



IBM Intelligent Operations Center on Cloud helps cities manage operations across agencies, anticipate problems, and coordinate resources through a Software-as-a-Service model

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At a glance

New in IBM® Intelligent Operations Center on Cloud:

- User configurable reporting to gain insight into decision-grade data.
- Standard operating procedure (SOP) enhancements to improve event responses
- Ability to optimize responses through interconnection of responses and resources.
- User configurable KPIs, rules, workflows, and reports for specific environments to help reduce the need for technical assistance from dedicated IT staff.
- Ability to deliver plug-in configurable applications called Assets from a well developed asset library.
- Support for interconnection to select related IBM solutions -- i2® Public Safety, Smarter Buildings, and Video Correlation and Analytics Suite (VCAS).
- Ability to quickly deploy and use the system through a Software-as-a-Service (SaaS) model. This allows for rapid provisioning, user on-boarding, and quicker time to value.

Overview

Cities around the globe are faced with the common challenges of aging infrastructure, shrinking budgets, shifting populations, and increasing threats. Innovative city leaders understand that to address these challenges they not only have to work harder, but smarter. This requires analyzing information to make better decisions, anticipating problems to resolve them, and coordinating resources to operate effectively.

The IBM Intelligent Operations Center on Cloud solution is designed to process data feeds and event information from individual departments to help improve the operational efficiency of a city or other complex infrastructures. It provides an executive dashboard to depict the overall status of a city's operations. The dashboard spans individual agency-specific solution areas and enables drill-down capability into each underlying agency such as water management, public safety, and traffic management.

By taking advantage of advanced analytics, situational awareness, and collaboration tools, the Intelligent Operations Center on Cloud delivers the ability to gain insight into the city environment via centralized information. It enables the integration of

citywide daily operations to allow visibility into key performance indicators (KPIs), trends, analyses, business rules, and cross-agency collaboration.

New capabilities include:

- User configurable reporting capability allows users to set up reports to gain insight into material and critical information captured by the Intelligent Operations Center so users can make informed decisions.
- Standard operating procedures (SOP) enhancements provide users with key information so they can determine appropriate responses to events captured by the Intelligent Operations Center.
- Interconnecting situational awareness to the planned responses can help optimize the responses. This will help ensure that the action taken is at the appropriate level.
- User-configurable KPIs, SOPs, workflows, and reports for specific environments help reduce the need for dedicated IT staff to provide assistance with these activities.
- Additional connection points to applications found in the IBM Smarter Cities® asset library. These applications can act as additional data sources. Applications currently available within the asset library that can be connected to the Intelligent Operations Center include:
 - Citizen collaboration: Allows the general public to report issues via mobile services request.
 - Executive dashboard: Provides an easy-to-read dashboard for executives to view significant issues in their city.
 - SOP templates for emergency management that clients can customize: Allows trained personnel to react to emergency situations using client customized standard operating procedures.
 - Weather for operations: Delivers accurate weather forecasts and the ability to predict adverse weather conditions.
 - Resource Management for Emergencies: Collects information on the condition of assets used during emergency situations.
 - Smarter stadiums: Provides situational awareness and information to maximize stadium operations and stadium revenue sources.
- Intelligent Operations Center base can connect to a selection of related IBM solutions: Includes i2 Public Safety, Smarter Buildings, and Video Correlation and Analysis Suite (VCAS).
- Supports a multilingual customer user interface for operational tools.
- Intelligent Operations Center on Cloud is designed to provide the following benefits:
 - Quicker time to value through rapid deployment and immediate access to the solution
 - Reduced IT overhead through a hosted model
 - Reduced up-front costs through alternative billing models

IBM enables cities and governments to run Intelligent Operations Center as a Software-as-a-Service (SaaS) model. This means fewer IT resources, reduced operating system, reduced software maintenance, quicker time to value through preinstalled software. It significantly lower initial costs, and attractive and predictable operating costs, as compared to traditional on-premise deployments.

For access to the asset library, visit

https://www-304.ibm.com/sales/gss/download/industry_solutions_catalog/CrossIndustrySolutions.do?industry=cities

Intelligent Operation Center on Cloud facilitates the conversion of data to information to intelligence to knowledge. These are the requirements to continue the journey to becoming smarter.

Key prerequisites

Workstation, with browser

Planned availability date

December 4, 2012

Description

Intelligent Operations Center on Cloud enables city operations managers to monitor services and operations to help facilitate insightful decision making. This helps to provide effective, event response management and coordination, from operational to critical events. The use of predictive analytics for early problem resolution and real-time, optimized service delivery is an enhanced function.

Intelligent Operations Center on Cloud is a SaaS offering designed to address these challenges for Smarter Cities offerings by processing data and event information from individual departments. The service is hosted by IBM and can be integrated with disparate city systems to provide an integrated view of city operations.

For a city to evolve, it must harness and optimize its economic capacity, physical assets, culture, political will, technology, and business environment. Intelligent Operations Center on Cloud includes the following key features to facilitate this evolution:

- An enterprise view of all city domain systems through data feeds from the various city domain system sources
- Real-time, at-a-glance status of all city systems based on role
- Citywide, business intelligence and predictive trend analysis
- Integrated collaboration tools for quick decision making
- Citywide business view with measurable KPIs
- Connection with the city's residents, such as a citizen portal through a large asset library
- Instrumentation and interconnectedness with ability to scale as the city's needs grow
- Flexibility and agility to address varying requirements and differing structures
- Features to help facilitate optimization of city services

The Intelligent Operations Center on Cloud is not exclusively for city operations, but can be applied to many other large, complex environments such as:

- Sport stadiums
- Airports
- Mining operations
- Emergency management
- Coastal management
- Large facilities management

All large, complex environments have many interdependent, changing, and evolving processes. The Intelligent Operations Center is designed to help manage these environments and will scale as they increase in scope, making the Intelligent Operations Center the natural choice to help make cities smarter.

The Intelligent Operation Center can be configured for many different industry-use cases and is central to other products in its product family. These include the

Intelligent Water and Intelligent Transportation which are focused on delivering solutions specific to water and transportation.

With the addition of the asset library, the Intelligent Operation Center can now connect with many types of additional assets. These connections enable the delivery of appropriate solutions for a wide range of environments.

Influencing the benefits of a SaaS model

On-premise installations present a challenge to city IT departments, that need to understand the details of the solution components, manage those components, and provide ongoing maintenance of operating system and software patches, fixes, and upgrades. In a SaaS model, all of these burdens are dramatically reduced or eliminated. Intelligent Operations Center on Cloud is hosted and managed by IBM . Cities subscribe to the service and access it through the Internet. So, there is no requirement to purchase and provision new hardware or worry about ongoing operating system and software maintenance.

With Intelligent Operations Center on Cloud, provisioning and on-boarding are streamlined. Value can be derived from the service much more quickly than a traditional, on-premise installation. Connection to the service is as easy as accessing the Internet through a browser, and it can be accessed from anywhere. With lower initial costs and lower long term overhead, the city's limited budget and resources are freed to focus on additional value-added services.

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

Product positioning

Intelligent Operations Center is just one of the IBM Smarter Cities solutions designed to make cities and government operate more effectively and efficiently -- essentially smarter. Intelligent Operations Center is integrated with the IBM i2 Public Safety portfolio.

IBM offers a suite of Smarter Cities and government solutions that can help cities and government agencies:

- Integrate information from disparate, instrumented systems.
- Create an intelligent, interconnected environment that encourages collaboration.
- Enhance efficiencies.
- Foster effective decision making.

IBM can help cities optimize individual departments. This includes buildings, emergency management, energy, operations, public safety, transportation and water, while facilitating seamless cross-departmental integration.

Reference information

For ordering information, refer to Software Announcement [211-286](#), dated July 26, 2011.

Availability of national languages

The following national languages are supported:

Description	Language	Availability date
Intelligent Operations Center on Cloud	Multilingual Arabic, English, Chinese Simplified, Chinese Traditional, French, German, Italian, Japanese, Korean, Spanish, Portuguese Brazilian	December 4, 2012

Program number

Program number	Program name
5725-D72	IBM Intelligent Operations Center on Cloud

Additional information

IBM SmartCloud™ Data Center locations

- Boulder, Colorado, USA
- Einhigen, Germany
- Raleigh, North Carolina, USA
- Singapore, Republic of Singapore
- Toronto, Canada
- Tokyo, Japan

Customization toolkit

IBM Intelligent Operations Center on Cloud provides a toolkit to be used to customize features such as data integrations and KPIs. The toolkit must be downloaded and deployed to a local workstation. Customizations can be uploaded and deployed to Intelligent Operations Center on Cloud via a service requests. Instructions are included in the Welcome Package and provided with initial subscription to the service.

Education support

The IBM Software Training team offers a separate portfolio of education services to help customers and IBM Business Partners successfully deploy the IBM Intelligent Operations Center offering to achieve the maximum benefit. Education is a key component to ensuring software success.

IBM curriculum provides a unique training value built on exclusive product knowledge direct from IBM developers cemented with expert instructors and flexible time and cost saving training options. The IBM Software Training team works closely with product developers and services organizations to ensure that the courses we offer provide the most up-to-the-minute technical and product information.

IBM Software Training provides training for the entire IBM software portfolio that spans the spectrum of skills needs from introductory product overviews to advanced

offerings. Hands-on labs let you work with fully functional versions of the software to round out your training experience.

Several training options are available, including instructor-led classroom offerings, virtual (online) classes, and self-paced training that lets you train from your office.

For course descriptions, locations, and availability dates, visit

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

Select "Training search - global" and search for "Intelligent Operations Center" or call 800-IBMTEACH (800-426-8322).

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

A Welcome package is included with the service. The Intelligent Operations Center information center provides an exhaustive set of product documentation. The information center is available at

<http://pic.dhe.ibm.com/infocenter/cities/v1r5m0/index.jsp>

Technical information

Specified operating environment

Hardware and software requirements

Each client accessing the IBM Intelligent Operations Center on Cloud must meet the following hardware requirements:

- A monitor with a minimum of 1280 by 800 resolution
- A workstation with a minimum of 2 GB of memory
- Network access with sufficient bandwidth for complex web client generation and continuous data updates

Software requirements

Each client accessing the IBM Intelligent Operations Center on Cloud must be installed with one of the following browsers with JavaScript™ enabled:

- Microsoft™ Internet Explorer 8 or 9 (32-bit only)
- Mozilla Firefox 10 ESR

Program specifications and specified operating environment information are available at the IBM Intelligent Operations Center information center. Visit

<http://pic.dhe.ibm.com/infocenter/cities/v1r5m0/index.jsp>

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

To display map-based information, IBM Intelligent Operations Center on Cloud requires a connection to a geographic information system (GIS). Consult the product documentation for supported GIS systems. If a GIS system in use is not on the list, please contact your IBM representative to determine if the system of interest can be supported.

To utilize the service request, resource, and asset management features hosted on IBM SmartCloud , Intelligent Operations Center on Cloud requires the purchase of the IBM Tivoli® Live - service manager service offering.

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

Refer to the Terms of Use document available on the IBM SaaS Terms of Use website at

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

Planning information

Packaging

This product is offered as SaaS, accessed remotely over an Internet connection.

Security, auditability, and control

IBM Intelligent Operations Center on Cloud provides the security and auditability features necessary for remotely accessible software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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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/>

Ordering information

This product is only available via Passport Advantage .

Product Group: Smarter Physical Infrastructure

Product identifier	Product identifier description
5725-D72	IBM Intelligent Operations Center on Cloud

Product Category: Smarter Cities

Charge metric

Program name	Part number or PID number	Charge metric
IBM Intelligent Operations Center on Cloud	5725-D72	Per Concurrent User

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.

Note: Some programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

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 Passport Advantage Agreement, and the IBM SaaS Terms of Use Agreement.

This product is only available via Passport Advantage .

Subscription

This offering requires a customer-signed IBM International Passport Agreement and IBM SaaS Terms of Use Agreement. The Terms of Use agreement that outlines the terms of this offering. Part number products only, offered outside of Passport Advantage , where applicable, are license only and do not include Software Maintenance.

Technical support

is included with subscriptions purchased through Passport Advantage and Passport Advantage Express® and is provided for this IBM SaaS offering during the Subscription Period as set forth in the Terms of Use Agreement.

Technical support is included with the IBM SaaS and is not available as a separate offering.

Term of Use

The service Terms of Use documents are available on the IBM Software as a Service Terms of Use website:

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

Limited warranty applies

No

Money-back guarantee

No

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

No

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered destroyed or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

Prices

For current prices, contact your IBM representative.

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