IBM Service Delivery Manager V7.2.1 helps IT organizations provide dynamic cloud services

Table of contents

1 Overview
2 Key prerequisites
3 Planned availability date
4 Program number
4 Publications
4 Technical information
9 Ordering information
11 Terms and conditions
13 Prices
14 Corrections

At a glance

IBM® Service Delivery Manager V7.2.1:

- Is a pre-integrated 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.

Overview

IBM Service Delivery Manager V7.2.1 is a comprehensive service automation solution that can help drive down costs and accelerate time-to-market for the business by automating the delivery of business services.

In an effort to help improve customer satisfaction and help accelerate service delivery, IBM Service Delivery Manager can help organizations exploit the benefits of a cloud computing model.

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

IBM Service Delivery Manager provides capabilities, which are essential to a cloud service delivery model, including:

- A self-service portal interface for in-advance computing reservations, storage, and networking resources, in addition to virtualized resources
- Automated provisioning and de-provisioning of resources
- Prepackaged automation templates and workflows for most common resource types
- Real-time monitoring of physical and virtual cloud resources
- Integrated usage and accounting chargeback capabilities that can help system administrators to help, track, and optimize system usage
- Built-in high availability of the cloud management infrastructure
Key prerequisites

Refer to the Hardware requirements and Software requirements sections.

Planned availability date

- August 27, 2010: Electronic
- September 17, 2010: Physical

Description

IBM Service Delivery Manager V7.2.1 is a prepackaged and self-contained service delivery platform that combines the key software components to rapidly implement cloud computing. IBM Service Delivery Manager is a software-only solution delivered as virtual images for improved installation and time-to-value.

IBM Service Delivery Manager V7.2.1 helps allow the data center to accelerate the creation of service platforms for a wide spectrum of workload types with a high degree of integration and flexibility, providing an enhanced request-driven user experience, while aiding efforts to help drive down costs and help accelerate time-to-market for the business. This solution can help simplify the intricacies of implementing a cloud computing model and can help enable organizations to quickly realize the benefits and business potential of a dynamic infrastructure. Cloud computing is a services acquisition and delivery model for IT resources that can help improve business performance and efforts to help control the costs of delivering IT resources to an organization.

IBM Service Delivery Manager V7.2.1 focuses on expanding existing core service management capabilities into production clouds. It includes:

- Self service and service automation:
  - Isolation capabilities of environments through supporting multiple Virtual Local Area Networks (VLANs) and pooling of subnets.
  - Ability to select additional software to be installed on the image to be deployed in an effort to provide more flexibility.
  - Change service requests before and after deployment to modify allocations for CPU, memory, disk space, and reservation of an already reserved project in an effort to better utilize the cloud and respond to changing needs of users.
  - Integration with IBM Tivoli® Change and Configuration Management to allow for change-driven deployments.

- Integrated monitoring and management of IT resources for faster problem resolution.

- Usage and accounting capabilities that can help enable chargeback for cloud services to optimize system usage.
  - Enables the creation of resource usage and accounting data that helps allow for tracking, planning, budgeting, and chargeback of system resource usage.

- High availability configuration to help protect against unplanned outages and can help simplify virtual machine mobility during planned changes.

IBM Service Delivery Manager V7.2.1 is an important component of IBM's Smarter Planet™ initiative and provides the capabilities needed to implement dynamic cloud services.

Accessibility by people with disabilities

A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at
Section 508 of the U.S. 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 V7.2.1 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 which allows you to utilize flexible hardware configurations to help with a faster time-to-value.

IBM Service Delivery Manager:

• Consists of the same basic software function as IBM CloudBurst
• Is delivered as a set of virtual machines for simplified deployment and can help recognize faster time-to-value
• Provides flexibility of the hardware platform, with a predetermined set of service management tasks and workflows

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

Statement of direction

IBM Service Delivery Manager intends to offer you a choice in supported hardware platforms for the deployment of the IBM Service Delivery Manager software. It is planned to extend the supported platforms offered for this solution to IBM Power Systems™.

IBM Power Systems is ideally suited for cloud environments, with its leading virtualization, scalability and reliability, availability, and serviceability (RAS) characteristics, enabling you to move mission-critical workloads to a private cloud environment. Now, you can plan to couple the industrial strength virtualization of Power Systems with Tivoli service management capabilities such as seamless self-service and automated provisioning, to deliver an integrated cloud environment.

The IBM Service Delivery Manager offering on Power® is planned to provide a set of pre-integrated and preconfigured virtual images that simplify and accelerate the
deployment of the cloud management infrastructure and helps to provide flexibility in the selection of cloud resources to be provisioned.

All statements regarding IBM’s plans, directions, and intent are subject to change or withdrawal without notice.

<table>
<thead>
<tr>
<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
</tr>
</thead>
<tbody>
<tr>
<td>5725-A34</td>
<td>7.2.1</td>
<td>IBM Service Delivery Manager</td>
</tr>
</tbody>
</table>

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


Offering Information

Product information is available via the Offering Information Web site

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

Also, visit the Passport Advantage® Web site

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


Management nodes

The below table shows the required resources split by virtual image:
<table>
<thead>
<tr>
<th>Virtual image</th>
<th>Number of processors</th>
<th>Disk space (GB)</th>
<th>Memory (GB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>TIVSAM_image</td>
<td>4</td>
<td>110</td>
<td>12</td>
</tr>
<tr>
<td>TIVSAM-HA_image</td>
<td>4</td>
<td>110</td>
<td>12</td>
</tr>
<tr>
<td>ITM_image</td>
<td>2</td>
<td>15</td>
<td>4</td>
</tr>
<tr>
<td>TUAM_image</td>
<td>2</td>
<td>12</td>
<td>4</td>
</tr>
<tr>
<td>NFS_image</td>
<td>2</td>
<td>17</td>
<td>2</td>
</tr>
<tr>
<td>NFS-HA_image</td>
<td>2</td>
<td>17</td>
<td>2</td>
</tr>
</tbody>
</table>

**Hardware prerequisites for dual node high availability**

- You must reserve two LUNs in your storage for raw disks. The first one must be at least 5 GB and the second one must be at least 60 GB.

**Hardware prerequisites for exploiting Tivoli Service Automation multiple VLANs support**

- If you plan to exploit Tivoli Service Automation multiple VLANs support for network isolation, your hardware must support IEEE 802.1q networking standard (VLAN tagging).

**Software requirements**

**Supported hypervisor**

<table>
<thead>
<tr>
<th>System supported</th>
<th>Hypervisors</th>
</tr>
</thead>
<tbody>
<tr>
<td>x86</td>
<td>VMware vSphere 4.0 u1, VMware vSphere 4.1</td>
</tr>
</tbody>
</table>

**Supported managed environments**

IBM Service Delivery Manager is able to provision and manage virtual images in the following environments.

<table>
<thead>
<tr>
<th>Platform</th>
<th>HypervisorTM</th>
<th>Guest operating system</th>
</tr>
</thead>
<tbody>
<tr>
<td>x86</td>
<td>VMware ESX 3.5</td>
<td>RHEL 5.3 32 bit and 64 bit</td>
</tr>
<tr>
<td></td>
<td>VMware ESX 4.0</td>
<td>RHEL 5.4 32 bit and 64 bit, SLES 10 32 bit and 64 bit, SLES 11 32 bit and 64 bit, CentOS 5.3 32 bit and 64 bit, CentOS 5.4 32 bit and 64 bit, Windows® 2003 32 bit and 64 bit, Windows 2008 32 bit and 64 bit, Windows 2008 R2 32 bit and 64 bit, Windows 7 32 bit and 64 bit</td>
</tr>
<tr>
<td>KVM on RHEL 5.4</td>
<td>RHEL 5.4</td>
<td>SLES 11</td>
</tr>
<tr>
<td></td>
<td>XEN 3.0.3 on RHEL/ CentOS</td>
<td>RHEL 5.3 32 bit and 64 bit</td>
</tr>
<tr>
<td></td>
<td>XEN 3.2 on SLES</td>
<td>SLES 10.2 32 bit and 64 bit, CentOS 5.3 32 bit and 64 bit, Windows 2003 32 bit and 64 bit, Windows 2008 32 bit and 64 bit</td>
</tr>
</tbody>
</table>

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 the License Information document that is available on the IBM Software License Agreement Web site


**Planning information**

**Direct customer support**
For technical support or assistance, contact your IBM representative or visit


**Security, auditability, and control**
IBM Service Delivery Manager uses the security and audibility 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 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


**IBM Tivoli Enhanced Value-Based Pricing**

**Licensed metric definitions and pricing examples**

**Processor Value Unit (PVU)**
PVU is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the PVU table by processor vendor, brand, type, and model number at


and the number of processors made available to the program. IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip. A dual-core processor chip, for example, has two processor cores. 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 (refer to the Web page below). If using full capacity licensing, licensee must obtain PVU entitlements sufficient to cover all activated processor cores* in the physical hardware environment made available to or managed by the program, except for those servers from which the program has been permanently removed. If using virtualization capacity licensing, licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the
program, as defined according to the Virtualization Capacity License Counting Rules at

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

* 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.

**Note:** Instead of the entitlements required for the program directly, Licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.

**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 entitlement(s) 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.

**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 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 wish 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 for IBM Service Delivery Manager

The following customer network (referred to as the core environment) applies to all of the examples to enable the reader to see where products tend to manage something less than the entire environment. The customer's overall core environment includes:

**Distributed servers**

- 20 uniprocessor cores
- 65 2-way servers
- 12 4-way servers
- One 8-way server
- One 12-way server with two virtual or logical partitions
- One 14-way server
- One 16-way Sun Ultra server with two 8-way physical partitions (only one of which is managed by Tivoli applications)
• One 24-way server

The customer wants to manage the applicable distributed server environment, which requires Processor Value Unit entitlements associated with the following number of processor cores:

<table>
<thead>
<tr>
<th>Systems managed</th>
<th>Quantity in customer environment</th>
<th>Processor cores to be licensed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uniprocessor core</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</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>(2 logical partitions)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14-way</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>16-way</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td>(2 physical partitions, one of which is managed by Tivoli applications)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24-way</td>
<td>1</td>
<td>24</td>
</tr>
<tr>
<td>z800 server with 2 uniprocessor IFLs (requires Linux® on System z availability)</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

Total processors to be licensed 274

Ordering information

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

This product may only be sold directly by IBM or by an authorized IBM Tivoli Business Partner. For more information about finding IBM Tivoli Business Partners visit

http://www-01.ibm.com/software/info/abpfinder/
#brand=tivoli,product=prodam_0

Select Tivoli Business Automation or contact your local IBM representative.

Product group: Tivoli IT Service Management

Product Identifier Description PID

IBM Service Delivery Manager 5725-A34

Product category: Tivoli Service Automation Manager

Current licensees

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 twelve 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 twelve 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 part numbers in Passport Advantage, specify the desired part number and quantity.

<table>
<thead>
<tr>
<th>Description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Svc Delivery Mgr on Sys x for VMWare</td>
<td>D0D9ALL</td>
</tr>
<tr>
<td>10 PVU Lic + SW S&amp;S 12 Mo</td>
<td></td>
</tr>
<tr>
<td>IBM Svc Delivery Mgr on Sys x for VMWare</td>
<td>E08WFLL</td>
</tr>
<tr>
<td>10 PVU Annual SW S&amp;S Rnw1</td>
<td></td>
</tr>
<tr>
<td>IBM Svc Delivery Mgr on Sys x for VMWare</td>
<td>D0D9BLL</td>
</tr>
<tr>
<td>10 PVU SW S&amp;S Reinstate 12 Mo</td>
<td></td>
</tr>
<tr>
<td>IBM Svc Delivery Mgr on Sys x for VMWare</td>
<td>D0D9CLL</td>
</tr>
<tr>
<td>10 PVU Linz Lic + SW S&amp;S 12 Mo</td>
<td></td>
</tr>
<tr>
<td>IBM Svc Delivery Mgr on Sys x for VMWare</td>
<td>E08WGLL</td>
</tr>
<tr>
<td>10 PVU Linz Annual SW S&amp;S Rnw1</td>
<td></td>
</tr>
<tr>
<td>IBM Svc Delivery Mgr on Sys x for VMWare</td>
<td>D0D9DLL</td>
</tr>
<tr>
<td>10 PVU Linz SW S&amp;S Reinstate 12 Mo</td>
<td></td>
</tr>
</tbody>
</table>

To order a media pack or a documentation 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 Svc Delivery Mgr on Syst x for VMWare V7.2.1</td>
<td>BJ0VUML</td>
</tr>
<tr>
<td>Media Pack for SUSE Linux ML</td>
<td></td>
</tr>
</tbody>
</table>

**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 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 (also referred to as Software Maintenance) 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**

IBM Service Delivery Manager license information form number L-DGII-84NKJY

The program’s License Information will be available for review on the IBM Software License Agreement Web site


**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.

**Other terms**
Volume orders (IVO)
No

IBM International Passport Advantage Agreement

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

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

Software Subscription and Support (Software Maintenance) 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 (Software Maintenance) 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 (Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (Software Maintenance) can be extended by the purchase of a renewal option, if available.

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

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

Software Subscription and Support (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 the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express 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.
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

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Software ValueNet®. 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

Trademarks

Smarter Planet, Power Systems, Hypervisor and Electronic Service Agent are trademarks of IBM Corporation in the United States, other countries, or both.

IBM, Tivoli, Power, Passport Advantage, Express and ValueNet are registered trademarks of IBM Corporation in the United States, other countries, or both.

Windows is a registered trademark of Microsoft Corporation in the United States, other countries, or both.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.
Other company, product, and service names may be trademarks or service marks of others.

Terms of use
IBM products and services which are announced and available in your country can be ordered under the applicable standard agreements, terms, conditions, and prices in effect at the time. IBM reserves the right to modify or withdraw this announcement at any time without notice. This announcement is provided for your information only. Additional terms of use are located at:


For the most current information regarding IBM products, consult your IBM representative or reseller, or visit the IBM worldwide contacts page


Corrections

(Corrected on August 25, 2010
Changes made in the Ordering information section.