple frames, each of which can be configured independently. In this method, the partitions are divided along hardware boundaries and processors, and the I/O boards, memory, and interconnects are not shared.

Logical Partitions are defined by software rather than hardware and allocate a pool of processing resources to a collection of workloads. These partitions, while separated by software boundaries, share hardware components and run in one or more physical partitions.

Processor (per processor charging under full capacity)

In full capacity charging, Proof of Entitlements (PoE) must be acquired for all activated processors (available for use) that are on the server where the program or a component of the program is run.

Notes:

1. IBM defines a physical processor in a computer as a functional unit that interprets and executes instructions. A physical processor consists of at least an instruction control unit and one or more arithmetic and logic units.
2. Multicore technology allows two or more processors (commonly called cores) to be active on a single silicon chip. With multicore technology, IBM considers each core to be a physical processor. For example, in a dual-core chip, there are two physical processors residing on the single silicon chip.
3. In the IBM System z IFL environment, each IFL engine is considered a single physical processor.
4. Threading, a technique that makes a single processor seem to perform as two or more, does not affect the count of physical processors.
5. Where blade technology is employed, each blade is considered a separate server and charging is based upon the total number of processors on the blade on which the program is run.
6. When a server is shipped with six processors, but two of them are inactive, four processors are active for the customer.
7. Not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor value unit conversion table on the Passport Advantage® Web site

http://www.ibm.com/software/passportadvantage

Managed processor (charging under full capacity in the managed environment)

Charges are based on the active processors on the machines in the computing environment affiliated with the program rather than on the server where the program is run. The managed processors which require PoE are defined in the License Information's program-unique terms.
Notes:

1. IBM defines a physical processor in a computer as a functional unit that interprets and executes instructions. A physical processor consists of at least an instruction control unit, and one or more arithmetic and logic units.

2. Multicore technology allows two or more processors (commonly called cores) to be active on a single silicon chip. With multicore technology, IBM considers each core to be a physical processor. For example, in a dual-core chip, there are two physical processors residing on the single silicon chip.

3. The program may not run on some or all of the processors for which PoEs are required for the program’s valuation method.

4. In the IBM System z IFL environment, each IFL engine is considered a single physical processor.

5. Threading, a technique that makes a single processor seem to perform as two or more, does not affect the count of physical processors.

6. Where blade technology is employed, each blade is considered a separate server and charging is based upon the total number of processors on the blades with which the program is affiliated.

7. Not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor value unit conversion table on the Passport Advantage Web site

http://www.ibm.com/software/passportadvantage

Server

A server is a computer system that executes requested procedures, commands, or applications to one or more user or client devices over a network. A PoE must be obtained for each server on which the program, or a component of the program, is run or for each server managed by the program. Where blade technology is employed, each blade is considered a separate server.

Standby or backup systems

For programs running or resident on backup machines, IBM defines three types of situations: cold, warm, and hot. In the cold and warm situations, a separate entitlement for the copy on the backup machine is normally not required and typically no additional charge applies. In a hot backup situation, you need to acquire another license or entitlements sufficient for that server. All programs running in backup mode must be solely under your control, even if running at another enterprise’s location.

As a practice, the following are definitions and allowable actions concerning the copy of the program used for backup purposes.

Cold — A copy of the program may reside, for backup purposes, on a machine as long as the program is not started. There is no additional charge for this copy.

Warm — A copy of the program may reside for backup purposes on a machine and is started, but is idling, and is not doing any work of any kind. There is no additional charge for this copy.

Hot — A copy of the program may reside for backup purposes on a machine, is started, and is doing work. The customer must acquire a license or entitlements for this copy and there will generally be an additional charge.

Doing work includes, for example, production, development, program maintenance, and testing. It also could include other activities such as mirroring of transactions, updating of files, synchronization of programs, data, or other resources (for example, active linking with another machine, program, database, or other resource, and so on), or any activity or configurations that would allow an active hot switch or other synchronized switch over between programs, databases, or other resources to occur.

In the case of a program or system configuration that is designed to support a high availability environment by using various techniques (for example, duplexing, mirroring of files or transactions, maintaining a heartbeat, active linking with another machine, program, database, or other resource), the program is considered to be doing work in the hot situation and a license or entitlement must be purchased.

Value Units
A Value Unit is a pricing charge metric for program license entitlements that is based upon the quantity of a specific designated measurement used for a given program. Each program has a designated measurement. The most commonly used designated measurements are processor cores and MSUs. However, for selected programs, there are other designated measurements, such as servers, users, client devices, and messages. The number of Value Unit entitlements required for your specific implementation of the given program must be obtained from a conversion table associated with the program. You must obtain a PoE for the appropriate number of Value Unit entitlements for your implementation. The Value Unit entitlements of a given program cannot be exchanged, interchanged, or aggregated with Value Unit entitlements of another program. Whenever the designated measurement is a processor core, not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor value unit conversion table on the Passport Advantage Web site.

http://www.ibm.com/software/passportadvantage

Product and licensing Web sites
A complete list of IBM Tivoli products is available at Web site

http://www.ibm.com/software/tivoli

IBM Tivoli product licensing documents are available at Web site


Passport Advantage
Through the Passport Advantage Agreement, you may receive discounted pricing based on the total volume of eligible products, across all IBM brands, acquired worldwide. The volume is measured by determining the total Passport Advantage points value of the applicable acquisitions. Passport Advantage points are only used for calculating the entitled Passport Advantage discount.

To determine the required Tivoli product configuration under Passport Advantage, the Tivoli Enhanced Value-Based Pricing Model applies. Your environment is evaluated on a per-product basis.

Use the following two-step process to determine the total Passport Advantage points value:

1. Analyze your environment to determine the number of charge units for a product. The quantity of each product's part numbers to be ordered is determined by that analysis.

2. Order the Passport Advantage part numbers. A Passport Advantage point value, which is the same worldwide for a specific part number regardless of where the order is placed, is assigned to each Tivoli product part number. The Passport Advantage point value for the applicable part number, multiplied by the quantity for that part number, will determine the Passport Advantage points for that Tivoli product part number. The sum of these Passport Advantage points determines the Passport Advantage point value of the applicable Tivoli product authorizations, which then may be aggregated with the point value of other applicable Passport Advantage product acquisitions to determine the total Passport Advantage points value.

The discounted pricing available through Passport Advantage is expressed in the form of Suggested Volume Prices (SVPs), which vary depending on the SVP level. Each SVP level is assigned a minimum total Passport Advantage point value, which must be achieved, in order to qualify for that SVP level.

Media packs and documentation packs do not carry Passport Advantage points and are not eligible for SVP discounting.

For additional information on Passport Advantage, refer to the following Web site

http://www.ibm.com/software/passportadvantage

The following Passport Advantage part number categories may be orderable:

- License and Software Maintenance 12 Months — this is the product authorization with maintenance to the first anniversary date.
• Annual Software Maintenance Renewal — this is the maintenance renewal for one anniversary that applies when you renew the existing coverage period prior to the anniversary date at which it expires.

• Software Maintenance Reinstatement 12 months — this is when you have allowed the Software Maintenance to expire, and later wish to reinstate your Software Maintenance.

• Media packs — these are the physical media, such as CD-ROMs, that deliver the product’s code.

• Documentation packs — these contain printed documentation such as the User’s Guide and Release Notes.

Pricing example

Pricing example for IBM Tivoli Composite Application Manager for Response Time V6.2

To calculate the number of managed processor value unit entitlements required, determine the number of servers and processors per server that are being managed. To calculate the number of client device entitlements required, count the number of client devices that are being managed.

In the following example, the customer wants to manage the applicable distributed server environment that requires Value Unit and client device entitlements associated with the number of processors and clients shown in the following tables.

<table>
<thead>
<tr>
<th>Web response time systems managed</th>
<th>Quantity in customer environment</th>
<th>Processors to be licensed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uni processor</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>2-way</td>
<td>65</td>
<td>130</td>
</tr>
<tr>
<td>4-way</td>
<td>12</td>
<td>48</td>
</tr>
<tr>
<td>8-way</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>12-way (two logical partitions)</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>14-way</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>16-way (two physical partitions, one of which is managed by IBM Tivoli applications)</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>z800 server with two uniprocessor IFLs (requires Linux on System z availability)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total processors to be licensed</strong></td>
<td><strong>266</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Robotic response time systems managed</th>
<th>Quantity in customer environment</th>
<th>Processors to be licensed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uni processor</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>2-way</td>
<td>65</td>
<td>130</td>
</tr>
<tr>
<td>4-way</td>
<td>12</td>
<td>48</td>
</tr>
<tr>
<td>8-way</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>12-way (two logical partitions)</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>14-way</td>
<td>1</td>
<td>14</td>
</tr>
</tbody>
</table>
16-way (two physical partitions, one of which is managed by IBM Tivoli applications)

24-way

z800 server with two uniprocessor IFLs (requires Linux on System z availability)

Total processors to be licensed 266

Client response time

Notebook computers 50

Desktop computers 100

Total client devices to be licensed 150

Ordering information

The distributed product in this announcement is only available via Passport Advantage. It is not available as shrinkwrap.

Product group: Tivoli

Product identifier description PID

IBM Tivoli Composite Application Manager for Response Time 5724-S23

IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS 5698-B01

Product Category: Application Management

Pricing calculation

When ordering IBM Tivoli Composite Application Manager for Response Time V6.2 (5724-S23), refer to the IBM Tivoli Enhanced Value-Based Pricing section for pricing examples.

When ordering IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS, V6.2 (5698-B01), Value Unit exhibit VUE007 applies.

Value Unit exhibit VUE007

<table>
<thead>
<tr>
<th>MSUs</th>
<th>MSUs maxi num</th>
<th>Value Units/MSU</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3</td>
<td>1.00</td>
</tr>
</tbody>
</table>

Value Units for mainframes without MSU ratings:

Hardware Value Units/machine

MP3000 H30 6
MP3000 H50 8
MP3000 H70 12
ESL Models 2

Ordering z/OS through the Internet

ShopzSeries provides an easy way to plan and order your z/OS ServerPac or CBPDO. It will analyze your current installation, determine the correct product migration, and present your new
configuration based on z/OS. Additional products can also be added to your order (including
determination of whether all product requisites are satisfied). ShopzSeries is available in the U.S.
and several countries in Europe. In countries where ShopzSeries is not available yet, contact
your IBM representative (or IBM Business Partner) to handle your order via the traditional IBM
ordering process. For more details and availability, visit the ShopzSeries Web site at

http://www14.software.ibm.com/web
bapp/ShopzSeries/ShopzSeries.jsp

New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

Basic license

Ordering information for the distributed product in Passport Advantage

Passport Advantage allows you to have a common anniversary date for Software Maintenance
renewals, which can simplify management and budgeting for eligible new versions and releases
(and related technical support) for your covered products. The anniversary date, established at
the start of your Passport Advantage Agreement, will remain unchanged while your Passport
Advantage Agreement remains in effect. New software purchases will initially include twelve full
months of maintenance coverage. Maintenance in the second year (the first year of renewal) can
be prorated to be coterminous with your common anniversary date. Thereafter, all software
maintenance will renew at the common anniversary date and include twelve full months of
maintenance.

Refer to the IBM International Passport Advantage Agreement and to the IBM Software
Maintenance Handbook for specific terms relating to, and a more complete description of,
technical support provided through Software Maintenance.

The quantity to be specified for the Passport Advantage part numbers in the following table is per
managed client device for client response time, per managed processor value unit for robotic
response time, and per managed processor value unit for Web response time. To order for
Passport Advantage, specify the desired part number and quantity.

<table>
<thead>
<tr>
<th>Description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client response time: per managed client device</td>
<td></td>
</tr>
<tr>
<td>IBM Tivoli Composite Application Manager for Response</td>
<td></td>
</tr>
<tr>
<td>Time License and Software Maintenance 12 Mths</td>
<td>D611KLL</td>
</tr>
<tr>
<td>IBM Tivoli Composite Application Manager for Response</td>
<td></td>
</tr>
<tr>
<td>Time Annual Software Maintenance Renewal</td>
<td>E03TFLL</td>
</tr>
<tr>
<td>IBM Tivoli Composite Application Manager for Response</td>
<td></td>
</tr>
<tr>
<td>Time Software Maintenance Reinstatement 12 Mths</td>
<td>D611LLL</td>
</tr>
<tr>
<td>Robotic response time: per managed processor value unit</td>
<td></td>
</tr>
<tr>
<td>IBM Tivoli Composite Application Manager for Response</td>
<td></td>
</tr>
<tr>
<td>Time License and Software Maintenance 12 Mths</td>
<td>D611LL</td>
</tr>
<tr>
<td>IBM Tivoli Composite Application Manager for Response</td>
<td></td>
</tr>
<tr>
<td>Time Annual Software Maintenance Renewal</td>
<td>E03TELL</td>
</tr>
<tr>
<td>IBM Tivoli Composite Application Manager for Response</td>
<td></td>
</tr>
<tr>
<td>Time Software Maintenance Reinstatement 12 Mths</td>
<td>D611JLL</td>
</tr>
<tr>
<td>Web response time: per managed processor value unit</td>
<td></td>
</tr>
<tr>
<td>IBM Tivoli Composite Application Manager for Response</td>
<td></td>
</tr>
<tr>
<td>Time License and Software Maintenance 12 Mths</td>
<td>D611GLL</td>
</tr>
<tr>
<td>IBM Tivoli Composite Application Manager for Response</td>
<td></td>
</tr>
<tr>
<td>Time Annual Software Maintenance Renewal</td>
<td>E03TDLL</td>
</tr>
<tr>
<td>IBM Tivoli Composite Application Manager for Response</td>
<td></td>
</tr>
<tr>
<td>Time Software Maintenance Reinstatement 12 Mths</td>
<td>D611HLL</td>
</tr>
</tbody>
</table>

To order a media pack for Passport Advantage, specify the part number in the desired quantity
from the following table:

<table>
<thead>
<tr>
<th>Description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Tivoli Composite Application Manager for Response</td>
<td></td>
</tr>
<tr>
<td>Time media pack — multilingual</td>
<td>BJ 0KGML</td>
</tr>
</tbody>
</table>
IBM Tivoli Composite Application Manager for Response Time V6.2 is also available via Web download from Passport Advantage.

Ordering information for z/OS library component (5698-B01)

If you are running IBM Tivoli Monitoring on z/OS, you must order IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS, V6.2 (5698-B01). This no-charge product is a z/OS library component that enables the transfer of files to and from agents of IBM Tivoli Composite Application Manager for Response Time V6.2 when running the IBM Tivoli Monitoring framework on z/OS.

To order, specify the program product number and the appropriate license or charge option. Also, specify the desired distribution medium. To suppress shipment of media, select the license-only option in CFSW. In addition, no-charge subscription and support must be ordered by specifying program number 5698-R01.

**Program Name:** IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS

**Program PID:** 5698-B01

<table>
<thead>
<tr>
<th>Entitlement identifier</th>
<th>Description</th>
<th>License option/ pricing metric</th>
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</thead>
<tbody>
<tr>
<td>S0144VD</td>
<td>IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS</td>
<td>Basic OTC, per Value Unit</td>
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<table>
<thead>
<tr>
<th>Orderable supply ID</th>
<th>Language</th>
<th>Distribution medium</th>
</tr>
</thead>
<tbody>
<tr>
<td>S0144V8</td>
<td>Multilingual</td>
<td>3480 tape cartridge</td>
</tr>
</tbody>
</table>

**Subscription and Support PID:** 5698-R01

<table>
<thead>
<tr>
<th>Entitlement identifier</th>
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</thead>
<tbody>
<tr>
<td>S0144VC</td>
<td>IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS</td>
<td>Basic ALC, per Value Unit SW S&amp;S</td>
</tr>
<tr>
<td></td>
<td>No charge, decline SW S&amp;S</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orderable supply ID</th>
<th>Language</th>
<th>Distribution medium</th>
</tr>
</thead>
<tbody>
<tr>
<td>S0144VB</td>
<td>Multilingual</td>
<td>Hardcopy pub</td>
</tr>
</tbody>
</table>

**Subscription and Support for z/OS products**

Subscription and Support must be ordered to receive voice technical support via telephone during normal business hours, and future releases and versions, at no additional charge. The capacity of Subscription and Support (for example, Value Units or number of processors) must be the same as the capacity ordered for the product licenses.

To order, specify the Subscription and Support program product number and the appropriate license or charge option.

IBM is also providing Subscription and Support for these products, via a separately purchased offering, under the terms of the IBM International Agreement for Acquisition of Support Maintenance (IAASM). This offering:

- Includes and extends the support services provided in the base support to include technical support via telephone during normal business hours.
- Entitles customers to future releases and versions, at no additional charge. Note that the customer is not entitled to new products.

When Subscription and Support is ordered, the charges will automatically renew annually unless cancelled by the customer.

**Customized offerings for z/OS products**

Product deliverables are shipped only via Customized Offerings (for example, CBPDO,
ServerPac, SystemPac®).

CBPDO and ServerPac are offered for electronic delivery, where ShopzSeries product ordering is available. For more details on electronic delivery, refer to the ShopzSeries help information at

http://www.software.ibm.com/ShopzSeries

Media type for this software product is chosen during the customized offerings ordering process. Based on your customer environment, it is recommended that the highest possible density tape media is selected. Currently offered media types are:

- CBPDOs — 3480, 3480 Compressed, 3490E, 3590, 3592*
- ServerPacs — 3480, 3480 Compressed, 3490E, 3590, 3592*
- SystemPacs — 3480, 3480 Compressed, 3490E, 3590, 3592*

  * 3592 is highest density media, which will ship the fewest number of media

Once a product becomes generally available, it will be included in the next ServerPac and SystemPac monthly update.

Production of software product orders will begin on the planned general availability date.

- CBPDO shipments will begin one week after general availability.
- ServerPac shipments will begin two weeks after inclusion in ServerPac.
- SystemPac shipments will begin four weeks after inclusion in SystemPac due to additional customization and data input verification.

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

Terms and conditions for distributed products

The distributed product is only available via Passport Advantage. It is not available as shrinkwrap.

Licensing: IBM International Program License Agreement and License Information document. PoEs are required for all authorized use. Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

This software license includes Software Maintenance, previously referred to as Software Subscription and Technical Support.

Limited warranty applies: Yes

Warranty: This program has warranty for a minimum of one year from acquisition from IBM or authorized IBM Business Partner. The warranty provided to the customer, for at least one year from acquisition, is access to databases (read Web sites) for program information and FAQs, including any known fixes to defects, which the customer can download or obtain otherwise and install at leisure.

Program technical support: Technical support of a program product will be available for a minimum of three years from the general availability date, as long as your Software Maintenance is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Maintenance also provides you with access to updates, releases, and versions of the program. Customers will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.
Money-back guarantee: If for any reason you are dissatisfied with the program, return it within 30 days from the invoice date, to the party (either IBM or its reseller) from whom you acquired it, for a refund. This applies only to your first acquisition of the program.

Copy and use on home/portable computer: No

Volume orders (IVO): No

Passport Advantage applies: Yes, and through the Passport Advantage Web site at

http://www.ibm.com/software/passportadvantage

Usage restriction: Yes. Usage is limited to the quantity of client devices and managed processor value units licensed.

Software Maintenance applies: Yes. Software Maintenance, previously referred to as Software Subscription and Technical Support, is included in the Passport Advantage Agreement. Installation and technical support is provided by the Software Maintenance offering of the IBM International Passport Advantage Agreement. This fee service provides voice and electronic access to IBM support organizations.

IBM includes one year of Software Maintenance with the initial license acquisition of each program acquired. The initial period of Software Maintenance can be extended by the purchase of a renewal option, if available.

While your Software Maintenance is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions; and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, every day of the year. For additional details, consult your IBM Software Support Guide at

http://techsupport.services.ibm.com/guides/handbook.html

Software Maintenance does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under this agreement.

For additional information about the Passport Advantage Agreement, visit the Passport Advantage Web site at

http://www.ibm.com/software/passportadvantage

System i™ Software Maintenance applies: No

Variable charges apply: No

Educational allowance available: Not applicable.

Terms and conditions for z/OS products

Licensing: IBM International Program License Agreement and License Information document. PoEs are required for all authorized use.

This program is licensed under the IBM Program License Agreement (IPLA), and the associated Agreement for Acquisition of Software Maintenance, which provides for support with ongoing access to releases and versions of the program. This program has a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours) as well as access to updates, releases, and versions of the program as long as support is in effect.

S/390 and System z IBM Operational Support Services — SoftwareXcel is an option for those customers who desire added services.

Limited warranty applies: Yes

Warranty: This program has warranty for a minimum of one year from acquisition from IBM or
authorized IBM Business Partner. The warranty provided to the customer, for at least one year from acquisition, is access to databases (read Web sites) for program information and FAQs, including any known fixes to defects, which the customer can download or obtain otherwise and install at leisure.

**Program support:** Enhanced Support, called Subscription and Support, includes telephone assistance (voice support for defects during normal business hours) as well as access to updates, releases, and versions of the program as long as support is in effect. The customer will be notified of discontinuance of support with 12 months' notice.

**Money-back guarantee:** If for any reason you are dissatisfied with the program, return it within 30 days from the invoice date, to the party (either IBM or its reseller) from whom you acquired it, for a refund. This applies only to your first acquisition of the program.

**Copy and use on home/portable computer:** No

**Volume orders (IVO):** No

**Passport Advantage applies:** No

**Usage restriction:** Yes. Usage is limited to the quantity of Value Units licensed.

**Software Maintenance applies:** No. For Operating System software, the revised IBM Operational Support Services — SoftwareXcel offering will provide support for those operating systems and associated products that are not available with the newly announced Software Maintenance offering.

This will ensure total support coverage for your enterprise needs, including IBM and selected non-IBM products. For complete lists of products supported under both the current and revised SoftwareXcel offering, visit


For additional information on the revised IBM Operational Support Services, refer to Services Announcement 601-023, dated July 10, 2001.

**IBM Operational Support Services — SoftwareXcel: Yes**

**System i Software Maintenance applies:** No

**Variable charges apply:** No

**Educational allowance available:** Yes, 15% education allowance applies to qualified education institution customers.

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**IBM Electronic Services**

IBM has transformed its delivery of hardware and software support services to put you on the road to higher system availability. Electronic Services is a Web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems.

To learn how Electronic Services can work for you, visit
Prices

Information on charges is available at Web site

http://www.ibm.com/support

In the Electronic tools category, select the option for Purchase/upgrade tools.

**Pricing for 5698-B01 z/OS offering:** Program name: IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS

**Program PID:** 5698-B01

<table>
<thead>
<tr>
<th>Entitlement identifier</th>
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</thead>
<tbody>
<tr>
<td>S0144VD</td>
<td>IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS</td>
<td>Basic OTC, per Value Unit</td>
</tr>
</tbody>
</table>

**Subscription and Support PID:** 5698-R01

<table>
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<tr>
<th>Entitlement identifier</th>
<th>Description</th>
<th>License option/ Pricing metric</th>
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<tbody>
<tr>
<td>S0144VC</td>
<td>IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS</td>
<td>Basic ALC, per Value Unit SW S&amp;S No charge, decline SW S&amp;S</td>
</tr>
</tbody>
</table>

**Passport Advantage for the distributed product**

For Passport Advantage and charges, contact your IBM representative or your authorized IBM Business Partner. Additional information is also available at

http://www.ibm.com/software/passportadvantage

Order now

To order, contact the Americas Call Centers or your local IBM representative.

To identify your local IBM representative, call 800-IBM-4YOU (426-4968).

**Phone:** 800-IBM-CALL (426-2255)

**Fax:** 800-2IBM-FAX (242-6329)

**Internet:** callserv@a.ibm.com

**Mail:** IBM Americas Call Centers
Dept. Teleweb Customer Support, 9th floor
105 Maitland Drive
North York, Ontario
Canada MBB 3R1

Reference: YE001

The Americas Call Centers, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

**Note:** Shipments will begin after the planned availability date.

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Java is a trademark of Sun Microsystems, Inc.

UNIX is a registered trademark of the Open Company in the United States and other countries.

Linux is a trademark of Linus Torvalds in the United States, other countries or both.

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