



IBM Tivoli Business Service Manager V6.1.1 and IBM Tivoli Netcool/Impact V6.1.1 can help business and operations personnel understand the complex relationships between business services and supporting technology

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At a glance

IBM® Tivoli® Business Service Management V6.1.1 and IBM Tivoli Business Service Manager for the Enterprise V6.1.1 introduce the following new features and functions:

- Self-service dashboard
- Mobile support
- Linked data integration
- Jazz™ for service management

IBM Tivoli Netcool/Impact V6.1.1 introduces the following new features and functions:

- New visualization
- Linked data integration
- Service level objective (SLO) reporting
- Continued consumability improvements to enhance the user experience

Overview

Building on previous releases, IBM Tivoli Business Service Manager V6.1.1 and IBM Tivoli Business Service Manager for the Enterprise V6.1.1 add new features and functions:

- Self-service dashboard, a new user interface (UI) capability, which enables you to combine a variety of visual widgets such as gauges, tables, charts, lists, or topology views, along with management data provided from IBM Tivoli Business Service Manager (for example, service status and metrics) or IBM Netcool/Impact (for example, third-party data) or IBM Tivoli Monitoring (for example, performance metrics) into custom dashboards using a guided workflow.
- Mobile support, which enables you to view your business dashboards on mobile devices including tablets and phones. This enables access to both IT and business data anytime and anywhere, and gives you the ability to support your customers more effectively.

- Linked data integration enables Tivoli Business Manager users, including operators, subject matter experts (SMEs), application owners, or line-of-business owners to view information about their managed services, applications, or resources. This helps them to isolate, diagnose, and route problems. Contextual information about these supporting resources could include configuration or health and performance details.
- IBM Jazz for Service Management, which delivers a new deployment pattern and mechanism for providing shared components such as UI, linked data registry, reporting, security, and administrative services. This enables faster delivery cycles and simplifies deployments.

Building on previous releases, IBM Tivoli Netcool/Impact V6.1.1 adds the following new features and functions:

- Visualization, including operator view customization enhancements and UI services provided by Jazz for Service Management. These enable you to link your own data, accessed through Tivoli Netcool/Impact's proven data access methods, with visual widgets, such as gauges, tables, or lists, to create dashboards.
- Linked data integration, which enables users to reveal their own data accessed methods as linked data. Linked data utilizes standard web-based data integration patterns to enable data to be shared in an open and flexible manner. In addition, you get access to linked data sources, enabling automation and enrichment scenarios.
- Service level objective reporting, which enables you to establish and report on service level objectives based on your own measures (for example, incidents, tickets, availability).
- Continued improvements to enhance the user experience, including Maintenance Mode Windows™ Management (MWM) cluster replication and email reader enhancements.

Key prerequisites

For details, refer to the [Hardware and software requirements](#) section.

Planned availability date

- March 14, 2013 - Electronic general availability
- April 1, 2013 - Physical media general availability

Refer to the [Availability of national languages](#) section for national language availability.

Description

IBM Tivoli Business Service Manager V6.1.1 and IBM Tivoli Business Service Manager for the Enterprise V6.1.1 illustrate 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 not only delivers visibility of this kind, but also, thanks to extensive cross-solution integration capabilities, can inform the other two areas - enhanced control and automation - in the ways to help your organization achieve a superior overall outcome.

Important new key features for V6.1.1:

- Improved consumability
 - Custom dashboard capability
 - Mobile user interfaces (UIs) (smart devices and tablet devices)

- Simplified and standardized data integration based on Open Services for Lifecycle Collaboration (OSLC) and the concept of linked data
- New deployment pattern and mechanism providing shared components through IBM Jazz for Service Management
- Simplified tool integration with the inclusion of Jazz for Service Management, a set of common integration services which allow for simple, bidirectional sharing of data between IBM Tivoli Business Service Manager and other tools
 - Faster delivery cycles for customer
 - Support for Agile practices and helps businesses meet customer needs
 - Simplifies customer deployment

IBM Tivoli Netcool/Impact V6.1.1

IBM Tivoli Netcool/Impact provides a flexible, dynamic, common platform for real-time data access that can more easily circumvent traditional organizational boundaries. Armed with data from virtually any data source, administrators can correlate, calculate, enrich, deliver, visualize, and perform a wide range of automated actions.

Key new features of IBM Tivoli Netcool/impact V6.1.1:

- Improved content and visualization
 - Content: service level objective reports; maintenance window management
 - Visualization: operator view: easier customization; IBM Jazz for Service Management
- Improved consumability
 - Improved event handling via operator views; email
 - Simplified and standardized data integration based on OSLC and the concept of linked data
- New deployment pattern and mechanism for providing shared components (IBM Jazz for Service Management)
 - Simplified tool integration with the inclusion of IBM Jazz for Service Management, a set of common integration services which allow for simple, bidirectional sharing of data between IBM Tivoli Business Service Manager and other tools
 - Faster delivery cycles for customer
 - Support for Agile practices and helps businesses meet customer needs
 - Simplifies customer deployment

Availability of national languages

The products in this announcement support the following 24 languages, and will be available on March 14, 2013:

- Arabic*
- Brazilian Portuguese
- Croatian*
- Czech*
- Danish*
- Dutch*
- Finnish*
- French
- German
- Hebrew*
- Hungarian

- Italian
- Japanese
- Korean
- Norwegian*
- Polish
- Russian
- Slovak*
- Slovenian*
- Spanish*
- Simplified Chinese
- Swedish*
- Traditional Chinese
- Turkish

*This language is only supported on the JazzSM/DASH console. It is not available on the TIP 2.2-based console.

Program number

Program number	VRM	Program name
5724-C51	6.1.1	IBM Tivoli Business Service Manager
5725-C55	6.1.1	IBM Tivoli Business Service Manager for the Enterprise
5724-S43	6.1.1	IBM Tivoli Netcool/Impact

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 and software requirements

Hardware and software requirements for IBM Tivoli Business Service Manager V6.1.1 or IBM Tivoli Business Service Manager for the Enterprise V6.1.1 are available at

<http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/topic/com.ibm.tivoli.itbsm.doc/welcome.htm>

Hardware and software requirements for Tivoli Netcool/Impact V6.1.1 are available at

<http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.tivoli.tabsmimpact.doc/welcome.htm>

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.

IBM Electronic Support

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge.

Read about the Electronic Support portfolio of tools

<http://ibm.com/electronicssupport>

Access the IBM Support Portal

<http://ibm.com/support>

Access the online Service Request tool

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

Planning information

Packaging

IBM Tivoli Business Service Manager V6.1.1 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document (L-NHON-8KBD3J)
- DVD media (for Passport Advantage)
- Publications (refer to the [Publications](#) s section)

IBM Tivoli Business Service Manager for the Enterprise V6.1.1 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information documents
 - IBM Tivoli Business Service Manager - L-NHON-92JLH3
 - IBM Tivoli Business Service Manager for the Enterprise - the Enterprise - L-NHON-937N7G
 - IBM Tivoli Netcool/Impact - L-NHON-957MSU
- DVD media (for Passport Advantage)
- Publications (refer to the [Publications](#) section)

IBM Tivoli Netcool/Impact V6.1.1 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document (L-NHON-8LJHYD)
- DVD media (for Passport Advantage)
- 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 V6.1.1, IBM Tivoli Business Service Manager for the Enterprise V6.1.1, and Tivoli Netcool/Impact V6.1.1 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. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Global Technology Services®

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

Licensing metric definitions and pricing examples

Licensing metric definitions

Install

Install is a unit of measure by which the program can be licensed. An Install is an installed copy of the program on a physical or virtual disk made available to be executed on a computer. Licensee must obtain an entitlement for each install of the program.

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 sufficient entitlements for the number of RVUs required for licensee's environment for the specific resources as specified in the table below. 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.

Instead of the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.

Pricing examples

Pricing example for IBM Tivoli Business Service Manager

IBM Tivoli Business Service Manager is priced per install and per tier RVU. Each physical site is considered a single install of Tivoli Business Services Manager.

Base per install - per physical site, production, hot standby, nonproduction are each considered a single install. The number of base per install components required are the same regardless of how many components of the bundle are being licensed.

RVU per tier is described below. Volume scaling is applied to tiers as indicated below per specific Volume Unit Exhibit (VUE). A Tier 1 is an Element Device that has the capability to initiate a notification or respond to a request for notification. Examples include, but are not limited to, servers, routers, and switches.

A Tier 2 is an Element Management System (EMS) instance of an Element Management System provided by a non-IBM software vendor or network equipment provider that provides unified fault configuration accounting performance or security management of one or more physical devices. Other resources counted at the EMS Tier include IBM Tivoli Monitoring restricted to the forwarding of situation events relating only to performance data (broader usage of Tivoli Monitoring requires Device pricing), and Microsoft™ Systems Center Operations Manager (SCOM).

RVU conversion table

- From 1 to 10 Resources, 1.0 RVUs per Resource
- From 11 to 100 Resources, 10 RVUs plus 0.9 RVUs per Resource above 10
- From 101 to 250 Resources, 91 RVUs plus 0.8 RVUs per Resource above 10
- From 251 to 500 Resources, 211 RVUs plus 0.65 RVUs per Resource above 250
- For more than 500 Resources, 374 RVUs plus 0.45 RVUs per Resource above 500

Customer's environment consists of 3,000 Tier 1 devices and 20 Tier 2 devices as outlined in the metric descriptions above. The customer will need to entitle their 3,000 Tier 1 devices and their 20 Tier 2 devices.

Chargeable component metric	Quantity in customer environment	Net RVUs required to order
Tier 1 devices	3,000	1,499*
Tier 2 devices	20	19**

* Using VUE128, customer requires 1,499 RVUs to entitle their 3,000 Tier 1 devices. The quantity to order is 1,499 Resource Value Units. The first 10 are at a factor of 1.0, the next 90 at a factor of .9, the next 150 at a factor of .8, the next 250 at a factor of .65, and the final 2,500 at a factor of .45.

** Using VUE128, customer requires 19 Resource Value Units to entitle their 20 Tier 2 devices. The quantity to order is 19 Resource Value Units. The first 10 at a factor of 1.0 and the next 10 at a factor of .9.

Pricing example for IBM Tivoli Business Service Manager for the Enterprise

General charge terms

Resources counted for the purpose of calculating RVUs are based on devices and are organized into tiers.

Table VUE133 is used to calculate RVUs for all 3 Tiers.

Tier 1 - A Tier 1 is an Element Device that has the capability to initiate a notification or respond to a request for notification. Examples include, but are not limited to, servers, routers and switches.

Tier 2 - A Tier 2 is an Element Management System (EMS) instance of an Element Management System provided by a non-IBM software vendor or network equipment provider that provides unified fault configuration accounting performance and/or security management of one or more physical devices. Other resources counted at the EMS Tier include IBM Tivoli Monitoring restricted to the forwarding of situation events relating only to performance data (broader usage of Tivoli Monitoring requires Device pricing), and Microsoft SCOM.

Tier 3

Tier 3 required RVUs is based on the total number of MSUs managed by IBM Tivoli Business Service Manager for the Enterprise. For the purpose of RVU calculation, the required number of RVUs are calculated on the full machine based MSU capacity of the machines IBM Tivoli Business Service Manager for the Enterprise is managing. An MSU is defined as millions of Central Processing Unit (CPU) service units per hour; the measure of capacity used to describe the computing power of the hardware processors on which S/390® or System z® software runs. MSU values are determined by the hardware vendor, IBM, or Software Compatible Vendors (SCVs). For more information on mainframe MSU rated capacity, refer to The IBM System z Machines Exhibit (Z125-3901) or this web page

<http://www-03.ibm.com/systems/z/resources/swprice/reference/exhibits/hardware.html>

RVU conversion table

- From 1 to 100 Resources, 1.0 RVUs per Resource
- From 101 to 250 Resources, 100 RVUs plus 0.9 RVUs per Resource above 100
- From 251 to 500 Resources, 235 RVUs plus 0.8 RVUs per Resource above 250
- From 501 to 750 Resources, 435 RVUs plus 0.6 RVUs per Resource above 500
- From 751 to 1250 Resources, 585 RVUs plus 0.5 RVUs per Resource above 750
- From 1251 to 2000 Resources, 835 RVUs plus 0.4 RVUs per Resource above 1250
- For more than 2000 Resources, 1135 RVUs plus 0.3 RVUs per Resource above 2000

Pricing example for IBM Tivoli Netcool/Impact

IBM Tivoli Netcool/Impact is priced per install. Each Tivoli Netcool/Impact application instance is considered a single install of Tivoli Netcool/Impact. It is also priced by tier by the amount of each type of technology that each Tivoli Netcool/Impact install (application instances) uses. The number of RVUs required per tier is defined below. Volume scaling is applied to each tier as indicated below per specific Volume Unit Exhibit (VUE).

Tier 1 (VUE C) IBM Tivoli Netcool/Impact

This is counted by the number of Tivoli Netcool/Impact installs (application instances) any of each of the following technologies is used with:

IBM DB2®
Informix®
Microsoft SQL server
ODBC

Oracle
PostgreSQL
Sybase
MySQL
Flat files
XML destinations
LDAP
TCP/IP Socket

Tier 1 (VUE C) third-party IBM Tivoli Netcool/Impact

This is counted by the number of Tivoli Netcool/Impact installs (application instances) any of each of the following technologies is used with:

- SNMP

Tier 2 (VUE C) IBM Tivoli Netcool/Impact

This is counted by the number of Tivoli Netcool/Impact installs (application instances) any of each of the following technologies is used with:

- Alcatel 5620
- Cramer Dimension
- Smallworld

Tier 3 (VUE C) IBM Tivoli Netcool/Impact

This is counted by the number of Tivoli Netcool/Impact installs (application instances) any of each of the following technologies is used with:

- Vitria
- JMS

Tier 3 (VUE C) third-party IBM Tivoli Netcool/Impact

This is counted by the number of Tivoli Netcool/Impact installs (application instances) any of each of the following technologies is used with:

- Tibco
- Web services

RVU conversion table

- From 1 to 2 Resources, 1.0 RVUs per Resource
- From 3 to 5 Resources, 2 RVUs plus 0.9 RVUs per Resource above 2
- From 6 to 10 Resources, 5 RVUs plus 0.8 RVUs per Resource above 5
- From 11 to 20 Resources, 9 RVUs plus 0.7 RVUs per Resource above 10
- For more than 20 Resources, 16 RVUs plus 0.6 RVUs per Resource above 20

Example 1a

ABC Consumer Goods deploys IBM Tivoli Netcool/Impact over two application instances across four processors (multiprocessor capable) on two servers and each appliance instance interfaces with Oracle, LDAP, and DB2 databases. You calculate two Tivoli Netcool/Impact application instances connecting to three Tier 1 databases each equals six DSA Tier 1 connections.

Impact DSA Tier 1	Quantity in customer environment	Installs required	Net Resource Value Units required
Impact Installs	2	2	
Impact Tier 1	6		6

Example 1b

ABC Consumer Goods deploys IBM Tivoli Netcool/Impact over three application instances across six processors (multiprocessor capable) on three servers and each application instance interfaces to Oracle databases, LDAP systems, TCP/IP Sockets, and XML.

You calculate three Tivoli Netcool/Impact application instances interfacing to four Tier 1 databases each equals 12 DSA Tier 1 connections.

Impact DSA Tier 1	Quantity in customer environment	Installs required	Net Resource Value Units required
Impact Installs	3	3	
Impact Tier 1	12		10

Ordering information

Product group: Tivoli
Product Identifier Description (PID)
IBM Tivoli Business Service Manager (5724-C51)
IBM Tivoli Business Service Manager for the Enterprise (5725-C55)
IBM Tivoli Netcool/Impact (5724-S43)
Product category: Business Service

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit

<http://www-306.ibm.com/software/support/pa.html>

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 Tivoli Business Service Manager V6.1.1 - Base Multiplatform Multilingual	BJ12ZML
IBM Tivoli Business Service Manager for the Enterprise V6.1.1 - Base Multiplatform Multilingual	BJ130ML
Tivoli Netcool/Impact V6.1.1 - Base Multiplatform Multilingual	BP01JML

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 SW S&S. SW S&S in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all SW S&S will renew at the the common anniversary date for twelve full months of SW S&S.

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 Business Service Manager V6.1.1 (5724-C51)

Description	Part number
IBM Tivoli Business Service Manager Base Install(s)	
License + SW Subscription & Support 12 Months	D612ILL
SW Subscription & Support Renewal	E03TVLL
SW Subscription & Support Reinstatement 12 Months	D612JLL
IBM Tivoli Business Service Manager Base Tier 1 Resource Value Unit	
License + SW Subscription & Support 12 Months	D04YNLL
SW Subscription & Support Renewal	E05BKLL
SW Subscription & Support Reinstatement 12 Months	D04YPLL
IBM Tivoli Business Service Manager Base Tier 2 Resource Value Unit	
License + SW Subscription & Support 12 Months	D612MLL
SW Subscription & Support Renewal	E03TXLL
SW Subscription & Support Reinstatement 12 Months	D612NLL
IBM Tivoli Business Service Manager Base Install on System z	
License + SW Subscription & Support 12 Months	D03X0LL
SW Subscription & Support Renewal	E04QRLL
SW Subscription & Support Reinstatement 12 Months	D03X1LL
IBM Tivoli Business Service Manager Tier 1 Resource Value Unit on System z	
License + SW Subscription & Support 12 Months	D04YLLL
SW Subscription & Support Renewal	E05BJLL
SW Subscription & Support Reinstatement 12 Months	D04YMLL
IBM Tivoli Business Service Manager Tier 2 Resource Value Unit on System z	
License + SW Subscription & Support 12 Months	D04YQLL
SW Subscription & Support Renewal	E05BLLL
SW Subscription & Support Reinstatement 12 Months	D04YRLL

IBM Tivoli Business Service Manager for the Enterprise V6.1.1 (5725-C55)

Base per install

Description	Part number
TBSM Enterprise Base Install	
License + SW Subscription & Support 12 Months	D0I04LL
SW Subscription & Support Renewal	E0BG7LL
SW Subscription & Support Reinstatement 12 Months	D0I05LL
TBSM Enterprise Base Install for Linux™ on System z	
License + SW Subscription & Support 12 Months	D0I06LL
SW Subscription & Support Renewal	E0BG8LL
SW Subscription & Support Reinstatement 12 Months	D0I07LL
TBSM Enterprise Tier 1 Resource Value Unit	
License + SW Subscription & Support 12 Months	D0I08LL
SW Subscription & Support Renewal	E0BG9LL
SW Subscription & Support Reinstatement 12 Months	D0I09LL
License + SW Subscription & Support 12 Months	D0I0ELL

SW Subscription & Support Renewal	E0BGELL
SW Subscription & Support Reinstatement 12 Months	D0I0FLL
TBSM Enterprise Tier 2 Resource Value Unit	
License + SW Subscription & Support 12 Months	D0I0GLL
SW Subscription & Support Renewal	E0BGFLL
SW Subscription & Support Reinstatement 12 Months	D0I0HLL
TBSM Enterprise Tier 2 RVU for Linux on System z	
License + SW Subscription & Support 12 Months	D0I0ILL
SW Subscription & Support Renewal	E0BGGLL
SW Subscription & Support Reinstatement 12 Months	D0I0JLL
TBSM Enterprise Tier 3 Resource Value Unit	
License + SW Subscription & Support 12 Months	D0I0KLL
SW Subscription & Support Renewal	E0BGHLL
SW Subscription & Support Reinstatement 12 Months	D0I0LLL
TBSM Enterprise Tier 3 RVU for Linux on System z	
License + SW Subscription & Support 12 Months	D0I0MLL
SW Subscription & Support Renewal	E0BGILL
SW Subscription & Support Reinstatement 12 Months	D0I0NLL

Tivoli Netcool/Impact v6.1.1 (5724-S43)

Description	Part number
IBM Netcool/Impact Base	
Install(s) License & SW Maintenance 12 Months	D612CLL
Install(s) SW Maintenance Annual Renewal	E03TSLL
Install(s) SW Maintenance Reinstatement 12 Month	D612DLL
IBM Netcool/Impact Tier 1	
Resource Value Unit License & SW Maintenance 1	D612GLL
Resource Value Unit SW Maintenance Annual Renewal	E03TULL
Resource Value Unit SW Maintenance Reinstatement 12 Month	D612HLL
IBM Netcool/Impact Tier 2	
Resource Value Unit License & SW Maintenance	D6126LL
Resource Value Unit SW Maintenance Annual Renewal	E03TPLL
Resource Value Unit SW Maintenance Reinstatement	D6127LL
IBM Netcool/Impact Tier 3	
Resource Value Unit License & SW Maintenance	D612ALL
Resource Value Unit SW Maintenance Annual Renewal	E03TRLL
Resource Value Unit SW Maintenance Reinstatement	D612BLL
IBM Netcool/Impact Tier 1 3rd Pty	
Resource Value Unit License & SW Maintenance	D612ELL
Resource Value Unit SW Maintenance Annual Renewal	E03TTLL
Resource Value Unit SW Maintenance Reinstatement 12 Month	D612FLL
IBM Netcool/Impact Tier 3 3rd Pty	
Resource Value Unit License & SW Maintenance	D6128LL
Resource Value Unit SW Maintenance Annual Renewal	E03TQLL
Resource Value Unit SW Maintenance Reinstatement	D6129LL
Impact Install for Linux on System z	
Resource Value Unit License & SW Maintenance	D0AZJLL
Resource Value Unit SW Maintenance Annual Renewal	E07R5LL
Resource Value Unit SW Maintenance Reinstatement	D0AZLLL
Impact Tier 1 RVU for Linux on System z	
Resource Value Unit License & SW Maintenance	D0AZMLL
Resource Value Unit SW Maintenance Annual Renewal	E07R7LL
Resource Value Unit SW Maintenance Reinstatement	D0AZNLL
Impact Tier 2 RVU for Linux on System z	
Resource Value Unit License & SW Maintenance	D0AZXLL
Resource Value Unit SW Maintenance Annual Renewal	E07R9LL
Resource Value Unit SW Maintenance Reinstatement	D0AZYLL
Impact Tier 3 RVU for Linux on System z	
Resource Value Unit License & SW Maintenance	D0AZZLL
Resource Value Unit SW Maintenance Annual Renewal	E07RALL
Resource Value Unit SW Maintenance Reinstatement	D0B00LL
Impact Tier 1 3rd Party RVU for Linux on System z	
Resource Value Unit License & SW Maintenance	D0AZPLL
Resource Value Unit SW Maintenance Annual Renewal	E07R8LL
Resource Value Unit SW Maintenance Reinstatement	D0AZQLL

Impact Tier 3 3rd Party RVU for Linux on System z	
Resource Value Unit License & SW Maintenance	DOB01LL
Resource Value Unit SW Maintenance Annual Renewal	E07RBLL
Resource Value Unit SW Maintenance Reinstatement	DOB02LL

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 Tivoli Business Service Manager V6.1.1 - Base Multiplatform Multilingual	BJ12ZML
IBM Tivoli Business Service Manager for the Enterprise V6.1.1 - Base Multiplatform Multilingual	BJ130ML
Tivoli Netcool/Impact V6.1.1 -Base Multiplatform Multilingual	BP01JML

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.

These programs are 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. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have 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.

License Information form number

License document name	PID	License Information no.
IBM Tivoli Business Service Manager	5724-C51	L-NHON-92JLH3
IBM Tivoli Business Service Manager for the Enterprise	5725-C55	L-NHON-937N7G
IBM Tivoli Netcool/Impact	5724-S43	L-NHON-957MSU

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)

No

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

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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>

System i® Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Education allowance does not apply.

Education software allowance does not apply.

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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.

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

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Benefits

Increased uptime: The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

Security: The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool securely transmits either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM. The customer's business applications or business data is never transmitted to IBM.

More accurate reporting: Since system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, customers are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

Customized support: Using the IBM ID entered during activation, customers can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

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

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Corrections

(Corrected on December 18, 2013)

Updated Availability of national languages section.

(Corrected on June 25, 2013)

Information updated in the Pricing examples section.