



# IBM Intelligent Operation on Cloud delivers new pricing user chargeable components to create new opportunities for innovation and business value

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## At a glance

IBM® Intelligent Operations Center user-based, component codes distinguish users who are based on roles and responsibilities. The offering allows granular control, so users may use certain capabilities based on their needs. Clients can better garner value from IBM Intelligent Operations Center software and also bolster security by controlling access to functions based on the roles of users.

- New user types can help capture value from, and align with, the IBM Intelligent operations center family of products, based on the specific roles and needs of different users and stakeholders in the organization.
- IBM Intelligent Operations center on IBM SmartCloud™, is a customizable component based on concurrent users and eligible participants for premium, standard, and consumer user.

## Overview

IBM Intelligent Operation on Cloud is a Software as a Service (SaaS) offering designed to help optimize operations and create new opportunities for innovation and business value by delivering insight into large complex operations. It uses advanced data management, visualization, correlation, and collaboration technologies to transform the vast amounts of disparate data received from various data channels, assets, systems, and stakeholders into actionable information that can guide executive and operational decisions.

IBM Intelligent Operations Center is a new customizable solution designed to improve the ability of the offering to deliver an advanced level of situational awareness, event and incident management, informed decision making, and collaboration among stakeholders. The component is offered with three chargeable options:

- IBM Intelligent Operations Center Premium User on IBM SmartCloud
- IBM Intelligent Operations Center Standard User on IBM SmartCloud
- IBM Intelligent Operations Center Consumer User on IBM SmartCloud

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## Key prerequisites

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

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## Planned availability date

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January 8, 2013

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## Description

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New user types help clients better capture value from Intelligent Operations Center offerings. Each user type is designed to provide access to a specific set of capabilities for user types based on their roles and needs. For example, users may be supervisors or executives, operators, consumers, or citizens. Each type of user interacts with the solution in different ways, by requiring different insight and information. These user-based components are designed to align with user requirements and deliver value specific to these needs.

Intelligent Operations Center on Cloud enables city operations managers to monitor services and operations to help facilitate insightful decision making. This helps to provide effective, event response management and coordination, from operational to critical events. The use of predictive analytics for early problem resolution and real-time optimized service delivery is a key function of this version.

Intelligent Operations Center on Cloud is a SaaS offering designed to address these challenges for Smarter Cities® offerings by processing data and event information from individual departments. The service is hosted by IBM and can be integrated with disparate city systems to provide an integrated view of city operations.

With Intelligent Operations Center on Cloud, provisioning and on-boarding are streamlined. Value can be derived from the service much more quickly than a traditional, on-premise installation. Connection to the service is as easy as accessing the Internet through a browser, and it can be accessed from anywhere. With lower initial costs and lower long term overhead, the city's limited budget and resources are freed to focus on additional value-added services.

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### New user types

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New user types are introduced to help clients better capture value from Intelligent Operations center SaaS offerings. Each user type is designed to provide access to a specific set of capabilities for a specific type of user, based on their role and needs. For example, users can be supervisors or executives, operators, consumers, or citizens. Each type of user interacts with the offering in different ways and needs different insight and information from the offering. The user-based components are designed to align with, and deliver value, specific to these needs.

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### Advantages of the IBM SaaS model

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On-premise installations require resources from IT departments, which need to understand the details of the offering components, manage those components, and provide ongoing maintenance of operating system and software patches, fixes, and upgrades. In a SaaS model, such challenges are reduced or eliminated. IBM Intelligent Operations Center on Cloud is hosted and managed by IBM. Clients subscribe to the service and access it through the Internet. This means they are not required to purchase and provision new hardware or worry about ongoing operating system and software maintenance.

## Description of user roles

### Premium User

Premium Users are those who interact with the advanced functions of the software program that include, but not limited to, implementing business process changes, setting rules and thresholds, and defining metrics and hierarchies thereof. For authorized functions, refer to the **User Definition Table**.

**Note:** Some administrative restrictions apply for IBM Intelligent Operations Center Premium User on IBM SmartCloud . Refer to the IBM SaaS Terms of Use information in the [Terms and conditions](#) section.

### Standard User

Standard Users are those who do not need advanced capability access to all of the advanced functions of the software program but need access only to certain functions. For authorized functions, refer to the **User Definition Table** .

Administrative personnel must ensure that these restrictions are in place for Standard Users per the IBM SaaS Terms of Use.

### Consumer User

**Eligible Participant** is a unit of measure used by the IBM SaaS provider to count the quantity of consumer users. Each individual or entity eligible to participate in any service delivery program managed or tracked by IBM SaaS is an Eligible Participant. Sufficient entitlements must be obtained to cover all Eligible Participants managed or tracked within the IBM SaaS during the measurement period specified in Customer's Proof of Entitlement (PoE) or Transaction Document.

**Consumer Users** are those who interact indirectly with the core IBM Intelligent Operations center software. For example, citizens or households that report a problem outage via a website, or provide an observation or complaint are typical Consumer Users. This input is collected, analyzed, and correlated by the Intelligent Operations Center software to generate a meaningful output or insight.

Consumer Users are limited to performing a prescribed set of functions. These functions are uniquely defined for each Consumer User application. Clients must purchase at least one Premium User license before using Consumer User functions.

### User definition table

The user-function matrix shows a detailed view of the product functions that the Premium and Standard user categories are authorized to use. The term **Y** indicates "permitted to use" and a blank space indicates "not permitted to use".

Note: **Consumer User** functions are uniquely defined for each Consumer User application. These functions are not shown in the User definition table.

Capability	Premium User	Standard User
Visualization workflows, standard operating procedures (SOPs)	Y	Y
- Creating	Y	
- Modifying	Y	
- Tracking	Y	Y
Collaboration (All use cases)	Y	Y
Alerts and events		
Create new, modify	Y	Y
Create thresholds	Y	
Modify events	Y	
Escalate, close incidents	Y	Y

Analytics and optimization			
Create and modify own	Y		
Run analytic modules	Y		
Key performance indicators			
Creation	Y		
Modification	Y		
Tracking	Y	Y	
Geographic information systems (GIS)			
Updating			
Configuration, layers	Y		
Reports			
Creation custom	Y	Y	
Administrative functions			
User configuration	Y	Y	
User interface (UI) changes	Y		
Add, remove pages	Y		
Update semantic model	Y		

### Accessibility by people with disabilities

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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](http://www.ibm.com/able/product_accessibility/index.html)

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## Product positioning

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Intelligent Operations Center is just one of the IBM Smarter Cities solutions designed to make cities and government operate more effectively and efficiently -- essentially smarter.

IBM offers a suite of Smarter Cities and government solutions that can help cities and government agencies:

- Integrate information from disparate, instrumented systems.
- Create an intelligent, interconnected environment that encourages collaboration.
- Enhance efficiencies.
- Foster effective decision making.

IBM can help cities optimize individual departments. This includes buildings, emergency management, energy, operations, public safety, transportation and water, while facilitating seamless cross-departmental integration.

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## Reference information

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For information on IBM Intelligent Operation Center V1.5.0, refer to Software Announcement [212-250](#), dated July 3, 2012.

For information about IBM Intelligent Operations Center for Cloud, refer to Software Announcement [211-286](#), dated July 26, 2011.

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## Availability of national languages

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The following national languages are supported:

Description	Language	Availability date
Intelligent Operations Center on Cloud	Multilingual Arabic Chinese Simplified, Chinese Traditional, English, French, German Italian, Japanese Korean, Spanish Portuguese Brazilian	January 8, 2013

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## Program number

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Program number	Program name
5725-D72	IBM Intelligent Operations Center on Cloud

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## Additional information

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### IBM SmartCloud Data Center locations

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- Boulder, Colorado, USA
- Einhigen, Germany
- Raleigh, North Carolina, USA
- Singapore, Republic of Singapore
- Toronto, Canada
- Tokyo, Japan

### Customization toolkit

IBM Intelligent Operations Center on Cloud provides a toolkit to be used to customize features such as data integrations and KPIs. The toolkit must be downloaded and deployed to a local workstation. Customizations can be uploaded and deployed to Intelligent Operations Center on Cloud via a service requests. Instructions are included in the welcome package and provided with initial subscription to the service.

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## Education support

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The IBM Software Training team offers a separate portfolio of education services to help customers and IBM Business Partners successfully deploy the IBM Intelligent Operations Center offering to achieve the maximum benefit. Education is a key component to ensuring software success.

IBM curriculum provides a unique training value built on exclusive product knowledge direct from IBM developers cemented with expert instructors and flexible time and cost saving training options. The IBM Software Training team works closely with product developers and services organizations to ensure that the courses we offer provide the most up-to-the-minute technical and product information.

IBM Software Training provides training for the entire IBM software portfolio that spans the spectrum of skills needs from introductory product overviews to advanced offerings. Hands-on labs let you work with fully functional versions of the software to round out your training experience.

Several training options are available. They include instructor-led, classroom offerings, virtual (online) classes, and self-paced training that lets you train from your office.

For course descriptions, locations, and availability dates, visit

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

Select "Training search - global" and search for "Intelligent Operations Center" or call 800-IBMTEACH (800-426-8322).

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## Offering Information

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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>

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## Publications

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A welcome package is included with the service. The Intelligent Operations Center information center provides an exhaustive set of product documentation. The information center is available at

<http://pic.dhe.ibm.com/infocenter/cities/v1r5m0/index.jsp>

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## Technical information

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### Specified operating environment

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#### **Hardware requirements**

Each client accessing the IBM Intelligent Operations Center on Cloud must meet the following hardware requirements:

- A monitor with a minimum of 1280 by 800 resolution
- A workstation with a minimum of 2 GB of memory
- Network access with sufficient bandwidth for complex web client generation and continuous data updates

#### **Software requirements**

An Internet connection is required.

Each client accessing the IBM Intelligent Operations Center on Cloud must be installed with one of the following browsers with JavaScript™ enabled:

- Microsoft™ Internet Explorer 8 or 9 (32-bit only)
- Mozilla Firefox 10 ESR

Program specifications and specified operating environment information are available at the IBM Intelligent Operations Center information center. Visit

<http://pic.dhe.ibm.com/infocenter/cities/v1r5m0/index.jsp>

Documentation and other program content may be supplied only in the English language.

To display map-based information, IBM Intelligent Operations Center on Cloud requires a connection to a geographic information system (GIS). Consult the product documentation for supported GIS systems. If a GIS system in use is not on the list, please contact your IBM representative to determine if the system of interest can be supported.

To utilize the service request, resource, and asset management features hosted on IBM SmartCloud , Intelligent Operations Center on Cloud requires the purchase of the IBM Tivoli® Live - service manager service offering.

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.

### ***Limitations***

Refer to the Terms of Use document available on the IBM SaaS Terms of Use website at

<http://www.ibm.com/software/sla/sladb.nsf/sla/tou>

### **Planning information**

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#### ***Packaging***

This product is offered as SaaS, accessed remotely over an Internet connection.

#### ***Security, auditability, and control***

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IBM Intelligent Operations Center on Cloud provides the security and auditability features necessary for remotely accessible software. 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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## Ordering information

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

Product Group: Smarter Physical Infrastructure

Product identifier	Product identifier description
5725-D72	IBM Intelligent Operations Center on Cloud

Product Category: Industry Solutions

### Charge metric

Program name	Part number or PID number	Charge metric
IBM Intelligent Operations Center on Cloud	5725-D72	
IBM Intelligent Operations Center Premium User on IBM SmartCloud		Concurrent user
IBM Intelligent Operations Center Standard User on IBM SmartCloud (a minimum of 3 users are required)		Concurrent user
IBM Intelligent Operations Center Consumer User on IBM SmartCloud		1000 Eligible Participants

### 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.

**Note:** Some programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

Program name and description	Part number
IBM Intelligent Operations Center Premium User on IBM SmartCloud	
- per Concurrent User per Month	D0L68LL
- per Concurrent User Partial Month Charge	D0L67LL
IBM Intelligent Operations Center Standard User on IBM SmartCloud	
- per Concurrent user per Month	D0WHNLL
- per CUNone Daily Fee partial Month	D0WHPLL
IBM Intelligent Operations Center Consumer User on IBM SmartCloud	
- per 1000 Eligible Participants per Month	D0WHLLL
- per CuNone Daily Fee partial Month	D0WHMLL

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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 Passport Advantage Agreement, and the IBM SaaS Terms of Use Agreement.

This product is only available via Passport Advantage .

### ***Subscription***

This offering requires a customer-signed IBM International Passport Agreement and IBM SaaS Terms of Use Agreement. The Terms of Use agreement that outlines the terms of this offering. Part number products only, offered outside of Passport Advantage , where applicable, are license only and do not include Software Maintenance.

### ***Technical support***

is included with subscriptions purchased through Passport Advantage and Passport Advantage Express® and is provided for this IBM SaaS offering during the Subscription Period as set forth in the Terms of Use Agreement.

Technical support is included with the IBM SaaS and is not available as a separate offering.

### ***Terms of Use***

The service Terms of Use documents are available on the IBM Software as a Service Terms of Use website:

<http://www.ibm.com/software/sla/sladb.nsf/sla/tou>

### ***Limited warranty applies***

No

### ***Money-back guarantee***

No

### ***Other terms***

### ***Volume orders (IVO)***

No

### ***Passport Advantage applies***

Yes, and through the Passport Advantage website at

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

### ***Software Subscription and Support applies***

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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**Prices**

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For additional information and current prices, contact your local IBM representative.

**IBM Global Financing**

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IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit

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

IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

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For more financing information, visit

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

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