



IBM Tivoli Foundations Manager products help budget-constrained, general-business IT organizations achieve quick time-to-value with minimal installation and configuration time

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At a glance

IBM® Tivoli® Foundations™ Application Manager V1.2 features include:

- A pre-built, pre-integrated, pre-configured appliance that features all of the required IBM Tivoli Monitoring components
- Integrated discovery of servers and network devices
- Out-of-the-box domain expertise, best practices, reports, and automated problem resolution actions
- Integrated Tivoli Data Warehouse for long-term storage and analytics of key infrastructure monitoring data
- Server, network, database, and application monitoring for physical and virtual environments
- A new option pack featuring additional Microsoft® monitoring agents

IBM Tivoli Foundations Service Manager V1.2, a service support management appliance, is designed for general business clients, that delivers basic service desk capabilities through ITIL® aligned service request, incident, problem, and change management processes.

Key new functions in Tivoli Foundations Service Manager V1.2:

- Change Management functionality that provides capability to create request for change tickets and provide an ITIL-aligned process work flow to implement the requested change
- Addition of simple and light-weight discovery of computer and operating systems in customer environment
- Capability to attach a ticket with a basic asset
- Addition of extended file types (assets, users, CI types, and so on) with user interface for quick data loading
- Upgrade tooling to upgrade from Tivoli Foundations Service Manager V1.1.1 to V1.2
- Globalization support for Danish, Dutch, Croatian, Finnish, Norwegian, Slovenian, Swedish, Arabic, and Hebrew languages
- Added support for translated and multi-language Web replay content
- Improved log access for faster serviceability
- In-context search capability through global search

- Automatically classify a ticket. Application will provide suggested classification based on the problem description.
- Capture the screen and attach it to the ticket.
- Enable and disable priority matrix.

Overview

IBM Tivoli Foundations Application Manager is a systems resource appliance that provides the capabilities to monitor, alert, and report on the performance and availability of server operating systems, virtual servers, network devices, databases, email servers, and additional application servers. The product features built-in auto discovery of servers and network devices, automated agent deployment, application-specific domain knowledge and best practices, as well as enhanced problem determination tools.

The IBM Tivoli Foundations Application Manager appliance runs on the Lotus Foundations™ Start Server, which provides the software to help run your business with reliability, robust security features, and simplicity, and features key management features, such as backup and restore. It is an ideal server for businesses with limited budgets and IT resources.

Designed to help budget-constrained general business IT organizations achieve quick time-to-value with minimal installation and configuration time, the appliance is constructed with a fully-functional IBM Tivoli Monitoring infrastructure and selected IBM Tivoli Monitoring agents, these agents are the same powerful programs used to manage server operating systems, virtual servers, networks, databases, and email applications in an enterprise environment. You can enjoy the power, flexibility, and stability of an enterprise-class infrastructure management system, in an easy-to-deploy, easy-to-use appliance.

For no additional charge, IBM Tivoli Foundations Application Manager can be further extended by downloading a set of additional Microsoft application monitoring agents and their corresponding domain knowledge and best practices.

IBM Tivoli Foundations Service Manager is a service desk appliance, designed for general business customers. It delivers basic service desk capabilities through ITIL aligned service request, incident, problem, and change management processes. The appliance installs and configures quickly to put the product into operation, reducing the time taken to provide value to customers. It also integrates with Tivoli Foundations Application Manager to provide robust support management capabilities. In addition, out-of-the box contents such as process workflows, reports, key performance indicators (KPIs), escalations, and ticket templates help to achieve quick time-to-value.

Key prerequisites

For details, refer to the [Hardware and software requirements](#) sections.

Planned availability date

- November 19, 2010 - electronic
- December 10, 2010 - physical

Refer to the complete letter for national language availability.

IBM Tivoli Foundations Application Manager

IBM Tivoli Foundations Application Manager V1.2 is a systems resource appliance that provides the capabilities to monitor, alert, and report on the performance and availability of server operating systems, virtual servers, network devices, databases, email servers, and additional application servers. It features built-in auto discovery of servers and network devices, automated agent deployment, application-specific domain knowledge, and best practices, as well as enhanced problem determination tools.

IBM Tivoli Foundations Application Manager solutions run on top of Lotus Foundations Start for Tivoli Foundations Application Manager, which provide self-managing autonomies to help reduce IT complexity, by automating many critical functions including installation, configuration, security checks, and overall system management.

IBM Tivoli Foundations Application Manager is designed to help budget-constrained general business IT organizations achieve quick time to value with minimal installation and configuration time. IBM Tivoli Foundations Application Manager is constructed with a fully functional IBM Tivoli Monitoring infrastructure and selected IBM Tivoli Monitoring agents. These are the same powerful programs used to manage server operating systems, virtual servers, networks, databases, and e-mail applications in an enterprise environment. You can enjoy the power, flexibility and stability of an enterprise-class, infrastructure management system, in an easy-to-deploy, easy-to-use appliance.

IBM Tivoli Foundations Application Manager's features include:

- Automated, intuitive discovery and deployment tools to help IT administrators quickly identify resources to manage, and deploy Tivoli monitoring to those systems for rapid time-to-value.
- Intuitive Launch Pad navigation screen that allows both novice and expert users to quickly access essential operational, administrative screens, and reports.
- A choice of agent-based or agentless monitoring for servers.
- Measurement of key performance metrics for operating systems, virtual servers, networks, databases, and applications, allowing clients to not only monitor the availability of key IT resources, but to provide them with a granular view of the performance of those assets.
- A user-friendly, customizable user interface that brings together the right set of data, reports and recovery tools (called workspaces) to quickly and accurately assess the health of key resources, and take remediation actions if necessary.
- Predefined views and windows, called workspaces, that can deliver immediate value in displaying performance and availability data, as well as facilitating communication between individuals by providing a common view, with the flexibility to quickly create additional workspaces tailored to the needs of each individual or group.
- Built-in alerting situations and to help both novices and experts quickly identify, isolate, and resolve problems quickly.
- Data warehousing for historical trending and reporting for any metric collected. Out-of-the-box reports to identify potential bottlenecks and track historical system utilization.
- Integration with Tivoli Foundations Service Manager for complete end-to-end management of incidents and problems.
- The ability to integrate with any of the complementary tools capable of integrating with IBM Tivoli Monitoring, including event correlation and analysis and business service management suites.

- Application monitoring, including:
 - DB2®
 - Oracle
 - Lotus® Domino®
 - Web servers
 - Microsoft Exchange
 - Microsoft SQL Server
 - Virtual Servers and Hypervisors
- An option pack featuring additional monitoring agents, including:
 - Microsoft Hyper-V
 - Microsoft .Net Framework
 - Microsoft BizTalk Server
 - Microsoft Active Directory
 - Microsoft Cluster Server
 - Microsoft SharePoint Server

IBM Tivoli Foundations Service Manager

IBM Tivoli Foundations Service Manager is a service desk appliance, designed for general business clients, that provides basic service desk capabilities through Information Technology Infrastructure Library (ITIL) aligned service request, incident, problem, and change management processes. Specific capabilities are:

- Change Management functionality that provides capability to create request for change tickets and provide an ITIL aligned process work flow to implement the requested change.
- Addition of simple and light-weight discovery of computer and operating systems in customer environment.
- Capability to attach a ticket with a basic asset.
- Addition of extended file types (assets, users, CI types, and so on) with user interface for quick data loading.
- Upgrade tooling to upgrade from Tivoli Foundations Service Manager V1.1 to V1.2.
- Globalization support for Danish, Dutch, Croatian, Finnish, Norwegian, Slovenian, Swedish, Arabic, and Hebrew languages.
- Added support for translated and multi-language web replay content.
- Improved log access for faster serviceability.
- In-context search capability through global search with a capability to define fields for indexing and searching. In context searching capabilities also extended to external knowledge management systems and websites. Search extends to attachment and provides with a indication on the exact attachment that contains the key phrase.
- Capability to auto classify a ticket. Application will provide suggested classification based on the problem description
- Capability to capture the screen and attach it to the ticket
- Capability to enable and disable priority matrix
- Several usability updates to knowledge management application
- Enhanced survey management application

IBM Tivoli Foundations Application Manager

IBM Tivoli Foundations Application Manager V1.2 provides a competitively priced, highly consumable, rapid deployment entry into the Tivoli Software family of application performance management solutions, which includes IBM Tivoli Monitoring, Tivoli Composite Application Manager for Applications, Tivoli Composite Application Manager for Applications for Microsoft Applications, and OMEGAMON® solutions. Built on the same DNA as those offerings, and featuring many of their application agents, the appliance's turn-key delivery shelters users from the complexity that can result from a traditional deployment of these powerful, highly-customizable tools. Right-sized for most mid-market IT operations, the appliance offers the rapid time-to-value proposition of lighter management solutions, combined with the depth and breadth of an enterprise-class management solution featuring an industry-leading pedigree.

IBM Tivoli Foundations Application Manager is designed for the following clients' needs:

- Monitoring the performance and availability of a mid-sized (up to 150 servers) IT infrastructure
- Monitoring the health and availability of mission-critical applications running on the IT infrastructure
- Automatically responding to service interruptions to restore application availability quickly, and sometimes without an IT administrator in attendance
- Minimizing application downtime, enhance application performance, and prevent outages from occurring
- Producing intuitive reports on IT performance for a wide range of stakeholders
- Tracking historical trends in IT performance, for capacity planning and other disciplines
- Deploying an IT management solution that can be working, by a single operator, in hours, instead of days or weeks
- Including an extensible framework that can be enhanced with complementary tools when higher levels of IT maturity are reached

IBM Tivoli Foundations Service Manager

Small- and medium-sized organizations are focused on running the business and do not have abundant resources to manage IT. As technology becomes increasingly more complex, problem resolution becomes more time-consuming, skill requirements increase, and costs to maintain quality services escalate. In the face of tighter budgets and fewer resources, prioritization, responsiveness, and standardized well-defined processes are the keys to maximizing the availability of business-critical IT services.

Many smaller and growing medium-sized organizations do not currently own an effective service desk solution. Spreadsheets and open source alternatives are used to allocate and record incident numbers. Automation is precarious and centralized record keeping is not common. These organizations suffer from tedious and error prone processes that jeopardize the provisioning of effective service support to their clients.

IBM Tivoli Foundations Service Manager is the service desk solution designed and priced specifically for smaller and medium sized organizations. It provides focused service desk capabilities through Information Technology Infrastructure Library (ITIL) V3.0 aligned service request, incident, problem, and change management processes. It encompasses a broad variety of features that enable a single point of contact to automate service request, incident, problem, and change management. The offering includes pre-defined features that have been found key to growing needs of small and medium sized organizations.. Equally important, it is easy to install, configure and, deploy.

Availability of national languages

Tivoli Foundations Service Manager and Tivoli Foundations Application Manager are enabled to support all language environments and are translated into the group 1 languages on November 19, 2010.

Program number

Program number	VRM	Program name
5724-Y07	V1.2	IBM Tivoli Foundations Application Manager
5724-Y08	V1.2	IBM Tivoli Foundations Service 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 these programs.

The IBM Publications Center

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries, free of charge.

Technical information

Specified operating environment

Hardware and software requirements

For details, refer to

<http://www-01.ibm.com/support/docview.wss?rs=3498&uid=swg21306185>

Software requirements

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.

Planning information

Packaging

IBM Tivoli Foundations Service Manager and IBM Tivoli Foundations Application Manager are distributed with

- International Program License Agreement (Z125-3301)
- License Information document (electronic)
- Publications (refer to the [Publications](#) section)

These programs, when downloaded from a website, contain 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 Tivoli Foundations Service Manager and IBM Tivoli Foundations Application Manager 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.

Global Technology Services

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

Licensing metric definitions and pricing examples

Authorized User

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User accessing the program in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and

may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

Concurrent User

Concurrent User is a unit of measure by which the program can be licensed. A Concurrent User is a person who is accessing the program at any particular point in time. Regardless of whether the person is simultaneously accessing the program multiple times, the person counts only as a single Concurrent User. The program may be installed on any number of computers or servers, but Licensee must obtain entitlements for the maximum number of Concurrent Users simultaneously accessing the program. Licensee must obtain an entitlement for each simultaneous Concurrent User accessing the program in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means.

Install is a unit of measure by which the program can be licensed. An Install is an installed copy or instance of the program on a physical or virtual disk made available to be executed on a computer. Licensee must obtain an entitlement for each Install of the program.

Server

Server is a unit of measure by which the program can be licensed. A Server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (e.g., a blade or a rack-mounted device) that has the required components is considered itself a separate Server. For the purpose of Server-based licensing, Licensee must obtain entitlements for each Server which is made available to the program, regardless of the number of processor cores and/or partitions in the Server or the number of copies of the program on the server.

Limited Use Managed Server is a unit of measure by which the program can be licensed. A Limited Use Managed Server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device e.g., a blade or a rack-mounted device) that has the required components is considered itself a separate Limited Use Managed Server. Licensee must obtain entitlements for each Limited Use Managed Server managed by the program and meet the maximum authorized use terms and conditions below.

The Limited Use Managed Server maximum authorized use terms and conditions are managing servers with a maximum of 2 Sockets per Managed Server. A Socket is an electronic circuitry that accepts a processor chip which is an electronic circuitry containing one or more processor cores that plugs into a Socket.

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.

Pricing examples

The pricing example below should be used to determine required license entitlements for the following distributed products:

Pricing example of IBM Tivoli Foundations Application Manager

IBM Tivoli Foundations Application Manager requires licensing of 2 parts, IBM Lotus Foundations Start for Tivoli Foundation Application Manager and IBM Tivoli Foundations Application Manager as described below:

- IBM Lotus Foundations Start for Tivoli Foundations Application Manager

The IBM Tivoli Foundations Application Manager appliance runs on the Lotus Foundations Appliance Server and the Lotus Foundations Start for Tivoli Foundations Application Manager license is required for the Lotus Foundations Appliance Server. Lotus Foundations Start for Tivoli Foundations Application Manager is licensed by Server for the Lotus Foundations Appliance Server.

- IBM Tivoli Foundations Application Manager

IBM Tivoli Foundations Application Manager is priced based on the customer's managed environment and licenses are need for each server being managed. The following customer network (referred to as the core environment) examplet is used 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

- Twenty uniprocessor Servers
- Sixty-five 2-way Servers
- Twelve 4-way Servers (two dual-core processors)
- One 8-way Server (two quad-core processors)
- One 12-way Server with two virtual or logical partitions (two six-core processors)

The customer wants to manage the applicable distributed server environment, which requires a straightforward counting of the number of servers to be managed, pursuant to the server size and number limits described below.

Systems Managed Licensed	Quantity in Customer Environment	Managed Servers to be Licensed
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Uniprocessor core	20	20
2-way	65	65
4-way	12	12
8-way	1	1
12-way (2 six-core processors)	1	1
Total Managed Servers to be Licensed		99

Limits

- Licensee is permitted to use Tivoli Foundations Application Manager to monitor and collect data from a maximum of 150 physical servers.
- Licensee may only install and use Tivoli Foundations Application Manager on the supported IBM Lotus Foundations Appliance Server specified in the program documentation.

Pricing example for IBM Tivoli Foundations Service Manager

IBM Tivoli Foundations Application Service Manager requires licensing of 2 parts, IBM Lotus Foundations Start for Tivoli Foundation Services Manager and IBM Tivoli Foundations Service Manager as described below:

- Lotus Foundations Start for Tivoli Foundations Service Manager

The IBM Tivoli Foundations Service Manager appliance runs on the Lotus Foundations Appliance Server and the Lotus Foundations Start for Tivoli Foundations Service Manager license is required for the Lotus Foundations Appliance Server. Lotus Foundations Start for Tivoli Foundations Service Manager is license by Server for the Lotus Foundations Appliance Server.

If a customer has 5 authorized users and 3 concurrent users for one IBM Tivoli Foundations Service Manager appliance, the following licensing scheme applies

Orderable component	Quantity in customer environment	License entitlements required
Lotus Foundations Start For Tivoli Foundations Service Manager - Server	1	1
IBM Tivoli Foundations Service Manager - Authorized User	5	5
IBM Tivoli Foundations Service Manager - Concurrent User	3	3
IBM Tivoli Foundations Service Manager - Install	1	1

Limits

- For Tivoli Foundations Service Manager, the maximum number of user entitlements for one any appliance is 20 authorized users and 10 concurrent users.
- Lotus Foundation Start Server license to be used only for Tivoli Foundations Service Manager.

Ordering information

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

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software ValueNet®.

For more information about IBM Software ValueNet, visit

http://www-01.ibm.com/software/lotus/passportadvantage/IBM_SW_ValueNet.html

To locate IBM Business Partners for Software ValueNet in your geography for a specific Software ValueNet portfolio, contact your IBM representative.

Product group: Performance and Availability Management
Product Identifier Description:

IBM Tivoli Foundations Application Manager - 5724-Y07
IBM Tivoli Foundations Service Manager - 5724-Y08

Product category: Tivoli Foundations Manager

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit

<http://www-306.ibm.com/software/support/pa.html>

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.

Media pack description	Part number
IBM Tivoli Foundations Application Manager V1.2	BJ0X6EN
IBM Tivoli Foundations Application Manager V1.2: Lotus Foundation	BJ0X7EN
IBM Tivoli Foundation Service Manager V1.2	BJ0X4ML
IBM Tivoli Foundation Service Manager V1.2: Lotus Foundations Start	BJ0X5ML

Current licensees

Current Tivoli Foundations Application Manager customers will be individually migrated to new Limited Use Managed Server licenses, as described in the TFAM Licensing section of this announcement. If those licenses have not already been migrated, those customers should contact the party from whom they obtained the product originally, to have their entitlement explained and documented appropriately.

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 Software Subscription and Support (SW S&S) 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 Subscription and Support (also referred to as Software Maintenance). Software Subscription and Support in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all Software Subscription and Support (Software Maintenance) will renew at the common anniversary date for twelve full months of Software Subscription and Support (Software 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 Subscription and Support (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 for Passport Advantage, specify the desired part number and quantity.

Description	Part number
Tivoli Foundations Application Manager Limited Managed Server Lic + SW S&S 12 Mo	D0H4ELL
Tivoli Foundations Application Manager Limited Managed Server Annual SW S&S Rnw1	E0AXNLL
Tivoli Foundations Application Manager Limited Managed Server SW S&S Reinstate 12 Mo	D0H4FLL

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

Description	Part number
IBM Tivoli Foundations Application Manager V1.2	BJ0X6EN
IBM Tivoli Foundations Application Manager V1.2: Lotus Foundation	BJ0X7EN
IBM Tivoli Foundation Service Manager V1.2	BJ0X4ML
IBM Tivoli Foundation Service Manager V1.2: Lotus Foundations Start	BJ0X5ML

IBM Tivoli Foundations Application Manager and IBM Tivoli Foundation Service Manager are also available, via Web download, from Passport Advantage.

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 (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 Tivoli Foundations Application Manager - -L-BBOE-88LHXX
IBM Tivoli Foundations Application Manager option pack - L-BBOE-896QNB
IBM Tivoli Foundations Service Manager - L-BDUK-7TAPHP

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

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

Limited warranty applies

Yes

Limited warranty

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the *IBM Software Support Handbook* found at

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

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

Program technical support

Technical support of a program product version or release will be available for a minimum of five years from the general availability date, as long as your Software Subscription and Support (also referred to as 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 Subscription and Support (Software Maintenance) also provides you with access to updates (modifications or fixes), releases, and versions of the program. You 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 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>

Usage restriction

Yes. Usage is limited to the quantity of processor Value Units licensed.

For additional information, refer to the License Information document that is available on the IBM Software License Agreement Web site

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

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

Education software allowance does not apply.

Special education prices are available for qualified customers through Passport Advantage.

IBM Electronic Services

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