IBM Lotus Workforce Management helps employees, managers and human resource specialists be more productive

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At a glance

IBM Lotus Workforce Management software provides employees and managers with self-service capabilities that free up valuable Human Resources (HR) time — allowing HR teams to play a much more strategic role in the organization. Based on IBM WebSphere Portal software, this solution provides employees with a personalized view into all the content, self-service transactions, company intranet applications, and third-party applications and services they require. For ordering, contact:

Your IBM representative, an IBM Business Partner, or the Americas Call Centers at

800-IBM-CALL Reference: YE001

Overview

IBM Lotus® Workforce Management V1.0 is a set of adaptive, portal-based solutions designed for improving employee productivity and performance by streamlining employee and manager-related Human Resource (HR) activities. In addition, IBM Lotus Workforce Management improves communication and decision making by presenting real-time information from disparate systems into one easy-to-use, consolidated view.

Highlights

Lotus Workforce Management will help your organization to:

- Streamline employee and manager HR activities through an intuitive self-service front end.
- Guide employees and managers through HR activities in accordance with company policy and best practice.
- Give managers access to tools and applications to support staff more effectively.
- Increase worker efficiency and enable cost savings by allowing a higher ratio of employees to HR specialists.
- Enhance the ability for managers and HR specialists to focus on strategic HR initiatives that help to ensure the vitality of the workforce.
- Generate value by helping you to improve communication, increase employee productivity, and actively engage the workforce.
- Extend the value of existing IT applications by bringing the power of IBM WebSphere® Portal and Lotus to SAP Human Capital Management software.

The initial version of the product, IBM Lotus Workforce Management V1.0, will only provide English language support. Subsequent versions
of the product will be translated into additional languages.

**Key prerequisites**

Refer to the Hardware requirements and Software requirements sections for details.

**Planned availability dates**

- July 31, 2007: Electronic software delivery
- August 24, 2007: Media and documentation

**Description**

To stay competitive in today’s economy, companies are constantly trying to find new, cost-effective ways to manage, motivate, and retain their workforce. Unfortunately, building a productive and engaged workforce can be a challenge. Manual administrative processes and limited access to HR systems and staff can diminish employees’ productivity and loyalty. In addition, infrequent and outdated communication can leave employees feeling uninformed and misaligned with company goals. To be successful, companies must provide tools and applications that alleviate administrative burdens, increase workforce communication, and boost productivity across the enterprise.

**Solution:** IBM Lotus Workforce Management provides both employee self-service and manager self-service. The employee self-service feature enables employees to create, display, and change their personal data. The manager self-service feature provides managers online access to the tools and information they need to oversee their employees’ careers, including pay, time off, benefits, performance, and professional development. By leveraging IBM Lotus Workforce Management, companies can increase their potential for a significant return on investment (ROI) on their greatest investment — their employees.

**Employee self-service:** The employee self-service feature provides a centralized online resource for employees to manage their own career development, modify personal data, review benefit packages, and request vacation time. By giving employees selected access to applications traditionally available only to HR, employee self-service minimizes the need for HR and manager assistance, helping to lower administrative costs, increased productivity, and improved operational efficiencies. In addition, employee self-service provides employees with easy, 24x7 access to real-time corporate information, policies, and procedures, which can help improve corporate-wide communications and, ultimately, employee loyalty and job satisfaction.

**Manager self-service:** Manager self-service provides managers with tools and applications they need to make informed decisions, maximize employee productivity, and reduce costs. With manager self-service, managers can submit employee reviews, propose wage increases, approve vacation time, review operational data, and track employee growth online and in real time. And, by streamlining managerial processes, this solution enables managers to spend more time directing staff towards meeting company goals, helping increase revenue and bring value to the organization.

**IBM advantage:** IBM Lotus Workforce Management provides unprecedented flexibility and configurability, enabling companies to experience the advantages of custom built software in a prepackaged portal solution. And, unlike some other employee and manager self-service solutions, IBM provides optional, wizard-driven data extensions, enabling access to data from multiple backend data sources such as CRM and ERP systems, creating a holistic view of the organization. By improving employee and manager self-service through an enterprise portal, companies can leverage existing investments in infrastructure and applications — marrying them all into one, unified technology strategy.

**Highlights:**

- Intuitive user experience — user-friendly interfaces eliminate up front training, resulting in instant productivity and attractive total cost of ownership.
- Role-based personalization — flexible applications automatically adapt their structure, presentation, flow, and access rights depending on the role of the user (for example, HR administrator, employee, manager).
- Scalable, open architecture — robust, industry-standard J2EE architecture enables solutions to be platform agnostic and scale to any size implementation.
• Multi-source data integration — solutions assemble data and processes from multiple, disparate systems into adaptive composite applications, helping companies to increase the return on their existing software investments.

• Easily extensible — flexible open applications can be easily customized to meet unique requirements, including custom presentation, integrations, and flow, in a fraction of the time and at a fraction of the cost it takes to customize traditional applications.

IPLA and Subscription and Support considerations

IPLA licenses can be transferred from one machine to another within, but not limited to an enterprise. You may aggregate the capacity for all the processors the product is operated on to achieve a more economic price. This will result in a single Proof of Entitlement (PoE). It is your responsibility to manage the distribution of Value Units within the limits of the entitlement of the product license.

Subscription and Support must cover the same capacity as the product license entitlement. Subscription and Support will be available in the country in which the agreement is made.

Statement of direction

IBM plans to continue to make enhancements to IBM Lotus Workforce Management that help you accelerate the deployment and value you get from using IBM WebSphere Portal as a self-service front end to enterprise applications.

All statements regarding IBM’s plans, directions, and intent are subject to change or withdrawal without notice.

Trademarks

Lotus and WebSphere are registered trademarks of International Business Machines Corporation in the United States or other countries or both.

Other company, product, and service names may be trademarks or service marks of others.

Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training Web site


Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

IBM Software Services for Lotus® Education provides education to support many Lotus offerings. For a complete list of offerings visit the Web site at

http://www.lotus.com/education

Technical Skills Software Workshop

No-fee technical skills training workshops (English only) for this product are offered to customers and Business Partners to gain hands-on skills for installing, configuring, operating, and supporting this product. The workshops are ideal for customers and Business Partners who are in the process of evaluating, or have already purchased it. Workshops are modeled to be 50 to 70% hands-on labs and are continually updated to current product release.

Workshops are delivered in multiple formats, traditional classroom, self-paced (self-study) and instructor-led e-learning. All formats have the same content.

Traditional classroom workshops are scheduled and delivered in-person worldwide at IBM and non-IBM locations throughout the year.

Self-paced/self-study workshops enable the student to view the workshop presentations and execute the labs on their own schedule with no travel required. The presentations have speaker notes and allow the student full control to navigate the information. Students reserve a one week period to run the labs on a remote, supported, live environment. Support is provided through a
monitored forum.

Note: A fast Internet connection is required.

For more details on current workshop content, schedules, and to register for any workshop format, visit

https://www.developer.ibm.com/isv/spc/events/

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**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

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

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**Publications**

No publications are shipped with this product.

The IBM Publications Center

http://www.ibm.com/shop/publications/order

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries.

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**Technical information**

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**Specified operating environment**

**Hardware requirements:** We recommend running Portal, Process Server, DB2®, and Tivoli® Directory Server on separate hardware.

The documentation for Portal, Process Server, DB2, and Tivoli Directory outlines the hardware requirements for each of these products.

- Portal
  

- Process Server
  

- DB2
  
  http://publib.boulder.ibm.com/infocenter/db2luw/v8/index.jsp

- Directory Server
  
Software requirements: IBM Lotus Workforce Management V1.0 requirements:

Server operating system

Microsoft (TM) Windows (TM) 2003 Enterprise/Standard Service pack 1

Software stack

WebSphere (R) Portal 6.0.1.1
WebSphere Process Server 6.0.2.1
WebSphere Application Server 6.0.2.17
WebSphere Portlet Factory 6.0.1.1
DB2 Enterprise Server Edition 8.1 with Fixpack 12 or 8.2 with Fixpack 5
IBM Directory Server 6.0
IBM HTTP Server 6.0.1/6.0.2
SAP Database mySAP ERP 2005

Client operating system

Microsoft Windows 2000 Professional
Microsoft Windows XP Service Pack 1, Service Pack 2

Client browser

Microsoft Internet Explorer 6.0
Mozilla 1.7.6
Firefox 2.0

Planning information

Customer responsibilities: Software Maintenance is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and technical support are provided by the Software Maintenance 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 Maintenance with each program license acquired. The initial period of Software Maintenance can be extended by the purchase of a renewal option, if available.

Packaging: IBM Lotus Workforce Management will be distributed via a media package and electronic software distribution (ESD).

IBM Lotus Workforce Management media package is distributed in one package with the following:

- IBM Lotus Workforce Management product CDs.
- Soft copy product documentation will be available on the Web (not the CD), however the README files are included on the product CDs.
- The License Information form number for IBM Lotus Workforce Management is L-MJON-6ZVKQT.

Security, auditability, and control

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 unmatched portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support any critical business need.

IBM Software Services for Lotus has extensive experience in helping organizations derive quantifiable business value from their Lotus software investment. IBM Software Services for Lotus can evaluate your environment and provide recommendations to help mitigate risks, speed deployment, and accelerate returns by:

- Assisting customers in moving from tangible proof points to full scale deployments
- Integrating products into a customer’s existing environment
- Creating and customizing products based on specific customer needs

For more information, visit the following IBM Software Services for Lotus Web site

http://www.ibm.com/lotus/services

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

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

To locate an IBM Business Partner, visit

http://www.ibm.com/software/solutions/isv

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**Ordering information**

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

**Product information**

<table>
<thead>
<tr>
<th>Licensed function title</th>
<th>Product group</th>
<th>Product category</th>
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<td>IBM Lotus Workforce Management</td>
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**Program name**

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<tr>
<td>5724-S29</td>
<td>Value Unit</td>
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**Charge metrics definitions**

**Value Unit**

A Value Unit is a pricing charge metric for program license entitlements which is based upon the quantity of a specific designated measurement used for a given program. Each program has a designated measurement. The most commonly used designated measurement is a processor core. However, for select programs, there are other designated measurements such as users, client devices, and messages. The number of Value Unit entitlements required for a program depends on how the program is deployed in your environment and must be obtained from a Value Unit table. You must obtain a PoE for the calculated number of Value Unit entitlements for your implementation. The Value Unit entitlements are specific to a program and may not be exchanged, interchanged, or aggregated with Value Unit entitlements of another program.

**Processor (Value Unit)**

A processor core is a functional unit within a computing device that interprets and executes instructions. A processor core consists of at least an instruction control unit and one or more arithmetic or logic unit. With multicore technology, each core is considered a processor. Not all processor cores require the same number of Value Unit entitlements. To calculate the number of Value Unit entitlements required, refer to the value unit table on the following Web site

With full capacity licensing, a PoE must be acquired for the appropriate number of Value Units based on all activated processor cores available for use on the server.

**Passport Advantage program licenses**

**IBM Lotus Workforce Management**

<table>
<thead>
<tr>
<th>Part description</th>
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<tr>
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**Passport Advantage supply**

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**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.

**Lotus Workforce Management V1.0.0**

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**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.

**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 software license includes Software Maintenance, previously referred to as Software Subscription and Technical Support.

**License Information form number**

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<td>5724-529</td>
<td>L- MJ ON-6ZVKQT</td>
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</table>

The program's License Information will be available for review on the IBM Software License Agreement Web site.
Limited warranty applies: Yes

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 Guide at

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

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 three years from the general availability date, as long as your 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 Maintenance 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 programs acquired under the IBM International Passport Advantage Agreement, this term applies only to your first acquisition of the program.

Authorization for use on home/portable computer: The program may be stored on the primary machine and another machine, provided that the program is not in active use on both machines at the same time. You may not copy and use this program on another computer without paying additional license fees.

International Passport Agreement

Passport Advantage applies: Yes, and through the Passport Advantage Web site at

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

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

Agreement for Acquisition of Software Maintenance: The following agreement applies for maintenance and does not require customer signatures:

• IBM Agreement for Acquisition of Software Maintenance (Z125-6011)

Software maintenance applies: Yes. Software Maintenance is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and technical support are provided by the Software Maintenance 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 Maintenance with each program license acquired. The initial period of Software Maintenance can be extended by the purchase of a renewal option, if available.
While your Software Maintenance 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, 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 Guide at

http://techsupport.services.ibm.com/guides/handbook.html

Software Maintenance 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 terms

Volume orders (IVO): No

System i™ Software Maintenance applies: No

Educational allowance available: 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.

Prices

Passport Advantage

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

Business Partner information

If you are an IBM Business Partner — Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBM ID and password are required.

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

Order now

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

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Fax: 800-2IBM-FAX (242-6329)
Internet: callserv@ca.ibm.com
Mail: IBM Americas Call Centers
Dept. Tel eweb Customer Support, 9th floor
105 Moatfield Drive
North York, Ontario
Canada M3B 3R1

Reference: YE001

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

Note: Shipments will begin after the planned availability date.

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