IBM Intelligent Transportation V1.6 now supports high-availability configurations for Intelligent Operations for Transportation component

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2 Key prerequisites 8 Ordering information
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At a glance

IBM® Intelligent Transportation V1.6 addresses the growing need for a software-centric solution for managing transportation business operations. It is based on aggregating information to obtain system-wide visibility and generating new insights enabled by advanced analytics to drive operational decisions.

Highlights of V1.6:

- Introduces high-availability capability for the Intelligent Operations Transportation component to help improve reliability and resiliency
- Offers capabilities for traffic and transit operations management that can help:
  - Gain real-time situational awareness of the network
  - Identify incidents and correct performance issues
  - Manage traffic conditions and transit schedule deviations proactively
  - Contribute significantly to improving the commuter experience

Overview

The IBM Intelligent Transportation family of solutions helps you manage transportation business operations that include traffic and transit management. IBM Intelligent Transportation V1.6 offers capabilities for the management of traffic operations in order to help reduce traffic congestion, improve incident response and traffic flow, and proactively manage traffic conditions to enhance the travel experience for commuters. It also offers capabilities for the management of transit operations, which can help to provide current situational awareness of the operations, identify and correct events and performance issues, and proactively manage schedule deviations. These capabilities will also contribute significantly to improve the commuter experience.

In addition, Intelligent Transportation V1.6 is designed to be an ideal platform for building transportation management center solutions by leveraging a documented programming model to build integrations with data capture solutions and device control applications in the transportation domain. Further, it offers predictive analytics functionality that, in addition to helping traffic and transit operation roles, also enhances the ability of multimodal travel planning applications to help deliver more accurate information to citizens.
New in V1.6

Intelligent Transportation V1.6 introduces high-availability capability that can help traffic organizations run mission-critical operation centers in their fail-safe environments. This new high-availability capability supports high-availability configurations for the Intelligent Operations for Transportation component to help improve reliability and resiliency.

Key prerequisites

For details, refer to the Technical information section.

Planned availability date

- October 31, 2013: Electronic
- November 14, 2013: Media pack

Refer to the Availability of national languages section for national language availability.

Description

By integrating and aggregating data from across geographic locations, sub-networks, and a variety of data and device types, IBM Intelligent Transportation V1.6 can help provide situational awareness and critical insights to enhance operational role effectiveness. It turns data collected into valuable insights by supporting advanced transportation domain analytics.

The foundation of Intelligent Transportation V1.6 is its Intelligent Operations for Transportation component. This component supports the transportation information model on top of which additional analytics and end-user value can be built. It also supports the basic platform for visualization and analysis of historical data patterns.

The highlight of Intelligent Transportation V1.6 is the high-availability capability offered for the Intelligent Operations Transportation component to help improve reliability and resiliency. This high-availability capability supports mission-critical deployments of traffic operations in fail-safe configurations.

Version 1.6 continues to offer:

- Integration of Intelligent Operations Center into the base components.
- Intelligent Transit Analytics, which is a sub-domain, use-case focused component.
- User-based component codes to categorize and restrict access of functionality of the product based on operational roles.

Intelligent Operations for Transportation is a prerequisite for Intelligent Transit Analytics. Intelligent Operations for Transportation must be purchased and installed prior to the installation of Intelligent Transit Analytics.

In addition, Intelligent Transportation V1.6 continues to offer:

- Graphical representation of current bus locations, estimated arrival times, and all other transit objects such as routes and stops
  - Graphical representation of schedule deviations for operators
  - Support for daily bus timetable changes
  - Schedule deviation analytics and key performance indicators (KPIs) for planners
• Traffic prediction scalability to 5,000 links

Intelligent Transportation V1.6 is a product that is offered as several separately chargeable components. The base component is Intelligent Operations for Transportation that is available as three separate chargeable components with their own distinct part numbers as described below:

• Intelligent Operations for Transportation Premium User
• Intelligent Operations for Transportation Standard User
• Intelligent Operations for Transportation Developer User

Premium Users

Premium Users are those who interact with the advanced functions of the software program (but not limited to), implement business process changes, set rules and thresholds, and define metrics and hierarchies. They have access to all administrative and advanced functions (refer to the User definition table). The Premium User contains the program code (via media pack) and, therefore, you must purchase at least one Premium User before you can use Standard Users or the Transit Analytics component.

Standard Users

Standard Users are those who do not need advanced capability access to all of the functions of the software program and thus do not have administrative access. (Administrative personnel need to ensure that these restrictions are in place for Standard Users per the license terms of the software.) They are limited to certain functions (refer to the User definition table). You must purchase at least one Premium User before you can use Standard Users.

Developer Users

Developer Users are those who have all of the privileges and access of the Premium User (refer to the following table) but are limited to using the product in nonproduction environments. Developer Users come with a media pack and do not need to have Premium User as a prerequisite.

User definition table

The following user-function matrix shows a detailed view of the product functions that the Premium and Standard user categories are authorized to use. A "Y" indicates permitted to use and a blank indicates not permitted to use.

<table>
<thead>
<tr>
<th>Capability</th>
<th>Premium User</th>
<th>Standard User</th>
<th>Developer User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visualization</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Workflows, Standard Operating Procedures (SOPs)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Creating</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Modifying</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracking</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Collaboration (all use cases)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Submit service requirement alerts and events</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create new, modify</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Create thresholds</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Modify events</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Escalate, close incidents</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Analytics and optimization</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create and modify correlation rules</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Run analytic modules</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Key performance indicators</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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Creation  Y  Y
Modification  Y  Y
Tracking  Y  Y  Y

Geographical information system
Updating configuration-layers  Y  Y
Reports creation custom  Y  Y  Y

Administrative functions
User configuration  Y  Y  Y
User interface changes  Y  Y
Add, remove pages  Y  Y
Update Semantic Model  Y  Y
User, role management  Y  Y

To learn more about Intelligent Transportation, go to
http://www.ibm.com/software/industry/intelligent-transportation/

To learn more about all of IBM Smarter City Solutions, go to
http://www.ibm.com/smartercities

Accessibility by people with disabilities

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

Reference information

For information about IBM Intelligent Transportation on Cloud V1.6, refer to Software Announcement ZP13-0584, dated October 29, 2013.

Availability of national languages

<table>
<thead>
<tr>
<th>Language</th>
<th>Availability date</th>
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</thead>
<tbody>
<tr>
<td>French, German, Italian, Spanish, Russian, English</td>
<td>10/31/13</td>
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</tbody>
</table>

Program number

<table>
<thead>
<tr>
<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
</tr>
</thead>
<tbody>
<tr>
<td>5725-D70</td>
<td>1.6.0</td>
<td>IBM Intelligent Transportation</td>
</tr>
</tbody>
</table>

Education support

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

IBM curriculum provides a unique training value built on exclusive product knowledge direct from IBM developers cemented with expert instructors, and flexible time and cost-saving training options.
The IBM Software Training team works closely with product developers and services organizations to ensure that the courses we offer provide the most up-to-the-minute technical and product information. IBM Software Training provides training for the entire IBM software portfolio that spans the spectrum of skills needs from introductory product overviews to advanced offerings. Hands-on labs let you work with fully functional versions of the software to round out your training experience.

Several training options are available, that include instructor-led classroom offerings, virtual (online) classes, and self-paced training that let you train from your office. For course descriptions, locations, and availability dates, visit

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

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

Contact your IBM representative for course information.

**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 printed publications are shipped with this product.

The IBM Intelligent Transportation Information Center provides Intelligent Transportation product documentation. The Intelligent Transportation Information Center is available at

http://pic.dhe.ibm.com/infocenter/cities/v1r6m0/index.jsp

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 US) 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, where IBM does business.

**Technical information**

**Specified operating environment**

**Hardware requirements**

Intelligent Operations for Transportation V1.6 components include IBM Intelligent Operations Center V1.6 as a bundled software license and operate within the server environment provided by Intelligent Operations Center. This software license eliminates the need to purchase Intelligent Operations Center separately. However, the Intelligent Operations Center component must be installed separately prior to the installation of Intelligent Operations for Transportation components. If the optionally installable Traffic Prediction feature of Intelligent Operations for
Transportation or the Intelligent Transit Analytics component is installed, it is recommended that you configure the application server of Intelligent Operations Center with 32 GB of memory.

In addition:

- A connection to a geographical information system (GIS) is required to display map-based information and to enable map-based interaction. Intelligent Transportation V1.6 is designed to support Environmental Systems Research Institute's (Esri) ArcGIS Version 10.0. However, a service engagement can be used to enable alternative GIS applications.
- A connection to a Traffic Management Data Dictionary V3.0 owner center is required to supply traffic data to Intelligent Operations for Transportation V1.6.
- A connection to a Service Interface for Real-Time Information (SIRI) message source is required to supply transit data to Intelligent Transit Analytics V1.6.

Intelligent Transit Analytics bundles IBM InfoSphere® Streams. It must be installed separately as a prerequisite before Intelligent Transit Analytics is installed.

Each Intelligent Operations Center server must meet minimum hardware requirements. Each server must have one of the following x86 64-bit processors:

- AMD 64-bit processors
- Intel™ 64-bit processors, that include Xeon EP and EX processors

Intelligent Operations for Transportation V1.6 uses the servers that are provided by the Intelligent Operations Center V1.6 environment. Recommended hardware requirements for installing Intelligent Operations for Transportation V1.6 on top of Intelligent Operations Center V1.6 standard servers are as follows:

<table>
<thead>
<tr>
<th>Server</th>
<th>CPUs</th>
<th>Memory</th>
<th>Network adapters</th>
<th>Disk space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application server</td>
<td>8</td>
<td>24 GB</td>
<td>1</td>
<td>200 GB</td>
</tr>
<tr>
<td>Analytics server</td>
<td>4</td>
<td>16 GB</td>
<td>1</td>
<td>200 GB</td>
</tr>
<tr>
<td>Database server</td>
<td>8</td>
<td>24 GB</td>
<td>1</td>
<td>200 GB</td>
</tr>
<tr>
<td>Web server</td>
<td>2</td>
<td>4 GB</td>
<td>1</td>
<td>200 GB</td>
</tr>
</tbody>
</table>

Recommended hardware requirements for installing Intelligent Operations for Transportation V1.6 on top of Intelligent Operations Center V1.6 High Availability (HA) servers are as follows:

<table>
<thead>
<tr>
<th>Server</th>
<th>CPUs</th>
<th>Memory</th>
<th>Network adapters</th>
<th>Disk space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application server X2</td>
<td>8</td>
<td>24 GB</td>
<td>1</td>
<td>200 GB</td>
</tr>
<tr>
<td>Analytics server X2</td>
<td>4</td>
<td>16 GB</td>
<td>1</td>
<td>200 GB</td>
</tr>
<tr>
<td>Database server X2</td>
<td>8</td>
<td>24 GB</td>
<td>1</td>
<td>200 GB</td>
</tr>
<tr>
<td>Web server X2</td>
<td>2</td>
<td>4 GB</td>
<td>1</td>
<td>200 GB</td>
</tr>
</tbody>
</table>

If the optionally installable feature of Intelligent Operations for Transportation, Traffic Prediction, is deployed or the Intelligent Transit Analytics component is installed, the server requirement for the application server is recommended to be:

<table>
<thead>
<tr>
<th>Server (X2 for HA)</th>
<th>CPUs</th>
<th>Memory</th>
<th>Disk space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application server (X2 for HA)</td>
<td>8</td>
<td>32 GB</td>
<td>230 GB</td>
</tr>
</tbody>
</table>

The deployment of the Intelligent Transit Analytics component into the Intelligent Operations for Transportation environment requires an additional server for IBM InfoSphere Streams. The processors, memory, and hard disk space required are as follows:

<table>
<thead>
<tr>
<th>Server</th>
<th>CPUs</th>
<th>Memory</th>
<th>Disk space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Streams server</td>
<td>4</td>
<td>24 GB</td>
<td>200 GB</td>
</tr>
</tbody>
</table>
These sizings are for energy efficiency and ease of management in an extended environment with x86 servers (such as IBM BladeCenter® H with IBM blades that use Intel Xeon™ EP and EX processors), storage, and associated networking components.

For the latest updates for Intelligent Transportation V1.6, visit


Software requirements

The minimum software requirement for each server is 64-bit Red Hat Enterprise Linux™ 6, Update 3 or Update 4, on Intel or AMD platforms.

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

High-availability capability is not supported for IBM Cognos®, IBM Sametime®, and Intelligent Transit Analytics.

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/electronicsupport

Access the IBM Support Portal

http://ibm.com/support

Access the online Service Request tool

http://ibm.com/support/servicerequest

Planning information

Packaging

Intelligent Transportation V1.6

Intelligent Operations for Transportation Premium User V1.6 contents:

• Intelligent Operations for Transportation V1.6 Multilingual DVD
• Intelligent Operations Center V1.6 Multilingual DVDs

Intelligent Transit Analytics V1.6 contents:

• Intelligent Transit Analytics V1.6 Multilingual DVD
• InfoSphere Streams V3.1 English DVD

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**

Intelligent Transportation V1.6 uses the security and auditability features of the host hardware and software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

**Global Technology Services®**

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

**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.


Product group: Industry Solutions

<table>
<thead>
<tr>
<th>Product identifier</th>
<th>Product description</th>
<th>Part number</th>
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</thead>
<tbody>
<tr>
<td>5725-D70</td>
<td>Intelligent Transportation</td>
<td></td>
</tr>
</tbody>
</table>

Product category: Smarter Cities

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit [http://www-306.ibm.com/software/support/pa.html](http://www-306.ibm.com/software/support/pa.html)

**Passport Advantage for IBM Intelligent Transportation (5725-D70) license part numbers**

<table>
<thead>
<tr>
<th>Program name and description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Intelligent Operations for Transportation Standard User per Concurrent User</td>
<td>D0YQWLL</td>
</tr>
<tr>
<td>License and Software Subscription and Support (SW S&amp;S) 12 Months</td>
<td></td>
</tr>
<tr>
<td>IBM Intelligent Operations for Transportation Standard User per Concurrent User</td>
<td>E0H28LL</td>
</tr>
<tr>
<td>Annual SW S&amp;S</td>
<td></td>
</tr>
<tr>
<td>IBM Intelligent Operations for Transportation Standard User per Concurrent User</td>
<td>D0YQXLL</td>
</tr>
<tr>
<td>SW S&amp;S</td>
<td></td>
</tr>
<tr>
<td>Reinstatement 12 Months</td>
<td></td>
</tr>
</tbody>
</table>
IBM Intelligent Operations for Transportation  
Premium User per Concurrent User License and SW  
S&S 12 Months  D0YQYLL

IBM Intelligent Operations for Transportation  
Premium User per Concurrent User Annual SW S&S  
Renewal  E0H29LL

IBM Intelligent Operations for Transportation  
Premium User per Concurrent User SW S&S  
Reinstatement 12 Months  D0YQZLL

IBM Intelligent Operations for Transportation  
Developer User per Authorized User License and SW  
S&S 12 Months  D0YR0LL

IBM Intelligent Operations for Transportation  
Developer User per Authorized User Annual SW S&S  
Renewal  E0H2ALL

IBM Intelligent Operations for Transportation  
Developer User per Authorized User SW S&S  
Reinstatement 12 Months  D0YR1LL

IBM Intelligent Transit Analytics per Resource  
Value Unit License and SW S&S 12 Months  D0YR4LL

IBM Intelligent Transit Analytics per Resource  
Value Unit Annual SW S&S Renewal  E0H2CLL

IBM Intelligent Transit Analytics per Resource  
Value Unit SW S&S Reinstatement 12 Months  D0YR5LL

**Passport Advantage for IBM Intelligent Transportation (5725-D70) media pack part numbers**

<table>
<thead>
<tr>
<th>Program name and description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Intelligent Operations for Transportation Premium User V1.6 Linux Multilingual Media Pack</td>
<td>AF0DAML</td>
</tr>
<tr>
<td>IBM Intelligent Transit Analytics V1.6 Linux Multilingual Media Pack</td>
<td>AF0DBML</td>
</tr>
</tbody>
</table>

**Resource Value Unit (RVU) pricing**

The pricing for IBM Intelligent Transit Analytics is based on RVUs. RVU scaling is a step-tiered model. This means each quantity tier must be multiplied by the scaling factor for that tier, and the RVU quantities for each tier added together to calculate the total RVU quantity. RVU quantities must be calculated separately for each chargeable component, and any fractional RVU totals are rounded up to the next whole number.

The resource for the purpose of RVU calculation is 50,000 monthly Transportation Events. A Transportation Event is an operational data feed event provided to the program from any type of transportation related resource or item of value to be managed. Licensee must obtain sufficient entitlements to cover the total number of Transportation Events accessed or managed by the Program in any calendar month.

**Resource Value Unit conversion table**

- From 1 to 100 Resources, 1.0 RVU per Resource
- From 101 to 250 Resources, 100 RVUs plus 0.9 RVUs per Resource above 100
- From 251 to 500 Resources, 235 RVUs plus 0.8 RVUs per Resource above 250
- From 501 to 750 Resources, 435 RVUs plus 0.6 RVUs per Resource above 500
- From 751 to 1,250 Resources, 585 RVUs plus 0.5 RVUs per Resource above 750
- From 1,251 to 2,000 Resources, 835 RVUs plus 0.4 RVUs per Resource above 1,250
For more than 2,000 Resources, 1,135 RVUs plus 0.3 RVUs per Resource above 2,000

Your IBM representative can provide additional assistance in understanding the scaling process.

**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.

<table>
<thead>
<tr>
<th>Entitled maintenance offerings description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Intelligent Operations for Transportation Premium User Linux Multilingual Media Pack Pack</td>
<td>AF0DAML</td>
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<tr>
<td>IBM Intelligent Transit Analytics Linux Multilingual Media Pack</td>
<td>AF0DBML</td>
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</table>

### Charge metric

<table>
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<tbody>
<tr>
<td>Intelligent Transportation</td>
<td>5725-D70</td>
<td>Per Concurrent User</td>
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<tr>
<td>Intelligent Operations for Transportation Premium User</td>
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<td>Per Concurrent User</td>
</tr>
<tr>
<td>Intelligent Operations for Transportation Standard User</td>
<td></td>
<td>Per Authorized User</td>
</tr>
<tr>
<td>Intelligent Operations for Transportation Developer User</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intelligent Transit Analytics</td>
<td></td>
<td>Per Resource Value Unit</td>
</tr>
</tbody>
</table>

### Authorized User

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User given access to the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

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

### Concurrent User

Concurrent User is a unit of measure by which the program can be licensed. A Concurrent User is a person who is accessing the program at any particular point in time. Regardless of whether the person is simultaneously accessing the
program multiple times, the person counts only as a single Concurrent User. The program may be installed on any number of computers or servers, but licensee must obtain entitlements for the maximum number of Concurrent Users simultaneously accessing the program. Licensee must obtain an entitlement for each simultaneous Concurrent User accessing the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means.

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

**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 sufficient entitlements for the number of RVUs required for licensee's environment for the specific resources as specified in the program specific table. 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. Refer to the program specific RVU table.

Notes:

- Some programs may require licenses for the resources available to **and** the resources being managed by the program. In that case, the following applies. In addition to the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.
- Some programs may be licensed on a managed basis **only**. In that case, the following applies. Instead of the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.

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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**

<table>
<thead>
<tr>
<th>Product name</th>
<th>License information ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Intelligent Operations for Transportation Premium User</td>
<td>L-LBAR-97JQZF</td>
</tr>
<tr>
<td>IBM Intelligent Operations for Transportation Standard User</td>
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<tr>
<td>IBM Intelligent Transit Analytics</td>
<td>L-LBAR-97JQFQ</td>
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</table>

**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.

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

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

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Technical support of a program product version or release will be available for a minimum of three 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 (Software Maintenance) also provides you with access to updates (modifications or fixes), 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.

**Other terms**

**Volume orders (IVO)**

**No**

**IBM International Passport Advantage Agreement**

**Passport Advantage applies**

Yes, and through the Passport Advantage website at

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For additional information, refer to the License Information document that is available on the IBM Software License Agreement website


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**System i® Software Maintenance applies**

**No**
Variable charges apply
No

Educational allowance available
Education allowance does not apply.

Education software allowance does not apply.

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

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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.

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