IBM Intelligent Operations Center delivers flexible pricing options

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At a glance

IBM® Intelligent Operations Center user-based, component codes distinguish users based on roles and responsibilities. This allows more granular control. Thus users may use certain capabilities based on their needs. Clients can better garner value from Intelligent Operations Center software and also bolster security by controlling access to functions based on the roles of users.

With the four new user types, each user type can access a set of capabilities depending on their role.

Overview

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

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

By taking advantage of advanced analytics, situational awareness, and collaboration tools, IBM Intelligent Operations Center delivers the ability to gain insight into the city environment via centralized information. It enables the integration of citywide daily operations to allow visibility into key performance indicators (KPIs), trends, analyses, business rules, and cross-agency collaboration.

New user types are designed to help better capture value from and align with the IBM Intelligent Operations family of products based on the specific roles and needs of different users and stakeholders in the organization. Each new user type is a distinct chargeable component (CC) with its own part number. The new user CCs are:

- IBM Intelligent Operations Center Premium User
- IBM Intelligent Operations Center Standard User
- IBM Intelligent Operations Center Consumer User
- IBM Intelligent Operations Center Developer User

IBM updated the name and license terms of the existing IBM Intelligent Operations Center. IBM Intelligent Operations Center - User Value Unit is now IBM Intelligent Operations Center - Premium User and is one of four user-based components available.

Intelligent Operations Center for zEnterprise® BladeCenter® Extension (zBX) parallel part numbers are provided for System z® software sellers.

Key prerequisites

IBM Intelligent Operations Center runs on Red Hat Enterprise Linux™ (RHEL) 5.5 64-bit for Intel™ and AMD platforms.

Planned availability date

January 8, 2013: Electronic download

Description

New user types are available to help clients better capture value from Intelligent Operations Center offerings. Each user type is designed to provide access to a specific set of capabilities for user types based on their roles and needs. For example, users may be supervisors or executives, operators, consumers, or citizens. Each type of user interacts with the solution in different ways, that requires different insight and information. These user-based components are designed to align with user requirements and deliver value specific to these needs.

New user types

New user types are introduced to help clients better capture value from Intelligent Operations Center offerings. Each user type is designed to provide access to a specific set of capabilities for a specific type of user, based on their role and needs. For example, users can be supervisors or executives, operators, consumers, or citizens. Each type of user interacts with the offering in different ways and needs different insight and information from the offering. The new, user-based components are designed to align with, and deliver value, specific to these needs.

Description of user roles

Premium User

Premium Users are those who interact with the advanced functions of the software program that include, but not limited to, the ability to implement business process changes, set rules and thresholds, and define metrics and hierarchies thereof. For authorized functions, refer to the **User Definition Table.**

Program software is provided with the Premium User.

At least least one Premium User software must be purchased before Standard User or Consumer User software can be used. Developer User license includes program software.

Standard User

Standard Users are those users who do not need advanced capability access to all of the functions of the software program and do not have administrative access. Standard Users are limited to certain functions (refer to the table). Clients must purchase at least one Premium User license before they can use Standard User software.

Consumer User

Eligible Participant is a unit of measure used by the Intelligent Operation Center software to count the quantity of consumer users. Each individual or entity eligible to participate in any service delivery program managed or tracked by software is an Eligible Participant. Sufficient entitlements must be obtained to cover all Eligible Participants managed or tracked within the IBM software during the measurement period specified in Customer's Proof of Entitlement (PoE) or Transaction Document.

Consumer Users are those who interact indirectly with the core Intelligent Operations center software. For example, citizens or households that report a problem or outage via a website, or provide an observation or complaint are typical Consumer Users. This input is collected, analyzed, and correlated by the Intelligent Operations center software to generate a meaningful output or insight.

Consumer Users are limited to performing a prescribed set of functions. Consumer User functions are uniquely defined for each Consumer User application. Clients must purchase at least one Premium User license before using Consumer User functions.

Developer User

Developer Users are those that have all of the privileges and access of Premium User entitlement but are limited to using these privileges and access rights in non-production environments.

User definition table

The user-function matrix shows a detailed view of the product functions that the Premium and Standard User categories are authorized to use. The term **Y** indicates *permitted to use* capability and a blank space indicates *not permitted to use* capability category.

Note: Consumer User functions are uniquely defined for each Consumer User application. These functions are not shown in the User definition table.

Capability	Premium User	Standard User	Developer User
Visualization	Y	Y	Y
Workflows, standard operating procedures (SOPs)			
– Creating	Y		Y
– Modifying	Y		Y
– Tracking	Y	Y	Y
Collaboration (All use cases)			
– Submit Service Request	Y	Y	Y
Alerts and events			
Create new, modify	Y	Y	Y
Create thresholds	Y		Y

```
Modify events                     Y               Y
Escalate, close incidents         Y       Y       Y

Analytics and optimization
 Create and modify own            Y               Y
 Run analytic modules             Y               Y

Key performance indicators
 Creation                         Y               Y
 Modification                     Y               Y
 Tracking                         Y       Y       Y

Geographic information
systems (GIS)
 Updating configuration           Y               Y
 & layers

Reports
 Create custom reports            Y       Y       Y

Administrative functions
 User configuration               Y       Y       Y
 User interface (UI) changes      Y               Y
 Add & remove pages               Y               Y
 Update semantic model            Y               Y
 User & role management           Y               Y
```

IBM Intelligent Operations Center is designed to optimize large complex operations and to create new opportunities for innovation and business value by delivering insights into a utility's infrastructure, assets, and operations.

Accessibility by people with disabilities

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

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

Product positioning

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

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

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

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

Reference information

For information on IBM Intelligent Operation Center V1.5.0, refer to Software Announcement 212-250, dated July 3, 2012.

For information on IBM 67, refer to Software Announcement 212-158, dated May 22, 2012.

For information on IBM Intelligent Operation for Water V1.5, refer to Software Announcement 212-309, dated September 11, 2012.

Availability of national languages

The following national languages are supported in Version 1.5:

```
Description              Language                 Availability date

Intelligent Operations   Multilingual             January 8, 2013
 Center V1.5              Chinese Simplified,
 (electronic download)   Chinese Traditional
                         English, French, German
                         Italian, Japanese, Korean
                         Portuguese Brazilian,
                         Spanish, Arabic
```

Program number

```
Program
number      VRM       Program name

5725-D69    1.5       IBM Intelligent Operations Center
```

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 Operations Center offering to achieve the maximum benefit. Education is a key component to ensuring software success.

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

IBM Software Training provides training for the entire IBM software portfolio that spans the spectrum of skills needs from introductory product overviews to advanced offerings. Hands-on labs let you work with fully-functional versions of the software to round out your training experience.

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

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

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

Offering Information

Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

Publications

No printed publications are shipped with this product.

A softcopy of the *Quick Start Guide* is shipped with this product on DVD.

The IBM Intelligent Operations Center information center provides an exhaustive set of product documentation.

The information center is available at

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

Technical information

Specified operating environment

Hardware requirements

Each IBM Intelligent Operations Center server must meet minimum hardware requirements. Each server must have an x86 64-bit processor that include one of the following:

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

Each IBM Intelligent Operations Center requires the processors, memory, and hard disk space, as follows:

Server	Number of processors	Memory	Hard disk
Application server	4	24 GB	150 GB
Event server	4	16 GB	150 GB
Database server	4	16 GB	150 GB
Management server	4	24 GB	150 GB
Installation server	1	4 GB	150 GB

The hard disk requirements listed previously are permanent requirements.

An additional 100 GB of storage per server is required for installation of the product. The temporary install files can be deleted once the installation completes.

These sizings are for high availability, 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.

Software requirements

The minimum software requirement for each server is 64-bit Red Hat Enterprise Linux 5 Update 5 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.

Planning information

Packaging

The products detailed in this announcement will be available via electronic download or media packs.

Physical media is delivered on DVDs.

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

Security, auditability, and control

IBM Intelligent Operations Center uses the security and auditability features of the host operating system. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Software Services

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

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

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

http://www.ibm.com/partnerworld/softwarevalueplus

```
Product Group:  Smarter Physical Infrastructure

     Product      Product
     identifier   identifier description


     5725-D69     IBM Intelligent Operations Center

Product Category:  Industry Solutions
```

Charge metric

```
                               Part number or
Program name                   PID number        Charge metric

IBM Intelligent Operations  5725-D69
Center

- IBM Intelligent Operations Center        User Value Units (UVU)
    Premium User                           (based on Concurrent User)

- IBM Intelligent Operations Center        Concurrent user
    Standard User

- IBM Intelligent Operations Center        Resource Value Unit (RVU)
    Consumer User                          (based on pack of 1000
                                            eligible participants)

- IBM Intelligent Operations Center        Authorized User
    Developer User
```

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 accessing 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.

User Value Unit (UVU)

UVU is a unit of measure by which the program can be licensed. UVU Proofs of Entitlement are based on the number and type of users for the given program. Licensee must obtain sufficient entitlements for the number of UVUs required for licensee's environment as specified in the program specific table. The UVU entitlements are specific to the program and type of user and may not be exchanged, interchanged, or aggregated with UVU entitlements of another program or type of user. Refer to the program specific UVU table.

Premium Users are measured as UVU.

- From 1 to 20 Users, 1.00 UVU per User
- From 21 to 50 Users, 20 UVUs plus 0.83 UVUs per User above 20
- From 51 to 100 Users, 45 UVUs plus 0.80 UVUs per User above 50
- From 101 to 250 Users, 85 UVUs plus 0.76 UVUs per User above 100
- From 251 to 500 Users, 199 UVUs plus 0.60 UVUs per User above 250
- From 501 to 1,000 Users, 349 UVUs plus 0.50 UVUs per User above 500
- From 1,001 to 5,000 Users, 599 UVUs plus 0.47 UVUs per User above 1,000
- From 5,001 to 10,000 Users, 2,479 UVUs plus 0.40 UVUs per User above 5,000
- From 10,001 to 25,000 Users, 4,479 UVUs plus 0.36 UVUs per User above 10,000
- For more than 25,000 Users, 9,879 UVUs plus 0.33 UVUs per User above 25,000

Resource Value Unit (RVU)

RVU is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement 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.

Consumer Users

- From 1 to 20 Resources, 1.00 RVU per Resource
- From 21 to 50 Resources, 20 RVUs plus 0.83 RVUs per Resource above 20
- From 51 to 100 Resources, 45 RVUs plus 0.80 RVUs per Resource above 50
- From 101 to 250 Resources, 85 RVUs plus 0.76 RVUs per Resource above 100
- From 251 to 500 Resources, 199 RVUs plus 0.60 RVUs per Resource above 250
- From 501 to 1,000 Resources, 349 RVUs plus 0.50 RVUs per Resource above 500
- From 1,001 to 5,000 Resources, 599 RVUs plus 0.47 RVUs per Resource above 1,000
- From 5,001 to 10,000 Resources, 2,479 RVUs plus 0.40 RVUs per Resource above 5,000
- From 10,001 to 25,000 Resources, 4,479 RVUs plus 0.36 RVUs per Resource above 10,000
- For more than 25,000 Resources, 9,879 RVUs plus 0.33 RVUs per Resource above 25,000

Passport Advantage for IBM Intelligent Operations Center (5725-D69)

```
                                              Part
Program name and description                  number

IBM Intelligent Operations Center Premium User
 Per User Value unit
 - License + Subscription & Support 12 months   D0K08LL
 - Subscription & Support Annual renewal        E0CAPLL
 - Subscription & Support Reinstatement 12 months  D0K09LL

IBM Intelligent Operations Center Consumer User
 Per Resource Value Unit
 - License + Subscription & Support 12 months   D0WBNLL
 - Subscription & Support Annual renewal        E0FXCLL
 - Subscription & Support Reinstatement 12 months  D0WBPLL

IBM Intelligent Operations Center Standard User
 Per Concurrent User
 - License + Subscription & Support 12 months   D0WBQLL
 - Subscription & Support Annual renewal        E0FXDLL
 - Subscription & Support Reinstatement 12 months  D0WBRLL

IBM Intelligent Operations Center Developer User
 Per Authorized User
 - License + Subscription & Support 12 months   D0WBSLL
 - Subscription & Support Annual renewal        E0FXELL
 - Subscription & Support Reinstatement 12 months  D0WBTLL
```

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.

```
                                              Part
Program name/Description                      number

IBM Intelligent Operations Center Premium User for
 zEnterprise BladeCenter Extension per User Value Unit
 - License + Subscription & Support 12 months   D0WG8LL
 - Subscription & Support Annual renewal        E0FZDLL
 - Subscription & Support Reinstatement 12 months  D0WG9LL

IBM Intelligent Operations Center Standard User for
 zEnterprise BladeCenter Extension per Concurrent User
 - License + Subscription & Support 12 months   D0WGALL
 - Subscription & Support Annual renewal        E0FZELL
 - Subscription & Support Reinstatement 12 months  D0WGBLL

IBM Intelligent Operations Center Consumer User for
 zEnterprise BladeCenter Extension per Resource Value Unit
 - License + Subscription & Support 12 months   D0WGCLL
 - Subscription & Support Annual renewal        E0FZFLL
 - Subscription & Support Reinstatement 12 months  D0WGDLL

IBM Intelligent Operations Center Developer User for
 zEnterprise BladeCenter Extension per Authorized User
 - License + Subscription & Support 12 months   D0WGELL
 - Subscription & Support Annual renewal        E0FZGLL
 - Subscription & Support Reinstatement 12 months  D0WGFLL
```

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License Information form number

IBM Intelligent Operations Center V1.5 (5725-D69)

```
                                              License
Product name                                  ID number

IBM Intelligent Operations Center Premium User V1.5     L-AMGN-8ZEG8B
IBM Intelligent Operations Center Standard User V1.5    L-AMGN-8ZEGH4
IBM Intelligent Operations Center Consumer User V1.5    L-AMGN-8ZEGHP
IBM Intelligent Operations Center Developer User V1.5   L-AMGN-8ZEGJ9
```

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

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

Limited warranty applies

Yes

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

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

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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.

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

Usage restriction

Yes. Administrative personnel (must to be a premium user) must ensure that the restrictions for Standard Users as shown in the User definition table are configured.

Software Subscription and Support applies

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

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

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

Prices

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> https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller

Passport Advantage

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