



# IBM SmartCloud Control Desk Software as a Service V7.5.1 option ordering update

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## Overview

SmartCloud Control Desk Software as a Service (SaaS) option is now available via Passport Advantage® . Refer to Software Announcement [213-062](#), dated February 12, 2013, for additional information on SmartCloud Control Desk V7.5.1

SmartCloud Control Desk Software as a Service V7.5.1 utilizes the same code base and function that is available in the SmartCloud Control Desk V7.5.1 on-premise options. It provides them in a hosted model that delivers valuable function, security, high availability, and disaster recovery.

Reasons to move to SaaS:

- Clients may have limited capital expenditure budgets for on-premise, perpetual license purchases and upgrades.
- From a financial perspective, many clients prefer a model that has flat, predictable year-to-year costs.
- Many clients want to turn application hosting and maintenance (for instance database and systems administration) over to a SaaS provider so they can focus resources on core or strategic projects.
- Clients want a licensing and delivery model that will keep them on the most current, capable version of the application.

For ordering, contact your IBM® representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: YE001).

## Key prerequisites

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

## Planned availability date

March 19, 2013

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## Description

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IT landscapes are becoming more complex, virtualized, distributed, and diverse. In effect the data center has lost its walls, but organizations need to exert the same control over this virtualized, distributed world as they would exert over prior models of IT.

SmartCloud Control Desk V7.5.1 delivers a solution for service catalog, service desk, and Information Technology Infrastructure Library ( ITIL™ ) V3-based processes for incident, problem, change, configuration, release, and IT asset management across these complex IT landscapes. It helps in efforts to improve continuity of service, speed of response, and efficiency of management. SmartCloud Control Desk Software as a Service provides this capability in an IBM-hosted application. It is accessed via the internet, and available on a subscription basis, where clients can pay monthly, quarterly, or annually for the service.

SmartCloud Control Desk Software as a Service provides the same function that is available with the on-premise delivery models:

- Delivers automated process control to help users to keep up with the rapid changes that cloud brings.
- Provides, in conjunction with Maximo® Asset Management, a unified solution for service management for enterprise assets, whether physical, digital, or smarter infrastructure.
- Provides an integrated service management solution that is PinkVERIFY™ V3.1 certified as ITIL compatible in the following ITIL V3 processes:
  - Knowledge management
  - Service asset and configuration management
  - Service catalog management
  - Change management
  - Release and deployment management
  - Incident management
  - Financial management
  - Service level management
  - Problem management
  - Request fulfillment
  - When used in conjunction with Omnibus and Tivoli® Business Service Management, event management and availability management are also certified
- Includes out-of-the box content that includes hundreds of reports, templates, predefined ITIL aligned workflows, operations runbooks, user roles and start centers, and security groups.
- Allows out-of-the-box integrations for many IBM and third-party tools and systems.
- Provides integrated tools to support application configuration, custom report definition, management of the application, and application migration.
- Includes new subscription model that enable clients to purchase a subscription and have access to all functions within the product.
- Allows asset and configuration item (CI) integrations, and linkages that enables clients to create CIs from assets and assets from CIs.
- Includes new navigation capabilities throughout the product.
- Includes improved performance throughout.
- Includes simplified intuitive interfaces throughout the product.
- Includes new catalog entry creation mechanism and usability improvements.
- Provides service notices to ensure that users are notified of outages against configuration items (CI's) via their SmartCloud Control Desk message board.

- Provides on call features, which ensure quick processing of requests by routing the request to available people.
- Includes knowledgebase enhancements.
- Provides integrated live chat.
- Provides map integration.
- Allows auto fill and type ahead.
- Includes InDesign Markup Language (IDML) loader for access to asset data contained within other products.
- Associates prices and costs with service catalog offerings.

SmartCloud Control Desk SaaS also provides additional features that are specific to the SaaS option:

- Function
  - One production application instance and one nonproduction instance (if required). Optionally add additional instances.
  - VPN (if required) to support integrations to other tools and systems.
  - Upgrades to the latest release function.
- Security
  - Instances that are deployed in a private VLAN on SmartCloud
  - End user access, via a secured SSL (HTTPS) connection
  - Firewalls that are installed for secure access and isolation of application server and database components
  - Host intrusion detection
  - Data backups that are encrypted
  - Physical security includes 24-hour surveillance, perimeter patrols, electronic card access, security logs, and mantraps
  - Installed system security patches
- High availability and disaster recovery
  - A service level of 99.5 % availability for production Instances outside of regularly scheduled maintenance windows or other scheduled downtime
  - Daily backups of data and configurations
  - Secure offsite storage of backups
  - Production databases that are configured with a standby database

Clients can purchase authorized and concurrent licenses that allow access to all functions in the product. This will let clients use what they need without having to track licenses at the functional level.

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## Product positioning

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SmartCloud Control Desk SaaS V7.5.1 is designed to deliver the capabilities that can address large, demanding client needs across multiple service management processes to those clients that only need a simple solution for service desk and change management.

The SmartCloud Control Desk SaaS offering provides a delivery option for clients who want no up front capital investment, low, predictable costs, and significantly reduced skill and staffing requirements to manage the solution. SmartCloud Control Desk SaaS is based on the same code base as IBM's on-premise traditional install and private cloud options, so clients can migrate to those delivery models if their needs change.

In contrast to other offerings, SmartCloud Control Desk SaaS is not dependent on third-parties because it is hosted in SmartCloud datacenters and supported by IBM

employees. IBM has a long history of hosting and supporting critical applications, and has highly defined support and security processes and controls.

SmartCloud Control Desk is a highly integrated and consistent application, built entirely on a common process engine and platform, with consistent UI experience, data model, reporting, and administration across all modules. It is inherently scalable and extensible. It allows clients to add additional users and user types, service management capabilities and processes, and integrations with other applications and data sources as needed.

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## Program number

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Program number	VRM	Program name
5725-H61	7.5.1	IBM SmartCloud™ Control Desk Software as a Service

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## Education support

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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, onsite training, and blended learning solutions.

For additional information, visit

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

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## Offering Information

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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>

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## Publications

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No publications will be shipped with this product.

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.

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## Technical information

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### Specified operating environment

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#### **Hardware requirements**

None

#### **Software requirements**

- Internet Explorer 8.0.x
- Internet Explorer 9.0
- Mozilla Firefox 3.6
- Mozilla Firefox ESR 10.0
- Java™ Runtime Environment 1.6, required on browser

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

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#### **Packaging**

This product is accessed via the Internet. There are no physical or electronic deliverables.

### Security, auditability, and control

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SmartCloud Control Desk SaaS uses the security and auditability features of the application. Customers have full application administrative rights to define user rights and access and to use report functions for audits. Customers cannot access configuration parameters below the application layer (for example, database or middleware configurations).

IBM provided security includes a private VLAN for each instance, multiple firewalls for secure access and isolation, host intrusion detection. Physical security includes 24 hour surveillance, perimeter security, and multiple levels of access control with access logging.

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## Software Services

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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

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#### Authorized User

Authorized User is a unit of measure by which the IBM SaaS can be obtained. Customer must obtain separate, dedicated entitlements for each unique Authorized User given access to the IBM SaaS in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means. Sufficient entitlements must be obtained to cover the number of Authorized Users given access to the IBM SaaS during the measurement period specified in Customer's Proof of Entitlement (PoE) or Transaction Document.

#### Concurrent User

Concurrent User is a unit of measure by which the IBM SaaS can be obtained. A Concurrent User is a person who is accessing the IBM SaaS at any particular point in time. Regardless of whether the person is simultaneously accessing the IBM SaaS multiple times, the person counts only as a single Concurrent User. Customer must obtain an entitlement for each simultaneous Concurrent User accessing the IBM SaaS in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means during the measurement period specified in Customer's Proof of Entitlement (PoE) or Transaction Document.

#### Instance

Instance is a unit of measure by which the IBM SaaS can be obtained. An Instance is access to a specific configuration of the IBM SaaS. Sufficient entitlements must be obtained for each Instance of the IBM SaaS made available to access and use during the measurement period specified in Customer's Proof of Entitlement (PoE) or Transaction Document.

#### Pricing example 1

A customer wishes to purchase SmartCloud Control Desk SaaS to help manage an environment of 5,000 employees with 130 service desk, change management, and asset management personnel. Of the 130 personnel, 10 are supervisors who must be able to log on at any point without restriction. The remaining 120 personnel are representatives who are scheduled to work during each of three shifts as follows:

- First shift: 40 representatives
- Second shift: 40 representatives
- Third shift: 40 representatives

Forty is the maximum number of Concurrent Users who will need to be logged on during a single shift. The customer also requires access to an Instance for testing purposes. In this example, the customer must purchase 10 Authorized User licenses, 40 Concurrent User licenses, and one Instance license. No licenses are required for the 5,000 employees (the end users of the services). Note that the number of personnel and number of employees in this example are not intended to imply a standard ratio. The ratio (as well as Authorized User and Concurrent User license entitlements) can vary by enterprise.

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## Ordering information

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

Product group:

5724-H61

Product Identifier Description:

IBM SmartCloud Control Desk Software as a Service

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### Current licensees

#### ***New licensees***

Provisioning of the offering will begin at a time mutually agreed up by IBM and the customer.

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### Basic license

SmartCloud Control Desk Software as a Service V7.5.1

Description	Part number
IBM SmartCloud Control Desk Software as a Service Authorized User PER MONTH	D0TDELL
IBM SmartCloud Control Desk Software as a Service DAILY FEE PARTL MONTH	D0TDFLL
IBM SmartCloud Control Desk Software as a Service Concurrent User PER MONTH	D0TDGLL
IBM SmartCloud Control Desk Software as a Service DAILY FEE PARTL MONTH	D0TDHLL
IBM SmartCloud Control Desk Software as a Service Non-Production Instance PER MONTH	D0TDJLL
IBM SmartCloud Control Desk Software as a Service Non-Production DAILY FEE PARTL MONTH	D0TDKLL
IBM SmartCloud Control Desk Software as a Service Non-Production Capacity Add-On Instance PER MONTH	D0TDLLL
IBM SmartCloud Control Desk Software as a Service Non-Production Capacity Add-On DAILY FEE PARTL MONTH	D0TDVLL

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## Terms and conditions

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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***

#### **Technical support**

Technical support is included with subscriptions purchased through Passport Advantage and Passport Advantage Express® and is provided for this IBM SaaS offering and Enabling Software, as applicable, 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 separate offering.

**License Information**

The service's Terms of Use document is 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

**Volume orders (IVO)**

No

**Passport Advantage applies**

Yes, and through the Passport Advantage website at

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

**IBM Operational Support Services - SoftwareXcel**

No

**System i Software Maintenance applies**

No

**Variable charges apply**

No

**Educational allowance available**

Not applicable.

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**Statement of good security practices**

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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.



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## Prices

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For additional information and current prices, contact your local IBM representative.

Information on charges is available at website

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

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

### **Passport Advantage**

For Passport Advantage and charges, contact your IBM representative or your authorized IBM Business Partner. Additional information is also available at

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

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## Order now

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To order, contact the Americas Call Centers or your local IBM representative, or your IBM Business Partner.

To identify your local IBM representative or IBM Business Partner, call 800-IBM-4YOU (426-4968).

Phone: 800-IBM-CALL (426-2255)  
Fax: 800-2IBM-FAX (242-6329)  
Internet: [callserv@ca.ibm.com](mailto:callserv@ca.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, our 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.

### **Trademarks**

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