IBM WebSphere Industry Content Packs V7.0 improves time-to-value for WebSphere BPM-based industry solutions

At a glance

IBM® WebSphere® Industry Content Packs can accelerate delivery of WebSphere BPM-based industry solutions using prebuilt assets. Key details are:

- **Banking Content Pack**
  - Library of banking assets for core banking, payments, customer care, and integrated risk management
  - Out-of-box mortgage refinancing and corporate payments solution scenarios that serve as starting points for proof of concept (POC) and solution implementations

- **Healthcare Content Pack**
  - Library of healthcare assets for enrollment, case management, employer and group management, claims management, and provider collaboration
  - Out-of-box benefits eligibility and real-time claims adjudication solution scenarios serve as starting points for POC and implementations

- **Insurance Content Pack**
  - Library of insurance assets for product management, distribution policy life cycle, claims life cycle, and customer management
  - Out-of-box claims status solution scenario serves as a starting point for claims POCs and solution implementations

- **Telecom Content Pack**
  - Library of telecom assets for fulfillment, assurance, billing, customer interaction, inventory, catalog, and media life cycle processing
  - Out-of-box order feasibility and incidence and problem management solution scenarios that serve as starting points for POCs and solution delivery

- **Product Lifecycle Management Pack**
  - Library of PLM assets for product data management, engineering change management, bill of material management, and supplier collaboration
  - Out-of-box product data exchange and engineering change request solution scenarios that serve as starting points for POCs and solution delivery

Overview

IBM WebSphere Industry Content Packs V7.0 is a rich set of prebuilt, industry-specific assets to help accelerate and enhance delivery of WebSphere BPM-based
industry solutions for banking, insurance, healthcare, telecommunications, and industrial product life cycle management. These assets are based on industry standards and help ensure consistency and reuse across the enterprises and their ecosystems. The content pack assets can be extended to meet an organization's unique business needs.

Key prerequisites

For details, refer to the Technical information section.

Planned availability date

- December 11, 2009: Electronic software delivery
- January 15, 2010: Media packs

Description

The WebSphere Industry Content Packs product is a set of prebuilt accelerators for the WebSphere BPM offering. These industry-specific packs integrate seamlessly with WebSphere BPM components and provide a variety of prebuilt, industry-specific assets to help accelerate and enhance BPM solution delivery.

The WebSphere Industry Content Packs product is also extensible and open for configuration and customization, based on the key business process of the organization. BPM solutions based on WebSphere BPM and WebSphere Industry Content Packs can help enterprises support their business processes, develop new products, and increase their competitive edge.

WebSphere Banking Content Pack is a core BPM offering of the IBM Banking Industry Framework. It includes prebuilt banking-specific assets for helping to accelerate delivery of WebSphere BPM-based banking solutions for payments, core banking, front office, and customer management business segments. Key details include:

- Banking capability models based on IBM best practices
- Banking process models based on ISO 20022 industry standards, IBM IFW, and IBM best practices
- Banking service models based on IBM IFW and IBM best practices
- Banking common components based on ISO 20022, SEPA, NACHA industry standards, and IBM best practices
- Banking business vocabulary based on ISO 20022, IFW, SEPA, NACHA, and IBM best practices
- Banking business object models based on ISO 20022 and IBM best practices

WebSphere Healthcare Content Pack is a core BPM offering of the IBM Health Integration Framework. It includes prebuilt healthcare-specific assets for helping to accelerate delivery of WebSphere BPM-based healthcare solutions for payers, providers, and public health agencies. Key details include:

- Healthcare capability models based on HL7 EHR IBM best practices
- Healthcare process models based on IBM best practices
- Healthcare service models based on HL7 Reference information model, ASC X12 EDI for HIPAA, and IBM best practices
- Healthcare common components based on HL7 reference information model, ASC X12 EDI for HIPAA, and IBM best practices
- Healthcare business vocabulary based on HL7 Data Dictionary, ASC X12 EDI for HIPAA, and IBM best practices
- Healthcare business object models based on HL7 reference information model
**WebSphere Insurance Content Pack** is a core BPM offering of the IBM Insurance Industry Framework. It includes prebuilt insurance-specific assets for helping to accelerate delivery of WebSphere BPM-based insurance solutions for property, casualty, life, and annuities lines of businesses. Key details include:

- Insurance capability models based on ACORD industry standards and IBM best practices
- Insurance process models based on ACORD industry standards, IBM IAA, and IBM best practices
- Insurance service models based on IBM IAA and IBM best practices
- Insurance common components based on ACORD, HR-XML industry standards, and IBM best practices
- Insurance business vocabulary based on ACORD, eEG7, IAA, and IBM best practices
- Insurance business object models based on ACORD, eEG7, and IBM best practices

**WebSphere Telecom Content Pack** is a core BPM offering of the IBM telecom industry framework. It includes prebuilt telecom-specific assets for helping to accelerate delivery of WebSphere BPM-based telecommunications solutions for communication service providers. Key details include:

- Telecom capability models based on NGOSS eTOM standards
- Telecom process models based on NGOSS eTOM standards and IBM best practices
- Telecom service models
- Telecom applications map and NGOSS shared information data model and IBM best practices
- Telecom common components based on NGOSS shared information data model, MTOSI, OSS/J, and IBM best practices
- Telecom business vocabulary based on NGOSS shared information data model and IBM best practices
- Telecom business object models based on NGOSS shared information data model

**WebSphere Product Lifecycle Management Content Pack** is a core BPM offering of IBM Product Development Integration Framework. It includes prebuilt PLM-specific assets for helping to accelerate delivery of WebSphere BPM-based PLM solutions for automotive, electronics, and aerospace and defense industries. Key details include:

- PLM capability models based on APQC process framework and IBM best practices
- PLM process models based on APQC process framework and IBM best practices
- PLM service models based on OMG PLM services 2.0, VDA 4965, and OAGIS 9.2 and IBM best practices
- PLM common components based on OMG PLM services 2.0, VDA 4965, and OAGIS 9.2, and IBM best practices
- PLM business vocabulary based on OMG PLM services 2.0, VDA 4965, OAGIS 9.2, and IBM best practices
- PLM business object models based on OMG PLM Services 2.0, VDA 4965, and OAGIS 9.2

**New features**

The industry content packs included in WebSphere Industry Content Packs V7.0 were previously packaged as part of prior releases of the WebSphere Business Services Fabric offering. These industry packs are now available as a separate product and include the following new features:

**WebSphere Banking Content Pack**

- New assets in core banking and customer insight business areas
- New business processes around payments, core banking, and customer insight business areas
• Enhanced service models based on IBM IFW
• New solution scenarios for corporate payments and mortgage refinancing
• New banking content browser to visualize and navigate banking pack assets

WebSphere Healthcare Content Pack
• New business processes around member management, group proposal, drug evaluation, claims transformation, and health management
• Enhanced service models based on ASC X12 EDI, HL7 standards, and IBM best practices
• Enhanced common components
• New solution scenarios for benefits eligibility and real-time claims adjudication
• New healthcare content browser to visualize and navigate healthcare pack assets

WebSphere Insurance Content Pack
• New assets in life-annuities business area using NAVA standards
• Enhanced capability model using ACORD standards
• New business processes around distribution, policy, claims, and client management
• Enhanced service models based on NAVA, ACORD, and IBM IAA
• New common components for life annuities based on NAVA standards
• New solution scenario for claims status
• Enhanced business vocabulary based on ACORD and NAVA standards
• New insurance content browser to visualize and navigate insurance pack assets

WebSphere Telecom Content Pack
• New business processes around fulfillment, assurance, and billing
• Enhanced service models based on NGOSS shared information data model and IBM best practices
• New solution scenarios for order feasibility, incidence, and problem management
• New telecom content browser to visualize and navigate telecom pack assets

WebSphere Product Lifecycle Management Content Pack
• New business processes around product data management, engineering change request, and bill of material
• Enhanced service models based on OMG PLM Services 2.0, VDA 4965, and OAGIS 9.2
• Enhanced common components based on OMG PLM Services 2.0
• New solution scenarios for engineering change request and product data exchange
• New PLM content browser to visualize and navigate PLM pack assets

Accessibility by people with disabilities
A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at


Product positioning
The contents of WebSphere Industry Content Packs are pretested and precertified on the WebSphere BPM platform to enable consumability and provide ready-to-use assets. The WebSphere Industry Content Packs product provides a set of design...
time and development time assets that help jump start the delivery of industry-specific BPM solutions.

These industry content packs are not packaged applications that can be deployed off-the-shelf to solve a specific business problem. Rather, these are prebuilt assets that can be reused for multiple lines of businesses, regions, processes, and services in a given industry vertical or its subset.

To help ensure consistency and reuse, enterprises increasingly desire to adhere to industry standards. There are, however, several steps and complex efforts needed to make the industry standards consumable. WebSphere Industry Content Packs can help solve this problem and make industry standards consumable on the top of WebSphere BPM platform. The content pack assets are derivative works created from industry standards. Wherever industry standard definitions are not available, IBM unique best practices help clients get the benefits of consistency and reuse.

The WebSphere Industry Content Packs product also brings in the required discipline for consistency for multiple projects with a common architecture and methodology. The content pack architecture and methodology help make it easy to extend BPM solutions based on dynamic business needs. This helps ensure governance across the life cycle of BPM solutions.

Key architecture guidelines behind the design and architecture of WebSphere Industry Content Packs:

- A governing architecture to interoperate methods, tools, and assets
- Prebuilt industry content primarily derived from subsets of industry standards and industry best practices
- Facilitate delivery of WebSphere BPM solutions across an entire industry segment, not a solution for a specific problem
- Extensibility to support unique client needs and provide the capability for enterprises (and their business partners) to add their own content or extend the content provided to suit unique business needs

Using WebSphere Industry Content Packs offers the following benefits:

- Designed for specific industry participants to facilitate rapid BPM solution development
- Optimized for industry standards and best practices, ensuring consistency and reuse for locations, product lines, and processes
- Aligned with top-down decomposition of an industry domain, thus providing visibility into reuse across the organizational ecosystem
- Helps speed time-to-market by using service decompositions that ensure consistency and reuse
- Helps simplify interoperability by defining the common language to facilitate interoperability between disparate IT assets
- Helps speed time-to-market with prebuilt, often reused, and industry standards-specific common transactional functions
- Enables standardized connectivity to disparate applications in the IT ecosystem with prebuilt services that are based on industry standards.
- Enables clients and partners to plug in their SOA assets into predefined service decompositions

WebSphere Industry Content Packs are designed to support three key phases of the WebSphere BPM process life cycle:

- Rapidly deploy and change: refer to Software Announcement AP09-0338, dated October 02, 2009.
Additionally, WebSphere Industry Content Packs include assets for the WebSphere Dynamic Process Edition offering that provides all of these BPM life cycle capabilities. Refer to Software Announcement AP09-0310, dated October 02, 2009.

WebSphere Industry Content Packs are key offerings of the IBM Industry Frameworks that provide proven, integrated industry architecture that are SOA-based, and support industry-specific business and technology standards. Industry Frameworks bridge the gap between general purpose middleware and industry-specific business applications to help solve the most challenging business issues. For more details, visit


Additional information is available in the product announcements listed in the Reference information and Companion products sections of this announcement.

**Reference information**


For information about WebSphere Business Monitor V7.0, refer to Software Announcement AP09-0312, dated October 02, 2009.

For information about WebSphere Business Services Fabric V7.0, refer to Software Announcement AP09-0338, dated October 02, 2009.

For information about WebSphere Business Services Fabric for z/OS®, V7.0, refer to Software Announcement AP09-0345, dated October 02, 2009.

For information about WebSphere Business Modeler V7.0, refer to Software Announcement AP09-0313, dated October 02, 2009.

For information about WebSphere Business Compass V7.0, refer to Software Announcement AP09-0313, dated October 02, 2009.

For information about WebSphere Integration Developer V7.0, refer to Software Announcement AP09-0297, dated October 02, 2009.

For information about WebSphere Process Server V7.0, refer to Software Announcement AP09-0297, dated October 02, 2009.

For information about WebSphere Service Registry and Repository V7.0, refer to Software Announcement AP09-0282, dated October 02, 2009.

For information about WebSphere Enterprise Service Bus V7.0, refer to Software Announcement AP09-0297, dated October 02, 2009.

For information about WebSphere Transformation Extender V7.0, refer to Software Announcement AP09-0287, dated October 02, 2009.

Information about these and other products is available via the Offering Information Web site

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

Also visit the Passport Advantage® Web site

http://www.ibm.com/software/passportadvantage
Availability of national languages

<table>
<thead>
<tr>
<th>Description</th>
<th>Availability date</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM WebSphere Industry</td>
<td>January 15, 2010</td>
<td>Multilingual: English International, French, Russian, Korean, Chinese-Simplified, Chinese-Tradition, Spanish, Italian, Polish, Portuguese-Brazilian, German, Japanese, Hungarian, Czech, Turkish</td>
</tr>
<tr>
<td>Content Packs V7.0.0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Program number

<table>
<thead>
<tr>
<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
</tr>
</thead>
<tbody>
<tr>
<td>5724-Y83</td>
<td>7.0.0</td>
<td>IBM WebSphere Industry Content Packs</td>
</tr>
</tbody>
</table>

Education support

Education is a key component to ensuring software success. The IBM education team is committed to providing the highest quality education available to help clients prosper in today's competitive marketplace. IBM takes pride in being able to deliver successful education programs that help clients develop the necessary skills that can help businesses become more profitable using IBM software.

IBM delivers a comprehensive portfolio of education services to help clients successfully deploy and integrate WebSphere products to their maximum potential. The IBM education team works closely with product developers and services organizations to ensure that the courses offered by IBM provide the most up-to-the-minute technical and product information. IBM educational offerings place an emphasis on the advanced knowledge and insight that only these knowledgeable sources can provide. IBM draws from a deep pool of IBM technical experience in the development of the educational programs and courses, and passes that knowledge on to class students.

For more information about available WebSphere education offerings, including course locations and availability dates, refer to

http://www.ibm.com/software/websphere/education/

Role-based skills roadmaps can be found on this page

http://www.ibm.com/software/websphere/education/paths/

Contact your IBM representative for course information.

Offering Information

Product information is available via the Offering Information Web site

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

Also, visit the Passport Advantage Web site
Publications

The applicable Quick Start Guide ships with the corresponding WebSphere Industry Content Pack:

- IBM WebSphere Banking Content Pack Quick Start Guide
- IBM WebSphere Healthcare Content Pack Quick Start Guide
- IBM WebSphere Insurance Content Pack Quick Start Guide
- IBM WebSphere Telecom Content Pack Quick Start Guide
- IBM WebSphere Product Lifecycle Management Content Pack Quick Start Guide

Additional user documentation can be viewed using the online Information Center


User documentation includes:

- Installation guides
  - IBM WebSphere Healthcare Content Pack Installation
  - IBM WebSphere Insurance Content Pack Installation
  - IBM WebSphere Banking Content Pack Installation
  - IBM WebSphere Telecom Content Pack Installation
  - IBM WebSphere Product Lifecycle Management Content Pack Installation
- Developer guides
  - IBM WebSphere Banking Content Pack Developers Guide
  - IBM WebSphere Healthcare Content Pack Developers Guide
  - IBM WebSphere Insurance Content Pack Developers Guide
  - IBM WebSphere Telecom Content Pack Developers Guide
  - IBM WebSphere Product Lifecycle Management Content Pack Developers Guide
- How-to guides
  - IBM WebSphere Healthcare Content Pack How-To Guide
  - IBM WebSphere Insurance Content Pack How-To Guide
  - IBM WebSphere Banking Content Pack How-To Guide
  - IBM WebSphere Telecom Content Pack How-To Guide
  - IBM WebSphere Product Lifecycle Management Content Pack How-To Guide

Documentation is available in international English. Portions of WebSphere Industry Content Packs documentation are translated into the following languages:

- Brazilian Portuguese
- Czech
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Polish
- Russian
- Simplified Chinese
Technical information

Specified operating environment

Hardware requirements
Any hardware that is explicitly compatible and fully capable of running Windows® x86-compatible operating systems, all the corresponding supporting software, and any unmodified associated applications is usable.

If hardware is not IBM, the responsibility to provide a statement of full compatibility between machines lies with the original equipment provider.

Software requirements
Client platforms
- Microsoft® Windows XP Professional SP2
- Microsoft Windows Vista Enterprise
- Microsoft Windows Server 2003
- Microsoft Windows Server 2008

Note: The assets packaged in the WebSphere Industry Content Packs are design and development time assets that require a supported Windows operating system. The solutions developed using the WebSphere Industry Content Packs can be deployed on any operating systems supported by the WebSphere Business Process Management stack.

Web browser
- Internet Explorer 6.0 SP2 or 7.0
- Firefox 3.0

Bundled software: WebSphere Application Server - Community Edition V2.1.1.2, or later

Optional software requirements:
- Development environment
  - Lotus® Forms Designer V3.5
  - IBM WebSphere Dynamic Process Edition V7.0
  - IBM WebSphere Integration Developer V7.0
  - IBM WebSphere Business Monitor Toolkit V7.0
  - IBM WebSphere Business Modeler V7.0
  - IBM WebSphere Business Compass V7.0
– IBM WebSphere Process Server Business Space, Business Leader, Unit Test Environment
– Rational® Software Architect V7.0.5

• Runtime environment
  – Adobe® Scalable Vector Graphics (SVG) Viewer
  – Adobe Flash Player
  – Lotus Forms Viewer V3.5
  – IBM WebSphere Application Server - Community Edition V2.1.1.2, or later
  – IBM WebSphere Dynamic Process Edition V7.0
  – IBM WebSphere Process Server V7.0
  – IBM WebSphere Business Services Fabric V7.0
  – IBM WebSphere Integration Developer V7.0
  – IBM WebSphere Business Monitor V7.0
  – IBM WebSphere Business Modeler V7.0
  – IBM WebSphere Business Compass V7.0

**Companion products**

The IBM BPM Suite of products provides a comprehensive set of role-based, SOA-enabled product capabilities that can provide the ability to continuously optimize and adapt processes rapidly to changing needs so you can maintain continuous alignment between business and IT. Included are extended value offerings that augment the foundational sets, can help extend BPM capabilities, and can be leveraged in areas such as events, rules, and analytics.

**WebSphere Dynamic Process Edition** delivers a core offering from IBM BPM Suite that provides BPM enabled by SOA foundational capabilities for end-to-end dynamic business processes, and includes three products:

• WebSphere Business Monitor
• WebSphere Business Services Fabric
• WebSphere Business Modeler

**WebSphere Business Monitor** provides business users and managers with a real-time, end-to-end view of business processes and operations by using comprehensive business activity monitoring software. This can improve business results by providing the ability to be able to predict anomalous business situations and react preemptively rather than reactively.

**WebSphere Business Services Fabric** provides an extension to WebSphere Process Server to build and manage modular, dynamically-assembled, extensible processes.

**WebSphere Business Services Fabric for z/OS** provides an extension to WebSphere Process Server that builds and manages modular, dynamically assembled, extensible processes.

**WebSphere Business Modeler** helps document, visualize, and analyze business processes using industry standards and leading BPM powered by smart SOA technologies.

**WebSphere Business Compass** helps subject matter experts fully collaborate on their business processes and monitor solutions through a Web-based browser.

**WebSphere Business Compass Advanced Edition** provides a package consisting of 10 copies of WebSphere Business Modeler Advanced and one copy of WebSphere Business Compass.
**WebSphere Integration Developer** simplifies integration and accelerates the adoption of SOA by rendering current IT assets as service components for reuse and efficiency.

**WebSphere Process Server** delivers a high-performance business engine to help choreograph and automate business processes.

**WebSphere Service Registry and Repository** provides clear visibility into service associations and relationships, while encouraging reuse of services to help avoid duplication and reduce cost.

**WebSphere Enterprise Service Bus** applies Web services connectivity and service-oriented integration to power your client's SOA, and help improve flexibility through the adoption of service-oriented interfaces. It supports hundreds of ISV solutions via WebSphere Adapters.

**IBM Rational Asset Manager** helps create, modify, govern, find, and reuse any type of development assets, including SOA, systems development assets, process models, and monitoring models.

**WebSphere Transformation Extender** is a universal data transformation and validation engine for Smart SOA. It delivers transformation and content validation for large volumes of complex formatted, and large multipart documents using a codeless, graphical approach to development.

Announcement letters for these and other products are available via the Offering Information Web site

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

**Limitations**

The IBM WebSphere Industry Content Packs require the appropriate IBM software for usage. Following are the platforms and tools corresponding to the assets in WebSphere Industry Content Packs:

- Capability models: IBM WebSphere Business Modeler and IBM WebSphere Business Compass
- Process models: IBM WebSphere Business Modeler
- Service models: IBM WebSphere Integration Developer
- Service components: IBM WebSphere Integration Developer
- Business object models: IBM Rational Software Architect
- Business vocabulary: IBM WebSphere Business Services Fabric
- Solution scenarios: IBM WebSphere Process Server and IBM WebSphere Business Compass

The assets in IBM WebSphere Industry Content Packs cannot be deployed with any other tools or platforms except those listed above. Support and warranty of the WebSphere Industry Content Packs are valid only in the context of the above software prerequisites.

The specific terms of use are detailed in the program license information that is available for review on the IBM Software License Agreement Web site


**Planning information**

**Packaging**

A WebSphere Industry Content Packs V7.0 media pack is available for each of the following:

- WebSphere Banking Content Pack
• WebSphere Healthcare Content Pack
• WebSphere Insurance Content Pack
• WebSphere Telecom Content Pack
• WebSphere Product Lifecycle Management Content Pack

Content pack documentation is included on the product DVDs of each content pack.

Documentation from industry standards groups (for example, HL7, ASC X12, ISO, SWIFT, NACHA, and NGOSS) is not provided by IBM. You may find documentation associated with these standards beneficial when creating end-to-end business applications. For this documentation, contact the associated industry standards body. This program, when downloaded from a Web site, 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.

Ordering information

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

Product group: Business Process Management

Product Identifier Description            PID
WebSphere Industry Content Packs          5724-Y83

Product Category: WS Industry Content Packs

Charge metric

<table>
<thead>
<tr>
<th>Program name</th>
<th>Part number or</th>
<th>Charge metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebSphere Industry Content Packs V7.0</td>
<td>5724-Y83</td>
<td>Per Establishment</td>
</tr>
<tr>
<td>WebSphere Industry Content Packs V7.0</td>
<td>5724-Y83</td>
<td>Per Application Instance</td>
</tr>
</tbody>
</table>

• Per establishment
  Licensee must obtain a Per Establishment PoE to deploy an unlimited number of copies of the program only on servers that are located at a single site and at locations within 50 km (31 miles) of that site.

• Per application instance
  For each authorization, you are permitted to deploy and run one copy of the licensed product on one server. If you have more than one WebSphere Industry Content Pack installed on a server (for example, system test, backup, and production) an application instance of the licensed product is required for each WebSphere Industry Content Pack installation.

IBM WebSphere Industry Content Packs:

<table>
<thead>
<tr>
<th>Program name/Description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebSphere Banking Content Pack</td>
<td></td>
</tr>
<tr>
<td>Per Application Instance License and 12 Mo Software S&amp;S</td>
<td>D0BCRLL</td>
</tr>
<tr>
<td>Product</td>
<td>License Type</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>WebSphere Banking Content Pack</td>
<td>D0BCKLL</td>
</tr>
<tr>
<td>WebSphere Banking Content Pack</td>
<td>D0BCSLL</td>
</tr>
<tr>
<td>WebSphere Banking Content Pack</td>
<td>D0BCLLL</td>
</tr>
<tr>
<td>WebSphere Healthcare Content Pack</td>
<td>D0B95LL</td>
</tr>
<tr>
<td>WebSphere Healthcare Content Pack</td>
<td>D0B96LL</td>
</tr>
<tr>
<td>WebSphere Healthcare Content Pack</td>
<td>D0B9VLL</td>
</tr>
<tr>
<td>WebSphere Healthcare Content Pack</td>
<td>D0B9VLL</td>
</tr>
<tr>
<td>WebSphere Healthcare Content Pack</td>
<td>D0B9VLL</td>
</tr>
<tr>
<td>WebSphere Healthcare Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0B9WLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BBVLL</td>
</tr>
</tbody>
</table>
WebSphere Telecom Content Pack
Per Establishment - License and 12 Mo Software S&S                  D0BC2LL

WebSphere Telecom Content Pack
Per Establishment - Software S&S annual renewal                    E07WCLL

WebSphere Telecom Content Pack
Per Establishment - Software S&S reinstatement                     D0BC3LL

WebSphere Product Lifecycle Management Content Pack
Per Application Instance License and 12 Mo Software S&S           D0BC8LL

WebSphere Product Lifecycle Management Content Pack
Per Application Instance Software S&S annual renewal               E07WFLL

WebSphere Product Lifecycle Management Content Pack
Per Application Instance Software S&S reinstatement                D0BC9LL

WebSphere Product Lifecycle Management Content Pack
Per Establishment - License and 12 Mo Software S&S                  D0BCELL

WebSphere Product Lifecycle Management Content Pack
Per Establishment - Software S&S annual renewal                    E07WILL

WebSphere Product Lifecycle Management Content Pack
Per Establishment - Software S&S reinstatement                     D0BCFLL

Passport Advantage Media Packs

<table>
<thead>
<tr>
<th>Program name/Description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebSphere Banking Content Pack media pk</td>
<td>BA0X0ML</td>
</tr>
<tr>
<td>WebSphere Healthcare Content Pack media pk</td>
<td>BA0WYML</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack media pk</td>
<td>BA0WZML</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack media pk</td>
<td>BA0X1ML</td>
</tr>
<tr>
<td>WebSphere Product Lifecycle Management</td>
<td></td>
</tr>
<tr>
<td>Content Pack media pk</td>
<td>BA0X2ML</td>
</tr>
</tbody>
</table>

Passport Advantage customer: Media pack entitlement details

Customers with active maintenance or subscription for an industry pack that was acquired as a component of a prior release of WebSphere Business Services Fabric that contained the industry content packs are entitled to receive the corresponding media pack.

<table>
<thead>
<tr>
<th>Media packs description</th>
<th>Entitled to part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebSphere Banking Content Pack</td>
<td>BA0X0ML</td>
</tr>
<tr>
<td>WebSphere Healthcare Content Pack</td>
<td>BA0WYML</td>
</tr>
</tbody>
</table>
WebSphere Insurance Content Pack              BA0wZML  
WebSphere Telecom Content Pack               BA0X1ML  
WebSphere Product Lifecycle Management Content Pack BA0X2ML  

Passport Advantage customer: Licensing entitlement details

Customers who acquired one or more of the WebSphere Industry Content Packs when the packs were offered as part of earlier releases of WebSphere Business Services Fabric are now entitled to a no-charge license for the equivalent Passport Advantage industry content pack Per Establishment license now available in WebSphere Industry Content Packs V7.0.

<table>
<thead>
<tr>
<th>Passport Advantage License Previous Releases</th>
<th>Entitled to V7.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description/Licensing Part number</td>
<td>license part number</td>
</tr>
<tr>
<td>WebSphere Banking Content Pack</td>
<td>D0BCKLL</td>
</tr>
<tr>
<td>Per Establishment PPA license (D613HLL)</td>
<td></td>
</tr>
<tr>
<td>WebSphere Healthcare Content Pack</td>
<td>D0B9VLL</td>
</tr>
<tr>
<td>Per Establishment PPA license (D58S8LL)</td>
<td></td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>D0BB5LL</td>
</tr>
<tr>
<td>Per Establishment PPA license (D59SALL)</td>
<td></td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>D0BC2LL</td>
</tr>
<tr>
<td>Per Establishment PPA license (D613JLL)</td>
<td></td>
</tr>
<tr>
<td>WebSphere Product Lifecycle Management Content Pack</td>
<td>D0BCELL</td>
</tr>
<tr>
<td>Per Establishment PPA license (D05MQLL)</td>
<td></td>
</tr>
</tbody>
</table>

There is no entitlement to the Per Application Instance licenses for WebSphere Industry Content Packs V7.0 because that license charge metric did not exist in previous releases.

Cross-platform product for use on System z® Integrated Facility for Linux® (IFL) engines

Order the part numbers that follow when the product is intended to run on the Linux operating system on System z Integrated Facility for Linux (IFL) engines. If the product is not intended to run on the Linux operating system on System z IFL engines, order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

IBM WebSphere Industry Content Packs for Linux on System z

<table>
<thead>
<tr>
<th>Program name/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>webSphere Banking Content Pack</td>
</tr>
<tr>
<td>Per Application Instance for Linux on Sys z License and 12 Mo Software S&amp;S</td>
</tr>
<tr>
<td>webSphere Banking Content Pack</td>
</tr>
<tr>
<td>Per Application Instance for Linux on Sys z Software S&amp;S annual renewal</td>
</tr>
<tr>
<td>webSphere Banking Content Pack</td>
</tr>
<tr>
<td>Per Application Instance for Linux on Sys z Software S&amp;S reinstatement</td>
</tr>
<tr>
<td>webSphere Banking Content Pack</td>
</tr>
<tr>
<td>Per Establishment for Linux on Sys z License and 12 Mo Software S&amp;S</td>
</tr>
<tr>
<td>webSphere Banking Content Pack</td>
</tr>
<tr>
<td>Per Establishment for Linux on Sys z</td>
</tr>
</tbody>
</table>
Software S&S annual renewal

WebSphere Banking Content Pack Per Establishment for Linux on Sys z Software S&S reinstatement
WebSphere Healthcare Content Pack Per Application Instance for Linux on Sys z License and 12 Mo Software S&S
WebSphere Healthcare Content Pack Per Application Instance for Linux on Sys z Software S&S annual renewal
WebSphere Healthcare Content Pack Per Establishment for Linux on Sys z Software S&S reinstatement
WebSphere Healthcare Content Pack Per Application Instance for Linux on Sys z License and 12 Mo Software S&S
WebSphere Healthcare Content Pack Per Application Instance for Linux on Sys z Software S&S annual renewal
WebSphere Healthcare Content Pack Per Establishment for Linux on Sys z Software S&S reinstatement
WebSphere Insurance Content Pack Per Application Instance for Linux on Sys z License and 12 Mo Software S&S
WebSphere Insurance Content Pack Per Application Instance for Linux on Sys z Software S&S annual renewal
WebSphere Insurance Content Pack Per Application Instance for Linux on Sys z Software S&S reinstatement
WebSphere Insurance Content Pack Per Establishment for Linux on Sys z License and 12 Mo Software S&S
WebSphere Insurance Content Pack Per Establishment for Linux on Sys z Software S&S annual renewal
WebSphere Insurance Content Pack Per Establishment for Linux on Sys z Software S&S reinstatement
WebSphere Telecom Content Pack Per Application Instance for Linux on Sys z License and 12 Mo Software S&S
WebSphere Telecom Content Pack Per Application Instance for Linux on Sys z Software S&S annual renewal
WebSphere Telecom Content Pack Per Application Instance for Linux on Sys z Software S&S reinstatement
WebSphere Telecom Content Pack Per Establishment for Linux on Sys z License and 12 Mo Software S&S
WebSphere Telecom Content Pack Per Establishment for Linux on Sys z Software S&S annual renewal

IBM As a registered trademark of International Business Machines Corporation
AP09-0322
**Cross-platform product for use on System z**

Order the part numbers that follow when the product is used for either the development of code that will be deployed on System z servers or when the product will be communicating or transferring data between a distributed server and a System z server. Otherwise, order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

**IBM WebSphere Industry Content Packs for System z**

<table>
<thead>
<tr>
<th>Program name/Description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebSphere Banking Content Pack</td>
<td>D0BCVLL</td>
</tr>
<tr>
<td>Per Application Instance for System z License and 12 Mo Software S&amp;S</td>
<td></td>
</tr>
<tr>
<td>WebSphere Banking Content Pack</td>
<td>E07WRLL</td>
</tr>
<tr>
<td>Per Application Instance for System z Software S&amp;S annual renewal</td>
<td></td>
</tr>
<tr>
<td>WebSphere Banking Content Pack</td>
<td>D0BCWLL</td>
</tr>
<tr>
<td>Per Application Instance for System z Software S&amp;S reinstatement</td>
<td></td>
</tr>
<tr>
<td>WebSphere Banking Content Pack</td>
<td>D0BCPLL</td>
</tr>
<tr>
<td>Per Establishment for System z License and 12 Mo Software S&amp;S</td>
<td></td>
</tr>
<tr>
<td>WebSphere Banking Content Pack</td>
<td>E07WNLL</td>
</tr>
<tr>
<td>Per Establishment for System z Software S&amp;S annual renewal</td>
<td></td>
</tr>
<tr>
<td>WebSphere Banking Content Pack</td>
<td>D0BCQLL</td>
</tr>
<tr>
<td>Per Establishment for System z Software S&amp;S reinstatement</td>
<td></td>
</tr>
</tbody>
</table>
Content Pack
Per Application Instance for System z License and 12 Mo Software S&S

WebSphere Product Lifecycle Management Content Pack
Per Application Instance for System z Software S&S annual renewal

WebSphere Product Lifecycle Management Content Pack
Per Application Instance for System z Software S&S reinstatement

WebSphere Product Lifecycle Management Content Pack
Per Establishment for System z License and 12 Mo Software S&S

WebSphere Product Lifecycle Management Content Pack
Per Establishment for System z Software S&S annual renewal

WebSphere Product Lifecycle Management Content Pack
Per Establishment for System z Software S&S reinstatement

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 can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

The software licenses for the WebSphere Industry Content Packs includes Software Subscription and Support.

WebSphere Industry Content Packs V7.0 consists of:

- IBM WebSphere Banking Content Pack
• IBM WebSphere Healthcare Content Pack
• IBM WebSphere Insurance Content Pack
• IBM WebSphere Telecom Content Pack
• IBM WebSphere Product Lifecycle Management Content Pack

Each of the packs in WebSphere Industry Content Packs V7.0 requires the appropriate IBM software for usage. Following are the platforms and tools corresponding to the assets in WebSphere Industry Content Packs:

• Capability models: IBM WebSphere Business Modeler and IBM WebSphere Business Compass
• Process models: IBM WebSphere Business Modeler
• Service models: IBM WebSphere Integration Developer
• Service components: IBM WebSphere Integration Developer
• Business object models: IBM Rational Software Architect
• Business vocabulary: IBM WebSphere Business Services Fabric
• BPM solution templates: IBM WebSphere Process Server and IBM WebSphere Business Compass

The assets in IBM WebSphere Industry Content Packs cannot be deployed on any other tools or platforms except those listed above. Support and warranty of the WebSphere Industry Content Packs are valid only in the context of the above software prerequisites.

License Information form number

IBM WebSphere Industry Content Packs V7.0 (5724-Y83) contains five industry-specific packs, each with its own License Information number.

<table>
<thead>
<tr>
<th>Description</th>
<th>Program number</th>
<th>License number</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebSphere Banking Content Pack</td>
<td>5724-Y83</td>
<td>L-JARN-7V4PCL</td>
</tr>
<tr>
<td>WebSphere Healthcare Content Pack</td>
<td>5724-Y83</td>
<td>L-JARN-7V4LJZ</td>
</tr>
<tr>
<td>WebSphere Insurance Content Pack</td>
<td>5724-Y83</td>
<td>L-JARN-7V4PF7</td>
</tr>
<tr>
<td>WebSphere Telecom Content Pack</td>
<td>5724-Y83</td>
<td>L-JARN-7V2TKK</td>
</tr>
<tr>
<td>WebSphere Product Lifecycle Management Content Pack</td>
<td>5724-Y83</td>
<td>L-JARN-7V2PKN</td>
</tr>
</tbody>
</table>

The program license information is available for review on the IBM Software License Agreement Web site


Limited warranty applies

Yes

Limited warranty

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

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the IBM Software Support Handbook found at
IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

**Program technical support**

Technical support of a program product will be available for a minimum of five years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support also provides you with access to updates, releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

**Money-back guarantee**

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

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

**Authorization for use on home/portable computer**

You may not copy and use this program on another computer without paying additional license fees.

**Volume orders (IVO)**

No

**Passport Advantage applies**

Yes, and through the Passport Advantage Web site at

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

**Usage restriction**

Yes. There are two licensing metrics for each of the five industry packs in WebSphere Industry Content Packs V7.0: per establishment, and per application instance.

- **Per establishment**
  
  Licensee must obtain a Per Establishment PoE to deploy an unlimited number of copies of the program only on servers that are located at a single site and at locations within 50 km (31 miles) of that site.

- **Per application instance**
  
  For each authorization, you are permitted to deploy and run one copy of the licensed product on one server. If you have more than one WebSphere Industry Content Pack installed on a server (for example, system test, backup, and production) an application instance of the licensed product is required for each WebSphere Industry Content Pack installation.
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 Web site at

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

Other support

Passport

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

Educational allowance

Not applicable.

IBM Electronic Services

IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a Web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but
complementary elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

To learn how Electronic Services can work for you, visit

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

Prices

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

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

Contact your local IBM representative for the applicable one-time charge (OTC).

IBM Global Financing

IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit

http://www.ibm.com/financing

IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer’s credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

Financing from IBM Global Financing helps you preserve cash and credit lines, enables more technology acquisition within current budget limits, permits accelerated implementation of economically attractive new technologies, offers payment and term flexibility, and can help match project costs to projected benefits. Available worldwide for credit qualified clients.
### AP distribution

<table>
<thead>
<tr>
<th>Country/Region</th>
<th>Announced</th>
</tr>
</thead>
<tbody>
<tr>
<td>AP IOT</td>
<td></td>
</tr>
<tr>
<td>ASEAN*</td>
<td>Yes</td>
</tr>
<tr>
<td>India/South Asia**</td>
<td>Yes</td>
</tr>
<tr>
<td>Australia</td>
<td>Yes</td>
</tr>
<tr>
<td>People's Republic of China</td>
<td>Yes</td>
</tr>
<tr>
<td>Hong Kong S.A.R of the PRC</td>
<td>Yes</td>
</tr>
<tr>
<td>Macao S.A.R of the PRC</td>
<td>Yes</td>
</tr>
<tr>
<td>Taiwan</td>
<td>Yes</td>
</tr>
<tr>
<td>Korea</td>
<td>Yes</td>
</tr>
<tr>
<td>New Zealand</td>
<td>Yes</td>
</tr>
<tr>
<td>Japan IOT</td>
<td></td>
</tr>
<tr>
<td>Japan</td>
<td>Yes</td>
</tr>
</tbody>
</table>

* Brunei Darussalam, Indonesia, Cambodia, Lao People's Democratic Republic, Malaysia, Philippines, Singapore, Thailand, and Vietnam

**Bangladesh, Bhutan, India, Sri Lanka, Maldives, Nepal, and Afghanistan

### Trademarks

Electronic Service Agent is a trademark of IBM Corporation in the United States, other countries, or both.

IBM, WebSphere, z/OS, Passport Advantage, Lotus, Rational and System z are registered trademarks of IBM Corporation in the United States, other countries, or both.

Windows and Microsoft are registered trademarks of Microsoft Corporation in the United States, other countries, or both.

Adobe is a registered trademark of Adobe Systems Incorporated in the United States, and/or other countries.

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. Reference to other products in this announcement does not necessarily imply those products are announced, or intend to be announced, in your country. Additional terms of use are located at


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/

### Corrections

(Incorrect on October 2, 2009)
In the Ordering information section, under the Licensing Entitlement topic, the part number for Licensing Entitlement for the WebSphere Product Lifecycle Management Content Pack was corrected.