Cloud Service withdrawal and access discontinuance:
IBM z Operational Insights

Table of contents
1 Product withdrawal 2 Replacement program information
1 Part number withdrawal

Product withdrawal

Effective October 19, 2017, IBM\textsuperscript{\textregistered} will withdraw from marketing program and features licensed under the IBM Cloud Services Agreement:

<table>
<thead>
<tr>
<th>Product identifier number</th>
<th>Product name</th>
<th>Withdrawal date</th>
</tr>
</thead>
<tbody>
<tr>
<td>5725-U56</td>
<td>IBM z\textsuperscript{\texttrademark} Operational Insights</td>
<td>October 19, 2017</td>
</tr>
</tbody>
</table>

Access to this service will be discontinued effective December 19, 2017. You will continue to receive support in accordance with the applicable IBM agreement, until the effective discontinuance of service date.

Statement of general direction - withdrawal


IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion. Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remain at our sole discretion.

Part number withdrawal

Effective October 19, 2017, IBM will withdraw from marketing the following part numbers from IBM z Operational Insights (5725-U56) as subscribed to under the applicable IBM agreement:

<table>
<thead>
<tr>
<th>Part name and description</th>
<th>Part number</th>
<th>Charge metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM z Operational Insights -CICS\textsuperscript{\textregistered} Essentials Pack Authorized User per Month</td>
<td>D1Q0MLL</td>
<td>Authorized User</td>
</tr>
<tr>
<td>IBM z Operational Insights - Managed Data Entry Gigabyte per Month</td>
<td>D1SCVLL</td>
<td>Gigabyte</td>
</tr>
</tbody>
</table>

On or after the effective date of withdrawal, you can no longer subscribe to these part numbers.
Replacement program information

None

Reference information

For more details of product information for IBM z Operational Insights, see Software Announcement 217-024, dated March 14, 2017.

Technical support

Technical support continues to be available during the subscription period in accordance with the applicable IBM agreement.

See IBM Marketplace for links to a support portal, called IBM Client Success Portal, for more details.

Business Partner information

If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld(R) ID and password are required (use IBMid).

BP Attachment for Announcement Letter 917-164

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