



# IBM TRIRIGA V10.3 suite advances workplace reservation management features to help optimize facility space utilization

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## Overview

IBM® TRIRIGA® is an integrated workplace management system that can help increase an organization's ability to deliver greater business value through more streamlined business operations and environmental efficiencies.

IBM TRIRIGA V10.3 updates

IBM TRIRIGA Workplace Reservation Manager V10.3:

- Helps increase facility utilization
- Delivers workplace reservations for offices, workstations, and meeting rooms directly to employees through prebuilt integration with Microsoft™ Outlook, significantly reducing self-service user training

IBM TRIRIGA Real Estate Environmental Sustainability Manager V10.3:

- Simplifies greenhouse gas reporting with prebuilt integration for building management systems
- Delivers an integration framework to capture energy data from energy meters
- Can help reduce the cost of integration per building management system

IBM TRIRIGA CAD Integrator/Publisher V12.0:

- Streamlines user interface
- Is now translated into 15 national languages

The TRIRIGA V10.3 suite of business applications includes several products:

- IBM TRIRIGA Real Estate Manager
- IBM TRIRIGA Capital Project Manager
- IBM TRIRIGA Facility Manager
- IBM TRIRIGA Workplace Operations Manager
- IBM TRIRIGA Facility Assessment
- IBM TRIRIGA Real Estate Environmental Sustainability Manager

The TRIRIGA V10.3 suite of applications is built using the IBM TRIRIGA Application Builder V3.3.

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

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## Key prerequisites

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Refer to the [Hardware requirements](#) and [Software requirements](#) sections.

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## Planned availability date

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- December 14, 2012: Electronic download
- January 4, 2013: Physical media

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## Description

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IBM TRIRIGA V10.3 enhancements

Improvements in IBM TRIRIGA Reservation Manager V10.3 include a bidirectional integration with Microsoft Exchange and Microsoft Outlook to deliver end-user scheduling directly through Microsoft Outlook, including requests for related services and equipment. The software supports flexible workspace programs. The interactive graphic (web graphic) locator presents available locations. Utilization metrics analyze capacity and helps an enterprise increase utilization.

IBM TRIRIGA Real Estate Environmental Sustainability Manager V10.3:

- Designed to support updated global greenhouse gas reporting standards.
- Automates energy data collection for monthly energy logs through integration framework utilizing the data connect features of the IBM TRIRIGA Application Platform.

IBM TRIRIGA CAD Integrator/Publisher V12.0 enhancements

- The supported languages are the same as those supported by IBM TRIRIGA . These languages include English, French, Italian, Spanish, Brazilian Portuguese, German, Japanese, Dutch, Swedish, Chinese (Simplified and Traditional), Polish, Russian, Norwegian, Czech, and Hungarian.
- Process flow improvements make the program more intuitive and streamlined where possible.
- The new user interface is more straightforward and easier to navigate. CAD users no longer need to concern themselves with setup since an administrator takes care of configuration using IBM TRIRIGA Application Platform tools, where the application definitions are now in a centralized location on the server.

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### Section 508 of the US Rehabilitation Act

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A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) can be requested via IBM's website

[http://www-3.ibm.com/able/product\\_accessibility/index.html](http://www-3.ibm.com/able/product_accessibility/index.html)

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## Product positioning

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IBM TRIRIGA provides unique capabilities integral to the IBM Smarter Planet® and Smarter Infrastructure initiative. An important component of Tivoli's Integrated Service Management strategy is to provide software, systems, and expertise to manage infrastructure, people, and processes.

Fitting into this strategy, IBM TRIRIGA delivers an integrated workplace management system comprised of business applications including prebuilt performance metrics, business controls, and process automation to help simplify and accelerate the management of real estate and building infrastructure across their total lifecycle.

IBM TRIRIGA extends the management of the processes managed for real estate and facilities - from facility strategic planning, transaction management, and lease accounting, through capital project management, space management, facility maintenance management, and environmental and energy management to asset disposition.

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## Program number

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Program number	VRM	Program name
5725-F26	3.3	IBM TRIRIGA Application Platform
5725-F25	10.3	IBM TRIRIGA Portfolio Data Manager
5725-F45	12.0	IBM TRIRIGA CAD Integrator/Publisher

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## Education support

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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/>

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## Publications

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English and national language product manuals may be downloaded from the following websites.

For IBM TRIRIGA Application platform, refer to

<http://publib.boulder.ibm.com/infocenter/tivihelp/v49r1/topic/com.ibm.tap.doc/welcome.html>

For IBM TRIRIGA , refer to

<http://publib.boulder.ibm.com/infocenter/tivihelp/v49r1/topic/com.ibm.tri.doc/welcome.html>

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## Technical information

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### Specified operating environment

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#### **Hardware requirements**

##### **Client workstations**

- Hardware
  - 2 GHz, or higher Intel™, AMD CPU
  - 1 GB RAM
  - 75 GB (or greater) disk space
  - 100 Mbps NIC
  - 1024 x 768 (minimum) 1280 x 1024 (recommended) monitor resolution

##### **Application server**

- Hardware
  - Two to four dedicated processors
  - 4 GB RAM per processor
  - 50 GB (or greater) disk space for IBM TRIRIGA, the Java™, Web Server components and run-time temporary space

##### **Database Server**

- Two to four dedicated processors
- 4 GB RAM per processor
- 50 GB (or greater) disk space for database and data

#### **Software requirements**

##### **Client workstations**

Software:

- Microsoft Windows™ 7 (32 bit or 64 bit)
- Microsoft XP SP 3

##### **Application servers**

- Oracle WebLogic Server 12c
- Oracle WebLogic Server 11g Release 1
- JBoss 5.1
- WebSphere® Application Server V8.5
- WebSphere Application Server V8.0.0.2
- WebSphere Application Server V7.0.0.23 and future fix packs

##### **Database server**

- Oracle Database 11g Enterprise Edition Release 2 11.2.0.3.0
- Microsoft SQL Server Enterprise Edition 2012
- Microsoft SQL Server Enterprise Edition 2008 R2 SP1

##### **JDBC drivers**

- SourceForge JDBC Driver (jTDS 1.2.5)

**Note:** Only required if using Microsoft SQL Server database.

## **Product runtimes**

- Apache Xerces 2.9.1

**Note:** Only required when using WebLogic application server.

## **Operating systems**

### **IBM**

- IBM AIX® V6.1 for Power®
- IBM AIX V7.1 for Power

### **Hewlett Packard**

- HP-UX 11i v2 IA64 (32 bit or 64 bit)

### **Linux™**

- SUSE
  - SUSE Linux Enterprise Server (SLES) 10 x86 (32 bit)
  - SUSE Linux Enterprise Server (SLES) 10 x86 (64 bit)
  - SUSE Linux Enterprise Server (SLES) 10 on System z®
  - SUSE Linux Enterprise Server (SLES) 11 x86 (32 bit)
  - SUSE Linux Enterprise Server (SLES) 11 x86 (64 bit)
  - SUSE Linux Enterprise Server (SLES) 11 on System z
- Red Hat
  - Red Hat Enterprise Linux (RHEL) 4 AS/ES x86 (32 bit)
  - Red Hat Enterprise Linux (RHEL) 4 AS/ES x86 (64 bit)
  - Red Hat Enterprise Linux (RHEL) 5 Advanced Platform x86 (32 bit)
  - Red Hat Enterprise Linux (RHEL) 5 Advanced Platform x86 (64 bit)
  - Red Hat Enterprise Linux (RHEL) 5 Advanced Platform on System z
  - Red Hat Enterprise Linux (RHEL) Server 6 x86 (32 bit)
  - Red Hat Enterprise Linux (RHEL) Server 6 x86 (64 bit)
  - Red Hat Enterprise Linux (RHEL) Server 6 on System z

### **Sun Solaris**

- Solaris 11 x86 (64 bit)
- Solaris 11 SPARC (32 bit or 64 bit)
- Solaris 11 x86 (32 bit)
- Solaris 10 x86 (64 bit)
- Solaris 10 SPARC (32 bit or 64 bit)
- Solaris 10 x86 (32 bit)

### **Microsoft**

- Windows Server
  - 2008 Datacenter Edition x86 (64 bit)
  - 2008 R2 Service Pack 1 Enterprise Edition x86 (64 bit)
  - 2008 R2 Service Pack 1 Datacenter Edition x86 (64 bit)
  - 2008 Enterprise Edition x86 (64 bit)

- 2008 SP2 Enterprise Edition x86 (64 bit)
- 2008 Enterprise Edition x86 (32 bit)
- 2008 SP2 Datacenter Edition x86 (64 bit)
- 2008 SP2 Enterprise Edition x86 (32 bit)
- 2008 R2 Enterprise Edition x86 (64 bit)
- 2008 R2 Datacenter Edition x86 (64 bit)
- 2008 Datacenter Edition x86 (32 bit)
- 2008 SP2 Datacenter Edition x86 (32 bit)

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**

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#### ***Direct customer support***

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

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

#### ***Packaging***

The IBM TRIRIGA products are distributed with:

- License Information
- International Program License Agreement
- Quick Start Guide
- CD-ROMs or DVDs

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**

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IBM TRIRIGA product family uses the security and auditability features of IBM WebSphere Application Server. The customer is responsible for evaluation, selection,

and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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## Software Services

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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/>

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## Licensing metric definitions and pricing examples

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### Authorized User

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User given access to the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

### Concurrent User

Concurrent User is a unit of measure by which the program can be licensed. A Concurrent User is a person who is accessing the program at any particular point in time. Regardless of whether the person is simultaneously accessing the program multiple times, the person counts only as a single Concurrent User. The program may be installed on any number of computers or servers, but licensee must obtain entitlements for the maximum number of Concurrent Users simultaneously accessing the program. Licensee must obtain an entitlement for each simultaneous Concurrent User accessing the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means.

### 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.

### 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 typically 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 typically is no additional charge for this copy.

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

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

### **Pricing examples**

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IBM TRIRIGA Application Platform and the following core solutions are all licensed per Concurrent User:

- IBM TRIRIGA Real Estate Manager
- IBM TRIRIGA Facilities Manager
- IBM TRIRIGA Workplace Operations Manager
- IBM TRIRIGA Capital Projects Manager
- IBM TRIRIGA Portfolio Data Manager
- IBM TRIRIGA Real Estate Environmental Sustainability Manager

IBM TRIRIGA Workplace Performance Management Real Estate is used as a product add-on in combination with core product IBM TRIRIGA Real Estate Manager. This product add-on is licensed per Install only.

IBM TRIRIGA Workplace Performance Management Facilities and IBM TRIRIGA Strategic Facility Planning are used as product add-ons in combination with core product IBM TRIRIGA Facilities Manager. These product add-ons are licensed per Install only.

IBM TRIRIGA Workplace Performance Management Operations is used as a product add-on in combination with core product IBM TRIRIGA Workplace Operations Manager. This product add-on is licensed per Install only.

IBM TRIRIGA Facility Assessment is used as a product add-on in combination with core product IBM TRIRIGA Workplace Operations Manager. This product add-on is licensed per Concurrent User only.

IBM TRIRIGA Workplace Performance Management Projects is used as a product add-on in combination with core product IBM TRIRIGA Capital Projects Manager. This product add-on is licensed per Install only.

IBM TRIRIGA Real Estate Environmental Sustainability Impact Manager is used as a product add-on in combination with core product IBM TRIRIGA Real Estate Environmental Sustainability Manager. This product add-on is licensed per Install only.

IBM TRIRIGA Request Central is commonly used as a product combination add-on in combination with core products IBM TRIRIGA Facilities Manager and IBM TRIRIGA Workplace Operations Manager, but may be used as a product combination add-on



in combination with IBM TRIRIGA Real Estate Manager, IBM TRIRIGA Capital Projects Manager, and IBM TRIRIGA Portfolio Data Manager. IBM TRIRIGA Request Central is licensed per Concurrent User only.

IBM TRIRIGA Workplace Reservation Manager is commonly used as a product combination add-on in combination with core products IBM TRIRIGA Facilities Manager and IBM TRIRIGA Workplace Operations Manager, but may be used as a product combination add-on in combination with IBM TRIRIGA Real Estate Manager, IBM TRIRIGA Capital Projects Manager, and IBM TRIRIGA Portfolio Data Manager. IBM TRIRIGA Workplace Reservation manager is licensed per Install only.

IBM TRIRIGA Application Builder is used as a product add-on in combination with any of the core products: IBM TRIRIGA Real Estate Manager, IBM TRIRIGA Facilities Manager, IBM TRIRIGA Workplace Operations Manager, IBM TRIRIGA Capital Projects Manager, IBM TRIRIGA Portfolio Data Manager, and IBM TRIRIGA Real Estate Environmental Sustainability Manager. This product add-on is licensed per Authorized User only.

IBM TRIRIGA Connector for Offline Forms is licensed per Concurrent User only and is used as an adaptor to any of the core products: IBM TRIRIGA Real Estate Manager, IBM TRIRIGA Facilities Manager, IBM TRIRIGA Workplace Operations Manager, IBM TRIRIGA Capital Projects Manager, IBM TRIRIGA Portfolio Data Manager, and IBM TRIRIGA Real Estate Environmental Sustainability Manager.

IBM TRIRIGA CAD Integrator/Publisher is licensed per Authorized User only and is used as an adaptor to IBM TRIRIGA Facilities Manager.

IBM TRIRIGA Connector for Business Applications is licensed per Install only and is used as an adaptor to any of the core products: IBM TRIRIGA Real Estate Manager, IBM TRIRIGA Facilities Manager, IBM TRIRIGA Workplace Operations Manager, IBM TRIRIGA Capital Projects Manager, IBM TRIRIGA Portfolio Data Manager, and IBM TRIRIGA Real Estate Environmental Sustainability.

If a customer has one application server that handles traffic for real-time usage by the end user, one backup application server, one process server that handles asynchronous workload processing, and one backup process server, the following licensing scheme applies:

Pricing metric	Quantity in customer environment	License entitlements required
Installs	4	4

If a customer has 100 concurrent users who require access, the following licensing scheme applies:

Pricing metric	Quantity in customer environment	License entitlements required
Concurrent Users	100	100

If a customer has 100 authorized users who require access, the following licensing scheme applies:

Pricing metric	Quantity in customer environment	License entitlements required
Authorized Users	100	100

If a customer has 100 authorized and 100 concurrent users who require access, the following licensing scheme applies:

Pricing metric	Quantity in customer environment	License entitlements required

Authorized Users	100	100
Concurrent Users	100	100

SMART for IBM TRIRIGA Mobile Work Manager and SMART for IBM TRIRIGA Mobile Work Manager Lite are used as product add-ons in combination with the following core products: IBM TRIRIGA Real Estate Manager, IBM TRIRIGA Facilities Manager, IBM TRIRIGA Workplace Operations Manager, IBM TRIRIGA Capital Projects Manager, IBM TRIRIGA Portfolio Data Manager, and IBM TRIRIGA Real Estate Environmental Sustainability Manager. These product add-ons are licensed per Authorized User only.

Brava Enterprise Viewer for IBM TRIRIGA is used as a product add-on in combination with the following core products: IBM TRIRIGA Real Estate Manager, IBM TRIRIGA Facilities Manager, IBM TRIRIGA Workplace Operations Manager, IBM TRIRIGA Capital Projects Manager, IBM TRIRIGA Portfolio Data Manager, and IBM TRIRIGA Real Estate Environmental Sustainability Manager. This product add-on is licensed per Concurrent User only.

If a customer has one application server that handles traffic for real-time usage by the end user, one backup application server, one process server that handles asynchronous workload processing, and one backup process server, the following licensing scheme applies:

Pricing metric	Quantity in customer environment	License entitlements required
Installs	4	4

If a customer has 100 concurrent users who require access, the following licensing scheme applies:

Pricing metric	Quantity in customer environment	License entitlements required
Concurrent Users	100	100

If a customer has 100 authorized users who require access, the following licensing scheme applies:

Pricing metric	Quantity in customer environment	License entitlements required
Authorized Users	100	100

If a customer has 100 authorized and 100 concurrent users who require access, the following licensing scheme applies:

Pricing metric	Quantity in customer environment	License entitlements required
Authorized Users	100	100
Concurrent Users	100	100

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## 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.ibm.com/partnerworld/page/svp\\_authorized\\_portfolio](http://www.ibm.com/partnerworld/page/svp_authorized_portfolio)

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, visit

<http://www.ibm.com/partnerworld/wps/bplocator/>

Product group: TRIRIGA Portfolio  
Product name: IBM TRIRIGA Portfolio Data Manager  
Product category: TRIRIGA Portfolio

Product group: TRIRIGA Portfolio  
Product name: IBM TRIRIGA CAD Integrator/Publisher  
Product category: TRIRIGA Portfolio

Product group: TRIRIGA Platform  
Product name: IBM TRIRIGA Application Platform  
Product category: TRIRIGA Platform

### **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.

### **IBM TRIRIGA Portfolio Data Manager V10.3 (5725-F25)**

IBM TRIRIGA Portfolio Data Manager V10.3  
entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF16SB01	Tri Partner FCT
TRIGAF17SB01	Tri Portfolio Data Mgr CU FCT
TRIGAW13SB01	Tri Portfolio Data Mgr CU

Media pack description	Part number
IBM TRIRIGA Portfolio Data Manager V10.3 Multiplatform Multilingual Media Pack	BN01TML

IBM TRIRIGA Real Estate Manager V10.3  
entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF16SB01	Tri Partner FCT
TRIGAF20SB01	Tri Real Estate Mgr CU FCT
TRIGAW16SB01	Tri Real Estate Mgr CU

Media pack description	Part number
IBM TRIRIGA Real Estate Manager V10.3 Multiplatform Multilingual Media Pack	BN01UML

IBM TRIRIGA Workplace Performance Management Real Estate V10.3  
entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF16SB01	Tri Partner FCT
TRIGAF29SB01	Tri WPM® RE Install FCT
TRIGAF29SB03	Tri WPM RE Lg Inst FCT
TRIGAF29SB04	Tri WPM RE Sm Inst FCT
TRIGAW25SB01	Tri WPM RE Install
TRIGAF29SB02	Tri WPM RE Install Non-Prod FCT
TRIGAW25SB02	Tri WPM RE Install Non-Prod

Media pack description	Part number
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IBM TRIRIGA Workplace Performance Management Real Estate V10.3 Multipatform Multilingual Media Pack BN01ZML

IBM TRIRIGA Facilities Manager V10.3 entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF10SB01	Tri Facilities Mgr CU FCT
TRIGAF16SB01	Tri Partner FCT
TRIGAW09SB01	Tri Facilities Mgr CU

Media pack description	Part number
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IBM TRIRIGA Facilities Manager V10.3 Multipatform Multilingual Media Pack	BN020ML
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IBM TRIRIGA Workplace Performance Management Facilities V10.3 entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF16SB01	Tri Partner FCT
TRIGAF26SB02	Tri WPM Fac Lg Inst FCT
TRIGAF26SB03	Tri WPM Fac Sm Inst FCT
TRIGAF26SB04	Tri WPM Facilities Inst FCT
TRIGAW22SB02	Tri WPM Facilities Inst
TRIGAF26SB01	Tri WPM Fac Inst Non-Prod FCT
TRIGAW22SB01	Tri WPM Facilities Inst Non-Prod

Media pack description	Part number
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IBM TRIRIGA Workplace Performance Management Facilities V10.3 Multipatform Multilingual Media Pack	BN021ML
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IBM TRIRIGA Workplace Operations Manager V10.3 entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF16SB01	Tri Partner FCT
TRIGAF24SB01	Tri Workplace Operations Mgr CU FCT
TRIGAW20SB01	Tri Workplace Operations Mgr CU

Media pack description	Part number
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IBM TRIRIGA Workplace Operations Manager V10.3 Multipatform Multilingual Media Pack	BN022ML
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IBM TRIRIGA Workplace Performance Management Operations V10.3 entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF16SB01	Tri Partner FCT
TRIGAF27SB02	Tri WPM Operations Inst FCT
TRIGAF27SB03	Tri WPM Opps Lg Inst FCT
TRIGAF27SB04	Tri WPM Opps Sm Inst FCT
TRIGAW23SB01	Tri WPM Operations Inst
TRIGAF27SB01	Tri WPM for Ops Inst Non-Prod FCT
TRIGAW23SB02	Tri WPM for Ops Inst Non-Prod

Media pack description	Part number
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IBM TRIRIGA Workplace Performance Management Operations V10.3 Multipatform Multilingual Media Pack	BN028ML
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IBM TRIRIGA Capital Projects Manager V10.3

entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF04SB01	Tri Capital Projects Manager CU FCT
TRIGAF16SB01	Tri Partner FCT
TRIGAW04SB01	Tri Capital Projects Manager CU

Media pack description	Part number
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IBM TRIRIGA Capital Projects Manager V10.3 Multiplatform Multilingual Media Pack	BN029ML
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IBM TRIRIGA Workplace Performance Management Projects V10.3  
entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF16SB01	Tri Partner FCT
TRIGAF28SB01	Tri WPM Projects Inst FCT
TRIGAF28SB03	Tri WPM Projects Lg Inst FCT
TRIGAF28SB04	Tri WPM Projects Sm Inst FCT
TRIGAW24SB01	Tri WPM Projects Inst
TRIGAF28SB02	Tri WPM Projects Inst Non-Prod FCT
TRIGAW24SB02	Tri WPM Projects Inst Non-Prod

Media pack description	Part number
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IBM TRIRIGA Workplace Performance Management Projects V10.3 Multiplatform Multilingual Media Pack	BN02AML
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IBM TRIRIGA Strategic Facility Planning V10.3  
entitled maintenance offering descriptions

Sub ID number	Sub ID description
TRIGAF16SB01	Tri Partner FCT
TRIGAF22SB02	Tri Strat Fac Plan Lg Inst FCT
TRIGAF22SB03	Tri Strat Fac plan Sm Inst FCT
TRIGAF22SB04	Tri Strat Fac Planning Inst FCT
TRIGAW18SB02	Tri Strat Facility Planning Inst
TRIGAF22SB01	Tri Strat Fac Pl Non-Prod Inst FCT
TRIGAW18SB01	Tri Strat Fac Plan Inst Non-Prod

Media pack description	Part number
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IBM TRIRIGA Strategic Facility Planning V10.3 Multiplatform Multilingual Media Pack	BN02BML
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IBM TRIRIGA Facility Assessment V10.3  
entitled maintenance offering descriptions

Sub ID number	Sub ID description
TRIGAF09SB01	Tri Facility Assessment CU FCT
TRIGAF16SB01	Tri Partner FCT
TRIGAW08SB01	Tri Facility Assessment CU

Media pack description	Part number
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IBM TRIRIGA Facility Assessment V10.3 Multiplatform Multilingual Media Pack	BN023ML
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IBM TRIRIGA Real Estate Environment Sustainability Impact  
Manager V10.3 entitled maintenance offering descriptions

Sub ID number	Sub ID description
TRIGAF16SB01	Tri Facility Assessment CU FCT

TRIGAF18SB02	Tri RE Envir Sustain Impt Mgr IsFCT
TRIGAF18SB03	Tri RE Envir Sustain Imp MgrLCntFCT
TRIGAW14SB02	Tri RE Envir Sust Impact Inst
TRIGAF18SB01	Tri RE Envir Sust ImpMgr NP InstFCT
TRIGAW14SB01	Tri RE Env Sust Imp Inst Non-Prod

Media pack description	Part number
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IBM TRIRIGA Real Estate Environment Sustainability Impact Manager v10.3 Multiplatform Multilingual Media Pack BN024ML

IBM TRIRIGA Workplace Reservation Manager v10.3 entitled maintenance offering descriptions

Sub ID number	Sub ID description
TRIGAF16SB01	Tri Partner FCT
TRIGAF25SB01	Tri WP Reservat Mgr Auth User FCT
TRIGAW21SB01	Tri WP Reservation Mgr Auth User
TRIGAW21SB02	TRIRIGA Wkplc Rsrvt Mgr per Instl
TRIGAF25SB02	TRIRIGA WRM FCT per Instl
TRIGAW21SB03	TRIRIGA WRM for Non-Prdtn per Inst
TRIGAF25SB03	TRIRIGA WRM for Non-Pdn FCT per Ins

Media pack description	Part number
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IBM TRIRIGA Workplace Reservation Manager v10.3 Multiplatform Multilingual Media Pack BN025ML

IBM TRIRIGA Request Central v10.3 entitled maintenance offering descriptions

Sub ID number	Sub ID description
TRIGAF16SB01	Tri Partner FCT
TRIGAF21SB01	Tri Request Central Conc User FCT
TRIGAW17SB01	Tri Request Central Conc User

Media pack description	Part number
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IBM TRIRIGA Request Central v10.3 Multiplatform Multilingual Media Pack BN026ML

IBM TRIRIGA Real Estate Environmental Sustainability Manager v10.3 entitled maintenance offering descriptions

Sub ID number	Sub ID description
TRIGAF16SB01	Tri Partner FCT
TRIGAF19SB01	Tri RE Environ Sust Mgr CU FCT
TRIGAW15SB01	Tri RE Environ Sust Mgr CU

Media pack description	Part number
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IBM TRIRIGA Real Estate Environmental Sustainability Manager v10.3 Multiplatform Multilingual Media Pack BN027ML

**IBM TRIRIGA Platform V3.3 (5725-F26)**

IBM TRIRIGA Application Platform v3.3 entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF02SB01	Tri Application Platform CU FCT
TRIGAF16SB01	Tri Partner FCT
TRIGAW02SB01	Tri Application Platform CU

Media pack description	Part number
IBM TRIRIGA Application Platform V3.3 Multiplatform Multilingual Media Pack	BN01VML

IBM TRIRIGA Connector for Business Application V3.3  
entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF07SB01	Tri Conn for Bus App Non-Pr Ins FCT
TRIGAF07SB02	Tri Conn for Bus Apps Inst FCT
TRIGAF16SB01	Tri Partner FCT
TRIGAW07SB01	Tri Conn for Bus Apps Inst
TRIGAW07SB02	Tri Conn for Bus Apps Inst Non-Prod

Media pack description	Part number
IBM TRIRIGA Connector for Business Application V3.3 Multiplatform Multilingual Media pack	BN02CML

IBM TRIRIGA Connector for Offline Forms V3.3  
entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF15SB01	Tri Offline Forms CU FCT
TRIGAF16SB01	Tri Partner FCT
TRIGAW12SB01	Tri Offline Forms CU

Media pack description	Part number
IBM TRIRIGA Connector for Offline Forms V3.3 Multiplatform Multilingual Media Pack	BN01WML

IBM TRIRIGA Application Builder V3.3  
entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF01SB01	Tri Application Build Auth User FCT
TRIGAF16SB01	Tri Partner FCT
TRIGAW01SB01	Tri Application Builder Auth User

Media pack description	Part number
IBM TRIRIGA Application Builder V3.3 Multiplatform Multilingual Media Pack	BN01XML

### **IBM TRIRIGA CAD Integrator/Publisher V12**

IBM TRIRIGA CAD Integrator/Publisher V12  
entitled maintenance offerings description

Sub ID number	Sub ID description
TRIGAF03SB01	Tri CAD Int/Pub Auth User FCT
TRIGAF16SB01	Tri Partner FCT
TRIGAW03SB01	Tri CAD Int/Pub Auth User

Media pack description	Part number
IBM TRIRIGA CAD Integrator/Publisher V12 Multiplatform Multilingual Media Pack	BN01YML

## Current licensees

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Current licensees, with support in effect, will receive instructions on how to order this update.

## New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

## Basic license

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### 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 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 SW S&S.

The quantity to be specified for these Passport Advantage part numbers in the following table are per Install. To order for Passport Advantage, specify the desired part number and quantity.

Program number	Program name
5725-F25	IBM TRIRIGA Portfolio Data Manager
Part number	Description
D0V3XLL	IBM TRIRIGA Workplace Reservation Manager per Install Lic + SW S&S 12 Mo
E0F44LL	IBM TRIRIGA Workplace Reservation Manager per Install Annual SW S&S Rnw1
D0V3YLL	IBM TRIRIGA Workplace Reservation Manager per Install SW S&S Reinstate 12 Mo
D0V4ELL	IBM TRIRIGA Workplace Reservation Manager Non Production Environment per Install Lic + SW S&S 12 Mo
E0F47LL	IBM TRIRIGA Workplace Reservation Manager Non Production Environment per Install Annual SW S&S Rnw1
D0V4FLL	IBM TRIRIGA Workplace Reservation Manager Non Production Environment per Install SW S&S Reinstate 12 Mo

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

Program number	Program name
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5725-F25 IBM TRIRIGA Portfolio Data Manager

Part number Description

BN01TML IBM TRIRIGA Portfolio Data Manager V 10.3 Multiplatform Multilingual Media Pack

BN01UML IBM TRIRIGA Real Estate Manager V10.3 Multiplatform Multilingual Media Pack

BN01ZML IBM TRIRIGA Workplace Performance Management Real Estate V10.3 Multiplatform Multilingual Media Pack

BN020ML IBM TRIRIGA Facilities Manager V10.3 Multiplatform Multilingual Media Pack

BN021ML IBM TRIRIGA workplace Performance Management Facilities V10.3 Multiplatform Multilingual Media Pack

BN022ML IBM TRIRIGA workplace Operations Manager V10.3 Multiplatform Multilingual Media Pack

BN028ML IBM TRIRIGA workplace Performance Management Operations V10.3 Multiplatform Multilingual Media Pack

BN029ML IBM TRIRIGA Capital Projects Manager V10.3 Multiplatform Multilingual Media Pack

BN02AML IBM TRIRIGA workplace Performance Management Projects V10.3 Multiplatform Multilingual Media Pack

BN02BML IBM TRIRIGA Strategic Facility Planning V10.3 Multiplatform Multilingual Media Pack

BN023ML IBM TRIRIGA Facility Assessment V10.3 Multiplatform Multilingual Media Pack

BN024ML IBM TRIRIGA Real Estate Environmental Sustainability Impact Manager V10.3 Multiplatform Multilingual Media Pack

BN025ML IBM TRIRIGA Workplace Reservation Manager V10.3 Multiplatform Multilingual Media Pack

BN026ML IBM TRIRIGA Request Central V10.3 Multiplatform Multilingual Media Pack

BN027ML IBM TRIRIGA Real Estate Environmental Sustainability Manager V10.3 Multiplatform Multilingual Media Pack

Program number Program name

5725-F26 IBM TRIRIGA Platform V3.3

Part number Description

BN01VML IBM TRIRIGA Application Platform V3.3 Multiplatform Multilingual Media Pack

BN01WML IBM TRIRIGA Connector for Offline Forms V3.3 Multiplatform Multilingual Media Pack

BN01XML IBM TRIRIGA Application Builder V3.3 Multiplatform Multilingual Media Pack

BN02CML IBM TRIRIGA Connector for Business Application V3.3 Multiplatform Multilingual Media pack

Program number Program name

5725-F45 IBM TRIRIGA CAD Integrator/Publisher

Part number	Description
BN01YML	IBM TRIRIGA CAD Integrator/Publisher V12 Multiplatform Multilingual Media Pack

The IBM TRIRIGA programs are also available, via Web download, from Passport Advantage .

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## Terms and conditions

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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.

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

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### ***License Information form number***

- L-JDOE-8YZKQ4 - IBM TRIRIGA Portfolio Data Manager V10.3
- L-JDOE-8YZLFL - IBM TRIRIGA CAD Integrator/Publisher V12.0
- L-JDOE-8YZL6A - IBM TRIRIGA Application Platform V3.3

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.

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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>

#### ***Usage restriction***

Yes

#### ***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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<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.

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## **Statement of good security practices**

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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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## **IBM Electronic Services**

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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 V5.3, AIX V6.1, and AIX V7.1, 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

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**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 .

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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

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## Prices

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### Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Software ValueNet® . Additional information is also available at

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Information on charges is available at website

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

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

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

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## Order now

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

For IBM representative: [callserv@ca.ibm.com](mailto:callserv@ca.ibm.com)

For IBM Business Partner: [pwswna@us.ibm.com](mailto:pwswna@us.ibm.com)

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Reference: YE001

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