



IBM SmartCloud Patch Management V8.2 increases business agility by optimizing the patch cycle and ensuring the security of both traditional and cloud computing assets

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At a glance

IBM SmartCloud™ Patch Management V8.2:

- Manages patches automatically for multiple operating systems and applications across physical and virtual servers regardless of location, connection type, or status
- Gains complete visibility of all endpoints and their configurations
 - Over 75% reduction in labor required to patch systems through Tivoli® Endpoint Manager's automated subscription download of the newest patches.
- Reduces security risks by reducing remediation cycles from weeks to hours, especially in development and test environments, where virtual machines that have not been patched increase the risk of hacking and virus exposure.
- Increases time-to-value with rapid scalable deployment designed to meet business growth with parallel provisioning of hundreds of virtual machines
- Improves performance with reliable, nonstop cloud computing capable of automatically tolerating and recovering from software and hardware failures
- Saves IT costs by automating provisioning operations and providing a service interface
- Reduces complexity through ease of implementation, use, and simplified cloud administration

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

The increasingly rapid pace of business demands that organizations deliver services faster than ever, and being able to react with agility is key to survival in the changing competitive landscape. The benefits of cloud computing include rapid service delivery and lower operational costs. However, the adoption of a cloud model can lead to a variety of new challenges including standardization of tools, processes and services, centralization of resources, and increased security risks around data isolation, access control, and visibility of dynamic resources.

IBM SmartCloud Patch Management V8.2 bridges endpoint patch management with cloud computing by enhancing the configuration security of both traditional and cloud computing assets. IBM SmartCloud Patch Management, combines the benefits of two of the IBM leading systems management solutions, and is an effective entry point to improve the management of physical, virtual, and cloud environments.

- IBM SmartCloud Provisioning is a breakthrough platform that allows companies to get cloud computing enabled faster. It allows standardization of IT processes for new levels of operational efficiency, and it serves as a foundation for advanced cloud capabilities to provide end-to-end service management.
- IBM Endpoint Manager for Patch Management is a centralized solution that enables unified management of patch compliance across your physical and virtual systems in near real time. The unified IBM endpoint management approach provides the benefits of unmatched visibility and control of your systems, regardless of context, location, or connectivity.

Key prerequisites

For details, refer to the [Hardware requirements](#) and [Software requirements](#) sections.

Planned availability date

- October 5, 2012 - eGA
- October 26, 2012 - pGA

Description

IBM SmartCloud Patch Management V8.2 combines the benefits of two solutions, IBM Endpoint Manager for Patch Management and IBM SmartCloud Provisioning, to provide an effective entry point that delivers lower costs and improves the visibility and control of physical, virtual, and cloud environments.

IBM Endpoint Manager for Patch Management is a truly centralized solution that, using a single server and console, can manage over 200,000 endpoints including desktops and laptops, servers, and mobile devices. This solution's intelligent agent supports an exceptionally wide variety of operating systems including Windows™, UNIX™, Linux™, Mac OS X, AIX®, and various mobile device operating systems. It operates in a way that supports continuous compliance on all devices regardless of their connectivity.

IBM SmartCloud Patch Management combines these solutions to provide an effective entry point into delivering and securing physical, virtual, and cloud environments.

IBM EndPoint Manager for Patch Management features:

- Heterogeneous platform support for multiple operating systems, including Microsoft™ Windows, UNIX, Linux, and Mac OS
- Continuous, automatic patch assessment and remediation of all systems including physical and virtual
- Enterprise-class scalability and security proven scalability, including fine-grained authorization and access control capabilities
- Automatic update of features and content through subscription services without having to perform expensive upgrades

IBM SmartCloud Provisioning provides an entry-level cloud platform that delivers a solid foundation for adding advanced cloud capabilities as your needs evolve. IT organizations can rapidly implement the specific type of cloud environment they need, whether small, medium, or large. IBM SmartCloud Provisioning features:

- Control image sprawl, image drift, security vulnerability, and reduce business risk through rich analytics, image versioning, and federated image library features
- Reduce time-to-market through pattern-based design and deployment of business applications in minutes
- Extend infrastructure investments by enabling third-party software deployments and custom pattern creation to build once and deploy across private and public clouds
- Expanded hypervisor support, increasing flexibility and cost savings from expanded hypervisor support for Microsoft Hyper-V, KVM, PowerVM® , VMware, Xen, and z/VM®

Product positioning

IBM SmartCloud Patch Management V8.2 is designed to be an easy, yet powerful starting point if you wish to reap the benefits of cloud computing while managing essential patch management and configuration security aspects of systems lifecycle management.

IBM world-class solutions allow you to evolve at your own pace and reduce infrastructure costs by providing additional modules that leverage the foundational components of endpoint management and cloud. This includes upgrade paths for security and compliance, full lifecycle management (laptops, desktops, and servers), mobile device management, orchestration, and cloud computing.

Program number

Program number	VRM	Program name
5725-I16	8.2	IBM SmartCloud Patch Management

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>

Also, visit the Passport Advantage® website

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

Publications

No publications will be 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, free of charge.

Technical information

Specified operating environment

Hardware requirements

For the hardware and software requirements for Tivoli Endpoint Manager for Patch Management, refer to Software Announcement [212-230](#), dated June 12, 2012 .

Note: The IBM Tivoli Endpoint Manager family of solutions all run on the same infrastructure, ignore any reference to the name Lifecycle Management.

For the hardware and software requirements for IBM SmartCloud Provisioning, refer to Software Announcement [212-161](#), dated August 07, 2012 .

Software requirements

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

Direct customer support is provided by IBM Operational Support Services - SoftwareXcel. This fee service enhances your productivity by providing voice and electronic access into the IBM support organization. IBM Operational Support Services - SoftwareXcel helps answer questions pertaining to usage and suspected software defects for eligible products.

Installation and technical support is provided by Global Services. For more information call 800-IBM-4YOU (426-4968).

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

<http://www.ibm.com/support>

Packaging

IBM SmartCloud Patch Management is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document (L-TBRN-8XDS3R)
- Media
- 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 SmartCloud Patch Management V8.2 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

Resource Value Unit (RVU)

RVU is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement (PoEs) are based on the number of units of a specific resource used or managed by the program. Licensee must obtain entitlements for this program sufficient to cover the resources 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 resource table found in the program's announcement and/or License Information document. 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.

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 licenses 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 entitlement(s) 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 switchover 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.

Product and licensing websites

A complete list of IBM Tivoli products is available at

<http://www.ibm.com/software/tivoli>

IBM Tivoli product licensing documents are available at

<http://www.ibm.com/software/tivoli/products/licensing.html>

Passport Advantage

Through the Passport Advantage Agreement, you may receive discounted pricing based on their total volume of eligible products, across all IBM brands, acquired worldwide. The volume is measured by determining the total Passport Advantage points value of the applicable acquisitions. Passport Advantage points are only used for calculating the Entitled Passport Advantage discount.

To determine the required IBM Tivoli product configuration under Passport Advantage, the IBM Tivoli Enhanced Value-Based Pricing Model applies. The customer's environment is evaluated on a per-product basis.

Use the following two-step process to determine the total Passport Advantage points value:

1. Analyze your environment to determine the number of charge units for a product. The quantity of each product's part numbers to be ordered is determined by that analysis.
2. Order the Passport Advantage part numbers. A Passport Advantage point value, which is the same worldwide for a specific part number regardless of where the order is placed, is assigned to each IBM Tivoli product part number. The Passport Advantage point value for the applicable part number, multiplied by the quantity for that part number, will determine the Passport Advantage points for that IBM Tivoli product part number. The sum of these Passport Advantage points determines the Passport Advantage point value of the applicable IBM Tivoli product authorizations which then may be aggregated with the point value of other applicable Passport Advantage product acquisitions to determine the total Passport Advantage points value.

The discounted pricing available through Passport Advantage is expressed in the form of Suggested Volume Prices (SVPs), which vary depending on the SVP level. Each SVP level is assigned a minimum total Passport Advantage point value, which must be achieved, in order to qualify for that SVP level.

Media packs and documentation packs do not carry Passport Advantage points and are not eligible for SVP discounting.

For additional information on Passport Advantage, refer to the following

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

The following Passport Advantage part number categories may be orderable:

- License and Software Maintenance 12 Months - This is the product authorization with maintenance to the first anniversary date.
- Annual Software Maintenance Renewal - This is the maintenance renewal for one anniversary that applies when a customer renews their existing coverage period prior to the anniversary date at which it expires.
- Software Maintenance Reinstatement 12 months - This is for customers who have allowed their Software Maintenance to expire, and later wish to reinstate their Software Maintenance.
- Media packs - These are the physical media, such as CD-ROMs, that deliver the product's code.
- Documentation packs - These contain printed documentation such as the User's Guide and Release Notes .

Pricing example

The resource for the purpose of the RVU calculation is Activated Processor Cores managed by the program. An Activated Processor Core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions. Licensee can deploy the program using either full capacity licensing or virtualization capacity (sub-capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (see webpage below). If using full capacity licensing, each Activated Processor Core in the physical hardware environment managed by the program must be counted, except for those servers from which the program permanently no longer manages. If using virtualization capacity licensing, the Virtualization Capacity License Counting Rules that defines how many Activated Processor Cores must be counted, is located at

http://www.ibm.com/software/lotus/passportadvantage/Counting_Software_licenses_using_specific_virtualization_technologies.html

The RVU table for Activated Processor Cores on RVUs is below:

Tier	From quantity	To quantity	Factor
1	0	2,500	1.00
2	2,501	10,000	0.80
3	10,001	50,000	0.60
4	50,001	150,000	0.40
5	150,001	-	0.20

Pricing example 1

A customer wishes to license for the servers in the following core environment.

Distributed servers

- 20 one processor, single core servers
- 65 one processor, dual core servers
- 12 two processor, dual core servers
- 10 two processor, Quad core servers
- One eight processor, dual core server with two virtual or logical partitions
- One four processor, quad core server

The customer wants to manage the applicable distributed server environment:

Quantity in Processor

Systems managed	customer environment	Cores to be licensed
One Processor, Single Core	20	20
One Processor, Dual Core	65	130
Two Processors, Dual Core	12	48
Two Processors, Quad Core	10	80
Eight Processors, Dual Core (2 logical partitions)	1	16
Four Processors, Quad Core	1	16
Total processors to be licensed		310

Based on the 310 Activated Processor Cores, the customer would require 310 RVUs.

Pricing example 2

A customer wishes to license in the following core environment:

- Servers with 45,000 activated processor cores

The following calculation is used to determine the number of RVUs required to license the 45,000 activated processor cores in the server environment:

Tier	Quantity of activated processor cores	RVUs
1	2,500	2,500
2	7,500	6,000
3	35,000	21,000
Total		29,500

- The first tier based on the RVU table is used to calculate the first 2,500 activated processor cores at a factor of 1 per core or in the case above 2,500 RVUs (2,500 x 1).
- The second tier is used to calculate the activated processor cores from 2,501 to 10,000 at a .8 factor or 7,500 x .8 = 6,000.
- The third tier is used for those activated processor cores between 10,001 and 50,000.
- In the example, 35,000 of the activated processor cores reside in tier 3 or 35,000 x .6 = 21,000.
- Adding the RVUs together for each tier, the customer requires 29,500 RVUs to license the 45,000 activated processor cores.

Ordering information

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

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

For more information about IBM Software Value Plus, visit

<http://www-01.ibm.com/software/info/itsolutions/softwarevalueplus>

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software ValueNet® portfolio, contact your IBM representative.

Product group: Tivoli IT Service Management
Product Identifier Description: 5725-I16 IBM SmartCloud Patch Management
Product category: IBM SmartCloud Patch Management

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.

Media pack description	Part number
IBM SmartCloud Patch Management V8.2.0 for Windows Multilingual Media Pack	BJ011ML

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 Passport Advantage

Passport Advantage allows you to have a common anniversary date Software Subscription and Support (SW S&S) renewals, which can simplify management and budgeting for eligible new versions and releases (and related technical support) for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, will remain unchanged while your Passport Advantage Agreement remains in effect. New software purchases will initially include twelve full months of Software Subscription and Support (also referred to as Software Maintenance). Software Subscription and Support in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all Software Subscription and Support (Software Maintenance) will renew at the common anniversary date for twelve full months of Software Subscription and Support (Software Maintenance).

Refer to the IBM International Passport Advantage Agreement and to the *IBM Software Support Handbook* for specific terms relating to, and a more complete description of, technical support provided through Software Subscription and Support (Software Maintenance).

The quantity to be specified for the Passport Advantage part numbers in the following table is per required number of Processor Value Units. To order for Passport Advantage , specify the desired part number and quantity.

IBM SmartCloud Patch Management V8.2

Description	Part number
IBM SmartCloud Patch Management per Resource Value Unit Lic + SW S&S 12 Mo	D0TEFLL
IBM SmartCloud Patch Management per Resource Value Unit Annual SW S&S Rnw1	E0EL5LL
IBM SmartCloud Patch Management per Resource Value Unit SW S&S Reinstate 12 Mo	D0TEGLL
IBM SmartCloud Patch Management FTL per Resource Value Unit Initl FT Lic+S&S 12 Mo	D0TEHLL
IBM SmartCloud Patch Management FTL per Resource Value Unit SubSq FT Lic+S&S 12 Mo	E0EL6LL

To order a media pack for Passport Advantage , specify the part number in the desired quantity from the following table:

Media pack description

Part number

IBM SmartCloud Patch Management V8.2.0 for Windows Multilingual Media Pack BJ011ML

IBM SmartCloud Patch Management is also available, via web download, from Passport Advantage .

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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.

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License Information form number

L-TBRN-8XDS3R.

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 technical support

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

Money-back guarantee

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

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

Other terms

Volume orders (IVO)

Yes. Contact your IBM representative.

IBM International Passport Advantage Agreement

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

Software Subscription and Support applies

Yes. Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express®. Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

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While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel

during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

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

Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage website at

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

IBM Operational Support Services - SoftwareXcel

No

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.

IBM Electronic Services

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The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support.

The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

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

To learn how Electronic Services can work for you, visit

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

Prices

Passport Advantage

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Information on charges is available at website

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In the Electronic tools category, select the option for Purchase/upgrade tools.

Business Partner information

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

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Fax: 800-2IBM-FAX (242-6329)

For IBM representative: callserv@ca.ibm.com

For IBM Business Partner: pwswna@us.ibm.com

Mail: IBM Teleweb Customer Support
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Reference: YE001

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