# IBM Operational Decision Manager V8.0.1 enhances the user experience for managing change and implementation of decision logic that drives critical business systems

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## Overview

IBM® Operational Decision Manager V8.0.1, the next generation of business rules, provides an elegant development environment, along with a dedicated business user interface, for automating and governing frequently occurring, repeatable business decisions.

IBM Operational Decision Manager enables organizations in virtually every industry to improve the quality of transaction and process-related decisions that are made repeatedly and to determine appropriate course of action for each customer, partner, and internal interaction:

- Automate and govern operational decision-making across business processes and applications to help improve business outcomes.
- Help detect opportunities and risks in real time.
- Easily and consistently implement changes in order to meet new market demands or policy requirements.

IBM Operational Decision Manager V8.0.1 provides capabilities to:

- Automate the response of highly variable decisions based on the specific context of a process, transaction, or interaction.
- Manage and govern rules-based decision logic that is based on organizational knowledge and best practices.
- Detect events and event patterns in realtime to enable situational awareness and response of actionable situations.

For ordering, contact your IBM representative or an IBM Business Partner. For more information contact the Americas Call Centers at 800-IBM-CALL (426-2255). Reference: YE001

## Key prerequisites

For details, refer to the Hardware requirements and Software requirements sections.

## Planned availability date

- November 30, 2012: Electronic software delivery, for Passport Advantage® distributed-platform products
- December 7, 2012: Media pack

## Description

The ability to effectively automate decision making within and across operational business systems is imperative for maximizing organizational efficiency, increasing employee productivity, and improving the quality of actions that are made repeatedly in the course of the business day. In many cases, making the best decision at a given moment requires an understanding of a number of different factors, including:

- Business policies
- Internal and external requirements
- Organizational best practices
- Interactions taking place over time and across the enterprise

IBM Operational Decision Manager V8.0.1 addresses decision-automation challenges by enabling organizations to build highly flexible, adaptable solutions that can detect and react to data patterns as they occur within a specified time period, as well as provide the appropriate decision response to transactional and process-oriented business systems.

The offering is built on market-leading IBM business rules management technology (formerly WebSphere® ILOG® Business Rule Management System). It is enhanced with IBM capabilities for detecting time-based events in order to drive more responsive actions to business opportunities or risk conditions (formerly WebSphere Business Events).

IBM Operational Decision Manager V8.0.1 consists of two orderable products, which together form a comprehensive platform for the management and execution of business rules and business events:

- **IBM Decision Center V8.0.1 -** Provides an integrated repository and management components for line-of-business, subject-matter experts to directly participate in the definition and governance of rules-based decision logic. Through the capabilities of IBM Decision Center, business and IT functions can work collaboratively, to align the entire organization in the implementation of automated decisions and to accelerate the maintenance lifecycle as they evolve based on new external and internal requirements.
- **IBM Decision Server V8.0.1 -** Provides the run-time and development components to automate decision logic. It enables the detection of actionable business situations and the response of precise decisions based on the specific context of an interaction. With IBM Decision Server, organizations can monitor a business network to discover and take action on event-based data patterns, as well as process information against hundreds or even thousands of business rules in order to determine how to respond within both front-end and back-end systems.

IBM Operational Decision Manager enables the creation of applications to intelligently automate a wide range of decisions. Some examples of these kinds of decision-management applications include:

- Product and promotional offers
- Eligibility and pricing determinations
- Case and customer prioritization
- Risk assessments and fraud determinations

IBM Operational Decision Manager provides the ability to adapt quickly to changing conditions, align across business and IT, and act with precision and reliability. It provides visibility to achieve clearer line-of-sight to business operations, collaboration capabilities to foster cross-functional and cross-divisional outcomes, and built-in governance to align business operations with strategic intent in the face of change.

**Benefits of migrating to IBM Operational Decision Manager V8.0.1**

The enhancements and items of interest for customers of existing precursor products with current Support and Subscription agreements.

- **IBM Decision Center V8.0.1**

  - Decision Center Business Console - Extended user interface enables management of rule-based, decision logic in the Decision Center repository. The Business Console enables collaboration between business users through dynamic activity streams and improves ease of use for searching, viewing, and making rule changes. It is designed for business experts to manage the lifecycle of decisions. Improvements include:

    -- Decision Table editing

    -- Project timeline

    -- Improved search capabilities

    -- Snapshot (version) comparison

  - The Business Console is available along with the following existing Decision Center interfaces, each of which interact with a common repository as the Business Console:

    -- Decision Center Enterprise Console - Delivers functionality for advanced business analysts and administrators to fully develop, manage and govern decisions. The Enterprise Console includes a comprehensive set of governance capabilities (including testing, reporting and analysis of definitions).

    -- Rule Solutions for Office - Business-rule-based decisions such as business action language rules, rule flows, and decision tables can be authored and edited using Microsoft™ Word and Excel. Loading a lightweight plug in for Microsoft Office, business users can work with file-based RuleDocs in a guided manner, while using rule editors that provide auto-completion assistance.

  - Improved Event Designer capabilities - JDBC Connectivity improvements and context removal

  - Enhanced performance - Allows improved management of dynamic domains in Decision Center

- **IBM Decision Server V8.0.1**

  - Event and Rule execution integration - The Event and Rule execution runtimes can be easily configured to invoke each other as part of a decision management application. This allows for simplified and efficient invocation of shared decision services that can be used for both rule execution and event processing, as well as enabling rule execution to emit events for correlation by the events runtime.

  - Enhanced performance, scalability, and capability - Improvements to the JDBC Fetcher, JCBC Action Connector.

For the current list of languages supported, visit

http://www-01.ibm.com/software/websphere/ilog_supported_languages.html

**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

## Product positioning

Decision management is an approach that combines software and expertise to increase the value of the frequent customer, partner, and internal interactions that take place within and across business systems. It involves both being able to make the best possible decision at the current moment based on data and situational context, as well as being able to use data to discover insights that can be used to continually improve decisions over time.

These decisions may be fully automated (for example, through an online application or a self-service point-of-sale system) or they may be used to provide decision support to people (for example, through a system used at a call center, branch, or store location, or in the back-office).

There are two primary technology areas that fit within the decision:

*   Operational decision management - Focuses on the automation and governance of frequently occurring, repeatable decisions that control the actions of critical business systems. The principal IBM offerings in this area are IBM Operational Decision Manager and IBM Operational Decision Manager for z/OS® .
*   Analytic decision management - Focuses on the transformation of data into predictive insight and prescriptive recommendations that can be utilized to improve repeatable decisions. The principal IBM offerings in this area are IBM SPSS® Decision Management and IBM ILOG Optimization Decision Manager Enterprise.

While these two technology areas are highly complementary, they can be used separately or together as part of a decision management solution. Each area brings a different focus to improve process and transactional decisions.

IBM Operational Decision Manager provides the power to intelligently automate a wide range of decisions across business processes and applications, uniting the IBM market-leading capabilities for business rules management and business event processing in order to drive more responsive actions to business opportunities or risk conditions.

By enhancing the IBM business rules repository to also govern event-based decisions, IBM Operational Decision Manager gives organizations comprehensive capabilities to define and maintain the logic that will drive the actions of critical business systems.

## Reference information

For withdrawn and replacement programs announced in support of this new version, refer to Software Withdrawal Announcement 912-058, dated April 24, 2012.

## Program number

```
Program              Program
number      VRM      name

5725-B69    8.0.1    IBM Operational Decision Manager
```

## Additional information

### Consulting and services

Professional Services are available to help clients get into production quickly and, if desirable, to assist with planning and growing into full-blown business integration solutions. These services can be provided through our IBM Business Partner community or through IBM Global Services.

To contact a Software Services sales specialist, visit

http://www.ibm.com/software/sw-services

## Education support

IBM delivers a comprehensive portfolio of education services to help customers successfully deploy and integrate WebSphere Application and Integration middleware products to their maximum potential.

Education is a key component to ensuring software success. The IBM education team is committed to providing the highest quality education available to help your company prosper in today's competitive marketplace.

IBM delivers successful education programs that provide your people with the skills necessary to make your business profitable using IBM software.

The IBM education team works closely with IBM product developers and IBM services organizations to ensure that the courses we offer provide the most up-to-the-minute technical and product information. Our courses place an emphasis on the advanced knowledge and insight that only these sources can provide. We draw from a deep pool of IBM technical experience in the development of our courses, and pass that knowledge on to our students.

For more information about available education offerings, visit

http://www.ibm.com/websphere/education

## 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

A *Quick Start Guide* is shipped with the product.

The documentation for IBM Operational Decision Manager V8.0.1 isprovided as an information center.The information center will be available on November 30, 2012.

For product family infocenter

http://pic.dhe.ibm.com/infocenter/dmanager/v8r0m1/index.jsp

For Decision Center infocenter

http://pic.dhe.ibm.com/infocenter/dcentrbu/v8r0m1/index.jsp

For Rule Execution Server Console infocenter

http://pic.dhe.ibm.com/infocenter/resohelp/v8r0m1/index.jsp

Parts of the documentation for IBM Operational Decision Manager V8.0.1 will be translated and available on, or before, December 19, 2012.

## Technical information

### Specified operating environment

#### *Hardware requirements*

For details, refer to the Software requirements section.

#### *Software requirements*

Visit the following website for a complete detailed list of hardware and software requirements for **Decision Server V8.0.1** and **Decision Center V8.0.1.**

http://www.ibm.com/support/docview.wss?uid=swg27024349

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a README file, or other information published by IBM , such as an announcement letter. Documentation and other program content may be supplied only in the English language.

#### *Limitations*

Refer to Usage restriction topic in the Terms and conditions section of this announcement, or to the License Information document that is available on the IBM Software License Agreement website

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

### Planning information

#### *Direct customer support*

Direct customer support is provided by IBM Operational Support Services - SoftwareXcel. This fee service enhances your productivity by providing voice and electronic access into the IBM support organization. IBM Operational Support Services - SoftwareXcel helps answer questions pertaining to usage and suspected software defects for eligible products.

Installation and technical support is provided by Global Services. For more information call 800-IBM-4YOU (426-4968).

For technical support or assistance, contact your IBM representative or visit

http://www.ibm.com/support

#### *Packaging*

The IBM Operational Decision Manager V8.0.1 product package includes:

- IBM Operational Decision Manager V8.0.1 DVD
- A printed Quick Start Guide
- WebSphere Application Server ND V8.0.0.3
- DB2® Workgroup Server Edition V9.7

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 Operational Decision Manager V8.0.1 uses the security and auditability features of the host software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

## Software Services

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/

## Ordering information

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

```
Product group: Application and Integration Middleware

Product: IBM Operational Decision Manager V8.0.1
        (5725-B69)

Product category: WebSphere
```

### *Charge metric*

```
Program name                PID number       Charge metric

IBM Operational             5725-B69         Processor Value Unit
 Decision Manager V8.0.1
```

### Processor Value Unit (PVU)

PVU is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the PVU table by processor value, brand, type, and model number at the website below) and the number of processors made available to the program. IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip. A dual-core processor chip, for example, has two processor cores. The PVU table can be found at

http://www.ibm.com/software/lotus/passportadvantage/
pvu_licensing_for_customers.html

Licensee can deploy the program using either full capacity licensing or virtualization capacity (sub-capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (refer to the web page below). If using Full Capacity licensing, Licensee must obtain PVU entitlements sufficient to cover all activated processor cores* in the physical hardware environment made available to or managed by the Program, except for those servers from which the Program has been permanently removed. If using Virtualization Capacity licensing, Licensee must obtain entitlements sufficient to cover all activated processor cores made available

to or managed by the Program, as defined according to the Virtualization Capacity License Counting Rules at

http://www.ibm.com/software/lotus/passportadvantage/
Counting_Software_licenses_using_specific_virtualization_technologies.html

* An activated processor core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

**Notes**

- Some programs may require licenses for the program **and** what is being managed. In that case, the following applies. In addition to the entitlements required for the program directly, licensee must obtain PVU entitlements for this program sufficient to cover the processor cores 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 program directly, licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- A few programs on an exception basis may be licensed on a referenced basis. In that case, the following applies. Rather than obtaining entitlements for the activated processor cores available to the program, licensee must obtain PVU entitlements for this program sufficient to cover the environment made available to the referenced program as if the program itself were executing everywhere the referenced program was executing, independent of the basis on which the referenced program is licensed.

**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.

**Resource Value Unit Conversion Table**

```
From 1 to 20 Resources, 1.00 RVUs per Resource
From 21 to 50 Resources, 20 RVUs plus 0.83 RVUs per Resource above 20
From 51 to 100 Resources, 45 RVUs plus 0.80 RVUs per Resource above 50
From 101 to 250 Resources, 85 RVUs plus 0.76 RVUs per Resource above 100
From 251 to 500 Resources, 199 RVUs plus 0.60 RVUs per Resource above 250
From 501 to 1,000 Resources, 349 RVUs plus 0.50 RVUs per Resource above 500
From 1,001 to 5,000 Resources, 599 RVUs plus 0.47 RVUs per Resource above 1,000
From 5,001 to 10,000 Resources, 2,479 RVUs plus 0.40 RVUs per Resource above 5,000
From 10,001 to 25,000 Resources, 4,479 RVUs plus 0.36 RVUs per Resource above 10,000
For more than 25,000 Resources, 9,879 RVUs plus 0.33 RVUs per Resource above 25,000
```

**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.

**Passport Advantage**

Here is the complete listing of part numbers for IBM Operational Decision Manager (5725-B69).

| Program name/Description | Part number |
|---|---|
| IBM Decision Server per PVU License + SW S&S 12 Months | D0G80LL |
| IBM Decision Server per PVU Annual SW S&S Renewal | E0AI1LL |
| IBM Decision Server per PVU SW S&S Reinstate 12 Months | D0G81LL |
| IBM Decision Center per PVU License + SW S&S 12 Months | D0IIZLL |
| IBM Decision Center per PVU Annual SW S&S Renewal | E0BQ5LL |
| IBM Decision Center per PVU SW S&S Reinstate 12 Months | D0IJ1LL |
| IBM Decision Server per RVU License + SW S&S 12 Months | D0IM9LL |
| IBM Decision Server per RVU Annual SW S&S Renewal | E0BR5LL |
| IBM Decision Server per RVU SW S&S Reinstate 12 Months | D0IMALL |
| IBM Decision Server for Non-Production PVU Annual SW S & S Renewal | E0DK5LL |
| IBM Decision Server for Non-Production PVU License + SW S & S 12 months | D0P08LL |
| IBM Decision Server for Non-Production PVU SW S & S Reinstatement 12 Months | D0P09LL |

**Passport Advantage trade up**

You must have previously acquired licenses for the following precursor products to be eligible to acquire equivalent licenses of the trade-up products.

| Precursor product | Trade-up product | Trade-up part number |
|---|---|---|
| IBM Decision Server Rules Edition PVU Trade-up License + SW S&S 12 Month | IBM Decision Server per PVU | D0IL8LL |
| IBM Decision Server for Non-Production PVU License + SW Subscription & Support 12 Months Trade-up | IBM Decision Server Processor Value Unit (PVU) | D0P0ULL |
| IBM Decision Server Events Edition PVU Trade-up License + SW S&S 12 Month | IBM Decision Server per PVU | D0IL9LL |
| IBM Decision Server Rules Edition for Linux on System z PVU Trade-up License + SW S&S 12 Month | IBM Decision Server for Linux on System z per PVU | D0IL6LL |
| IBM Decision Server Events Edition for Linux on System z PVU Trade-up License + SW S&S 12 Month | IBM Decision Server for Linux on System z per PVU | D0IL7LL |
| IBM Decision Server for Non-Production for Linux on System z® PVU License + SW S&S 12 Months Tradeup | IBM Decision Server for Linux™ on System z PVU | D0P0VLL |

| | | |
|---|---|---|
| IBM Decision Server Rules Edition RVU Trade-up License + SW S&S 12 Month | IBM Decision Server per RVU | D0LS8LL |
| IBM Decision Server Events Edition Non-Production PVU License + SW Subscription & Support 12 Months | IBM Decision Server for Non-Production Processor Value Unit (PVU) | D0Q2KLL |
| IBM Decision Server Rules Edition Non-Production License + SW Subscription & Support 12 Months Per PVU | IBM Decision Server for Non-Production Processor Value Unit (PVU) | D0Q2JLL |
| IBM Decision Server Rules Edition Non-Production zEnterprise BladeCenter® Extn and Lnx Sys z PVU License + SW Subscription & Support 12 Months | IBM Decision Server for Non-Production for zEnterprise® BladeCenter Extn and Lnx Sys z PVU | D0Q2LLL |
| IBM Decision Server Events Edition Non-Production zEnterprise BladeCenter Extn and Lnx Sys z PVU License + SW Subscription & Support 12 Months | IBM Decision Server for Non-Production for zEnterprise BladeCenter Extn and Lnx Sys z PVU | D0Q2MLL |

Consult your IBM representative if you have any questions.

## 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.

| Entitled maintenance offerings description | Part number |
|---|---|
| IBM Operational Decision Manager V8.0.1 | 5725-B69 |

| Media packs description | |
|---|---|
| IBM Operational Decision Manager for Multiplatforms V8.0.1 Multilingual Media Pack | B801IML |

## Cross-platform product for use on System z Integrated Facility for Linux (IFL) engines

Order the part numbers that follow when the product is intended to run on the Linux operating system on System z Integrated Facility for Linux (IFL) engines. If the product is not intended to run on the Linux operating system on System z IFL engines, order from the other set of part numbers in this announcement.This set of part numbers provides the identical supply and authorization as the other set in this announcement.

| Program name/Description | Part number |
|---|---|
| IBM Decision Server per PVU for Linux on System z License + SW S&S 12 Months | D0G7JLL |
| IBM Decision Server per PVU for Linux on System z Annual SW S&S Renewal | E0AHVLL |
| IBM Decision Server per PVU for Linux on System z SW S&S Reinstate 12 Months | D0G7KLL |

```
IBM Decision Center                                 DOIIVLL
 per PVU for Linux on System z
 License + SW S&S 12 Months

IBM Decision Center                                 E0BQ4LL
 per PVU for Linux on System z
 Annual SW S&S Renewal

IBM Decision Center                                 DOIIWLL
 per PVU for Linux on System z
 SW S&S Reinstate 12 Months

IBM Decision Server for Non-Production              E0DK4LL
 Processor Value Unit (PVU) for
 zEnterprise BladeCenter Extension and
 Linux on System z Annual SW Subscription &
 Support Renewal

IBM Decision Server for Non-Production              D0P05LL
 Processor Value Unit (PVU) for
 zEnterprise BladeCenter Extension and
 Linux on System z License + SW Subscription &
 Support 12 Months

IBM Decision Server for Non-Production              D0P06LL
 Processor Value Unit (PVU) for
 zEnterprise BladeCenter Extension and
 Linux on System z SW Subscription & Support
 Reinstatement 12 Months
```

**Processor Value Unit (PVU) sub-capacity licensing**

This software product is eligible for sub-capacity licensing. Customers must accept the terms of the IBM International Passport Advantage Agreement Attachment for Sub-Capacity Licensing Terms (Attachment), and must obtain PVU Proofs of Entitlement (PoEs) for the maximum processor core capacity available to an eligible sub-capacity product when deployed in an eligible virtualization environment. This is also referred to as sub-capacity or virtualization capacity licensing.

Customers must use the IBM License Metric Tool unless they meet the exceptions described in the Attachment.

For information regarding PVU sub-capacity licensing, including terms and IBM License Metric Tool ordering information, visit

  http://www.ibm.com/software/lotus/passportadvantage/subcaplicensing.html

The programs in this announcement all have Value Unit-based pricing.

```
Program
number      Program name                   Value Unit exhibit

5725-B69    IBM Operational Decision        Processor Value Units
            Manager V8.0.1
```

For each System z IPLA program with Value Unit pricing, the quantity of that program needed to satisfy applicable IBM terms and conditions is referred to as the **required license capacity.** Your required license capacity is based upon the following factors:

- The System z IPLA program you select
- The applicable Value Unit Exhibit
- The applicable terms
- Whether your current mainframes are full capacity or sub-capacity

## 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

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.

### License Information form number

IBM Operational Decision Manager V8.0.1

- IBM Decision Center, V8.0.1 L-ASAY-8WHJEX
- IBM Decision Server, V8.0.1 L-ASAY-8WHJ43

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. Usage is limited to the quantity of Value Units licensed.

For additional information, refer to the License Information document that is available on the IBM Software License Agreement website

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

### 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

**IBM Operational Support Services - SoftwareXcel**

No

**Other support**

Passport Advantage

**System i Software Maintenance applies**

No

**Variable charges apply**

No

**Educational allowance available**

Not applicable.

## Sub-capacity pricing terms and conditions

To be eligible for sub-capacity pricing, the machine on which the eligible products are installed and running must be eligible for sub-capacity pricing terms and conditions. Software pricing, at less than full machine capacity for eligible products, apply when running:

- AIX 5L™ V5.1, or later, on an IBM System p® 690 or equivalent partition-capable operating system and machine
- OS/400® V5R1, or later, running on an IBM System i®
- Linux running in an LPAR under AIX 5L V5.1, OS/400 V5R1, or in a partition on an equivalent partition-capable operating system and server

Sub-capacity pricing for eligible products is based on the current program pricing methodology, but the number of processors will be determined based on the sum of processors for all partitions where the program is defined (used). To obtain pricing at less than full machine capacity for eligible products, you are required to:

- Install and use, when available, IBM's license use management program, which installs with eligible IBM programs.
- Install available updates to the operating system and eligible products such that license use can be accurately managed.
- Determine if the use of sub-capacity pricing terms results in a reduced requirement for entitlements; you can reallocate the entitlement difference by distributing entitlements across a larger or different set of systems, or reserve them for future growth. There will be no refunds for these freed up entitlements. Subscription, Software Maintenance and support volumes, and entitlements for existing contracts will continue at the same levels as the acquired licenses.

## Statement of good security practices

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