



IBM Service Delivery Manager V7.2.2 for IBM Power Systems offers an integrated service delivery platform to achieve the benefits of cloud computing

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At a glance

IBM® Service Delivery Manager V7.2.2:

- Is a preintegrated software solution that is delivered as a set of virtual images for improved installation and time-to-value
- Delivers rapid and automatic provisioning of virtualized environments
- Provides integrated capabilities of automatic service provisioning; monitoring for ongoing managing of the service, usage, and accounting tracking for chargeback capabilities; and built-in high availability of the cloud management infrastructure

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: RE001).

Overview

IBM Service Delivery Manager V7.2.2 is a service automation solution that can help drive down costs and accelerate time-to-market by automating the delivery of business services.

IBM Service Delivery Manager is a single solution that brings together into an integrated platform the capabilities of Service Automation Manager, integrated with advanced monitoring of virtual environments from Tivoli® Monitoring and Tivoli Monitoring for Virtual Servers and with enterprise metering and cost accounting capabilities provided by Tivoli Usage and Accounting Manager.

IBM Service Delivery Manager helps service providers as well as internal IT departments to deliver IT services in an efficient, standardized, and cost-effective way, achieving the benefits of a cloud delivery model.

Key prerequisites

Refer to the [Hardware requirements](#) and [Software requirements](#) sections.

Planned availability date

- September 16, 2011: Electronic delivery
- October 7, 2011: Physical media

Description

IBM Service Delivery Manager V7.2.2 is a comprehensive service delivery platform for cloud environments that can help drive down costs and increase speed to deliver business services.

IBM Service Delivery Manager is a software-only solution delivered as a set of preintegrated and preconfigured virtual templates that simplify and accelerate the deployment of the cloud management infrastructure and help to provide flexibility in the selection of cloud resources to be provisioned.

IBM Service Delivery Manager management server is delivered as a set of virtual templates for IBM Power Systems™, where the management server can be deployed on a PowerVM environment on IBM Power Systems. IBM Service Delivery Manager V7.2.2 for IBM Power Systems is also integrated and packaged with IBM Systems Director and IBM Systems Director VMControl™.

IBM Service Delivery Manager can manage IT services on a heterogeneous set of physical infrastructures, being able to deliver IT services on x86, IBM Power Systems, and Linux™ on zEnterprise™ environments.

IBM Service Delivery Manager V7.2.2 provides features that are essential for service provider and internal IT departments to implement a reliable, efficient, and cost-effective IT service delivery platform, achieving the benefits of a cloud delivery model.

- A self-service portal interface for in-advance computing reservations, storage, and networking resources, in addition to virtualized resources
- Multi-tenancy for service providers, with an improved customer on-boarding process, with flexible role and security model
- Automated provisioning and de-provisioning of resources
- Prepackaged automation templates and workflows for most common resource types
- Quotas and limits that allow for better control and leverage of your cloud infrastructure
- Flexible role and security model for administrators, restricting actions to specific roles such as cloud administrator, customer administrator, approver, and others
- Real-time monitoring of deployed environments as well as a new addition for monitoring of the virtualized infrastructure, with capacity analysis and planning and what-if analysis
- Proactive problem identification of delivered services, through predictive trending and using historical baselines for performance alerts
- Improved usage and accounting chargeback capabilities that can help system administrators to help, track, and optimize system usage, through new Cognos® based common reporting
- Built-in high availability of the cloud management infrastructure

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at

http://www.ibm.com/able/product_accessibility/index.html

Section 508 of the US Rehabilitation Act

IBM Service Delivery Manager is capable, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it.

Product positioning

IBM Service Delivery Manager V7.2.2 provides an integrated solution for automating the management of virtual environments and building a dynamic service delivery model.

IBM Service Delivery Manager is an integrated software-only service management offering for cloud computing that allows you to utilize flexible hardware configurations to help with a faster time-to-value.

IBM Service Delivery Manager V7.2.2:

- Leverages Service Automation Manager V7.2.2
- Adds new monitoring capabilities of the virtualized infrastructure through Tivoli Monitoring for Virtual Servers V6.2.3
- Provides enhanced metering and accounting capabilities, leveraging Tivoli Usage and Accounting Manager V7.3
- Is delivered as a set of virtual machines for simplified deployment and can help recognize faster time-to-value

Some of the challenges addressed by IBM Service Delivery Manager:

- Business pains
 - Increased pressure to cut operating capital expenses and contribute more to the business
 - Increased pressure to speed cycles of innovation to be more competitive
 - Lack of qualified IT resources
 - Inflexible systems that do not change with the business
 - Merging acquired resources and assets with existing IT infrastructure
- IT pains
 - Deal with IT budgets that are frozen or shrinking, and resource utilization and labor costs that are under scrutiny
 - Increased complexity of IT environments
 - Maintaining quality of service with reduced budgets

Program number

Program number	VRM	Program name
5725-A34	7.2.2	IBM Service Delivery Manager

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

<http://www-306.ibm.com/software/tivoli/education/>

Offering Information

Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

Publications

No publications are shipped with this program.

Technical information

Specified operating environment

Hardware requirements

Compute nodes: These are the nodes where IBM Tivoli Service Automation Manager creates the virtual images. For the hardware prerequisites, refer to the *Tivoli System Automation Manager Installation and Administration Guide*. This guide is available at

<http://publib.boulder.ibm.com/infocenter/tivihelp/v10r1/topic/com.ibm.tsam.doc/tsam.admin.book.pdf>

Management nodes: The following table shows the required resources split by virtual image:

Virtual image	Number of processors	Disk space (GB)	Memory (GB)
TIVSAM_image	4	135	16
ITM_image	2	40	6
TUAM_image	1	30	4
NFS_image	1	30	2

Hardware prerequisites for IBM Tivoli Monitoring data warehouse

If you plan to use the IBM Tivoli Monitoring data warehouse capability, you must assign additional storage to ITM_image. The size of the additional storage depends on the number of monitoring agents and on the amount and frequency of the collected information. For example, for about 1000 OS monitoring agents and with the default configuration present in ISDM, the additional storage is 120 GB.

Software requirements

Supported hypervisor to run management nodes

System supported	Hypervisor
Power	VMControl 2.3

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter.

Documentation and other program content may be supplied only in the English language.

Limitations

For additional information, refer to usage restrictions in the [Terms and conditions](#) section, or to the License Information document that is available on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

Planning information

Direct customer support

For technical support or assistance, contact your IBM representative or visit

<http://www.ibm.com/support>

Packaging

This program, when downloaded from a website, 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 License Information will be stored in a directory such as LICENSE.TXT.

Security, auditability, and control

IBM Service Delivery Manager uses the security 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 extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

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

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

Licensing metric definitions and pricing examples

Licensing metric definitions

Client Device

Client Device is a unit of measure by which the program can be licensed. A *Client Device* is a single user computing device or special purpose sensor or telemetry device that requests the execution of or receives for execution a set of commands, procedures, or applications from or provides data to another computer system that is typically referred to as a server or is otherwise managed by the server. Multiple Client Devices may share access to a common server. A Client Device may have some processing capability or be programmable to allow a user to do work. Examples include, but are not limited to actuators, appliances, automated teller machines, automatic meter readers, cash registers, disk drives, desktop

computers, kiosks, notebook computers, personal digital assistant, point-of-sale terminals, sensors, smart meters, tape drives, and technical workstations. Licensee must obtain entitlements for every Client Device which runs, provides data to, uses services provided by, or otherwise accesses the program and for every other computer or server on which the program is installed.

Resource Value Unit (RVU)

Resource Value Unit (RVU) is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement are based on the number of units of a specific resource used or managed by the program. Licensee must obtain entitlements for this program sufficient to cover the resources managed by the program. Licensee must obtain sufficient entitlements for the number of RVUs required for Licensee's environment for the specific resources as specified in the resource table found in the program's announcement or License Information document. RVU entitlements are specific to the program and the type of resource and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program or resource.

Standby or backup systems

For programs running or resident on backup machines, IBM defines three types of situations: cold, warm, and hot. In 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, the customer needs to acquire other licenses or entitlements sufficient for that server. All programs running in backup mode must be solely under the customer's 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.

Product and licensing websites

A complete list of IBM Tivoli products is available at

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

IBM Tivoli product licensing documents are available at

<http://www.ibm.com/software/tivoli/products/licensing.html>

Passport Advantage

Through the Passport Advantage Agreement, you may receive discounted pricing based on their 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 IBM Tivoli product configuration under Passport Advantage, the IBM Tivoli Enhanced Value-Based Pricing Model applies. The customer's 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 IBM 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 IBM Tivoli product part number. The sum of these Passport Advantage points determines the Passport Advantage point value of the applicable IBM 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

<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 a customer renews their existing coverage period prior to the anniversary date at which it expires.
- Software Maintenance Reinstatement 12 months: This is for customers who have allowed their Software Maintenance to expire and later want to reinstate their 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

The resource for the purpose of the RVU calculation is Activated Processor Cores managed by the program. An *Activated Processor Core* is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions. Licensee can deploy the program using either Full Capacity licensing or Virtualization Capacity (Sub-

Capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (see webpage below). If using Full Capacity licensing, each Activated Processor Core in the physical hardware environment managed by the program must be counted, except for those servers from which the program permanently no longer manages. If using Virtualization Capacity licensing, the Virtualization Capacity License Counting Rules that defines how many Activated Processor Cores must be counted, is located at:

http://www.ibm.com/software/lotus/passportadvantage/Counting_Software_licenses_using_specific_virtualization_technologies.html

The RVU table for Activated Processor Cores on RVUs is below:

Tier	From Quantity	To Quantity	Factor
1	0	2,500	1.00
2	2,501	10,000	0.80
3	10,001	50,000	0.60
4	50,001	150,000	0.40
5	150,001	-	0.20

The RVU table for client devices on RVUs is below:

Tier	From quantity	To quantity	Factor
1	0	2,500	1.00
2	2,501	10,000	0.90
3	10,001	25,000	0.80
4	25,001	50,000	0.70
5	50,001	-	0.50

Pricing example 1:

A customer wants to license for the servers in the following core environment:

Distributed servers

- 20 One Processor, Single Core servers
- 65 One Processor, Dual Core servers
- 12 Two Processor, Dual Core servers
- 10 Two Processor, Quad Core servers
- One Eight Processor, Dual Core server with two virtual or logical partitions
- One Four Processor, Quad Core server
- One z800 server with two uniprocessor IFLs running Linux (also known as "Linux on System z®")

Note: Linux on System z offerings may not be available for all Tivoli products. This licensing example assumes such availability. Linux on System z offerings have distinctly orderable part numbers in Passport Advantage, which should be used when ordering entitlements for IFLs running Linux.

If pricing products without a Linux on System z offering, you should exclude the z800 server entitlement requirement indicated below.

The customer wants to manage the applicable distributed server environment:

Systems managed	Quantity in customer environment	Activated Processor Cores to be licensed
One Processor, Single Core	20	20
One Processor, Dual Core	65	130
Two Processors, Dual Core	12	48
Two Processors, Quad Core	10	80
Eight Processors, Dual Core (2 logical partitions)	1	16
Four Processors, Quad Core z800 server with 2 uniprocessor IFLs (requires Linux on System z availability)	1	16
	1	2
Total Processors to be Licensed		312

Based on the 312 Activated Processor Cores, the customer would require 312 RVUs.

Pricing example 2:

A customer wants to license in the following core environment:

- Servers with 45,000 Activated Processor Cores
- 25,000 client devices

The following calculation is used to determine the number of RVUs required to license the 45,000 Activated Processor Cores in the server environment.

Tier	Quantity of Activated Processor Cores	RVUs
1	2,500	2,500
2	7,500	6,000
3	35,000	21,000
Total		29,500

- The first tier based on the RVU table is used to calculate the first 2,500 Activated Processor Cores at a factor of 1 per core or in the case above 2,500 RVUs (2,500 x 1).
- The second tier is used to calculate the Activated Processor Cores from 2,501 to 10,000 at a .8 factor or (7,500 x .8 = 6,000).
- The third tier is used for those Activated Processor Cores between 10,001 and 50,000.
- In the example, 35,000 of the Activated Processor Cores reside in tier 3 or (35,000 x .6 = 21,000).
- Adding the RVUs together for each tier, the customer requires 29,500 RVUs to license the 45,000 Activated Processor Cores.

The following calculation is used to determine the number of RVUs required to license the 25,000 client devices in the environment.

Tier	Quantity of client devices	RVUs
1	2,500	2,500
2	7,500	6,750
3	15,000	12,000
Total		21,250

- The first tier based on the RVU table is used to calculate the first 2,500 client devices at a factor of 1 per core or in the case above 2,500 RVUs (2,500 x 1).
- The second tier is used to calculate the client devices from 2,501 to 10,000 at a .9 factor or (7,500 x .9 = 6,750).
- The third tier is used for those client devices between 10,001 and 25,000. In the example, 15,000 of the managed cores reside in tier 3 or (15,000 x .8 = 12,000).
- Adding the RVUs together for each tier, the customer requires 21,250 RVUs to license the 25,000 client devices.

Ordering information

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

Product group: Tivoli IT Service Management

Product Identifier Description (PID)

IBM Service Delivery Manager for Power® 5725-A34

Product category: Tivoli Service Automation Manager

Passport Advantage customer: Media pack entitlement details

Customers with active maintenance or subscription for the products listed are entitled to receive the corresponding media pack.

Entitled maintenance offerings Sub ID description	Sub ID number
ISDM on Power Systems 10 PVU	SDMXVMWSB03
ISDM on Power Systems 10PVU LnxSysz	SDMXVMWSB04
ISDM on P Systems FTL 10 PVU	SDMXVMWSB09
ISDM on P Sys FTL 10PVU fLin onSysz	SDMXVMWSB10
ISDMPS Per RVU	SDMXVMWSB17
ISDMPS Per RVU for Linux on sys z	SDMXVMWSB18
ISDMPS FTL Per RVU	SDMXVMWSB19
ISDMPS FTL Per RVU for Linux onsysz	SDMXVMWSB20

Media packs description	Part number
IBM Service Delivery Manager on Power Systems v7.2.2 for AIX® Multilingual Media Pack	BJ0Z4ML

Current licensees

Current licensees can order the new media packs through Passport Advantage.

New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

Basic license

Ordering information for 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 12 full months of Software Maintenance. Software 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 for 12 full months of maintenance.

Refer to the IBM International Passport Advantage Agreement and to the *IBM Software Support 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 required number of Processor Value Units.

To order IBM Service Delivery Manager on Power Systems previously announced part numbers in Passport Advantage, specify the desired part number and quantity.

Description	Part number
On Power Systems	
RVU License and SW S&S 12 Months	D0I2WLL
RVU Annual SW S&S Renewal Annual Renewal	E0BI2LL
RVU SW S&S Reinstatement 12 Months	D0I2XLL
RVU INITIAL FIXED TERM License and SW S&S 12 Mo	D0I3ILL
RVU SUBSEQUENT FIXED TERM License and SW S&S 12 Mo	E0BIFLL
On Power Systems for Linux on System z	
RVU License and SW S&S 12 Months	D0I2YLL
RVU Annual SW S&S Renewal Annual Renewal	E0BI3LL
RVU SW S&S Reinstatement 12 Months	D0I2ZLL
RVU INITIAL FIXED TERM License and SW S&S 12 Mo	D0I3JLL
RVU SUBSEQUENT FIXED TERM License and SW S&S 12 Mo	E0BIGLL

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

Description	Part number
IBM Service Delivery Manager on Power Systems V7.2.2 for AIX Multilingual Media Pack	BJ0Z4ML

Subscription and Support

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.

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.

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

Licensing

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. 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.

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available. These programs have 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.

License Information form number

L-LBOI-8JFETM

The program's License Information will be available for review on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

Limited warranty applies

Yes

Money-back guarantee

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on

Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

Software Subscription and Support applies

Yes. Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

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

While your Software Subscription and Support 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, 7 days a week. For additional details, consult your IBM Software Support Handbook at

<http://www.ibm.com/support/handbook>

Software Subscription and Support 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 the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage website at

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

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

IBM Electronic Services

IBM has transformed its delivery of hardware and software support services to help you achieve 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 are designed to 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. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

To learn how Electronic Services can work for you, visit

<http://www.ibm.com/support/electronic>

Prices

For additional information and current prices, contact your local IBM representative.

Passport Advantage

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

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

Business Partner information:

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBM ID and password are required.

<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

Passport Advantage

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, or your IBM Business Partner.

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

Phone: 800-IBM-CALL (426-2255)
Fax: 800-2IBM-FAX (242-6329)
For IBM representative: callserv@ca.ibm.com
For IBM Business Partner: pswna@us.ibm.com
Mail: IBM Teleweb Customer Support
ibm.com® Sales Execution Center, Americas North
3500 Steeles Ave. East, Tower 3/4
Markham, Ontario
Canada
L3R 2Z1

Reference: RE001

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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