



# IBM Intelligent Operations Center V1.6 improves decision making with enhanced user interface, additional mobility support, and improved analytic tools

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## At a glance

The following new features help reduce the complexity and improve the time-to-value of Intelligent Operations Center V1.6 implementations:

- More intuitive UI
- Executive dashboard accessible on mobile devices
- Easy-to-use configuration wizards
- Distributed data sources quickly connected to the Intelligent Operations Center
- Improved reliability and resiliency with high availability (HA) system configuration

## Overview

The IBM® Intelligent Operations Center enables a city or an organization with a complex operational environment to integrate, correlate, and monitor their business processes and service delivery with tools that facilitate insightful decision making. The Intelligent Operations Center solution helps clients to coordinate across independent departments in order to deliver intelligent response management. Intelligent Operations Center V1.6 brings new features and functions that improve the usability, reduce the complexity, and enhance the mobility of the solution. For example, users can easily set up Intelligent Operation Center through a new UI coupled with easy-to-use configuration wizards.

For a city or an organization with complex operational environments to continue to evolve, it must harness and optimize the interconnection between independent domains and systems without causing disruption. It is common to find that operational delivery can be limited by ever increasing scale and scope demands in an organization. This loss of effectiveness can lead to significant financial loss.

With this in mind, the following are the main new features and functions of Intelligent Operations Center V1.6:

- The UI is intuitive to use for operational personnel at all levels of the organization.
- The executive dashboard can now be accessed on mobile devices so that city and industry executives can promptly get critical information with ease.

- New, easy-to-use configuration wizards enable user environments to be set up for seamless connections between their existing and legacy systems.
- Distributed data sources can be more quickly connected to the Intelligent Operations Center , improving the time-to-value to gain insights from this integrated information.
- New high availability (HA) system configuration improves Intelligent Operations Center reliability and resiliency.
- Intelligent Operations Center continues to be available in multiple deployment models, giving IT and line-of-business executives implementation choices and flexibility.

Intelligent Operations Center V1.6 reduces complexity and enriches operational decision making in many city agencies and organizations. The Intelligent Operations Center is capable of helping improve operational effectiveness in:

- City management for daily operations, citizen collaboration, emergency response, and large event planning
- Airports, ports, and transit authorities
- Facility management of stadiums, campuses, and building complexes
- Integrated supply chains in distribution industries such as retail
- Asset-intensive, operationally complex industries such as utilities and manufacturing

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## Key prerequisites

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For details, refer to the [Technical information](#) section.

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## Planned availability date

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- August 23, 2013 (electronic software delivery)
- October 3, 2013 (media and documentation)

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## Description

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Cities and organizations with complex operational environments face common challenges of aging infrastructure, shrinking budgets, shifting populations or workforces, and increasing threats. Innovative and transformational leaders understand that to address these challenges, they not only have to work harder, but smarter. This requires analyzing information to make more informed decisions, anticipating problems and coordinating resources to operate effectively.

The Intelligent Operations Center solution is designed to process data from a wide variety of data sources and event information from multiple departments to help improve the operational efficiency of a city or other complex operational environments. The functionality of the Intelligent Operations Center can scale to cities of all sizes as well as complex commercial environments such as retail, supply chain, manufacturing, natural resource mining, and so on. The information that the Intelligent Operations Center helps aggregate and correlate enables individual departments or agencies to understand the factors that can effect or be affected from system to system. In addition, the holistic view of information across domains can be viewed on the executive dashboards via mobile devices. With this ability, city and business leaders can gain actionable insight in real time to make timely decisions.

The Intelligent Operations Center continues to operate as an open standard, well-structured platform to enable a city or complex organization to increase the scale and scope of their business without being constrained by their technology. Intelligent Operations Center V1.6 delivers new functionality that facilitates these needs while dramatically improving the implementation of time-to-financial value.

The following are some of the new functions included in Intelligent Operations Center V1.6:

- A new, improved UI that is a faster, more dynamic front end. This new interface helps reduce the time and cost of decision making by delivering situational awareness and operational information in an intuitive interface.
- Coupled with the new UI, the Intelligent Operations Center includes new, contemporary web application support to access new functions such as user-relevant business intelligence charting, easy-to-navigate filtering, and an intuitive icon system for incoming alerts and notifications.
- Intelligent Operations Center also delivers improved editing and configuration functions to enable nontechnical subject matter experts to set up the solution that is most appropriate to their environment and their needs. These configuration wizards, which use point-and-click technology, are built into the editing tooling. Users with the appropriate entitlements can do the following:
  - Set up connections to distributed data sources.
  - Set up and modify key performance indicators.
  - Build and filter business intelligent charts.
  - Design and publish standard operating procedures (SOPs) that are tailored to the customer environment.
- By design or organic growth, many large complex organizations have IT solutions that are independent systems with little interconnectivity. To gain real insight to the operation performance of an organization, these must be viewed as a holistic, interconnected system. Intelligent Operations Center now has an easy-to-use data collection function that enables users to connect to various structured data types. This data can be cross-correlated, collectively displayed, merged for predictive analytics, or blended into an intelligent response via the Intelligent Operations Center's SOPs.
- City and business operation environments can be mission critical. The IT systems that support them need to be highly reliable and resilient. Intelligent Operations Center delivers a new HA feature to support many different scenarios.

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### **Accessibility by people with disabilities**

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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### **Section 508 of the US Rehabilitation Act**

IBM Intelligent Operations Center V1.6 is capable as of August 23, 2013, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it. A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested on the following website

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

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## **Product positioning**

Intelligent Operations Center is the anchor product in IBM's Industry Solutions portfolio of Intelligent Operations software. The Intelligent Operations portfolio gives you the flexibility to expand your solution across many different domains and connect to new technologies that are changing your environments. This extends beyond the IBM product portfolio and includes options from an ever increasing collection of IBM Business Partner solutions developed on the IBM Intelligent Operations Center platform.

Other IBM Industry Solutions software products and functions that operate in conjunction with IBM Intelligent Operations Center V1.6 include:

- IBM Intelligent Water
- IBM Intelligent Transportation
- IBM Intelligent City Planning and Operations
- IBM Intelligent Video Analytics
- i2® Intelligent Law Enforcement set of solutions
- Social program management
- Connections to social media data to unlock and analyze social sentiment
- Connection to observational data sources to access new insights from human observations
- IBM's existing market-leading products in asset management, advance analytics, social computing, and big data

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## Reference information

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For information on IBM Intelligent Operation Center V1.6 on Cloud, refer to Software Announcement [213-326](#), dated August 20, 2013 .

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## Program number

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Program number	VRM	Program name
5725-D69	1.6	IBM Intelligent Operations Center

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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.

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training website

<http://www.ibm.com/services/learning/>

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

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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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No printed publications are shipped with this product.

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/v1r6m0/index.jsp>

The IBM Publications Center

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the US) or customer number for 20 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries, free of charge.

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## Technical information

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### Specified operating environment

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#### *Hardware requirements*

Recommended hardware requirements for IBM Intelligent Operations Center standard servers are as follows:

Server	CPUS	Memory	Network adaptors	Disk space	Additional disc space required during installation
Application server	4	16 GB	1	90 GB	70 GB
Analytics server	4	16 GB	1	115 GB	110 GB
Data server	4	16 GB	1	115 GB	25 GB
web server	2	2 GB	1	65 GB	40 GB

Minimum hardware requirements for IBM Intelligent Operations Center High Availability servers are as follows:

Server	CPUS	Memory	Network adaptors	Disk space	Additional disk space required during installation
Application server x2	4	16 GB	1	90 GB	70 GB
Analytics server x2	4	16 GB	1	115 GB	Refer to note 1
Database server x2	4	16 GB	1	115 GB	25 GB
web server x2	2	2 GB	1	65 GB	40 GB

**Note 1** High Availability analytics server 1 is the installation server, which requires 110 GB. The analytics server 2 requires 50 GB.

The servers for both standard and high availability must have Intel™ x86-64 or AMD x86-64 processors.

### **Software requirements**

The minimum software requirement for each server is 64-bit Red Hat Enterprise Linux™ 6 Update 3 on Intel or AMD platforms.

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

- Microsoft™ Internet Explorer 9 (32-bit only)
- Mozilla Firefox 17 ESR
- Chrome V23 (minimum version of Chrome that is supported)
- Safari 6 for Mac OS X
- Safari 5.1 for Windows™

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**

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#### **Packaging**

The products detailed in this announcement will be available via electronic download or media packs.

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

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

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IBM 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.

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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.

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

For more information about IBM Software Value Plus, visit

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

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

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

Product Group: Smarter Physical Infrastructure

Product identifier	Product identifier description
5725-D69	IBM Intelligent Operations Center

Product Category: Industry Solutions

### Passport Advantage

The media pack is the only part number that has changed for this release. All other ordering part numbers have not changed, and are the same as what was announced in IBM Intelligent Operations Center V1.5: Software Announcement [213-032](#), dated January 8, 2013 .

### Passport Advantage customer: Media pack entitlement details

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

Media packs description	Part number
Intelligent Operations Center V1.6 Multiplatforms Multilingual Media Pack	AF0D6ML

### Charge metric

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Program name	PID number	Charge metric
IBM Intelligent Operations Center	5725-D69	
- IBM Intelligent Operations Center Premium User		User value Units (UVU) (based on Concurrent User)
- IBM Intelligent Operations Center Standard User		Concurrent user
- IBM Intelligent Operations Center Consumer User		Resource Value unit (RVU) (based on pack of 1000 eligible participants)
- IBM Intelligent Operations Center Developer User		Authorized user

## **Authorized User**

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

**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.

## **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.

## **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.

## **Resource Value Unit (RVU)**

RVU is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement are based on the number of units of a specific resource used or managed by the program. Licensee must obtain sufficient entitlements for the number of RVUs required for licensee's environment for the specific resources as specified in the program specific table. RVU entitlements are specific to the program and the type of resource and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program or resource. Refer to the program-specific RVU table.

Notes :

- Some programs may require licenses for the resources available to and the resources being managed by the program. In that case, the following applies. In addition to the entitlements required for the resources used by the program



directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.

- Some programs may be licensed on a managed basis only. In that case, the following applies. Instead of the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.

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## Terms and conditions

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The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

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IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use. Part number products only, offered outside of Passport Advantage , where applicable, are license only and do not include Software Maintenance.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

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**

#### **IBM Intelligent Operations Center V1.6 (5725-D69)**

Product name	License ID number
IBM Intelligent Operations Center Premium User V1.6	L-AMGN-97KEYE
IBM Intelligent Operations Center Standard User V1.6	L-AMGN-97KF42
IBM Intelligent Operations Center Consumer User V1.6	L-AMGN-97KF7B
IBM Intelligent Operations Center Developer User V1.6	L-AMGN-97KG58

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 five years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

### **Money-back guarantee**

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

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

No

### **Passport Advantage applies**

Yes, and through the Passport Advantage website at

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

### **Usage restriction**

Yes

Administrative personnel (must be a premium user) must ensure that the restrictions for Standard Users as shown in the User definition table are configured.

**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.

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<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.

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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.

### **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.

<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

### **Passport Advantage**

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

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

### **IBM Global Financing**

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