Tivoli Service Desk for OS/390 Available With Tivoli Value-Based Pricing

Overview

Tivoli® Systems is proud to extend its revolutionary Value-Based Pricing model to include Tivoli Service Desk for OS/390® Version 1 Release 2. Tivoli’s Value-Based Pricing is an enterprise-wide technology management pricing model that actually helps you remain competitive in today’s fast-paced environment.

Tivoli Service Desk for OS/390 Version 1 Release 2 expands the problem, change, and asset capabilities throughout your enterprise by adding such features as bidirectional support for Tivoli Enterprise Console® (TEC) and integration to Tivoli Inventory. Usability has been greatly enhanced through our new help desk starter application (Service Desk for OS/390 Desktop). Integration with Tivoli Decision Support (Information Management Guide) allows you to produce a wide variety of graphic reports from Service Desk OS/390 data. You can also exchange data with Tivoli Problem Management, thereby allowing you global visibility of your enterprise while continuing to log your data in a central repository. We’ve also streamlined the installation process to make it easier to install the product.

This release features added ease-of-use functions, integration enhancements, and performance enhancements.

Key Prerequisites

Refer to the Technical Information section for a complete list of hardware and software requirements.

Key prerequisites include:

- A host processor that accommodates the software environment described in the Software Requirements section.
- OS/390 Version 2 Release 5 (5647-A01), or later.

Planned Availability Date

January 26, 2001

At a Glance

Tivoli Service Desk for OS/390 now takes advantage of the Value-Based Pricing model.

Tivoli Service Desk for OS/390 Version 1 Release 2 includes:

- Tivoli Integration
  - Tivoli Decision Support (5697-TDS). Support for the use of Tivoli Service Desk OS/390 data with Tivoli Decision Support is provided.
  - Tivoli Decision Support for Information Management (5697-IMG).
  - Tivoli Inventory (5697-INV).
- Enhancements to existing product integrations include:
  - Bidirectional support to Tivoli Enterprise Console (5697-EAS)
  - Tivoli Software Distribution (5697-SWD)
  - Tivoli Storage Manager (5697-TSM)
- Web/API
- Mainframe enhancements to help improve efficiency and performance

Tivoli Service Desk for OS/390 Version 1 Release 2 continues to provide:

- Integration with Tivoli GEM, Tivoli TEC, and Tivoli Software Distribution
- The ability to view, edit, and interact with your system’s data in different ways, including:
  - World Wide Web browser and Java™ interfaces
  - Interfaces to Tivoli NetView for OS/390 and Tivoli Operations Planning and Control
  - Graphical user interface

For ordering, contact:
Your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL

Reference: YE001
**Description**

**Version 1 Release 2**

**Tivoli Integration Enhancements**
- Tivoli Decision Support
  Tivoli Decision Support for Information Management, available for a fee, enables Service Desk for OS/390 data to be used with Tivoli Decision Support.
- Tivoli Service Desk Bridge
  Service Desk for OS/390 problem records can be transferred to users in Tivoli Service Desk. From Tivoli Service Desk, you can create change records in Service Desk for OS/390.
- Tivoli Inventory
  Tivoli Inventory data is copied into the Service Desk for OS/390 database for use in problem management, browsing, or reporting. Service Desk for OS/390 panels enable this inventory data to be browsed and used.
- Change Management and Tivoli Software Distribution
  Approved change requests can automatically initiate a Tivoli software distribution.

**Ease-of-Use**
- Java graphical user interface (GUI) for Remote User Presentation
  The Service Desk for OS/390 Desktop is delivered as a help desk starter application that is customizable by the customer. This is not a distributed help desk. This is a host-centric solution that uses a thin Java client to handle remote end-user presentation. The end-user presentation, business logic, and data model are defined and implemented on the host.

**Web/Application Program Interface (API) Enhancements**
  The Service Desk for OS/390 High Level Application Programming Interface (HLAPI) functions are enhanced to support Web-based applications and the Java Desktop application. Changes include:
  - Adding a change approval and rejection action to Service Desk for OS/390 API
  - Providing a user-defined time out interval for checked out records
  - Providing the remote HLAPI functionality for the OS/390 UNIX® platform
  - Providing faster API session initialization (HL01 transaction)
  - Enhancing API performance (with data model record usage)
  - Enhancing the ability of HLAPI applications to invoke Terminal Simulator Panels (TSPs) and Terminal Simulator REXX (TSX)

**Improve Efficiency and Performance Enhancements**
- TSX performance has been improved and functionality has been added to support: modifying list processor data and free-form text, adding or deleting structured data, exchanging data with API applications, and adding more options for issuing messages.
- The FLOW command has been enhanced to show more information for easier panel flow debugging.
- Mainframe Improvements
  - Changed Structured Data Indexed Data Sets (SDIDS) compression code to improve efficiency and included API performance enhancements.
  - Modified the Multiple Remote Environment Server (MRES) to provide faster API initialization.
- Packaging
  - Incorporated Open Database Connectivity (ODBC) driver for Windows NT™
  - Improved system modification program extended (SMP/E) Installation

**Euro Currency**

This program is not impacted by euro currency.

**Product Positioning**

Tivoli Service Desk for OS/390 Version 1 Release 2 is an integrated platform of tools, services, and interfaces for implementing and enforcing administrative policies and processes in the enterprise.

Tivoli integrates traditional network and systems management into one comprehensive offering. With an integrated solution focusing on the management tasks, you can span network and systems management in a seamless fashion.

Tivoli Service Desk for OS/390 Version 1 Release 2, an integral part of the Tivoli offering, can share data with and be controlled through other Tivoli products.

With the Service Desk for OS/390 Web connector feature, you can leverage your Service Desk for OS/390 investment with your investment in an intranet and/or the Internet via the World Wide Web. The Web connector feature allows a GUI to Service Desk for OS/390 without requiring time sharing option (TSO), from an end user’s platform of choice, using a Web browser. This GUI can be the end-user focal point linking Service Desk for OS/390 with other intranet or Internet servers, including documentation and multimedia servers.

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Training is available for all Tivoli® products. Education is offered through IBM Education and Training, and through Tivoli Systems. Worldwide information about education offerings is available on the IBM Education and Training home page on the Internet at:

http://www.training.ibm.com

For current information on Tivoli Systems education, call 512-436-8000, or visit the Tivoli Systems home page on the Internet at:

http://www.tivoli.com/services/education

**Offering Information**

Product information will be available on day of announcement through Offering Information (OITOOL) at:

http://www.ibm.com/wwoi

**Publications**

The following publications can be ordered after planned availability. To order, contact your IBM/Tivoli representative.

A program directory (GI10-0810), and a CD-ROM (SK3T-1501) containing the base Tivoli Service Desk for OS/390® Version 1 Release 2 publications are supplied automatically with the basic machine-readable material. Additionally, one hardcopy of the following publications is also supplied automatically with the basic machine-readable material.

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Displayable Softcopy Publications

Tivoli Service Desk for OS/390 manuals are offered in displayable softcopy form.

The first copy of the following softcopy material is available at no charge to licensees of basic material and is supplied automatically with the basic machine-readable material. Additional copies can be ordered using the following form number:

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The Online Library CD-ROM contains the base library publications in softcopy BookManager® format (with the exception of the General Information, Licensed Program Specification, Master Index, and Reference Summary). With the exception of the General Information publication, the base library is also available on the Online Library CD-ROM in portable document format (PDF).

Documents in BookManager format will also be made available to the Online Library OS/390 Collection Kit (SK2T-6700).

These displayable manuals can be used with the BookManager READ licensed programs in any of the supported environments or with the IBM Library Reader™. Terms and conditions for use of the machine-readable files are shipped with the files.

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Technical Information

Specified Operating Environment

Hardware Requirements

Base Product

Tivoli Service Desk for OS/390 Version 1.2 requires a host processor that accommodates the software environment described in the Software Requirements section.

The display station must be supported by Interactive System Productivity Facility (ISPF), and must have a minimum screen size of 24 lines by 80 characters.

Tivoli Service Desk for OS/390 has no dependencies on any new or changed hardware equipment.

The following hardware requirements are for optional functions, components, or features of Tivoli Service Desk for OS/390.

Reports

If your installation requires double byte character set (DBCS) support, the display station must support the entry and display of DBCS characters.

Printing Reports with DBCS Characters

For printing reports containing DBCS characters, you need a system printer that supports this printing. These printers include Advanced Function Printing™ (AFP™) printers and standard line printers.

Multisystem Database Access

To use Multisystem Database Access to share data sets across multiple MVS/ESA™ and/or OS/390 systems, a user must set up a global resource serialization (GRS) complex.

Refer to OS/390 MVS™ Planning: Global Resource Serialization for more information on setting up GRS.

Desktop

To use or customize the Tivoli Service Desk for OS/390 Desktop, the following hardware is recommended at a minimum:

- IBM Personal Computer or any compatible system unit that supports a 133 MHz CPU, or higher
- 48 MB or more of memory
- 20 MB fixed disk space (for the Desktop and the Desktop Toolkit)

Note: 1 MB equals 1,048,576 bytes, 1 KB equals 1024 bytes.

HLAPI/2 Client

Each HLAPI/2 client workstation requires the following hardware:

- An IBM Personal Computer or compatible system capable of running OS/2 Warp® Version 3 or 4, and either Communications Manager/2 Version 1.1 (or later) or IBM TCP/IP
- One or more fixed disk drives with sufficient capacity to contain your version of OS/2®, Communications Manager/2, or TCP/IP, and the disk storage requirements as specified below

- Token-Ring Adapter Card and network, or a communication option capable of supporting APPC LU 6.2 or TCP/IP communication to one or more MVS systems running a Tivoli Service Desk for OS/390 server

The amount of fixed disk space needed by the HLAPI/2 depends on which parts of the product you install and how you install them. You can only install the HLAPI/2 on an HPFS drive. When you install the HLAPI/2, the disk space needed for each component is:

- Installation and Maintenance utility, 1.4 MB
- Run time parts, 610 KB
- Toolkit parts, 260 KB

When you install the HLAPI/2 from a local area network (LAN) server, the numbers are the same, but the installation and maintenance utility is only temporarily copied to your workstation, and then it is deleted.

HLAPI for Windows NT™ Client

The HLAPI/NT client consists of two parts:

- Requester
- Client interface

Both the Windows NT requester and client interface must be run on the same machine. The following hardware is required:

- An IBM Personal Computer or compatible system unit capable of running Windows NT 4.0
- One or more fixed disk drives with sufficient capacity to contain your version of Windows NT, and the disk storage requirements as specified below

- Token-Ring Adapter Card and network, or a communication option capable of supporting APPC LU 6.2 or TCP/IP communication to one or more MVS systems running a Tivoli Service Desk for OS/390 server
systems running a Tivoli Service Desk for OS/390 server

The amount of fixed disk space you need to install the HLAPI/NT is:

- Installation utility, 520 KB
- Requester, 1.5 MB
- Toolkit, 10.3 MB

Additional disk space requirements are as follows:

- 5.6 MB, if you are using the Open Database Connectivity (ODBC) driver for Tivoli Service Desk for OS/390
- 8.5 MB, if you are using the Tivoli Service Desk for OS/390 interface to Tivoli Inventory program

HLAPI/AIX® Client

The HLAPI/AIX client consists of two parts:

- Requester
- Client interface

Both the AIX requester and client interface can be run on the same machine or on different machines.

To use the HLAPI/AIX client, you need:

- An RS/6000® machine capable of running IBM AIX. Machines that run the requester require either APPC/APPN® or TCP/IP connectivity to the MVS host and TCP/IP connectivity to the machines that run the client interface. Machines that run the client interface (this can be the same machine as the requester) require TCP/IP connectivity to the machine that runs the requester.

The amount of fixed disk space you need to install HLAPI/AIX is:

- Requester, approximately 310 KB
- Client, 2340 KB

HLAPI/HP Client

The HLAPI/HP client consists of two parts:

- Requester
- Client interface

Both the HP requester and client interface can be run on the same machine or on different machines.

To use the HLAPI/HP client, you need:

- An HP Series 700 or 800 workstation capable of running HP-UX Version 10 (up to and including Version 10.2). HP-UX includes TCP/IP.

The amount of fixed disk space you need to install the HLAPI/HP is:

- Requester, approximately 150 KB
- Client, approximately 2350 KB

To use the optional HLAPI for Java™ provided with the client, you need one of the following:

- HP 9000 Enterprise Business Server
- HP 9000 Workstation
- HP Visualize Workstation

HLAPI/Solaris Client

The HLAPI/Solaris client consists of two parts:

- Requester
- Client interface

Both the Solaris requester and client interface can be run on the same machine or on different machines.

To use the HLAPI/Solaris client, you need:

- A Sun SPARCstation workstation capable of running Sun Solaris Version 2.5.1 (which includes TCP/IP)

The amount of fixed disk space you need to install the HLAPI/Solaris is:

- Requester, approximately 160 KB
- Client, approximately 375 KB

HLAPI/USS Client

The HLAPI for OS/390 UNIX® System Services client (HLAPI/USS) must be installed on a host system that can run OS/390. A TCP/IP connection is required between the following:

- The MVS systems running the requester and the MRES with TCP/IP servers
- The MVS systems running the client interface and the requester

HLAPI/CICS® Client

The HLAPI/CICS client must be installed on a host system that can run CICS/ESA®. If Tivoli Service Desk for OS/390 and the HLAPI/CICS client do not reside on the same MVS system, you must have a communications link between the two systems.

Problem Service

Additional disk space requirements are:

- For AIX: 12 MB
- For Windows NT: 7 MB

Software Requirements

Base Product

The minimum software requirements for using the base Tivoli Service Desk for OS/390 product are defined in this section. Specific functions of Tivoli Service Desk for OS/390 may require additional products or other levels of the products, as noted below. Tivoli Service Desk for OS/390 is executed as an application on the OS/390 operating system in the MVS/ESA environment.

- OS/390 Version 2 Release 5 (5647-A01)
- Data Facility Sort (DFSORT™), or a compatible sort and merge licensed program
- OS/390 Security Server, or a compatible program
- TSO Extensions (TSO/E) (for 3270 access)

Note: The address spaces on which APIs run do not require Interactive System Productivity Facility (ISPF) and a sort program.

The following software requirements are for optional components or features of Tivoli Service Desk for OS/390.

Note: Where a requirement for the Java Development Kit (JDK) is specified, the JDK can be obtained from Sun Microsystems, Inc.

DB2® Extract Facility

To use the DB2 Extract Facility, you must have the following software:
Electronic Mail Notification and Escalation

To use the Notification Management facility to send e-mail messages to an MVS Transmission Control Protocol/Internet Protocol (TCP/IP) simple mail transfer protocol (SMTP) server, you must have Transmission Control Protocol/Internet Protocol (TCP/IP) for MVS and you must configure the SMTP component of TCP/IP.

GUI and 3270 User Interface

To use the ISPF GUI mode to display Tivoli Service Desk for OS/390 panels, you must have ISPF and TSO/E installed on the same MVS system as Tivoli Service Desk for OS/390. In addition, you must have any software that is required by ISPF for running an application in ISPF’s GUI mode. Refer to the ISPF User’s Guide for more information.

To access Tivoli Service Desk for OS/390 Version 1 Release 2 using 3270, you must have ISPF and TSO/E.

Data Reporting

To use the ODBC driver for Tivoli Service Desk for OS/390, the following are required:

- HLAPI/NT
- Windows NT 4.0, or later
- An ODBC-enabled workstation application

Reports can also be produced from a workstation using Tivoli Decision Support for Information Management (5697-IMG) (a separately orderable product).

With this release of Tivoli Service Desk for OS/390, support for the host graphics function of the Report Format Facility, which uses the Graphical Data Display Manager (GDDM®), is no longer included. Customers requiring graphics reports can use the ODBC driver, or purchase Tivoli Decision Support for Information Management.

Desktop

To use or customize the Tivoli Service Desk for OS/390 Desktop, the following programs are required:

- Domino™ Go Webserver Release 5 for OS/390 (5697-D43)
- Windows NT 4.0, Windows™ 95, or Windows 98

Integration Facility Interfaces

All Integration Facility interfaces are optional. However, to use an Integration Facility interface, the corresponding products are required:

- NetView Version 3 for MVS/ESA (5655-007), or a subsequent release
- Operations Planning and Control/ESA (OPC/ESA) Version 1 (5695-007), or a subsequent release
- Service Level Reporter (SLR), Version 3 Release 2 (5665-397), or a subsequent release

NetView Bridge Adapter

To use the NetView Bridge Adapter function in Tivoli Service Desk for OS/390, the following programs are required:

- NetView Version 3 for MVS/ESA (5655-007), or a subsequent release.
To use the optional HLAPI for Java provided with the client, you must have JDK Version 1.1 or later, and Microsoft Windows NT 4.0.

HLAPI/AIX Client
Each RS/6000 machine that runs any part of HLAPI/AIX, requires the following software:

- IBM AIX Version 4.2 (5765-C34), or Version 4.3

Each RS/6000 machine that runs the requester options of HLAPI/AIX to communicate with either RES or MRES with APPC, requires the following additional software:

- IBM AIX SNA Server/6000 Version 2.1 (5765-247), or a subsequent release

Each RS/6000 machine that runs REXX HLAPI/AIX, requires the following software:

- IBM AIX REXX/6000 (5764-057)

To use the optional HLAPI for Java provided with the client, you must have JDK Version 1.1, or later.

HLAPI/HP Client
Each HP machine that runs any part of HLAPI/HP requires the following software:

- HP-UX Version 10 (up to and including Version 10.2)

To use the optional HLAPI for Java provided with the client, you must have JDK Version 1.1, or later, and HP-UX Version 10.2.

HLAPI/Solaris Client
Each Sun machine that runs any part of HLAPI/Solaris requires the following software:

- Solaris Version 2.5.1

To use the optional HLAPI for Java provided with the client, you must have JDK Version 1.1.6 or later, and Sun Solaris Version 2.5.1.

HLAPI/USS Client
To use the HLAPI/USS client, you must have the following:

- TCP/IP for MVS Version 3 Release 2 (5655-HAL) with PTF UN98840, or equivalent.
- OS/390 UNIX System Services must be configured to start up in "full function" mode. (Refer to OS/390 OpenEdition Planning for more information.)

HLAPI/CICS Client
The HLAPI/CICS client requires the following software:

- CICS/ESA Version 4 Release 1 (5655-018) or a subsequent release

Note: The sample CICS application that is shipped by Tivoli requires either Language Environment (available with OS/390) or VS COBOL II Version 1.4 to run. HLAPI/CICS itself does not require VS COBOL II.

Connectors to the World Wide Web

REXX Web Connector for MVS
The software requirements for using the REXX Web Connector for MVS are:

- Netscape Navigator Release 2, or an equivalent level of browser.

IBM Library for SAA® REXX/370 Release 3 for MVS/ESA (5695-014).
- TCP/IP for MVS/ESA Version 3 Release 2 (5655-HAL) with PTF UN98840, or a subsequent release. The IBM TCP/IP product must be used.

REXX Web Connector for OS/2
The software requirements for using the REXX Web Connector for OS/2 are:

- Netscape Navigator Release 2, or an equivalent level of browser
- OS/2 Warp Version 4
- Lotus® Domino for OS/2
- HLAPI/2

REXX Web Connector for OS/390
The software requirements for using the REXX Web Connector for OS/390 are:

- Netscape Navigator Release 2, or an equivalent level of browser
- Domino Go Webserver Release 5 for OS/390 (5697-D43)

To use the Java applets for data field validation, you need:

- REXX Web connector for MVS or REXX Web connector for OS/390
- A client Web browser that supports both Java 1.1 and JavaScript calling Java 1.1 applets (such as Netscape Navigator Release 3)
- A Web server that is capable of serving Java applets
- Supplied Java applets stored on a Web server

TEC Event Adapter
The Tivoli Service Desk for OS/390 TEC Event Adapter requires the following software:

- Tivoli Event Integration Facility for OS/390 (available with Tivoli Service Desk for OS/390 as FMID H256100)

Integration with Other Tivoli Products
If you are using Tivoli Service Desk for OS/390 in a Tivoli management software environment, you must have the following software installed as applicable. Refer to the Tivoli Service Desk for OS/390 Guide to Integrating with Tivoli Applications for more information.

Tivoli Decision Support
To use Tivoli Decision Support for Information Management, the following software is required:

- Windows NT 4.0, or later
- Tivoli Decision Support for Information Management (5697-IMG)
- Tivoli Decision Support 2.0, or later (installation of Cognos PowerPlay and Crystal Reports may also be required)
- HLAPI/NT
- ODBC driver for Tivoli Service Desk for OS/390
Tivoli Enterprise Console® Integration Facility

To send events to Tivoli Service Desk for OS/390 through the Tivoli Enterprise Console, you must have the following installed:

- Problem Service
- Tivoli Enterprise Console Version 3 Release 1, or later

Tivoli Global Enterprise Manager Instrumentation Facility

To perform Tivoli Service Desk for OS/390 tasks and allow Tivoli Service Desk for OS/390 to be managed by the Tivoli Global Enterprise Manager, you need:

- Language Environment (available with OS/390)
- Tivoli Global Enterprise Manager Version 2 Release 1 with the Topology Server
- Tivoli Global Enterprise Manager Event/Automation Service
- Tivoli NetView Version 1 Release 1 for OS/390
- Tivoli NetView Version 1 Release 1 for OS/390 Subsystem Interface (PPI)
- TCP/IP for MVS/ESA Version 3 Release 2 (5655-HAL) with PTF UN98840

Workstation Software Requirements

- Tivoli Enterprise Console Version 3 Release 1 with the Event Server
- Application Policy Manager Client and Server (part of GEM)
- JDK Version 1.0.2
- One of the following:
  - Communications Server for Windows NT Version 5
  - Communications Server for AIX Version 3.1.2, or later
  - SNA Server for AIX Version 2.1, or later

Tivoli Inventory

To use an extract of Tivoli Inventory data in Tivoli Service Desk for OS/390, you must have the following:

- Tivoli Inventory Version 3.6
- HLAPI/NT

Tivoli Service Desk

To exchange records with the Tivoli Problem Management application in Tivoli Service Desk through the Tivoli Service Desk Bridge, you need:

- Tivoli Service Desk 6.0
- HLAPI/NT

Optionally, to create Tivoli Enterprise Console events to handle Service Desk Bridge errors, you need the following:

- Tivoli Service Desk for OS/390 TEC Event Adapter

Tivoli Software Distribution

Tivoli Service Desk for OS/390 HLAPI client features can be installed using Tivoli Software Distribution (HLAPI/2, HLAPI/NT, HLAPI/AIX, HLAPI/HP, and HLAPI/Solaris). The HLAPI/CICS and HLAPI/USS are installed using SMP/E.

To distribute software upon approval of a Tivoli Service Desk for OS/390 change request, you need:

- Tivoli Software Distribution Version 3.1
- Tivoli Enterprise Console Version 3.1
- Tivoli Service Desk for OS/390 TEC Event Adapter

Problem Service

To use Problem Service, you need:

- For AIX:
  - AIX Version 4.2 (5765-C34)
  - HLAPI for AIX
  - Tivoli Management Environment™ 3.1, or later
  - Tivoli Application Development Environment (if you are writing an application to use Problem Service)

- For Windows NT:
  - Windows NT 4.0
  - HLAPI/NT
  - Tivoli Management Environment 3.1, or later
  - Tivoli Application Development Environment (if you are writing an application to use Problem Service)

With Tivoli Service Desk for OS/390 Version 1 Release 2, support for Problem Service for Solaris is no longer included.

Compatibility: Tivoli Service Desk for OS/390 Version 1 Release 2 is upward compatible at the database level with Tivoli Service Desk Version 1 Release 1 and TME 10™ Information Management Version 6 Release 3.

Tivoli Service Desk for OS/390 Version 1 Release 2 is upward compatible at the database level with TME 10 Information Management Version 6 Release 2 and prior versions with the following exceptions:

- To take advantage of a performance enhancement that allows SDIDS records to be greater than 32,760 bytes in length, without being spanned:
  - The SDIDS VSAM cluster must be redefined with a key length of either 18 or 34, and a maximum record size of not more than 32,760, not spanned.
  - The VSAM resource definition module must be updated to reflect the above changes.
  - The BLGUT1 utility must be run to rebuild the SDIDS.

- To take advantage of Structured Data Data Set (SDDS) sizes greater than 20 gigabytes:
  - A new set of SDDS clusters must be defined (from 1 to 100 clusters, where each cluster contains up to 4 gigabytes of data).
  - The BLGUT7 utility must be run to copy the current SDDS data to the new SDDS clusters.
  - Appropriate BLG session parameters members must be updated to include the new SDDS cluster definitions.

Tivoli Service Desk for OS/390 Version 1 Release 2 is upward compatible at the database level with TME 10 Information Management Version 6 Release 1 and prior versions with the following exception:

- Enabling four-digit years in the SDIDS requires an SDIDS rebuild using the BLGUT1 utility.

Limitations: With Tivoli Service Desk for OS/390 Version 1.2, support for the host graphics function of the Report Format Facility, which uses GDDM, is no longer included. Customers requiring graphics reports can use one of the following:

- The Tivoli Service Desk for OS/390 Open Database Connectivity (ODBC) driver and a user-supplied,
ODBC-enabled workstation application capable of producing graphic reports

- Tivoli Decision Support for Information Management (5697-IMG), which can be purchased separately for use with Tivoli Decision Support

Also, with Tivoli Service Desk for OS/390 Version 1 Release 2, support for Problem Service for Solaris is not included.

Planning Information

Installability: Installation of Tivoli Service Desk for OS/390 Version 1 Release 2 is accomplished with SMP/E and supplied Job Control Language (JCL) as described in the Planning and Installation Guide and Reference (SC34-4603) and the Tivoli Service Desk for OS/390 Version 1 Release 2 Program Directory. Installation activities are enhanced with additional function as provided with the ISPF-driven Installation Tailoring Facility. HLAPI/2, HLAPI/HP, HLAPI/Solaris, HLAPI/AIX, and HLAPI/NT clients, as well as the REXX Web Connector for OS/2, HLAPI for Java, Java applets, the ODBC driver for NT, Service Desk for OS/390 Desktop, and the TEC Integration Facility are provided with the product on a CD-ROM, and are installed on a workstation or onto a LAN server. Refer to the Client Installation and User’s Guide (SC34-4593) for detailed installation instructions for Service Desk for OS/390 HLAPIs. Installation of HLAPI/GICS and HLAPI/USS is provided through the ship media features.

Packaging

Tivoli Service Desk for OS/390 Version 1 Release 2 is distributed with:

- Publications
- International Program License Agreement (Z125-3301)
- License Information document (LC23-4474)
- 4-mm tape or 3480 tape cartridge

Security, Auditability, and Control

Tivoli Service Desk for OS/390 Version 1 Release 2 uses the security and auditability features of the OS/390 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.

Tivoli Systems offers a variety of support options in response to diverse customer requirements. The table below summarize these offerings.

<table>
<thead>
<tr>
<th>Support Categories</th>
<th>Standard</th>
<th>Standard</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support Coverage via Web, Phone, Fax, and e-mail</td>
<td>Normal Bus Hrs</td>
<td>24 x 7</td>
<td>24 x 7</td>
</tr>
<tr>
<td>Web Support Tools (TIPS, FAQs, White Papers, Tools, Patch Downloads)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Maintenance and Upgrades</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Support News</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Escalation Process</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>On-site When Required (two trips per year, not to exceed six days in total)</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Ordering Information

**Basic License:** To order, specify the program number, feature number 9001 for asset registration, and the one-time charge (OTC) feature number. Also specify the feature number of the desired distribution medium.

**New Licensees**

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

To order a basic license, specify the program number, feature number 9001 for asset registration, and the feature number of the desired distribution medium. Also, specify the OTC feature number from the tables below in the quantity desired (maximum quantity of 250).

The quantity of Tivoli Management Points is based on MSUs.

Use the following table to order the program products listed below.

<table>
<thead>
<tr>
<th>Product Number: 5698-SD9</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tivoli Service Desk for OS/390</td>
</tr>
</tbody>
</table>

Tivoli Systems Support

Although the first year of support is included in the product price, a no-charge (NC) order must be placed using program number 5698-SPT specifying feature number 9001 for asset registration and the appropriate First Year Standard Support — NC feature number. This 5698-SPT order establishes entitlement records worldwide. If a 5698-SPT order is not placed, the customer will not be entitled to support even during the first year of a license.

Prior to the end of the first 12 months support period, customers will be notified of their support renewal options. Unless the customer notifies IBM/Tivoli to discontinue or alter the level of support currently being received, support will automatically be renewed for annual billing at the same level as selected in the first year. Once the subsequent year support feature numbers are in place, renewals are automatic and billed annually unless support is cancelled by the customer.
<table>
<thead>
<tr>
<th>Support Categories</th>
<th>Standard</th>
<th>Standard-24</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Tivoli Select” Support Review and Recommendations (customer to identify single point of control site)</td>
<td>No</td>
<td>No</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Minimum of 40,000 Renewable Tivoli Management Points Required in Aggregate</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Heightened Resolution Priority</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Proactive Tivoli Management Notification</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>On-site When Required (two trips per year not to exceed six days in total)</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>“Tivoli Select” Support Review and Recommendations (customer to identify single point of control site)</td>
<td>No</td>
<td>No</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Minimum of 40,000 Renewable Tivoli Management Points Required in Aggregate</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

1. **Tivoli Standard Support**
   This offering provides:
   - Technical support via Web, telephone, fax, and e-mail during normal IBM/Tivoli business hours Monday through Friday, except local holidays
   - Corrections (PTFs) or patches that fix substantial deviations of unmodified Tivoli products from the then-current code, publications, and/or informal documentation (that is, release notes and memos)
   - Software product updates that are improvements, extensions, or other changes which IBM/Tivoli, at its discretion, deems to be reasonable
   - Customer Self-Help Options available via Web 24x7 including:
     - Support Procedures — Maintenance renewal information and registration for access to support
     - Product-Specific Support Pages
     - Technical Documentation — including FAQs, Quick Solution Hints and Tips, Product Certification Information, Release Notes, Installation Guides, REDBOOKS®, White Papers, and Fix READMEs
     - Knowledge Base — Search engine providing answers to many technical questions; databases include APARs, FAQs, and Fix READMEs
     - Education and Training
     - Support Services — Databases allowing customers to download code fixes and report or update problems
     - Links to Support Contacts — providing the Tivoli Support phone number nearest the customer

2. **Tivoli Standard-24**
   This offering provides:
   - All components offered in Tivoli Standard Support
   - In addition, Tivoli Standard-24 Support provides enhanced features including
     - Technical support via Web, telephone, fax, and e-mail, 24x7, including holidays
     - Off-shift and holiday support provided on severity 1 issues only

3. **Tivoli Select**
   This offering provides:
   - All components offered in Tivoli Standard-24 Support
   - In addition, Tivoli Select provides enhanced features including:
     - Initial Tivoli Select support review
     - Heightened responsiveness
Severity 1 — 1 hour
Severity 2 — 2 hours
Severity 3 — 4 hours
Severity 4 — 4 hours

- Fast path to Tivoli Select Level-2 Engineers
- Heightened Resolution Priority
- Proactive Tivoli Management Notification
- Customer Initiated On-Site Support available up to twice per contract period
- Tivoli Select Support review and recommendations
- Support provided in English only

A minimum purchase/installation of 40,000 renewable points of Tivoli products in aggregate is required to acquire this support option.

Support Upgrade

During the first year of a license, the customer may upgrade to the Tivoli Standard-24 or Tivoli Select Support option by ordering the applicable OTC feature number from the table below. The OTC feature numbers may be specified on the initial order or later via an MES during the first year only. Ordering this OTC feature will not result in an extension of the NC support period.

In subsequent years, if a customer wants to upgrade to the Tivoli Standard-24 or Tivoli Select Support option, an MES order must be entered to discontinue the existing support option feature number and to add the feature number for the desired options. After an MES order is entered, the support will be renewed and billed annually at that support level unless support is cancelled by the customer.

5698-SPT — First-Year Support Options

Use the following table to order support (5698-SPT) for the program products listed below.

<table>
<thead>
<tr>
<th>Support for Program Number</th>
<th>Support for Program Name</th>
<th>Upgrade from 1st Year Support NC Feature Number</th>
<th>Upgrade from 1st Year to Std-24 Support OTC Feature Number</th>
<th>Upgrade from 1st Year to Select Support OTC Feature Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>5698-SD9</td>
<td>Tivoli Service Desk for OS/390</td>
<td>2276</td>
<td>2263</td>
<td>2264</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Qty of 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2277</td>
<td>2266</td>
<td>2267</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Qty of 250</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5698-SPT — Subsequent Year Options

Use the following table to order support (5698-SPT) for the program products listed below.

<table>
<thead>
<tr>
<th>Support for Program Number</th>
<th>Support for Program Name</th>
<th>Standard Support Annual Charge Feature Number</th>
<th>Std-24 Support Annual Charge Feature Number</th>
<th>Select Support Annual Charge Feature Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>5698-SD9</td>
<td>Tivoli Service Desk for OS/390</td>
<td>2270</td>
<td>2271</td>
<td>2272</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Qty of 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2273</td>
<td>2274</td>
<td>2275</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Qty of 250</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The Standard Support option, Standard-24 Support option, and Select Support option are not transferable among the Tivoli Enterprise products. If support is desired, support option feature numbers must be ordered for each licensed product. The quantity of the billable feature numbers for support must be equal to the quantity of Tivoli Management Points for a licensed product.
Customization Options: Select the appropriate feature numbers to customize your order with delivery options desired. These features can be specified on the initial or MES orders.

Example: If publications are not desired for the initial order, specify feature number 3470 to ship media only. For future updates, specify feature number 3480 to ship media updates only. If, in the future, publication updates are required, order an MES to remove feature number 3480; then, the publications will ship with the next release of the program.

Description | Feature Number
---|---
Serial Number Only (suppresses shipment of media and documentation) | 3444
Ship Media Only (suppresses initial shipment of documentation) | 3470
Ship Documentation Only (suppresses initial shipment of media) | 3471
Ship Media Updates Only (suppresses update shipment of documentation) | 3480
Ship Documentation Only (suppresses update shipment of media) | 3481
Suppress Updates (suppresses update shipment of media and documentation) | 3482

Initial Shipments

Update Shipments

Expedite Shipments

Support Center applies: Access is available through the Tivoli Support Center, 800-TIVOLI8 (848-6548)

Availability: The first year of Tivoli Support is available at no additional charge. The first year starts when the product is shipped to the customer. Subsequent years of Tivoli Support are available for a fee as part of the IAAS, IIAAPS, or any equivalent agreement.

Applicable for: The current release

APAR Mailing: Tivoli Systems Inc.
Address: 9442 Capital of Texas Highway
Austin, TX 78759
USA
Attention: Product Development

Support Line: No

Product Web Site: A complete list of products, terminology definitions, and licensing documents are available at the following Web site:

http://www.tivoli.com/products/licensing/
Prices

Contact your IBM representative for prices information for this announcement.

Order Now

Use Priority/Reference Code: YE001

Phone: 800-IBM-CALL
Fax: 800-2IBM-FAX
Internet: ibm_direct@us.ibm.com
Mail: IBM Atlanta Sales Center
      Dept. YE001
      P.O. Box 2690
      Atlanta, GA 30301-2690

You can also contact your local IBM Business Partner or IBM representative. To identify them, call 800-IBM-4YOU.

Note: Shipments will begin after the planned availability date.
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