IBM DB2 Analytics Accelerator for z/OS, V4.1 together with related prerequisite hardware and prerequisite software, is a high-performance software offering that delivers fast analytic query responses

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At a glance

DB2® Analytics Accelerator for z/OS®, V4.1 brings extremely fast performance to data-intensive and complex IBM® DB2 queries. The solution is designed to increase your business' agility by quickly delivering insight when and where it is of value. It delivers drastically improved performance and reduced capacity requirements for complex query workloads.

- Delivers dramatic improvement in response time on unpredictable, complex, and long-running query workloads
- Minimizes data latency to support decision making with fresh information
- Reduces the cost of storing, managing, and processing historical data
- Provides a hybrid environment that supports transactional processing, traditional analytics, and business-critical analytics on a single platform
- Allows fast time to value: quick setup, complete application transparency, no need to change applications -- simply install and reap the benefits

Overview

IBM DB2 Analytics Accelerator for z/OS, V4.1 (the Accelerator) is a high-performance appliance that integrates Netezza® technology with IBM zEnterprise™ technology to deliver extremely fast performance to data-intensive and complex DB2 queries for data warehousing, business intelligence, and analytic workloads. These queries can now be executed orders of magnitude faster than was previously possible. The performance and cost of the Accelerator opens up unprecedented opportunities for organizations to make use of their data on the zEnterprise platform.

What's new in Version 4.1

DB2 Analytics Accelerator V4.1 is further enhanced to support an even broader set of applications, making acceleration accessible to the vast majority of DB2 for z/OS customers. Version 4.1 extends the available uses of the solution to include more data, queries, systems, and applications to further enhance business benefits and help realize additional cost savings with the solution.

- Enable acceleration of a significantly broader array of queries for static SQL support: Many DB2 for z/OS customers rely heavily on static SQL. For some, it
is as much as 100% of their workload. To date, static SQL has not been eligible to route to the IBM DB2 Analytics Accelerator. Version 4.1 introduces static SQL support so those queries may now be routed to the Accelerator. This opens new opportunities by enabling customers to route more queries, from a wider base of applications, to the Accelerator. This can eliminate a great deal of the administrative task of identifying tables that have both dynamic and static SQL queries directed at them.

- Support multiple encodings: Customers who utilize both traditional EBCDIC content and International Unicode content in the same DB2 subsystem may now benefit from the Accelerator. Version 4.1 introduces support for EBCDIC and Unicode in the same DB2 system and Accelerator.

- Support for Multi-row FETCH: DB2 Analytics Accelerator V4.1 adds support for Multi-row FETCH to enable the acceleration of such queries. This functionality can significantly increase throughput and improve performance when receiving large result sets from the Accelerator back into DB2.

- Improved enterprise robustness and scalability workload balancing: DB2 Analytics Accelerator V4.1 provides automated routing, based on workload balancing information, to distribute the workload across the attached Accelerators evenly. This change enables DB2 to detect the current utilization of each of the attached Accelerators and route the query to the Accelerator with the lowest utilization. This change should lead to the most efficient use of all the attached Accelerators.

- High availability: DB2 Analytics Accelerator V4.1 delivers improved high availability through automated workload balancing failover support. If one Accelerator, for any reason, is unavailable, queries are automatically rerouted to available Accelerators.

- Increased number of replication sources per Accelerator: With DB2 Analytics Accelerator V4.1, it is now possible to replicate from up to 10 different subsystems into a shared Accelerator.

- Better performance for incremental update: DB2 Analytics Accelerator V4.1 allows Instrumentation Facility Interface (IFI) filtering, which will lower MIPS utilization and improve performance because fewer log records need to be processed by the capture component.

- Richer monitoring: The Accelerator now provides expanded information for monitoring applications with the Instrumentation Facility Interface (IFI). The separately available IBM Tivoli® OMEGAMON® XE for DB2 Performance Expert on z/OS can leverage this broader information to better inform customers about the usage, execution, and concurrency of queries as they are processed in the Accelerator. For additional information, refer to Software Announcement ZP13-0503, dated October 01, 2013.

- Significant enhancements to High Performance Storage Saver solution: High Performance Storage Saver (HPSS), introduced in the prior version of DB2 Analytics Accelerator, allows organizations to move less frequently used tables or table partitions to the Accelerator and remove the data from DB2 for z/OS. All of the data will still be maintained in the DB2 directory, and all the queries that target that data are now only directed to the Accelerator. This feature can greatly reduce the cost of storing, managing, and processing historical data.

- DB2 Analytics Accelerator V4.1 further improves High Performance Storage Saver's ease of use by adding a number of capabilities. HPSS is designed and developed to support historical data, which by definition, does not change. However, there are occasions when organizations need to make modifications to historical records. Version 4.1 automates the process required to make a change to such records through a stored procedure. In addition, it is now possible to restore individual partitions without requiring any outages. This new version also enforces a read-only state on partitions that are used by HPSS. Furthermore, backup image maintenance can be simplified by marking HPSS partitions as "undeletable."

- Simplified maintenance and lower cost of operation. Version 4.1 now offers an automated NZKit Install that facilitates the fully automatic installation and activation of Netezza kits, with no firmware or operating system updates required. It enables the NPS® kit installation/activation through the same mechanisms as the Accelerator host software and enables customers to perform these maintenance tasks by themselves with the GUI or simple stored procedure
calls. In parallel with this new release of the Accelerator, DFSMS enhancements delivered in the newest version of z/OS reduce the Accelerator Load zCP time up to 30%.

- Support new PureData and DB2 technology: DB2 for z/OS version 11 support: DB2 Analytics Accelerator extends the functionality of DB2. Accelerator enables users to exploit the new functions and capabilities of version 11. These new capabilities will enable customers to cost effectively perform operational and strategic analytics to gain better insights faster.
- PureData For Analytics Support: DB2 Analytics Accelerator supports new Netezza technology as it becomes available. It currently supports the Netezza N2001 family for PureData for Analytics appliances.

**Key prerequisites**

DB2 Analytics Accelerator for z/OS requires an appropriately sized Netezza appliance. Refer to the Hardware requirements and Software requirements sections for details.

**Planned availability date**

November 29, 2013

**Description**

IBM DB2 Analytics Accelerator for z/OS is a high-performance software appliance built to work with prerequisite hardware and which can dramatically accelerate the execution of DB2 for z/OS queries. It integrates IBM Netezza technology with zEnterprise technology to accelerate complex queries. This hybrid data server approach gives organizations the ability to run the entire spectrum of workloads, from transactional to complex analytics, within a single integrated environment. This provides the best of symmetric multiprocessing (SMP), through DB2 for z/OS, and the best of massively parallel processing (MPP), through Netezza, which allows organizations to leverage their existing people, processing, and zEnterprise infrastructure.

DB2 Analytics Accelerator for z/OS delivers improved data insights to an organization, providing the following benefits:

- Significantly improves query performance and execution time
- Minimizes data latency, enabling near real-time applications
- Lowers the cost of storing, managing, and processing historical data
- Reduces capacity requirements for complex query workloads

DB2 Analytics Accelerator is a purpose-built, workload-optimized software appliance designed as an extension to the secure DB2 for z/OS environment. Acceleration occurs transparently to applications that submit queries to DB2 for z/OS without incurring zEnterprise usage charges. The DB2 for z/OS optimizer determines whether a query will run more efficiently in native DB2 or within the Accelerator and will direct the query accordingly.

DB2 Analytics Accelerator exploits two of the major trends in data warehousing and business analytics technology: massively parallel processing and efficient data filtering by early SQL projections and restrictions through Field Programmable Gate Arrays (FPGAs).

DB2 Analytics Accelerator helps customers support their ever-changing analytic requirements, giving them the insight they need to maximize business performance. Customers using IBM DB2 Analytics Accelerator are achieving quick and dramatic improvement in the response times of eligible queries. The Accelerator offers faster
business value at a lower cost by combining the simplicity and rapid deployment characteristics of an appliance with the benefits of data managed and secured by the proven database platform, DB2 for z/OS. This is opening up unprecedented opportunities to make use of the zEnterprise platform.

DB2 Analytics Accelerator is part of the end-to-end IBM zEnterprise analytic portfolio that offers data warehousing, data transformation and integration, business intelligence, and predictive analytics, including: DB2 for z/OS, InfoSphere® Information Server, InfoSphere Data Replication, Cognos® BI, DB2 Query Management Facility™ (QMF™), Cognos TM1®, and SPSS®. The zEnterprise Analytics System 9700 combines the products from the analytics portfolio into a cost-competitive deployment model that integrates hardware, software and services to deliver business critical analytics. This pretested, preselected, and solution priced offering includes DB2 for z/OS, DB2 Analytics Accelerator, and zEnterprise hardware at its core. The offering also includes three optional add-on packs (Data Analytics Pack, Data Integration Pack, and the Fast Start Services Pack) to provide clients with the flexibility to address their specific analytic needs.

For customers looking for a smaller footprint solution, the zEnterprise Analytics System 9710 provides an entry level, integrated offering built on the zEnterprise Business Class footprint to cost-competitively, quickly and securely deliver business reporting and analytics.

These solutions give organizations that have the majority of their data on zEnterprise the opportunity to further leverage the platform to support a complete and cost-effective analytics solution.

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at http://www.ibm.com/able/product_accessibility/index.html

Product positioning

Target market

Many organizations recognize the benefits of improved decision making and business outcomes. Leading organizations are using business analytics to help make smarter decisions, achieve better results, and gain a deeper understanding of trends, opportunities, weaknesses, and threats. To gain competitive advantage in today's global economy, organizations need to analyze data to understand what is happening, what will happen, and what actions they need to take.

Organizations currently face numerous challenges with their enterprise warehouse environments. One such challenge is the ever-increasing amount of data being stored in a typical warehouse environment. As the amount of data increases and sometimes the format of this data changes, the warehouse and end-user experience can be affected. It can become challenging for an organization to see the right information in an appropriate format and in the right timeframe for them to use in their analysis and decision-making processes.

Moving large amounts of data from disparate source systems to a warehouse can be a resource-intensive task. The increasing amount of data in some warehouses can further degrade long-running queries and reports that might exist in an organization. These slow-running queries, when executed with other mixed online transaction processing (OLTP) and online analytical processing (OLAP) workloads, can negatively affect existing users and cause further lack of acceptance for potential new users. Combine this with typical corporate priorities to become more
productive, agile, and innovative, and it becomes more challenging to deliver on the promises of data warehousing and business analytics.

For many organizations, the concept that some of their longer-running DB2 for z/OS queries can be routed to an accelerator for processing is a plus. These queries may be in the form of batch SQL jobs or generated from corporate analytic and business intelligence (BI) tools; for example, ad hoc reporting from IBM Cognos BI. DB2 Analytics Accelerator for z/OS, which makes use of IBM Netezza technology, can provide drastic improvements in the execution time of an analytic and warehouse type of workload. Combining the benefits of both DB2 for z/OS (for OLTP queries) and DB2 Analytics Accelerator (for longer-running analytic queries) enable resources to be shared appropriately for all warehouse users.

The DB2 Analytics Accelerator would likely benefit an organization that fits one of the following profiles:

- Want to undertake a new reporting initiative on zEnterprise to gain more insights
- Want to consolidate disparate data to their existing zEnterprise platform while benefiting from integrated operational BI
- Want to speed existing queries to meet line of business (LOB) or service level agreement (SLA) requirements

These types of organizations, with the appropriate workload, would likely see a significant reduction in their elapsed time for longer running queries. They would also likely see a reduction in their CPU usage on the mainframe, allowing DB2 for z/OS to focus on efficiently running their OLTP queries. Other benefits for these organization profiles are discussed in the following sections.

**New zEnterprise BI initiative to gain more insight**

This profile describes the zEnterprise organization that has identified a new reporting or operational BI initiative to analyze data that is not being currently analyzed. The organization would like to gain insights into the data and their business, while benefiting from accelerated performance for complex analytics and queries. In this situation, use of DB2 Analytics Accelerator for z/OS makes sense. BI and analytic applications such as Cognos BI only need to connect to DB2 for z/OS to benefit from query acceleration.

The benefits of using DB2 Analytics Accelerator for a new reporting or operational BI initiative on zEnterprise include:

- Improved data insights for the organization’s business users and business processes
- Performance, availability, and scalability benefits by blending zEnterprise and the DB2 Analytics Accelerator
- Acceleration benefits that are transparent to DB2 applications
- Simplicity and time to value for new mixed BI workload initiatives (OLTP, OLAP, and analytics)

**Consolidating disparate data to zEnterprise**

This profile describes an organization that has created its data warehouse on zEnterprise and also has a number of disparate data marts (or islands of data) scattered around the organization, where some of its workload queries are executed. Some of these silos of information may be custom-built applications, which typically require ongoing maintenance and modification. There may be only a select few in the organization that are able to maintain or use these silos, and reporting might require manual data manipulation. The organization might have identified potential benefits if some of the data flows and transformations to and from zEnterprise were eliminated, and the organization may want a high-performance, integrated OLTP and BI analysis environment.

This type of organization could be facing any of the following challenges:
• Multiple versions of the "truth." This could include different applications providing different answers for the same information request, or different areas of the organization that own their own reporting data marts and apply their own interpretation of business rules.
• Multiple applications used for corporate reporting and business analysis.
• Administration and management required for multiple platforms and complex data integration processes.
• Have identified the value of consolidating data into a single easily managed platform (integrated OLTP and OLAP), but have concerns about how analytic and traditional business intelligence workloads may perform on the mainframe.
• The time it takes to deploy new data marts within the organization is too long. Business benefit and value to the organization is not achieved in a timely manner.

The benefits of consolidating data on zEnterprise and including query acceleration with DB2 Analytics Accelerator are the same performance benefits mentioned in the previous organization profile. In addition, this type of organization might realize benefits including:

• Consolidated islands of data to a single secure data environment, providing "one version of the truth"
• An integrated OLTP and BI environment, enabling application queries that require near real-time data
• Fewer servers to administer and less competitive platforms
• The possible elimination of some network components, meaning fewer points of failure
• The enablement of data analytics consolidation through DB2 Analytics Accelerator
• The benefits of zEnterprise performance, scalability, and reliability combined with the accelerated performance of DB2 Analytics Accelerator
• The use of DB2 Analytics Accelerator to improve analysis workload performance, rather than requiring additional zEnterprise Integrated Information Processors to support the consolidated data warehouse environment

**Speed existing queries to meet LOB or SLA requirements**

This profile describes an organization that has already created their data warehouse on zEnterprise. The warehouse contains historical data and coexists with many of their operational applications. The organization wants to improve the performance of their existing BI and analytic workload.

Organizational challenges may include:

• Difficulty in extending the use of operational data for business analysis, embedding operational analytics in other applications or daily business intelligence reporting.
• Long-running DB2 for z/OS queries. These queries may be executed from a business intelligence environment and provide important business information. Currently, the queries must be scheduled in batch processes overnight so that they do not affect corporate users during the day. However, the overnight schedules could mean that information is not available in a timely manner or that the full potential of having this information for other business processes is not realized.
• Forgotten queries, which due to performance issues are no longer executed. Some of these queries may have already been through exhaustive tuning efforts without success. If they were able to run successfully in a timely manner, the results could provide important decision-making information.
• Performance challenges with complex and ad hoc queries. Users, when building ad hoc queries through BI tools, may not realize the impact of their ad hoc querying.

The benefits of query acceleration using DB2 Analytics Accelerator for this organization include:
• Query performance and execution time of individual queries or overall workloads could be improved significantly, freeing up millions of instructions per second (MIPS) and storage space, therefore reducing processing cost.
• The ability to execute queries that were either forgotten or blocked previously by the administrator due to performance issues.
• Increased organization agility by being able to more rapidly respond with immediate, accurate information and deliver new insights to business users.
• Reporting is consolidated on zEnterprise to where the majority of the data being analyzed lives, while retaining zEnterprise security and reliability.

### Program number

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### Offering Information

Product information is available via the Offering Information website

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

### Publications

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 US) 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.

One copy of the following publications is supplied automatically with the basic machine-readable material.

The following publications are English only, except as noted.

DB2 Analytics Accelerator for z/OS, V4.1

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<tr>
<td>GH12-7036</td>
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The following product publications are available at the IBM Publications Center portal at

http://www.ibm.com/shop/publications/order
IBM DB2 Analytics Accelerator for z/OS, V4.1

**Form number Document**

GI19-5012     - Program Directory
SH12-7037     - Quick Start Guide (English, French, and Japanese)
GH12-7041     - Getting Started
SH12-7038     - Installation Guide
SH12-7039     - Stored Procedures Reference
SH12-7040     - User’s Guide

For additional publications, visit

http://www.ibm.com/software/data/db2/zos/analytics-accelerator

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**Technical information**

**Specified operating environment**

IBM DB2 Analytics Accelerator for z/OS, V4.1 consists of the following components:

- IBM DB2 Analytics Accelerator for z/OS software that is preinstalled on your IBM PureData System for Analytics by a service engineer.
- IBM DB2 Analytics Accelerator for z/OS stored procedures, which run on the attached System z®. The stored procedures are provided on tape and are installed via SMP/E (details are described below).
- The IBM DB2 Analytics Accelerator for z/OS administration client (GUI), called DB2 Analytics Accelerator Studio, which runs on a workstation attached to the System z. IBM DB2 Analytics Accelerator Studio is an IBM Data Studio plugin and has to be downloaded from an IBM Web Membership page.

For up to date information, refer to the DB2 Analytics Accelerator support page.

**Hardware requirements**

DB2 Analytics Accelerator for z/OS requires an appropriately sized IBM PureData System for Analytics.

The size is determined by the required performance given the amount of data, number of users, the complexity of queries, and their arrival rate. This drives the configuration of the IBM PureData System for Analytics.

For the latest Hardware requirements, refer to


**Software requirements**

The DB2 Analytics Accelerator for z/OS software requires:

- z/OS V1.11, or later
- DB2 V10.1 for z/OS, or later
- DB2 Utilities Suite for z/OS, V10.1, or later
- XML Toolkit for z/OS, V1.10, or later
- IBM Ported Tools for z/OS, V1.2.0, or later

For details and for additional information regarding hardware and software requirements, refer to


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
  

- Access the IBM Support Portal
  
  [http://ibm.com/support](http://ibm.com/support)

- Access the online Service Request tool
  

**Planning information**

**Packaging**

DB2 Analytics Accelerator for z/OS, V4.1:

- DB2 Analytics Accelerator for z/OS, V4.1 - 3590 Cartridge
- Softcopy License Information document (GH12-7036)

**Security, auditability, and control**

DB2 Analytics Accelerator for z/OS, V4.1 uses the security and auditability features of the host hardware or software. 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.

**Ordering information**

Consult your IBM representative.

**Charge metric**

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Processor Value Unit (PVU) Processor Value Unit (PVU) is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the PVU Table by processor vendor, brand, type, and model number) at the following website and the number of processors made available to the program.
IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip. A dual-core processor chip, for example, has two processor cores.

Instead of the entitlements required for the program directly, Licensee must obtain PVU entitlements for this program sufficient to cover the processor cores for the systems on which the resources managed or processed by the program reside.

For details on the PVU Entitlements needed for the prerequisite Netezza appliances, see the following web page:

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

**Supporting Programs details**

IBM InfoSphere Change Data Delivery for Netezza

-- Use Limitations: Use by Principal Program

"Use by Principal Program" means that the Supporting Program is provided exclusively for use by the Principal Program. Neither Licensee nor any application, program, or device is authorized to directly use or access the services of the Supporting Program except Licensee may access the Supporting Program to perform administrative functions for the Supporting Program such as backup, recovery, and authorized configuration.

**Basic license**

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.

Program name: DB2 Analytics Accelerator for z/OS, V4.1

Program PID: 5697-DAB

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Orderable supply ID: S017869

Language: English

Distribution medium: 3590 tape

Subscription and Support PID: 5697-SAA

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Orderable supply ID: S017322

Language: English

Distribution medium: Paper media
**Delivery services -- Custom QuickShip Program**

This product is eligible for the IBM Custom QuickShip Program.

Custom QuickShip combines flexible configurations with fast delivery. Customers and Business Partners are able to create product configuration of their choice by using a combination or stand-alone selection of hardware, software, and a menu of additional features, including the option for software preload. The inclusion of feature number 1748 will ensure Custom QuickShip delivery of the complete product configuration or stand-alone order.

The committed response time under Custom QuickShip is six business days from order acceptance by IBM to customer delivery.

**Customized Offerings**

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

All of these customized offerings are offered for Internet delivery in countries where Shopz 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 Shopz 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 include:

- 3590
- 3592

Most products can be ordered in ServerPac, SystemPac, FunctionPac, and ProductPac the month following their availability in CBPDO. z/OS can be ordered via CBPDO, ServerPac, and SystemPac at general availability. Many products will also be orderable in a Product ServerPac without also having to order the z/OS operating system or subsystem. Shopz and CFSW will determine the eligibility based on product requisite checking. For more details on the Product ServerPac, visit the Help section on the Shopz website at


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, FunctionPac and ProductPac 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.

**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)

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. 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.

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

**License Information form number**

License information form number: L-PGAA-98SG4M

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**Usage restriction**

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


**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.

**Volume orders (IVO)**
No

**Passport Advantage applies**
No

**Software Subscription and Support applies**
No. For operating system software, the revised IBM Operational Support Services - SoftwareXcel offering will provide support for those operating systems and associated products that are not available with the Software Subscription and Support (Software Maintenance) offering.

This will ensure total support coverage for your enterprise needs, including IBM and selected non-IBM products. For complete lists of products supported under both the current and revised offering, visit

http://www.ibm.com/services/sl/products

**System i® Software Maintenance applies**
No

**Variable charges apply**
No

**Educational allowance available**
Yes. When ordering through the program number process, a 15% education allowance applies to qualified education institution customers.

Education Software Allowance Program applies when ordering through the program number process.

**ESAP available**
Yes, to qualified customers.

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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.

IBM Electronic Services

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support all at no additional cost to you.

Now integrated into the base operating system of AIX® 5.3, AIX 6.1, and AIX 7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type "smitty esa_main", and select "Configure Electronic Service Agent." In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, refer to

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

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

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 24x7 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

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

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with the customer's IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, customers are able to see search results that apply specifically to their systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

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

Prices

For all local charges, contact your IBM representative.

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