



IBM Service Delivery Manager V7.2.4 accelerates the deployment of cloud management infrastructures that helps to reduce IT operational costs

Table of contents

1 Overview	4 Publications
2 Key prerequisites	4 Technical information
2 Planned availability date	13 Ordering information
2 Description	14 Terms and conditions
3 Product positioning	18 Prices
3 Program number	18 Order now

At a glance

IBM® Tivoli® Service Delivery Manager V7.2.4:

- Is a pre-integrated cloud management platform, delivered as a set of virtual images for improved installation and time-to-value
- 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
- Leverages the latest improvements in IBM Tivoli Service Automation Manager, IBM SmartCloud™ Cost Management, IBM Tivoli Monitoring, and IBM Tivoli Monitoring for Virtualized Environments

For ordering, contact Your IBM representative or an IBM Business Partner.
For more information contact the Americas Call Centers at
800-IBM-CALL (426-2255).

Reference: YE001

Overview

IBM Service Delivery Manager V7.2.4 is a comprehensive service delivery platform for cloud environments that can help drive down costs and increase the speed to deliver business services. IBM Service Delivery Manager is a software-only solution, delivered as a set of preintegrated and preconfigured virtual templates, that simplifies and accelerates the deployment of the cloud management infrastructure to help reduce IT operational costs as well as improve the time to deliver business applications.

IBM Service Delivery Manager IBM V7.2.4 leverages the latest enhancements of

- IBM Tivoli Service Automation Manager V7.2.4
- IBM SmartCloud Cost Management V2.1
- IBM Tivoli Monitoring V6.2.3
- IBM Tivoli Monitoring for Virtual Environments V 7.1
- IBM Tivoli System Automation V3.2.2.2 (for x86 only)

Greater availability is delivered through enhancements such as online, automated database reorganization. The ability to leverage the latest in server technology helps deliver increased performance of backup and recovery processes.

Key prerequisites

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

Planned availability date

- December 12, 2012: Electronic download
- January 11, 2013: Physical media

Description

IBM Tivoli Service Delivery Manager V7.2.4 is a robust platform for large scale, high-performance cloud solutions for production environments.

IBM Tivoli Service Delivery Manager V7.2.4 enhancements:

- IBM PureFlex™ for IBM System p® as a managed environment via IBM Systems Director VMControl™ V2.4.1.
- Use of VMware Storage vMotion on VMware vSphere 5.
- Support for the latest hypervisor features of VMWare 5, such as:
 - Supporting more than eight virtual central processing units (CPUs)
 - Adding network adapter types
 - Including Datastores that are larger than 2 terabytes
- Robustness and resiliency through toleration of changes that are applied to the virtual environment managed by IBM Tivoli Service Automation Manager. Changes that are now being tolerated include addition and removal of virtual machines performed by other management tools.
- Virtual machines provisioning performance (throughput) is improved.

IBM Service Delivery Manager V7.2.4 offers increased data protection and performance for all its database intensive operations based on IBM DB2® technology.

Accessibility by people with disabilities

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

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

Section 508 of the US Rehabilitation Act

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

Product positioning

IBM Service Delivery Manager V7.2.4 provides an integrated solution for automating the management of virtual environments and building a dynamic service delivery model.

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

IBM Service Delivery Manager V7.2.4:

- Leverages IBM Tivoli Service Automation Manager V7.2.4
- Adds new monitoring capabilities of the virtualized infrastructure through IBM Tivoli Monitoring for Virtual Environments V7.1
- Provides enhanced metering and accounting capabilities, leveraging IBM SmartCloud Cost Management V2.1
- Is delivered as a set of virtual machines for simplified deployment to provide faster time-to-value

Some of the challenges addressed by IBM Service Delivery Manager:

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

Program number

Program number	VRM	Program name
5725-A34	7.2.4	IBM Service Delivery Manager

Education support

Comprehensive education for IBM Tivoli products is offered through Worldwide Tivoli Education Delivery Services. A wide range of training options are available, including classes led by instructors, learning on demand, on-site training, and blended learning solutions.

For additional information, visit

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

Offering Information

Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

Publications

No publications are shipped with this program.

Technical information

Specified operating environment

Hardware requirements

System x® (x86)

The hardware requirement for the managed environment that is the environment where you plan to provision systems depends on the type of the hypervisor, and the number and qualities of the images to be provisioned. For more information, refer to the Tivoli Service Automation Manager information center at

http://publib.boulder.ibm.com/infocenter/tivihelp/v10r1/index.jsp?topic=%2Fcom.ibm.tsam_7.2.4.doc%2Fic-homepage.html

For the information related to the management environment, refer to the table below that shows the resources required for IBM Service Delivery Manager virtual images.

Virtual image	Number of physical cores	Disk space (GB)	Memory (GB)
TIVSAM_image	4	125	16
TIVSAM-HA_image	4	125	16
ITM_image	2	25	6
TUAM_image	2	14	4
NFS_image	2	20	2
NFS-HA_image	2	20	2

Hardware prerequisites for dual node high availability

You must reserve two logical unit numbers (LUN) in your storage for raw disks. The first one must be at least 5 GB and the second one must be at least 100 GB.

Hardware prerequisites for Tivoli Service Automation multiple VLANs support

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

Hardware prerequisites for IBM Tivoli Monitoring data warehouse

If you plan to use the IBM Tivoli Monitoring data warehouse capability, you must assign additional storage to ITM_image. The size of the additional storage depends on the number of monitoring agents and on the amount and frequency of the collected information. For example, for about 1,000 operating system monitoring

agents and with the configuration specified in default historical events collected by data warehouse, the additional storage is 120 GB.

For additional information about sizing the space needed for the data warehouse, refer to

<http://publib.boulder.ibm.com/infocenter/ieduasst/tivv1r0/index.jsp?topic=/com.ibm.iea.itm/itm/6.1/tdw.html>

For additional information related to data warehouse setup and configuration, see Configuring a monitoring data warehouse for System x section at

<http://publib.boulder.ibm.com/infocenter/ieduasst/tivv1r0/index.jsp?topic=/com.ibm.iea.itm/itm/6.1/tdw.html>

System p

Compute nodes

For the list of hardware prerequisites, refer to the Tivoli Service Automation Manager Installation and Administration Guide at

http://publib.boulder.ibm.com/infocenter/tivihelp/v10r1/topic/com.ibm.tsam_7.2.4.doc/r_hardware_reqs.html

Management node

- 8 IBM POWER7® or IBM POWER6® physical cores
- 28 GB RAM
- 230 GB disk space

The table below shows the required resources for each virtual image.

Virtual image	Number of cores	Disk space (GB)	Memory (GB)
TIVSAM_image	4	130	16
ITM_image	2	40	6
TUAM_image	1	30	4
NFS_image	1	22	2

Hardware prerequisites for IBM Tivoli Monitoring data warehouse

If you plan to use the IBM Tivoli Monitoring data warehouse capability, you must assign additional storage to ITM_image. The size of the additional storage depends on the number of monitoring agents, and on the amount and frequency of the collected information. For example, for about 1,000 operating system monitoring agents and with the configuration specified in default historical events collected by data warehouse, the additional storage is 120 GB.

For additional information about sizing the space needed for the data warehouse, available on December 12, 2012, refer to

<http://publib.boulder.ibm.com/infocenter/ieduasst/tivv1r0/index.jsp?topic=/com.ibm.iea.itm/itm/6.1/tdw.html>

For additional information related to data warehouse setup and configuration, refer to the Configuring a monitoring data warehouse for System x section at the following web address, available on December 12, 2012.

http://publib.boulder.ibm.com/infocenter/tivihelp/v10r1/index.jsp?topic=%2Fcom.ibm.isdm_7.2.4.doc%2Ft_configure_dwh_x.html

Software requirements

System x (x86)

The supported hypervisors are:

- VMware vSphere Enterprise Edition 4.0 U1 or 4.1 with ESX 4 or ESXi 4 and vCenter 4 Standard
- VMWare vSphere Enterprise Edition 5 with VMWare ESXi 5.0 and vCenter 5

At least one VMware ESXi server must be already installed, as well as a VMware vCenter Server (vCenter). The vCenter can be installed on a virtual server running on an ESX server in the VMware environment or on a separate physical server. If the virtual server option is used, ensure that the ESX running the vCenter is not part of the target cluster that is configured for Tivoli Service Automation Manager. A data center must be created at the first node level. The data center must not be defined in a data center folder.

The VMware administrator account must be a local account on the vCenter. IBM Service Delivery Manager does not support domain accounts. Ensure that the VMware administrator account has the following minimum permissions enabled to correctly communicate with the data centers:

Privilege name	Options to be selected
DataStore	Allocate space Browse DataStore
Distributed Virtual Port Group	Create Modify Delete
Network Assign	Network Configure Move Network
Resources	Assign virtual machine to resource pool
Virtual machine	Select all permissions in this group

System p

To successfully install and activate IBM Service Delivery Manager, your environment has to meet the following requirements:

- IBM Systems Director VMControl V2.4.1 Enterprise Edition is installed and configured correctly.

For an updated list of IBM Systems Director VMControl requirements, access

http://publib.boulder.ibm.com/infocenter/director/v6r2x/index.jsp?topic=/com.ibm.director.vim.helps.doc/fsd0_vim_main.html

- Ensure that the Network Installation Manager (NIM) runs on AIX® V7.1 Technology Level 1 (TL1)
- The following RPM packages must be installed to complete the activation of TIVSAM_image:
 - glib-1.2.10-2.aix4.3.ppc.rpm
 - gettext-0.10.40-8.aix5.2.ppc.rpm
 - glib2-2.12.4-2.aix5.2.ppc.rpm
 - atk-1.12.3-2.aix5.2.ppc.rpm
 - bash-3.2-1.aix5.2.ppc.rpm
 - bash-doc-3.2-1.aix5.2.ppc.rpm

- zlib-1.2.3-4.aix5.2.ppc.rpm
- freetype2-2.3.9-1.aix5.2.ppc.rpm
- expat-2.0.1-1.aix5.2.ppc.rpm
- fontconfig-2.4.2-1.aix5.2.ppc.rpm
- libpng-1.2.32-2.aix5.2.ppc.rpm
- pixman-0.12.0-2.aix5.2.ppc.rpm
- xrender-0.9.1-2.aix5.2.ppc.rpm
- cairo-1.8.6-1.aix5.2.ppc.rpm
- curl-7.9.3-2.aix4.3.ppc.rpm
- freetype-1.3.1-9.aix5.1.ppc.rpm
- gdbm-1.8.3-5.aix5.2.ppc.rpm
- readline-4.3-2.aix5.1.ppc.rpm
- python-2.3.4-4.aix5.3.ppc.rpm
- libtiff-3.8.2-1.aix5.2.ppc.rpm
- libjpeg-6b-6.aix5.1.ppc.rpm
- xft-2.1.6-5.aix5.1.ppc.rpm
- pango-1.14.5-2.aix5.2.ppc.rpm
- xcursor-1.1.7-2.aix5.2.ppc.rpm
- gtk2-2.10.6-1.aix5.2.ppc.rpm
- unzip-5.51-1.aix5.1.ppc.rpm
- wget-1.9.1-1.aix5.1.ppc.rpm
- zip-2.3-3.aix4.3.ppc.rpm
- perl-5.8.2-1.aix5.1.ppc.rpm
- tar-1.14-2.aix5.1.ppc.rpm
- procmail-3.21-1.aix4.3.ppc.rpm

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 website

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

IBM Electronic Support

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge.

Read about the Electronic Support portfolio of tools

<http://ibm.com/electronicssupport>

Access the IBM Support Portal

<http://ibm.com/support>

Access the online Service Request tool

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

Planning information

Direct customer support

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

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

Packaging

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

Security, auditability, and control

IBM Service Delivery Manager uses the security operating system software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

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

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

Licensing metric definitions and pricing examples

Licensing metric definitions

Client Device

Client Device is a unit of measure by which the program can be licensed. A Client Device is a single user computing device or special purpose sensor or telemetry device that requests the execution of or receives data for execution a set of commands, procedures, or applications from or provides data to another computer system that is typically referred to as a server or is otherwise managed by the server. Multiple Client Devices may share access to a common server. A Client Device may have some processing capability or be programmable to allow a user to do work. Examples include, but are not limited to actuators, appliances, automated teller machines, automatic meter readers, cash registers, disk drives, desktop computers, kiosks, notebook computers, personal digital assistant, point-of-sale terminals, sensors, smart meters, tape drives, and technical workstations. Licensee must obtain entitlements for every Client Device which runs, provides data to, uses services provided by, or otherwise accesses the program and for every other computer or server on which the program is installed.

Resource Value Unit (RVU)

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

Standby or backup systems

For programs running or resident on backup machines, IBM defines three types of situations: cold, warm, and hot. In cold and warm situations, a separate entitlement for the copy on the backup machine is normally not required and typically no additional charge applies. In a hot backup situation, the customer needs to acquire other licenses or entitlements sufficient for that server. All programs running in backup mode must be solely under the customer's control, even if running at another enterprise's location.

As a practice, the following are definitions and allowable actions concerning the copy of the program used for backup purposes.

Cold: A copy of the program may reside, for backup purposes, on a machine as long as the program is not started. There is no additional charge for this copy.

Warm: A copy of the program may reside for backup purposes on a machine and is started, but is idling, and is not doing any work of any kind. There is no additional charge for this copy.

Hot: A copy of the program may reside for backup purposes on a machine, is started, and is doing work. The customer must acquire a license or entitlements for this copy and there will generally be an additional charge.

Doing work includes, for example, production, development, program maintenance, and testing. It also could include other activities such as mirroring of transactions, updating of files, synchronization of programs, data, or other resources (for example, active linking with another machine, program, database or other resource, and so on), or any activity or configurations that would allow an active hot switch or other synchronized switchover between programs, databases, or other resources to occur.

In the case of a program or system configuration that is designed to support a high availability environment by using various techniques (for example, duplexing, mirroring of files, or transactions, maintaining a heartbeat, active linking with another machine, program, database, or other resource), the program is considered to be doing work in the hot situation and a license or entitlement must be purchased.

Product and licensing websites

A complete list of IBM Tivoli products is available at

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

IBM Tivoli product licensing documents are available at

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

Passport Advantage

Through the Passport Advantage Agreement, you may receive discounted pricing based on their total volume of eligible products, across all IBM brands, acquired worldwide. The volume is measured by determining the total Passport Advantage

points value of the applicable acquisitions. Passport Advantage points are only used for calculating the Entitled Passport Advantage discount.

To determine the required IBM Tivoli product configuration under Passport Advantage, the IBM Tivoli Enhanced Value-Based Pricing Model applies. The customer's environment is evaluated on a per-product basis.

Use the following two-step process to determine the total Passport Advantage points value:

1. Analyze your environment to determine the number of charge units for a product. The quantity of each product's part numbers to be ordered is determined by that analysis.
2. Order the Passport Advantage part numbers. A Passport Advantage point value, which is the same worldwide for a specific part number regardless of where the order is placed, is assigned to each IBM Tivoli product part number. The Passport Advantage point value for the applicable part number, multiplied by the quantity for that part number, will determine the Passport Advantage points for that IBM Tivoli product part number. The sum of these Passport Advantage points determines the Passport Advantage point value of the applicable IBM Tivoli product authorizations which then may be aggregated with the point value of other applicable Passport Advantage product acquisitions to determine the total Passport Advantage points value.

The discounted pricing available through Passport Advantage is expressed in the form of Suggested Volume Prices (SVPs), which vary depending on the SVP level. Each SVP level is assigned a minimum total Passport Advantage point value, which must be achieved, in order to qualify for that SVP level.

Media packs and documentation packs do not carry Passport Advantage points and are not eligible for SVP discounting.

For additional information on Passport Advantage, refer to the following

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

The following Passport Advantage part number categories may be orderable:

- License and Software Maintenance 12 Months - This is the product authorization with maintenance to the first anniversary date.
- Annual Software Maintenance Renewal - This is the maintenance renewal for one anniversary that applies when a customer renews their existing coverage period prior to the anniversary date at which it expires.
- Software Maintenance Reinstatement 12 months - This is for customers who have allowed their Software Maintenance to expire, and later 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

The resource for the purpose of the RVU calculation is Activated Processor Cores managed by the program. An Activated Processor Core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions. Licensee can deploy the program using either full capacity licensing or virtualization capacity (sub-capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (see webpage below). If using full capacity licensing, each Activated Processor Core in the physical hardware environment managed by the program must be counted, except for those servers from which the program permanently no longer manages. If using virtualization capacity licensing, the Virtualization Capacity License Counting

Rules that defines how many Activated Processor Cores must be counted, is located at

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

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

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

The RVU table for Client devices on RVUs is below:

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

Pricing example 1

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

Distributed servers

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

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

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

The customer wants to manage the applicable distributed server environment:

Systems managed	Quantity in customer environment	Activated Processor Cores to be licensed
One Processor, Single Core	20	20
One Processor, Dual Core	65	130

Two Processors, Dual Core	12	48
Two Processors, Quad Core	10	80
Eight Processors, Dual Core (2 logical partitions)	1	16
Four Processors, Quad Core	1	16
z800 server with 2 uniprocessor IFLs (requires Linux on System z availability)	1	2
Total processors to be licensed		312

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

Pricing example 2

A customer wishes to license in the following core environment:

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

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

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

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

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

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

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

- Adding the RVUs together for each tier, the customer requires 21,250 RVUs to license the 25,000 Client devices.

Ordering information

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

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

For more information about IBM Software Value Plus, visit

http://www.ibm.com/partnerworld/page/svp_authorized_portfolio

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, visit

<http://www.ibm.com/partnerworld/wps/bplocator/>

Product group: Tivoli IT Service Management

Product Identifier Description (PID)

IBM Service Delivery Manager 5725-A34

Product category: Tivoli Service Automation Manager

Passport Advantage customer: Media pack entitlement details

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

Entitled maintenance offerings

Sub ID description	Sub ID number
ISDM on Power Systems™ 10 PVU	SDMXVMWSB03
ISDM on Power Systems 10PVU LnxSysz	SDMXVMWSB04
ISDM on P Systems FTL 10 PVU	SDMXVMWSB09
ISDM on P Sys FTL 10PVU fLin onSysZ	SDMXVMWSB10
ISDMPS Per RVU	SDMXVMWSB17
ISDMPS Per RVU for Linux on sys z	SDMXVMWSB18
ISDMPS FTL Per RVU	SDMXVMWSB19
ISDMPS FTL Per RVU for Linux onsysz	SDMXVMWSB20
ISDM on System x for VMware 10 PVU	SDMXVMWSB01
ISDM on Sys x fVMware 10PVU LnxSysz	SDMXVMWSB02
ISDM on Sys X for VMware FTL 10 PVU	SDMXVMWSB07
ISDM on SysxfVMwar FTL10PVUfLinsysZ	SDMXVMWSB08
ISDMX86VMW Per RVU	SDMXVMWSB13
ISDMX86VMW Per RVU for Linux sys z	SDMXVMWSB14
ISDMX86VMW FTL Per RVU	SDMXVMWSB15
ISDMX86VMW FTL Per RVU f Linux sysz	SDMXVMWSB16

Media packs

description	Part number
IBM Service Delivery Manager on Power Systems V7.2.4 for AIX Multilingual Media Pack	BJ127ML
IBM Service Delivery Manager on x86 for VMware V7.2.4 for SUSE Linux (SLES) Multilingual Media pack	BJ126ML

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

Description	Part number
IBM Service Delivery Manager on Power Systems V7.2.4 for AIX Multilingual Media Pack	BJ127ML
IBM Service Delivery Manager on x86 for VMware V7.2.4 for SUSE Linux (SLES) Multilingual Media pack	BJ126ML

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.

This program is 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. This program offers a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance

(voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

License Information form number

- L-KAFZ-8XUJQP IBM Service Delivery Manager 7.2.4 for Power®
- L-KAFZ-8XUJAS IBM Service Delivery Manager 7.2.4 for VMware

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

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

Limited warranty applies

Yes

Money-back guarantee

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

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

Other terms

Volume orders (IVO)

No

IBM International Passport Advantage Agreement

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

Software Subscription and Support applies

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

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

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1

assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

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

Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

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

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

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

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.

IBM Electronic Services

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support all at no additional cost to you.

Now integrated into the base operating system of AIX V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM , which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type `smitty esa_main`, and select `Configure Electronic Service Agent` . In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more

information and documentation on how to configure and use Electronic Service Agent , refer to

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

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

Benefits

Increased uptime: The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

Security: The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM . The Electronic Service Agent tool securely transmits either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM . The customer's business applications or business data is never transmitted to IBM .

More accurate reporting: Since system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, customers are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM , problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

Customized support: Using the IBM ID entered during activation, customers can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

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

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent . Reports are available for any system associated with the customer's IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, customers are able to see search results that apply specifically to their systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or 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 Value Plus. Additional information is also available at

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

Information on charges is available at website

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

In the Electronic tools category, select the option for Purchase/upgrade tools.

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>

Authorization to resell IBM software products is achieved at the Reseller Authorization group level. To register an opportunity for these products in the Global Partner Portal. For information, on how to become an Authorized Business Partner in IBM Software Value Plus, visit website

<https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/svp>

Order now

To order, contact your local IBM representative or your IBM Business Partner.

To identify your local IBM Business Partner or IBM representative, call 800-IBM-4YOU (426-4968). For more information, contact the Americas Call Centers.

Phone: 800-IBM-CALL (426-2255)

Fax: 800-2IBM-FAX (242-6329)

For IBM representative: callserv@ca.ibm.com

For IBM Business Partner: pwswna@us.ibm.com

Mail: IBM Teleweb Customer Support
ibm.com® Sales Execution Center, Americas North
3500 Steeles Ave. East, Tower 3/4
Markham, Ontario
Canada L3R 2Z1

Reference: YE001

The Americas Call Centers, IBM's national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

Note: Shipments will begin after the planned availability date.

IBM Software Value Plus

These products are available under IBM Software Value Plus, either directly from IBM or through authorized Business Partners who invest in skills and high-value

solutions. IBM customers may benefit from the industry-specific or horizontal solutions, skills, and expertise provided by these Business Partners.

Additions to Software Value Plus will be communicated through standard product announcements. For a current list of IBM software available under Software Value Plus, visit

http://www.ibm.com/partnerworld/page/svp_authorized_portfolio_criteria

For questions regarding Software Value Plus, visit

http://www.ibm.com/partnerworld/page/svp_authorized_portfolio_contacts

Trademarks

IBM SmartCloud, PureFlex, Systems Director VMControl, Power Systems and Electronic Service Agent are trademarks of IBM Corporation in the United States, other countries, or both.

IBM, Tivoli, System p, DB2, Passport Advantage, System x, POWER7, POWER6, AIX, System z, Power, Express and ibm.com are registered trademarks of IBM 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

<http://www.ibm.com/legal/us/en/>

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

<http://www.ibm.com/planetwide/us/>