



IBM Service Extension for Usage Support on z/OS V1.9 offers fee-based installation and usage assistance beyond the z/OS V1.9 service withdrawal date

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At a glance

IBM® Service Extension for Usage Support on z/OS® V1.9 (5646-MTS) is a fee-based usage offering specifically designed for users who have not completed their migration from z/OS V1.9 to a currently supported release.

This fee-based offering:

- Provides installation and usage support starting with November 30, 2010, the earliest offering start date, up through September 30, 2012.
- Is flexible, with a minimum 3-month purchase and a maximum duration through September 30, 2012. This supports variable migration plans, where you could have differing migration schedules for either single machines or machines within a Parallel Sysplex®. Service extension must be ordered for all machines running z/OS V1.9 at a physical location, either for individual IBM z/Architecture® machines or for one or more IBM z/Architecture machines within a qualified Parallel Sysplex (in which case MSU aggregation may apply). However, you can add or remove machines running z/OS V1.9 as your migration plans progress.

Overview

To address our clients' requirements for defect support beyond the September 30, 2010, withdrawal of program services date on z/OS V1.9 (5694-A01), IBM is providing a previously announced extended lifecycle accommodation for z/OS V1.9 (5694-A01) with IBM Lifecycle Extension on z/OS V1.9 (5646-A01), announced in Software Announcement [210-027](#), dated May 11, 2010.

Today, IBM announces an offering which can be ordered along with Lifecycle Extension, IBM Service Extension for Usage Support on z/OS V1.9 (5646-MTS), which offers fee-based installation guidance, product-usage advice, and how-to support to users who have not completed their migration from z/OS V1.9 to a currently supported release.

IBM Service Extension for Usage Support on z/OS V1.9 (5646-MTS) provides fee-based installation and usage assistance beyond the September 30, 2010, withdrawal of program services date for z/OS V1.9 (5694-A01). If you acquire IBM Service Extension for Usage Support on z/OS V1.9, installation and usage support remains unchanged from what you had with your annuity services offerings (SoftwareXcel in the United States and Support Line outside the United States) for the duration of the service extension period. During this time, the IBM support center can be contacted for short-duration installation and usage questions that are associated with z/OS V1.9, and the IBM support center will provide guidance and assistance on these questions.

Starting November 30, 2010, IBM will offer a fee-based installation and usage support service extension following the z/OS V1.9 discontinuance of program services on September 30, 2010. This support enables users who have not completed their migration to a currently supported release to continue to receive installation and usage support for z/OS V1.9 in the period of November 30, 2010, through September 30, 2012.

IBM Service Extension for Usage Support on z/OS V1.9 is flexible, with a minimum 3-month purchase and a maximum duration through September 30, 2012. This supports variable migration plans, where you could have differing migration schedules for either single machines or machines within a Parallel Sysplex. The service extension must be ordered for all machines running z/OS V1.9 at a physical location, either for individual IBM z/Architecture machines or for one or more IBM z/Architecture machines within a qualified Parallel Sysplex, in which case MSU aggregation may apply. However, you can add or remove machines running z/OS V1.9 as your migration plans progress.

You must notify IBM if:

- The permanent MSUs change for any IBM z/Architecture machine running z/OS V1.9
- You add or remove an IBM z/Architecture machine that is running z/OS V1.9
- You add or remove z/OS V1.9 from any IBM z/Architecture machine

You must notify IBM within the same calendar month that the changes occur as these changes may affect the pricing for that machine or qualified Parallel Sysplex.

Key prerequisites

IBM System z® servers that support z/OS V1.9 (5646-MTS)

Planned availability date

November 30, 2010

Program number

Program number	Program name
5646-MTS	IBM Software Support Services - Service Extension for Usage Support on z/OS V1.9

Business Partner information

If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld ID and password are required (use IBM ID).

<https://www.ibm.com/partnerworld/mem/sla.jsp?num=210-230>

Technical information

Planning information

Customer responsibilities

IBM Service Extension for Usage Support on z/OS V1.9 is administered under the IBM Customer Agreement Attachment for Service Extension for System z Programs.

You will be required to sign the IBM Customer Agreement, Attachment for Service Extension Usage for System z Programs (INTC/Z125-8657).

IBM recommends that you initiate your order and sign the customer agreement at least two weeks prior to the requested start date to allow for order processing time. For example, if you need installation and usage service to be effective on December 15, 2010, the order and customer agreement should be placed no later than December 1, 2010.

Security, auditability, and control

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

New licensees

New orders

Customers should contact their IBM representative at least 14 business days prior to their requested effective date of IBM Service Extension for Usage Support on z/OS V1.9 to ensure that contract and order processing can be completed before the effective date. November 30, 2010, is the earliest possible customer effective date.

To order IBM Service Extension Usage Support on z/OS V1.9, specify the product number 5646-MTS and the appropriate tier level. Also, specify all the designated machines running z/OS V1.9 at that physical location.

It is recommended that the order be placed using the same customer number(s) that the customer will reference when requesting usage assistance to facilitate handling of the request.

IBM System z Service Charge (SzLC)

Entitlement identifier	Description	Pricing metric
S016748	IBM Service Extension Usage Support for z/OS V1.9	SzLC Tier A MSU 4 - 11
		SzLC Tier B MSU 12 - 21
		SzLC Tier C MSU 22 - 43
		SzLC Tier D MSU 44 - 71
		SzLC Tier E MSU 72 - 128
		SzLC Tier F MSU 129 - 214
		SzLC Tier G MSU 215 - 357
		SzLC Tier H MSU 358 - 714
		SzLC Tier I MSU 715 - 1111
		SzLC Tier J MSU 1112 - 1528
		SzLC Tier K MSU 1529 - 1944
		SzLC Tier L MSU 1945 & above
		LE MSU Registration No Charge

Unlicensed documentation

No publications are shipped with the announced product.

Licensed documentation

Subsequent updates (technical newsletters or revisions between releases) to the publications shipped with the product will be distributed to the user of record for as long as a license for this software remains in effect. A separate publication order or subscription is not needed.

Customized offerings

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

CBPDO and ServerPac are offered for Internet delivery, where ShopzSeries product ordering is available. Internet delivery of ServerPac may help improve automation and software delivery time. For more details on Internet delivery, refer to the ShopzSeries help information at

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

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

- CBPDOs - 3480, 3480 Compressed, 3490E, 3590, 3592¹
- ServerPacs - 3480, 3480 Compressed, 3490E, 3590, 3592¹
- SystemPacs - 3480, 3480 Compressed, 3490E, 3590, 3592¹

¹ 3592 is highest density media. Selecting 3592 will ship the fewest number of media.

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

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

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

Terms and conditions

Agreement

IBM Customer Agreement

IBM Operational Support Services - SupportLine

Yes

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