



IBM Intelligent Operations Center V1.5 delivers new applications and enhanced functionality in user experience, intelligent response, and optimization rules

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At a glance

New in IBM® Intelligent Operations Center V1.5:

- User configurable reporting to gain insight into decision grade data
- Workflow enhancements to improve event responses
- Ability to optimize responses through interconnection of responses and resources
- User configurable KPIs, rules, workflows, and reports for specific environments help reduce the need for technical assistance from dedicated IT staff
- Ability to deliver plug-in configurable applications called Assets from a well developed application store
- Support for interconnection to select related IBM solutions -- i2® Public Safety, Smarter Buildings, and Video Correlation and Analytics Suite (VCAS)

Overview

Cities around the globe are faced with the common challenges of aging infrastructure, shrinking budgets, shifting populations, and increasing threats. Innovative city leaders understand that to address these challenges they not only have to work harder, but smarter. This requires analyzing information to make better decisions, anticipating problems to resolve them, and coordinating resources to operate effectively.

The IBM Intelligent Operations Center for Smarter Cities® solution is designed to process data feeds and event information from individual departments to help improve the operational efficiency of a city or other complex infrastructures. It provides an executive dashboard to depict the overall status of a city's operations. The dashboard spans individual agency-specific solution areas and enables drill-down capability into each underlying agency -- water management, public safety, and traffic management.

By taking advantage of advanced analytics, situational awareness, and collaboration tools, the IBM Intelligent Operations Center delivers the ability to gain insight into the city environment via centralized information. It enables the integration of city-wide daily operations to allow visibility into key performance indicators (KPIs), trends, analyses, business rules, and cross-agency collaboration.

New capabilities of the Intelligent Operations Center V1.5 for Smarter Cities :

- User configurable reporting capability allows users to set up reports to gain insight into decision grade information captured by the Intelligent Operations Center.
- Workflow enhancements allow users to select the most appropriate response to an event captured by the Intelligent Operations Center.
- Interconnecting responses with situational awareness conditions can help optimize the responses and keep them at an appropriate level for the issue managed.
- User-configurable KPIs, rules, workflows, and reports for specific environments help reduce the need for dedicated IT staff to provide assistance with these activities.
- Includes additional connection points to the ever increasing applications found in the Smarter Cities application store. These applications can act as additional data sources. Applications currently available within the application store that can be connected to the Intelligent Operations Center include:
 - City Pulse: Allows the general public to report issues via mobile services request.
 - Mayor's Dashboard: Provides an easy-to-read dashboard for executives to view significant issues in their city.
 - Sentiment Analysis: Learns what citizens are saying via social media forms about city services and policies.
 - SOP for Emergency Management: Allows trained personnel to react to emergency situations using well defined standard operating procedures.
 - Weather for Operations: Delivers accurate weather forecasts and the ability to predict adverse weather conditions.
 - Resource Management for Emergencies: Collects information on the condition of assets used during emergency situations.
 - Smarter Stadiums: Provides situational awareness and actions to maximize stadium operations and stadium revenue sources.
- Intelligent Operations Center base can connect to a selection of related IBM solutions -- i2 Public Safety, Smarter Buildings, and Video Correlation and Analysis Suite (VCAS).
- Supports a multilingual customer user interface for operational tools.

The Intelligent Operations Center is now central to its associated products, which include Intelligent Water and Intelligent Transportation. Therefore, the features and functions that are present in the Intelligent Operations Center are also available in the Intelligent Water and Intelligent Transportation products.

For access to the application store, visit

https://www-304.ibm.com/sales/gss/download/industry_solutions_catalog/CrossIndustrySolutions.do?industry=cities

The IBM Intelligent Operation Center facilitates the conversion of data to information to intelligence to knowledge. These are the requirements to continue the journey to becoming smarter.

Key prerequisites

IBM Intelligent Operations Center runs on Red Hat Enterprise Linux™ (RHEL) 5.5 64-bit for Intel™ and AMD platforms only.

Planned availability date

- August 31, 2012: Electronic download - English only
- September 14, 2012: Physical media - English only
- September 12, 2012: Electronic download - National languages
- October 12, 2012: Physical media - National languages

Description

The Intelligent Operations Center enables a city to monitor its services and operations to 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 Version 1.5.

For a city to evolve, it must harness and optimize its economic capacity, physical assets, culture, political will, technology, and business environment. Intelligent Operations Center V1.5 includes the following key features to facilitate this evolution:

- An enterprise view of all city domain systems through data feeds from the various city domain system sources
- Real-time, "at-a-glance" status of all city systems based on role
- City-wide business intelligence and predictive trend analysis
- Integrated collaboration tools for quick decision making
- City-wide business view with measurable KPIs
- Connection with the city's residents, such as a citizen portal via a large application store
- Instrumentation and interconnectedness with ability to grow as the city's needs grow
- Flexibility and agility to address varying requirements and differing structures
- Optimization of city services

The Intelligent Operations Center is not exclusively for city operations, but can be applied to many other large, complex environments such as:

- Sport stadiums
- Airports
- Mining operations
- Emergency management
- Coastal management
- Large facilities management

All of these large, complex environments have many interdependent, changing, and evolving processes. The Intelligent Operations Center is designed to manage these environments and will scale as they increase in scope, making the Intelligent Operations Center the natural choice to help make cities smarter.

The Intelligent Operation Center can be configured for many different industry use cases and is central to other products in its family. These include the Intelligent Water and Intelligent Transportation which are focused on delivering solutions specific to these areas.

With the addition of the application store, the Intelligent Operation Center can now connect with many types of additional assets, enabling it to deliver appropriate solutions for a wide range of environments.

Accessibility by people with disabilities

A U.S. 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

The IBM 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. Intelligent Operations Center is integrated with the IBM i2 Public Safety portfolio.

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--including buildings, emergency management, energy, operations, public safety, transportation and water--while facilitating seamless cross-departmental integration.

Reference information

For information on IBM Intelligent Transportation V1.0.1, refer to Software Announcement [AP12-0146](#), dated May 22, 2012.

For information on IBM Intelligent Water V1.0.0, refer to Software Announcement [AP11-0385](#), dated November 15, 2011.

Availability of national languages

The following national languages are supported in V1.5:

Description	Language	Availability date
Intelligent Operations Center V1.5 (electronic download)	Multilingual Chinese Simplified, Chinese Traditional, English, French, German, Italian, Japanese, Korean, Portuguese Brazilian, Spanish	September 12, 2012

Program number

Program number	VRM	Program name
5725-D69	1.5.0	IBM Intelligent Operations Center

Education support

The IBM Software Training team offers a 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, including 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" .

Contact your IBM representative for course information.

Offering Information

Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

Publications

No printed publications are shipped with this product.

A softcopy of the *Quick Start Guide* is shipped with this product on DVD.

The IBM 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>

The link to the information center can be accessed when Intelligent Operations Center V1.5 becomes generally available on August 31, 2012.

Technical information

Specified operating environment

Hardware requirements

Each IBM Intelligent Operations Center server must meet minimum hardware requirements. Each server must have an x86 64-bit processor including one of the following:

- AMD 64-bit processors
- Intel 64-bit processors, including Xeon EP and EX processors

Each IBM Intelligent Operations Center requires the processors, memory, and hard disk space as follows:

Server	Number of processors	Memory	Hard disk
Application server	4	24 GB	150 GB
Event server	4	16 GB	150 GB
Database server	4	16 GB	150 GB
Management server	4	24 GB	150 GB
Installation server	1	4 GB	150 GB

The hard disk requirements listed previously are permanent requirements. An additional 100 GB of storage per server is required for installation of the product. The temporary install files can be deleted once the installation completes.

These sizings are for high availability, energy efficiency, and ease of management in an extended environment with x86 servers (such as IBM BladeCenter® H with IBM blades that use Intel Xeon™ EP and EX processors), storage, and associated networking components.

Software requirements

The minimum software requirement for each server is 64-bit Red Hat Enterprise Linux 5 Update 5 on Intel or AMD platforms.

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.

Planning information

Packaging

The products detailed in this announcement will be available in both ESD and packaged formats.

Physical media is delivered on DVDs.

Description	Part number	Product identifier
IBM Intelligent Operations Center V1.5.0 Linux English Media Pack	AF0CTEN	5725-D69
IBM Intelligent Operations Center V1.5.0 Linux Multilingual Media Pack	AF0CUML	5725-D69
IBM Intelligent Operations Center V1.5.0 Linux Multilingual Quick Start Guide	CF3J7ML	5725-D69

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

Security, auditability, and control

IBM Intelligent Operations Center uses the security and auditability features of the host operating system. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

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-D69	IBM Intelligent Operations Center

Product Category: Smarter Cities

Charge metric

Program name	Part number or PID number	Charge metric
IBM Intelligent Operations Center	5725-D69	User Value Unit

User Value Unit (UVU)

UVU is a unit of measure by which the program can be licensed. UVU Proofs of Entitlement are based on the number and type of users for the given program. Licensee must obtain sufficient entitlements for the number of UVUs required for licensee's environment as specified in the program specific table. The UVU entitlements are specific to the program and type of user and may not be exchanged, interchanged, or aggregated with UVU entitlements of another program or type of user. Refer to the program specific UVU table.

Calculating User Value Units

The users used for the purpose of UVU calculation is the total number of Concurrent Users who are accessing the . A Concurrent User is a person who is accessing the at any particular point in time. Regardless of whether the person is simultaneously accessing the multiple times, the person counts only as a single Concurrent User. The may be installed on any number of computers or servers, but Licensee must obtain User Value Unit entitlements sufficient to cover for the maximum number of Concurrent Users simultaneously accessing the . Licensee must obtain an entitlement for each simultaneous Concurrent User accessing the in any manner directly or indirectly (for example: via a multiplexing , device, or application server) through any means.

- From 1 to 20 users, UVUs per user = 1.00000 for a maximum of 20 UVUs at this level (cumulative UVUs of 20)
- From 21 to 50 users, UVUs per user = 0.83333 for a maximum of 25 UVUs at this level (cumulative UVUs of 45)
- From 51 to 100 users, UVUs per user = 0.80000 for a maximum of 40 UVUs at this level (cumulative UVUs of 85)

- From 101 to 250 users, UVUs per user = 0.76666 for a maximum of 115 UVUs at this level (cumulative UVUs of 200)
- From 251 to 500 users, UVUs per user = 0.60000 for a maximum of 150 UVUs at this level (cumulative UVUs of 350)
- From 501 to 1,000 users, UVUs per user = 0.50000 for a maximum of 250 UVUs at this level (cumulative UVUs of 600)
- From 1,001 to 5,000 users, UVUs per user = 0.47500 for a maximum of 1,900 UVUs at this level (cumulative UVUs of 2,500)
- From 5,001 to 10,000 users, UVUs per user = 0.40000 for a maximum of 2,000 UVUs at this level (cumulative UVUs of 4,500)
- From 10,001 to 25,000 users, UVUs per user = 0.36666 for a maximum of 5,500 UVUs at this level (cumulative UVUs of 10,000)
- For more than 25,000 users, UVUs per user = 0.33333

Passport Advantage for IBM Intelligent Operations Center (5725-D69)

Program name and description	Part number
IBM Intelligent Operations Center User Value Unit Lic + SW S&S 12 Mo	D0K08LL
IBM Intelligent Operations Center User Value Unit SW S&S Reinstate 12 Mo	D0K09LL
IBM Intelligent Operations Center User Value Unit Annual SW S&S Rnw]	E0CAPLL

Passport Advantage customer: Media pack entitlement details

Customers with active maintenance or subscription for the product are entitled to receive the corresponding media pack.

Media pack description	Part number
IBM Intelligent Operations Center V1.5.0 Linux English Media Pack	AF0CTEN
IBM Intelligent Operations Center V1.5.0 Linux Multilingual Media Pack	AF0CUML

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.

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

Licensing

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These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

License Information form number

Product identifier	Product name	License Instruction ID
5725-D69	IBM Intelligent Operations Center V1.5.0	L-AMGN-8UZRWZ

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

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

Limited warranty applies

Yes

Limited warranty

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the *IBM Software Support Handbook* found at

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

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

Program technical support

Technical support of a program product version or release will be available for a minimum of three 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.

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

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.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your *IBM Software Support Handbook* at

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

Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage website at

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

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

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.

Prices

Business Partner information

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.

<http://www.ibm.com/partnerworld/sg/apchannounce/>

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

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

For all local charges, contact your IBM representative.

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For more financing information, visit

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

AP distribution

Country/Region	Announced
AP IOT	
ASEAN*	Yes
India/South Asia**	Yes
Australia	Yes
People's Republic of China	Yes
Hong Kong S.A.R of the PRC	Yes
Macao S.A.R of the PRC	Yes
Taiwan	Yes
Korea	Yes
New Zealand	Yes
Japan IOT	
Japan	Yes

* Brunei Darussalam, Indonesia, Cambodia, Lao People's Democratic Republic, Malaysia, Philippines, Singapore, Thailand, and Vietnam

**Bangladesh, Bhutan, India, Sri Lanka, Maldives, Nepal, and Afghanistan

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