IBM Tivoli Business Service Manager for z/OS V6.1 helps business and z/OS operations personnel understand the complex relationships between business services and supporting technologies

Table of contents

At a glance

IBM® Tivoli® Business Service Manager for z/OS® V6.1 can help business and z/OS operations personnel understand the complex relationships between business services and supporting technology. Tivoli Business Service Manager for z/OS helps organizations to:

- Track critical business and z/OS operational indicators

- Create and maintain accurate service models

- Identify service failures and degradations

- Prioritize IT response based on business impact

For ordering, contact Your IBM representative or an IBM Business Partner.
For more information contact the Americas Call Centers at
800-IBM-CALL (426-2255).

Reference: YE001

Overview

Organizations are feeling pressure to do more with less to reduce costs, increase revenue, and optimize their IT infrastructure. Organizations now need more information, more often and from more sources than ever before to deal with a growing onslaught of business and technology challenges.

As businesses grow and technologies evolve, it becomes increasingly difficult to understand the complex relationships and dependencies between various layers of the supporting service infrastructure. Lines of business and operations need contextual service visibility, linking infrastructure to corresponding services, processes, and customers. At the same time, business and operations need actionable intelligence that includes transactional, compliance, revenue, service level, and other success indicators required to effectively manage ongoing service delivery against objectives.

IBM Business Service Management (BSM) solutions provide targeted service visibility and intelligence through real-time business and operational dashboards. With BSM solutions, line-of-business and operations executives, managers, and staff gain the

visibility to gauge how the business is actually delivering against defined revenue, growth, and operational objectives.

IBM Tivoli Business Service Manager for z/OS V6.1 can help business and z/OS operations personnel understand the complex relationships between business services and supporting technology.

More specifically, V6.1 helps organizations to:

- Track critical business and IBM z/OS operational indicators
- Create and maintain accurate service models
- Identify service failures and degradations
- Prioritize IT response based on business impact

Tivoli Business Service Manager for z/OS V6.1 also illustrates very clearly one of the ways that IBM Tivoli solutions can help you achieve enhanced visibility, control, and automation. Consider that visibility in this context means, essentially, "seeing the business" - how well or badly the infrastructure is delivering on business objectives. Tivoli Business Service Manager for z/OS not only delivers visibility of exactly this kind, but also, thanks to extensive cross-solution integration capabilities, can inform the other two areas - enhanced control and automation - in the ways your organization needs most to achieve a superior overall outcome.

Key prerequisites

Refer to the Technical information section.

Planned availability date

November 18, 2011

Description

IBM Tivoli Business Service Manager for z/OS V6.1 illustrates very clearly one of the ways that IBM Tivoli solutions can help you achieve enhanced visibility, control, and automation. Consider that visibility in this context means, essentially, seeing the business - how well or badly the infrastructure is delivering on business objectives. Tivoli Business Service Manager for z/OS not only delivers visibility of exactly this kind, but also, thanks to extensive cross-solution integration capabilities, can inform the other two areas - enhanced control and automation - in the ways your organization needs most to help it achieve a superior overall outcome.

Important new key features for Tivoli Business Service Manager for z/OS V6.1:

- Enhanced user interface (UI) with self-service dashboard capabilities
  - Drag-and-drop dashboard creation with free form page layout
  - Portlet palette and catalogue support for simplified content selection
  - Widget builder support including hover preview and save to palette
  - Customization of look and feel - logos, titles, colors
  - Ability to remove portlet padding and title bars to maximize screen real estate
  - Improved export and import capability for UI customization
  - Simplified security administration with ability to manage by roles
- Impact integration
  - Enhanced data access and automation with integrated IBM Tivoli Netcool/ Impact

- – Common UI in IBM Tivoli Integrated Portal (TIP)
  - – Common administration of policies, data sources, services
- Service model creation
  - – Automated rule-based service model composition
  - – Resource enrichment capability with impact policies
- Enhanced reporting
  - – IBM Tivoli Common Reporting (TCR) V2.1 including Cognos® metadata model
  - – Data abstraction and modeling simplifies report creation and customization
  - – Simplified report editing and ad hoc reporting
- Infrastructure updates
  - – Update UI built on TIP V2.2
  - – Export and import of configuration data from development to production systems
  - – 64-bit platform support
  - – DB2® replacement of the PostgreSQL back-end database
- Integration
  - – Tivoli Application Dependency Discovery Manager integration enhancements for performance, data integrity, and customization
  - – Virtualization, green energy, and IBM Director solutions
  - – Continued cadence with IBM Tivoli Event Pump for z/OS

IBM Tivoli Business Service Manager for z/OS V6.1 provides business and z/OS operational audiences with the visibility to directly manage against service objectives, including real-time tracking of key performance indicators (KPIs) and service level agreements (SLAs), service impact and root-cause analysis, and automated service modeling - all in targeted business and operational dashboards.

IBM Tivoli Business Service Manager for z/OS V6.1 also bundles the z/OS component: Tivoli Event Pump for z/OS.

IBM Tivoli Event Pump for z/OS V4.2.2 Interim Feature 1

IBM Tivoli Event Pump for z/OS, a component of IBM Tivoli Business Service Manager for the Enterprise and IBM Tivoli Business Service Manager for z/OS, provides a solution for z/OS enterprise-wide delivery of consistently formatted status information (events) to IBM Tivoli NetCool/OMNIbus and IBM Tivoli Business Service Manager for z/OS. Tivoli Event Pump for z/OS includes complex capabilities such as cross-sysplex registration and clearing of events, and supports a diverse set of event feeds.

Tivoli Event Pump for z/OS Customizer, a "built in" customization capability, allows you, services, or Business Partners to extend the event feed support beyond what is available ready to use.

With Interim Feature 1, Tivoli Event Pump for z/OS can process IBM Health Checker for z/OS Runtime Time Diagnostics and Predictive Failure Analyzer information events and send these events on to IBM Tivoli NetCool/OMNIbus so that customer operators can monitor and view these events with all of the other events already displayed by Tivoli OMNIbus.

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

Value Unit-based pricing

Value Unit pricing for eligible IBM System z® IBM International Program License Agreement (IPLA) programs enables a lower cost of incremental growth and enterprise aggregation. Each System z IPLA product with Value Unit pricing has a single price per Value Unit and a conversion matrix, called Value Unit Exhibit, for converting from some designated measurement to Value Units. Most commonly, Millions of Service Units (MSUs) is the measurement designated by IBM to be converted to Value Units. Some other measurements are engines or messages. Since MSUs are the most common measurement, that measurement will be used for the remainder of this description.

Value Unit pricing offers price benefits for you. For each System z IPLA program with Value Unit pricing, the quantity of that program needed to satisfy applicable IBM terms and conditions is referred to as the **required license capacity**. Each of the various Value Unit Exhibits stipulate that the larger your required license capacity, the fewer Value Units per MSU you will need. Value Unit Exhibits are uniquely identified by a three digit code and referred to using the nomenclature VUExxx, where xxx is the three digit code.

Subsequent acquisitions of Value Unit priced programs offer additional price benefits. The quantity of each System z IPLA program that you have acquired is referred to as **entitled license capacity**. If you wish to grow your entitled license capacity for a System z IPLA program, the calculation to determine additional needed Value Units is based upon the number of Value Units already acquired.

For each System z IPLA program with Value Unit pricing, you should:

- Determine the required license capacity, in MSUs
- Aggregate the MSUs across the enterprise
- Convert the total MSUs to Value Units, using the applicable Value Unit Exhibit
- Multiply the price per Value Unit by the total number of Value Units to determine the total cost

To simplify conversion from the designated measurement to Value Units or vice-versa, use the Value Unit Converter Tool. For additional information or to obtain a copy of the Value Unit Converter Tool, visit the Value Unit Converter Tool website

   http://ibm.com/zseries/swprice/vuctool

Note that Value Units of a given product cannot be exchanged, interchanged, or aggregated with Value Units of another product.

To determine the required license capacity for the System z IPLA program you selected, refer to the Terms and conditions section.

Program number

```
Program
number    VRM  Program name

5698-TBS  6.1  IBM Tivoli Business Service Manager for z/OS

5698-S37  1.1  IBM Tivoli Business Service Manager for z/OS S&S
```

Product identification number

```
                    Subscription and
Program PID number  Support PID number

5698-TBS            5698-S37
```

Business Partner information

If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld® ID and password are required (use IBM ID).

   https://www.ibm.com/partnerworld/mem/sla.jsp?num=211-443

Education support

Comprehensive education for IBM Tivoli products is offered through Worldwide Tivoli Education Delivery Services. A wide range of training options are available, including classes led by instructors, learning on demand, on-site training, and blended learning solutions.

For additional information, visit

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

Offering Information

Product information is available via the Offering Information website

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

Publications

No publications are shipped with this program.

The IBM Publications Center

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

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

Technical information

Specified operating environment

Hardware requirements
IBM Tivoli Business Service Manager for z/OS V6.1 requires any machine capable of running IBM z/OS V1.10, or later.

Software requirements
To run IBM Tivoli Business Service Manager for z/OS V6.1, the following software is required:

• One of the following operating systems:
  – Microsoft® Windows®
  – Linux®
  – UNIX®

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

Direct customer support

For technical support or assistance, contact your IBM representative or visit

http://www.ibm.com/support

Packaging

IBM Tivoli Business Service Manager for z/OS V6.1 distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
- Publications (refer to the Publications section)

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 Tivoli Business Service Manager for z/OS V6.1 uses the security and auditability features of the operating system software. 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.

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

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

Licensing metric definitions and pricing examples

Licensing metric definitions

Client device or client

A client device is a computing device that requests the execution of a set of commands, procedures, or applications from another computer system that is typically referred to as a server. Multiple client devices may share access to a common server. A client device generally has some processing capability or is programmable to allow a user to do work. Examples include, but are not limited

to, notebook computers, desktop computers, desk side computers, technical workstations, appliances, automated teller machines, point-of-sale terminals, tills and cash registers, and kiosks.

Engine

An engine is also referred to as a central processor (CP) or processor. Engines for traditional workloads are called General Purpose CPs. Engines for Linux workloads are called Integrated Facility for Linux (IFL) engines or Linux-only engines. Engines for Coupling Facility workloads are called ICF engines.

Enterprise

An enterprise is a person or single entity and those subsidiaries with more than 50 percent ownership.

IBM Integrated Facility for Linux (IFL)

This optional facility enables additional processing capacity exclusively for Linux workload, with no effect on the model designation of a System z or OS/390® server. Consequently, executing Linux workload on the IBM IFL will not, in most cases, result in any increased IBM software charges for z/OS, OS/390, VM, VSE, or TPF operating systems and applications. There is, as indicated, a charge associated with the IFL, and there may also be a charge for applications which run on the IFL.

The IFL may be dedicated to a single Linux-mode logical partition or it may be shared by multiple Linux-mode logical partitions. Installations should note that the Linux workspace enabled by this facility will not support any of the traditional S/390® operating systems (OS/390, TPF, VSE, or VM). Only Linux applications or Linux operating in conjunction with the Virtual Image Facility, an environment that operates within a logical partition or in native S/390 mode and provides the capability to create multiple Linux images, are supported by IBM S/390 IFL.

Managed processor (charging under full capacity in the managed environment)

Charges are based on the active processors on the machines in the computing environment affiliated with the program rather than on the server where the program is run. The managed processors, which require Proofs of Entitlement (PoEs), are defined in the License Information's program-unique terms.

Notes:

1. IBM defines a physical processor in a computer as a functional unit that interprets and executes instructions. A physical processor consists of at least an instruction control unit and one or more arithmetic and logic units.
2. Multicore technology allows two or more processors (commonly called cores) to be active on a single silicon chip. With multicore technology, IBM considers each core to be a physical processor. For example, in a dual-core chip, there are two physical processors residing on the single silicon chip.
3. The program may not run on some or all of the processors for which PoEs are required by the program's valuation method.
4. In the System z IFL environment, each IFL engine is considered a single physical processor.
5. Threading, a technique that makes a single processor seem to perform as two or more, does not affect the count of physical processors.
6. Where blade technology is employed, each blade is considered a separate server and charging is based upon the total number of processors on the blades with which the program is affiliated.
7. Not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor Value Unit conversion table on the Passport Advantage® website

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

Millions of Service Units (MSUs)

MSU is defined as millions of CPU service units per hour, which is the measure of capacity used to describe the computing power of the hardware processors on which S/390 or System z software runs. Processor MSU values are determined by the hardware vendor, IBM, or Software Compatible Vendors (SCVs).

For more detailed information about System z software pricing, go to

http://www-03.ibm.com/systems/z/resources/swprice/

Network node or node

Network nodes include routers, switches, hubs, and bridges that contain a network management agent. A single network node may contain any number of interfaces or ports.

Port

A port is the physical connection between a device and the network.

Processor (per processor charging under full capacity)

In full capacity charging, PoEs must be acquired for all activated processors (available for use) that are on the server where the program or a component of the program is run.

Notes:

1. IBM defines a physical processor in a computer as a functional unit that interprets and executes instructions. A physical processor consists of at least an instruction control unit and one or more arithmetic and logic units.
2. Multicore technology allows two or more processors (commonly called cores) to be active on a single silicon chip. With multicore technology, IBM considers each core to be a physical processor. For example, in a dual-core chip, there are two physical processors residing on the single silicon chip.
3. In the System z IFL environment, each IFL engine is considered a single physical processor.
4. Threading, a technique which makes a single processor seem to perform as two or more, does not affect the count of physical processors.
5. Where blade technology is employed, each blade is considered a separate server and charging is based upon the total number of processors on the blade on which the program is run.
6. When a server is shipped with six processors, but two of them are inactive, four processors are active for the customer.
7. Not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor value unit conversion table on the Passport Advantage Web site.

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

Resource Value Unit (RVU)

RVU 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. Refer to the Value Units definition.

Server

A server is a computer system that executes requested procedures, commands, or applications to one or more user or client devices over a network. A PoE must be obtained for each server on which the program or a component of the program is run or for each server managed by the program. Where blade technology is employed, each blade is considered a separate server.

Standby or backup systems

For programs running or resident on backup machines, IBM defines three types of situations: cold, warm, and hot. In cold and warm situations, a separate entitlement for the copy on the backup machine is normally not required and typically no additional charge applies. In a hot backup situation, the customer needs to acquire other license or entitlements sufficient for that server. All programs running in backup mode must be solely under the customer's control, even if running at another enterprise's location.

As a practice, the following are definitions and allowable actions concerning the copy of the program used for backup purposes.

Cold: A copy of the program may reside, for backup purposes, on a machine as long as the program is not started. There is no additional charge for this copy.

Warm: A copy of the program may reside for backup purposes on a machine and is started, but is idling, and is not doing any work of any kind. There is no additional charge for this copy.

Hot: A copy of the program may reside for backup purposes on a machine, is started, and is doing work. The customer must acquire a license or entitlements for this copy and there will generally be an additional charge.

Doing work includes, for example, production, development, program maintenance, and testing. It also could include other activities such as mirroring of transactions, updating of files, synchronization of programs, data or other resources (for example, active linking with another machine, program, database or other resource, and so on), or any activity or configurations that would allow an active hot switch or other synchronized switch over between programs, databases, or other resources to occur.

In the case of a program or system configuration that is designed to support a high availability environment by using various techniques (for example, duplexing, mirroring of files, or transactions, maintaining a heartbeat, active linking with another machine, program, database, or other resource), the program is considered to be doing work in the hot situation and a license or entitlement must be purchased.

Terabyte (T/TB)

1 TB of managed storage = 2 to the power of 40 bytes = 1,099,511,627,776 bytes, trillion bytes.

Tivoli Management Points

A Tivoli Management Point is a metric used to compute license quantities and is program specific.

Value Unit

Value Unit is a unit of measure by which the program can be licensed. Value Unit Proofs of Entitlement are based on the number of units of users or a specific resource used or managed by the program. Licensee must obtain sufficient entitlements for the number of Value Units required for licensee's environment as specified in the table below. Value Unit entitlements are specific to program and may not be exchanged, interchanged, or aggregated with Value Unit entitlements of another program.

Pricing example

The following pricing example applies to IBM Tivoli Business Service Manager for z/OS V6.1.

System z server = one 1,500 MSU System z server

The product in this example employs Value Unit slope VUE020 (VUE = Value Unit Exhibit). If the customer has installed 1,500 MSUs, the applicable number of Value Units will be:

```
MSUs                    Value Units/MSU      Value Units

Base        3           1.00                    3.00
Tier A     42            .15                     6.30
Tier B    130            .08                    10.40
Tier C    140            .04                     5.60
Tier D  1,185            .03                    35.55


Total   1,500                                  60.85
```

When calculating the total number of Value Units, the sum is rounded up to the next integer. In this example, the customer needs to license 61 Value Units.

Value Units for non MSU-based S/390 processors:

```
System          Value Units/system

MP3000 H30      3
MP3000 H50      4
MP3000 H70      6
ESL models      1
```

Value Units for IBM 9672 processors are based upon the full capacity of these systems. This is applicable to all System z systems measured on MSU capacity. Information on MSU capacities can be found in the 'IBM System/370™, System/390®, and System z Machine Exhibit', Z125-3901.

Ordering information

Value Unit exhibit VUE020

```
                        Value
Level     Minimum Maximum Units/MSU

Base        1       3     1
Tier A      4      45     0.15
Tier B     46     175     0.08
Tier C    176     315     0.04
Tier D    316       +     0.03
```

Value Units for mainframes without MSU ratings:

```
                Value
HW              Units/machine

MP3000 H30      3
MP3000 H50      4
MP3000 H70      6
ESL Models      1
```

Single version charging

To elect single version charging, you must notify and identify to IBM the prior program and replacement program, and the machine the programs are operating on.

Current licensees

New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

Basic license

Ordering information for 5698-TBS MSU-based System z offerings

```
Translation from MSUs to Value Units

Base    From   1 to   3 MSUs,              1.00 VUs per MSU
Tier A From    4 to  45 MSUs,  3 VUs plus 0.15 VUs per MSU above    3
Tier B From   46 to 175 MSUs, 10 VUs plus 0.08 VUs per MSU above   45
Tier C From  176 to 315 MSUs, 20 VUs plus 0.04 VUs per MSU above  175
Tier D From  316+       MSUs, 26 VUs plus 0.03 VUs per MSU above  315
```

To order, specify the program product number and the appropriate license or charge option. Also, specify the desired distribution medium. To suppress shipment of media, select the license-only option in CFSW.

For IBM Tivoli Business Service Manager for z/OS V6.1

```
Program name: IBM Tivoli Business Service Manager for z/OS V6.1

Program PID: 5698-TBS

Entitlement                             License option/
identifier   Description                Pricing metric

S016WFV      IBM Tivoli Business Service   Basic OTC, per Value Unit
             Manager for z/OS             Basic OTC, per MSU-day TUC

S016WFR      IBM Tivoli z/OS Disk Library  Basic OTC, per Value Unit
             Adaptor                      Basic OTC, per MSU-day TUC

Orderable supply ID   Language                  Distribution medium

S016WFT               English                   3590 tape cartridge

Subscription and Support PID: 5698-S37

Entitlement                             License option/
identifier   Description                Pricing metric

S010CLL      IBM Tivoli Business        Basic ASC, per Value Unit SW S&S
             Service Manager for        No charge, decline SW S&S
             z/OS S&S                   Per MSU SW S&S registration

S0146R4      Tivoli Discovery           Basic ASC, per Value Unit SW S&S
             Library Adapter            No charge, decline SW S&S
             for z/OS S&S               Per MSU SW S&S registration

Orderable supply ID   Language                  Distribution medium

S010CLM               English                   Tivoli Business
                                                System Manager S&S,
                                                ENU, Hardcopy Pub

S0146R3               English                   IBM Tivoli z/OS
                                                Discovery Library
                                                Adapter,
                                                ENU, Hardcopy Pub
```

Subscription and Support

Subscription and Support must be ordered to receive voice technical support via telephone during normal business hours, and future releases and versions, at no additional charge. The capacity of Subscription and Support (for example, Value Units or number of processors) must be the same as the capacity ordered for the product licenses.

To order, specify the Subscription and Support program product number and the appropriate license or charge option.

IBM is also providing Subscription and Support for the product, via a separately purchased offering, under the terms of the IBM International Agreement for Acquisition of Software Maintenance. This offering:

- Includes and extends the support services provided in the base support to include technical support via telephone during normal business hours.
- Entitles you to future releases and versions, at no additional charge. Note that you are not entitled to new products.

When Subscription and Support is ordered, the charges will automatically renew annually unless cancelled by you.

Customized Offerings

Product deliverables are shipped only via CBPDO, ServerPac, SystemPac®.

CBPDO and ServerPac are offered for Internet delivery in countries where ShopzSeries product ordering is available. Internet delivery reduces software delivery time and allows you to install software without the need to handle tapes. For more details on Internet delivery, refer to the ShopzSeries help information at

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

You choose the delivery method when you order the software. IBM recommends Internet delivery. In addition to Internet and DVD, the supported tape delivery options for CBPDO, ServerPac, and SystemPac, include:

- 3590
- 3592

Most products can be ordered in ServerPac and SystemPac the month following their availability on CBPDO. z/OS can be ordered via all three offerings at general availability. Production of software product orders will begin on the planned general availability date.

- CBPDO shipments will begin one week after general availability.
- ServerPac shipments will begin two weeks after general availability
- SystemPac shipments will begin four weeks after general availability due to additional customization, and data input verification.

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.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

Agreement for Acquisition of Software Maintenance

The following agreement applies for Software Subscription and Support (Software Maintenance) and does not require customer signatures:

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

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. This program has 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.

IBM System z Operational Support Services - SoftwareXcel is an option if you desire added services.

License Information form number

- IBM Tivoli Business Service Manager for z/OS (5698-TBS): L-NHON-8LMHFR

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

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

Program support

Enhanced support, called Subscription and Support, includes telephone assistance, as well as access to updates, releases, and versions of the program as long as support is in effect. You will be notified of discontinuance of support with 12 months' notice.

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 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

No

Usage restriction

Yes. Usage is limited to the quantity of Value Units licensed.

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

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

Software Subscription and Support applies

Yes. All distributed software licenses include Software Subscription and Support (also referred to as Software Maintenance) for a period of 12 months from the date of acquisition, providing a streamlined way to acquire IBM software and assure technical support coverage for all licenses. Extending coverage for a total of three years from date of acquisition may be elected.

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, every day of the year. 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 this agreement.

For more information about the Passport Advantage Agreement, visit the Passport Advantage website at

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

IBM Operational Support Services - SoftwareXcel

Yes

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Yes. A 15% education allowance applies to qualified education institution customers.

Sub-capacity terms and conditions

For each System z IPLA program with Value Unit pricing, the quantity of that program needed to satisfy applicable IBM terms and conditions is referred to as the required license capacity. Your required license capacity is based upon the following factors:

- The System z IPLA program you select
- The applicable Value Unit Exhibit
- The applicable terms
- Whether your current mainframes are full capacity or sub-capacity

For more information on the Value Unit Exhibit for the System z IPLA program you selected, refer to the Ordering information section.

```
Program
number    Program name                          Terms

5698-TBS  IBM Tivoli Business Service Manager    z/OS-based
            for z/OS
```

Full-capacity mainframes

In cases where full capacity is applicable, the following terms apply.

Execution based, z/OS based, full machine based: The required capacity of a System z IPLA program with these terms equals the MSU-rated capacity of the machines where the System z IPLA program executes.

For more information on mainframe MSU-rated capacities, visit

   http://www-1.ibm.com/servers/eserver/zseries/library/swpriceinfo/

Reference based: The required license capacity of a System z IPLA program with these terms equals the license capacity of the applicable monthly license charge (MLC) program. This MLC program is called the parent program.

Sub-capacity mainframes

In cases where sub-capacity is applicable, the following terms apply.

Execution based: The required capacity of a System z IPLA sub-capacity program with these terms equals the capacity of the LPARs where the System z IPLA program executes.

z/OS based: The required license capacity of a System z IPLA program with these terms equals the license capacity of z/OS on the machines where the System z IPLA program executes.

Reference based: The required license capacity of a System z IPLA program with these terms equals the license capacity of the applicable monthly license charge (MLC) program. This MLC program is called the parent program.

Full machine based: The required license capacity of a System z IPLA program with full machine based terms equals the MSU-rated capacity of the machines where the System z IPLA program executes.

For more information on mainframe MSU-rated capacities, refer to *The IBM System z Machines Exhibit*, Z125-3901, or visit the Mainframes section of the System z Exhibits website

For additional information for products with reference-based terms, System z IPLA sub-capacity programs with reference-based terms adds value to the parent program across the environment, regardless of where in the environment the System z IPLA program executes.

An environment is defined as either a single or stand-alone machine or a qualified Parallel Sysplex®. You may have one or more different environments across the enterprise. To determine the required license capacity for each System z IPLA program with referenced-based terms, each environment should be assessed separately.

When a System z IPLA sub-capacity program with reference-based terms is used in a qualified Parallel Sysplex environment, the required license capacity of the System z IPLA program must equal with the license capacity of the parent program across the Parallel Sysplex. Qualified Parallel Sysplex refers to one:

- Where MLC pricing is aggregated across the sysplex

Sub-capacity eligibility

To be eligible for sub-capacity charging on select System z IPLA programs, you must first implement and comply with all terms of either sub-capacity Workload License Charges (WLC) or sub-capacity Entry Workload License Charges (EWLC). To implement sub-capacity WLC or EWLC, a machine must be System z (or equivalent). On that machine:

- All instances of the OS/390 operating system must be migrated to the z/OS operating systems.
- Any licenses for the OS/390 operating system must be discontinued
- All instances of the z/OS operating systems must be running in z/Architecture® (64-bit) mode.

For that machine, you must create and submit a Sub-Capacity Report to IBM each month. Sub-Capacity Reports must be generated using the Sub-Capacity Reporting Tool (SCRT). For additional information or to obtain a copy of SCRT, visit the System z Software Pricing website

You must comply with all of the terms of the WLC or EWLC offering, whichever is applicable:

- The complete terms and conditions of sub-capacity WLC are defined in the IBM Customer Agreement - Attachment for System z Workload License Charges (Z125-6516).
- The complete terms and conditions for sub-capacity EWLC are defined in the IBM Customer Agreement - Attachment for IBM System z 890 and 800 License Charges (Z125-6587).

Additionally, you must sign and comply with the terms and conditions specified in the amendment to the IPLA contract - *Amendment for IBM System z9® and System z Programs Sub-Capacity Pricing* (Z125-6929). Once the amendment is signed, the terms in the amendment replace any and all previous System z IPLA sub-capacity terms and conditions.

Sub-capacity utilization determination

Sub-capacity utilization is determined based on the utilization of an eligible operating system and machine (for example, z/OS running in z/Architecture (64 bit) mode on a System z ((or equivalent) server).

On/Off Capacity on Demand (CoD)

To be eligible for On/Off CoD pricing, you must be enabled for temporary capacity on the corresponding hardware, and the required contract, Attachment for IBM System z On/Off Capacity on Demand (Z125-7883) must be signed prior to use.

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