



# IBM CICS Online Transmission Time Optimizer for z/OS V1.2 delivers usability and serviceability enhancements

## Overview

CICS® Online Transmission Time Optimizer for z/OS® (CICS OTTO) improves end-user productivity and increases network utilization through 3270 data stream optimization by:

- Examining outgoing data streams and dynamically compressing them
- Eliminating repetitive characters —20% to 25% of all characters are typically repetitive
- Ensuring that only changed data is sent to the terminals
- Optimizing messages to increase printer speed
- Enabling exclusion and inclusion of terminals and transactions from optimization dynamically
- Operating transparently to users and applications
- Providing an optional exit for users to change the data stream in the optimized message
- Monitoring its own operation to provide compression status

Enhancements in CICS OTTO V1.2 include:

- Data stream error display for improved compression status management
- Improvements in viewing trace data
- New system options to exclude transactions and terminals from optimization more easily
- Additional end-user help on screens
- Improved documentation

## Key prerequisites

Refer to the **Technical information** section.

## Program number

For details, refer to the **Program number** section in this announcement.

## Planned availability date

September 8, 2006

## At a glance

- By identifying and removing repetitive data and compressing 3270 data streams, CICS Online Transmission Time Optimizer for z/OS (CICS OTTO) V1.2 improves 3270 network resources utilization and response time, and increases productivity.
- CICS OTTO V1.2 builds upon the existing strengths of V1.1 by adding additional usability and serviceability options.
- CICS OTTO V1.2 operates efficiently and transparently to applications and users, supporting both local and remote users.

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## Announcement countries

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AP Distribution: To all Asia Pacific countries for release.

CTRY/Region	Announced
ASEAN*	Yes
Australia	Yes
Hong Kong	Yes
PRC	Yes
Macao	Yes
Taiwan	Yes
Korea	Yes
Japan	Yes
New Zealand	Yes

\* Bangladesh, Brunei, Myanmar, Sri Lanka, India, Nepal, Indonesia, Malaysia, Philippines, Singapore, Thailand, Laos, Cambodia, Vietnam

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## Description

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CICS OTTO V1.2 operates in CICS, reducing the number of characters transmitted to supported devices by making optimum use of all available orders for each device type. CICS OTTO keeps the screen layout of conversational terminals in memory so that only changed data is transmitted. CICS OTTO can also reduce the contention between the devices on a communications line and between devices connected to local controllers, helping to improve response times because messages arrive quicker at each device.

CICS OTTO uses the following optimization techniques:

- Repetitive character elimination for 3270-type terminals and printers
- Transmission of only changed data for 3270-type terminals
- Blank elimination for 3270 SNA Character Set (SCS) printers
- String Control Byte (SCB) compression for 3600/4700 type terminals

CICS OTTO provides the system administrator with the following controls:

- Exclusion list for terminals and modules

The exclusion list lets you exclude any terminal or module from optimization. For example, you can use the exclusion list to:

- Exclude terminals that are running specific applications
- Exclude terminals dynamically, while CICS OTTO is running

- Selection list for terminals and modules

The selection list allows you to select specific terminals or modules you want to include in optimization. For example, you can use this list to:

- Include a few terminals or modules, while you verify the correct installation
- Include terminals or modules dynamically, while CICS OTTO is running

- Customized control with user exits

This feature gives you even more control over optimization functions. This user exit is called every time a message is about to be optimized and also after optimization. The user exit may be used to:

- Process specific messages unchanged by controlling the optimization using return codes
- Keep parts of the messages and to insert these fields again after optimization
- Change characters for specific countries

The operation of CICS OTTO is transparent to the users as the product automatically starts up and shuts down with CICS.

CICS OTTO tells you how effective its optimization is in your environment by continually monitoring its own operations and reporting its progress on demand. Operational statistics may be displayed on a screen or written to the console. At system shutdown, statistics can optionally be written to the console or a file.

All controls and settings can be entered on a temporary or permanent basis. Permanent controls are still active at the next start-up and temporary controls are effective only during the current start-up.

### ***New function in CICS OTTO V1.2***

- Data stream error display

CICS OTTO records every error that can prevent the optimization of messages, whether the error is found in an inbound or an outbound datastream. A new option on panel OTTOM19 (DISPLAY STATISTICS) invokes new panel OTTOM26 (ERROR STATISTICS), which allows the display of a summary of all recorded errors. Error codes and counts are shown, as well as information on the terminal where a particular error code occurred most recently.

Error statistics are automatically written to CICS OTTO's statistics file (OTTOSTAT), when CICS OTTO is shut down. A new option on panel OTTOM17 (STATISTICS CONTROL) allows error statistics to be cleared. This new function allows the CICS OTTO administrator easily to access the cause of compression errors and their effect on the optimization rate.

- Improvements in viewing trace data

CICS OTTO screen OTTOM15 (TRACE CONTROL) is enhanced by an option to start a CICS OTTO trace which is saved in a storage area above 16 MB. Only "normal" CICS OTTO data is saved (not the additional areas which are traced when an internal trace is started). The same selection criteria apply that can now be used for a CICS OTTO trace. Only one CICS OTTO trace can be active at any time. In-storage trace data will be deleted when CICS OTTO is shut down.

The size of the storage area can be specified by the user. The storage area can be specified as wrap-around or not. It can be specified that the trace will stop on the first occurrence of an error condition. The contents of the trace table can be displayed (one summary line per trace entry). The user can scroll forward and backward through this list. An individual trace entry can be displayed in expanded format (data before and after compression).

- Improvements to system options

On the SYSTEM OPTIONS screen (OTTOM16) there is a new option "Transaction ID," which can be set to **yes** or **no**. **Yes** means that module names in exclusion and selection lists are treated as CICS transaction IDs. **No** means that module names are treated as CICS program names. Formerly, the parameter TRANSID in

macro ABLGEN (also refer to member ABLECMV in SABLCSRC) was used to determine the meaning of module names, and program ABLEXIT had to be regenerated.

On the SYSTEM OPTIONS screen, there is an additional line "Terminal ID," which shows the value of CICS OTTO option TERMID. In this, VTAM® means that LU names in exclusion and selection lists are treated as VTAM LU names; CICS means that LU names are treated as CICS terminal IDs. This option can be changed only by the SET TERMID command in CICS.

- New HELP function

For every CICS OTTO screen, there is a new HELP function, which is triggered by pressing PF1. If the cursor is located in an input field, a specific HELP panel for this field is shown. Otherwise, a panel with general information on the underlying CICS OTTO screen is shown.

- Improved documentation

The product documentation has been improved and updated to reflect the new functions provided in CICS OTTO V1.2.

### Value Unit-based pricing

Value Unit pricing for eligible zSeries® IPLA programs enables a lower cost of incremental growth and enterprise aggregation. Each zSeries IPLA product with Value Unit pricing has a single price per Value Unit and a conversion matrix, called Value Unit Exhibit, for converting from some designated measurement to Value Units. Most commonly Millions of Service Units (MSUs) is the measurement designated by IBM to be converted to Value Units. Some other measurements are engines or messages. Since MSUs are the most common measurement, that measurement will be used for the remainder of this description.

Value Unit pricing offers price benefits for customers. For each zSeries 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." Each of the various Value Unit Exhibits stipulate that the larger your required license capacity, the fewer Value Units per MSU you will need. Value Unit Exhibits are uniquely identified by a three-digit code and referred to using the nomenclature VUExxx, where xxx is the three-digit code.

Subsequent acquisitions of Value Unit priced programs offer additional price benefits for customers. The quantity of each zSeries IPLA program that you have acquired is referred to as "entitled license capacity." If you wish to grow your entitled license capacity for a zSeries IPLA program, the calculation to determine additional needed Value Units is based upon the number of Value Units already acquired.

For each zSeries IPLA program with Value Unit Pricing, you should:

- Determine the required license capacity, in MSUs
- Aggregate the MSUs across the enterprise
- Convert the total MSUs to Value Units, using the applicable Value Unit Exhibit, and
- Multiply the price per Value Unit by the total number of Value Units to determine the total cost.

To simplify conversion from the designated measurement to VUs or vice-versa, use the Value Unit Converter Tool.

For additional information or to obtain a copy of the Value Unit Converter Tool, visit the Value Unit Converter Tool Web site

<http://ibm.com/zseries/swprice/vuctool>

Note that Value Units of a given product cannot be exchanged, interchanged, or aggregated with Value Units of another product.

To determine the required license capacity for the zSeries IPLA program you selected, refer to the **Terms and conditions** section.

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## Product positioning

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Organizations that run CICS systems constantly experience business pressure to improve CICS platform efficiency, maximize system availability, and make the most of their CICS skills as well as plan for Web services implementation. IBM offers a suite of CICS tools which can help to:

- Support application transformation and CICS technology-based service-oriented architecture (SOA) implementations
- Enable easier CICS version-to-version migration, including migrations from CICS Transaction Server for z/OS V1.3, and especially to CICS Transaction Server for z/OS V3.1
- Reduce complexity and cost of CICS system and application management
- Improve CICS application and data availability
- Comply with regulations like the U.S. Sarbanes-Oxley Act

CICS OTTO is one of the tools in this comprehensive portfolio, which provides a cost-effective optimization solution for customers with large 3270 networks.

This new release improves the quality of information provided about CICS OTTO performance, allowing the end user to drill down to each error report and determine its cause and effect on the compression rates. This release also includes new help and compression management options for improved productivity.

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## Program number

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Program number	VRM	Program name
5655-I05	1.2	IBM CICS Online Transmission Time Optimizer for z/OS
5655-I06		IBM CICS Online Transmission Time Optimizer for z/OS -- Subscription and Support

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## Product identification number – PID number

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Program PID number	Subscription and support PID number
5655-I05	5655-I06

### Plant of control and manufacture

- Plant of Control: SDF — Boulder and Copenhagen
- Plant of Manufacture: SDF —Boulder and Copenhagen

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## Reference information

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For information about the previous release of CICS OTTO refer to Software Announcement AP01-1419, dated December 18, 2001.

IBM product announcements can be found at

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

### *Trademarks*

CICS, z/OS, VTAM, and zSeries are registered trademarks of International Business Machines Corporation in the United States or other countries or both.

Other company, product, and service names may be trademarks or service marks of others.



# IBM Asia Pacific Announcement Supplemental Information

August 1, 2006

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## Offering Information

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Product information is available via the Offering Information Web site

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

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## Publications

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The CICS® *Online Transmission Time Optimizer Program Directory* (GI10-2549) is shipped as a printed document with the program. Other publications are available, effective September 8, 2006, in PDF format for download from the IBM Publications Center Web site at

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

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## Technical information

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### *Specified operating environment*

**Hardware requirements:** CICS OTTO operates on any hardware supporting CICS Transaction Server for z/OS® V2.2, or later.

CICS OTTO supports both local and remote devices using the VTAM®/SDLC protocol.

Devices connected via ACF/TCAM do so through TCAM's Subsystem Interface (SSI), and appear to CICS as if they are using one of the valid VTAM protocols.

CICS OTTO supports the following Logical Unit (LU) types and devices or their equivalent emulators:

- IBM LU types
  - LU type 0 3600/4700-type financial systems
  - LU type 1 SCS printers
  - LU type 2 3270-type terminals
  - LU type 3 3270-type printers
- IBM device types
  - 3178 display station
  - 3179 display station
  - 3180 display station
  - 3191 display station
  - 3192 display station
  - 3193 display station
  - 3194 display station
  - 3275 Models 1 and 2
  - 3276 display station
  - 3277 Models 1 and 2

- 3278 Models 1, 2, 3, 4, and 5
- 3279 Models 2A, 2B, 3A, and 3B
- 3284 Printer Models 1 and 2
- 3286 Printer Models 1 and 2
- 3287 Printer Models 1, 1C, 2, and 2C
- 3289 Line Printer Models 1 and 2
- 3290 partitioned display station
- 4700 financial system
- 8100 running in 3270 data stream compatibility mode
- 5550-type terminals and printers which handle Double-Byte Character Set (DBCS) Kanji characters

CICS OTTO also supports other non-IBM devices that are compatible with the terminals listed above. To be supported, these terminals must recognize standard 3270 hardware order streams and tolerate String Control Byte (SCB) compression.

**Software requirements:** CICS OTTO requires System Modification Program/Extended (SMP/E) of the supported z/OS system for installation and maintenance. It operates with the following:

- CICS Transaction Server for z/OS V2.2, or later
- z/OS V1.4, or later

### *Planning information*

**Packaging:** CICS OTTO V1.2 is shipped via Customized Offerings on 3480 1/2-inch tape cartridge. Also shipped are:

- IPLA in multilanguage booklet (Z125-3301)
- License Information in multilanguage booklet (GC34-6103)
- Proof of Entitlement (PoE)
- Program directory in hardcopy (GI10-2549)

### *Security, auditability, and control*

CICS OTTO V1.2 uses the security and auditability features of the operating system under which it is running. Clients can use any Security Authorization (SAF)-compliant security product, such as RACF®.

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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## Ordering information

### Charge metric

**Note:** The ordering information for CICS OTTO V1.1 remains in place for V1.2. That is, since this is a new release, the program number, the Subscription and Support number, and the associated feature numbers are the same as for CICS OTTO V1.1.

The ordering information is included here for the convenience of users.

Program name	PID number	Charge metric
CICS Online Transmission Time Optimizer for z/OS V1.2	5655-I05	Value Units
CICS Online Transmission Time Optimizer for z/OS Subscription and Support	5655-I06	Value Units

The program in this announcement has Value Unit-Based pricing.

Program number	Program name	Value Unit exhibit
5655-I05	CICS Online Transmission Time Optimizer for z/OS	VUE007

For each zSeries® 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 zSeries IPLA program you select
- The applicable Value Unit Exhibit
- The applicable terms
- Whether your current mainframes are full-capacity or sub-capacity

#### Value Unit exhibit VUE007

	MSUs minimum	MSUs maximum	Value Units/MSU
Base	1	3	1
Tier A	4	45	0.45
Tier B	46	175	0.36
Tier C	176	315	0.27
Tier D	316	+	0.2

Value Units for mainframes without MSU ratings:

Hardware	Value Units/machine
MP3000 H30	6
MP3000 H50	8
MP3000 H70	12
ESL models	2

**Ordering example:** The total number of Value Units is calculated according to the following example.

If your required license capacity is 1,500 MSUs for your selected zSeries IPLA product, the applicable Value Units would be:

### Translation from MSUs to Value Units

	MSUs	*	Value Units/MSU	=	Value Units
Base	3	*	1.00	=	3.00
Tier A	42	*	.45	=	18.90
Tier B	130	*	.36	=	46.80
Tier C	140	*	.27	=	37.80
Tier D	1,185	*	.20	=	237.00
Total	1,500				343.50

When calculating the total number of Value Units, the sum is to be rounded up to the next integer.

### Basic license

**On/Off Capacity on Demand:** CICS Online Transmission Time Optimizer for z/OS is eligible for On/Off Capacity on Demand (On/Off CoD) with a Temporary Use Charge calculated based on MSUs-per day usage.

**Note:** This AP section is for **Japan only**

**Program name:** CICS Online Transmission Time Optimizer for z/OS V1.2

**Program PID:** 5655-I05

Entitlement identifier	Description	License option/pricing metric
S00WBN6	CICS OTTO V1.2	Basic OTC, Per MSU-day TUC

**Note:** In AP, the following does **not** apply to Japan.

**Program name:** CICS Online Transmission Time Optimizer for z/OS V1.2

**Program PID:** 5655-I05

Feature description	One-time charge feature number
Per MSU-DAY On/Off CoD Temporary Use Charge	G9RT
Per 250 MSU-DAYS On/Off CoD Temporary Use Charge	G9RU

**Value Unit pricing:** To order, specify the program product number and the appropriate license or charge option. Also, specify the desired distribution medium. To suppress shipment of media, select the license-only option in CFSW.

**Note:** In AP, this applies to **Japan only**

**Program name:** CICS Online Transmission Time Optimizer for z/OS V1.2

**Program PID:** 5655-I05

The following information is a summary of all license options and pricing metrics offered for the above PID number.

Entitlement identifier	Description	License options/pricing metrics
S00WBN6	CICS OTTO V1.2	Basic OTC, Value Units

Orderable supply ID	Language	Distribution medium
S00WBN5	U.S. English	3480 tape cartridge

### Subscription and Support

To receive voice technical support via telephone during normal business hours and future releases and versions at no additional charge, Subscription and Support must be ordered. The capacity of Subscription and Support (Value Units) must be the same as the capacity ordered for the product licenses.

To order, specify the Subscription and Support program number (PID) referenced above and the appropriate license or charge option.

IBM is also providing Subscription and Support for this product via a separately purchased offering under the terms of the IBM International Agreement for Acquisition of Software Maintenance (IAASM). This offering:

- Includes and extends the support services provided in the base support to include technical support via telephone during normal business hours.
- Entitles customers to future releases and versions at no additional charge. Note that the customer is not entitled to new products.

When Subscription and Support is ordered, the charges will renew automatically annually unless cancelled by the customer.

#### Subscription and Support PID: 5655-106

The following information is a summary of all license options and pricing metrics offered for the above PID number.

Entitlement identifier	Description	License options/ pricing metrics
S00WBN2	CICS OTTO Subscription and Support	Basic ALC, Value Units SW S&S Decline SW S&S (no charge) Per MSU SW S&S Registration

Orderable supply ID	Language	Distribution medium
S00WBN1	U.S. English	Paper

**Note:** in AP, this **excludes** Japan

**Program name:** CICS Online Transmission Time Optimizer for z/OS

**Program PID:** 5655-105

Feature Description	One-time charge feature number
IBM CICS Online Transmission Time Optimizer for z/OS V1.2	
1 Value Unit	F5VJ
250 Value Units	F5VK

Distribution medium description	Medium feature number	Language
3480 tape cartridge	5802	U.S. English

#### Subscription and Support PID: 5655-106

Support for program name	Support for program number	S&S annual feature number	S&S decline no-charge feature number	S&S registration no-charge feature number
CICS OTTO	5655-105		F5VN	
1 Value Unit		F5VL		H3UV
250 Value Units		F5VM		H3UW

Distribution medium description	Medium feature number	Language
Paper	6608	U.S. English

#### For China Only

#### Subscription and Support PID: 5655-106

Support for program name	Support for program number	S&S 4-year OTC chg feature number	S&S decline no-charge feature number	S&S registration no-charge feature number
CICS OTTO	5655-105		F5VN	
1 Value Unit		F5VP		H3UV
250 Value Units		F5VQ		H3UW

### Customized Offerings

Product media is shipped only via Customized Offerings (for example, CBPDO, ServerPac, SystemPac®). Noncustomized items (CDs, diskettes, source media, media kits) will continue to be shipped via the stand-alone product.

### Terms and conditions

**Licensing:** IBM International Program License Agreement and License Information document. Proofs of Entitlement (PoE) are required for all authorized use.

This product is licensed under the IBM Program License Agreement (IPLA), and the associated Agreement for Acquisition of Software Maintenance, which provides for support with ongoing access to releases and versions of the program. This program has 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.

S/390® and zSeries IBM Operational Support Services — SoftwareXcel is an option for those clients who desire added services.

**Limited warranty applies:** Yes

**Warranty:** This program includes a warranty for one year from acquisition from IBM or an authorized IBM Business Partner. For one year from acquisition of the program, this warranty provides the customer with access to databases containing program information and FAQs, including any known fixes to defects, which the customer can download or otherwise obtain and install.

**Program support:** Enhanced Support, called Subscription and Support, 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. The customer will be notified of discontinuance of support with 12 months' notice.

**Money-back guarantee:** If for any reason you are dissatisfied with the program and you are the original licensee, return it within 30 days from the invoice date, to the party (either IBM or its reseller) from whom you acquired it, for a refund. For clarification, note that 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 the customer.

**Copy and use on home/portable computer:** No

**Volume orders (IVO):** No

**Passport Advantage® applies:** No

**Software Maintenance applies:** No

For operating system software, the revised IBM Operational Support Services —SoftwareXcel offering will provide support for those operating systems and associated products that are not available with the newly announced Software Maintenance offering.

This will ensure total support coverage for your enterprise needs, including IBM and selected non-IBM products. For complete lists of products supported under both the current and revised SoftwareXcel offering, visit

<http://www.ibm.com/services/sl/products>

For additional information on the revised IBM Operational Support Services, refer to Services Announcement AA01-3066, dated July 10, 2001.

**iSeries™ Software Maintenance applies:** No

**Variable charges apply:** No

**Educational allowance available:** 15%, to qualified educational institution customers.

### Sub-capacity terms and conditions

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

For more information on the Value Unit Exhibit for the zSeries IPLA program you selected, refer to the **Ordering information** section.

Program number	Program name	Terms	Parents, if applicable
5655-I05	CICS Online Transmission Time Optimizer for z/OS V1.2	Reference-based	5697-E93 5655-M15

### Full-capacity mainframes

In cases where full-capacity is applicable, the following terms apply:

**Execution-based, z/OS-based, full-machine-based:** The required capacity of a zSeries IPLA program with these terms equals the MSU rated capacity of the machines where the zSeries IPLA program executes.

For more information on mainframe MSU rated capacities, visit the Web site

<http://www-1.ibm.com/servers/eserver/zseries/library/swpriceinfo/>

**Reference-based:** The required license capacity of a zSeries IPLA program with these terms equals the license capacity of the applicable monthly license charge (MLC) program. This MLC program is called the "parent" program.

### Sub-capacity mainframes

In cases where sub-capacity is applicable, the following terms apply:

**Reference-based:** The required license capacity of a zSeries IPLA program with these terms equals the license capacity of the applicable monthly license charge (MLC) program. This MLC program is called the "parent" program.

**Sub-capacity eligibility:** To be eligible for sub-capacity charging on select zSeries IPLA programs, you must first implement and comply with all terms of either sub-capacity Workload License Charges (WLC) or sub-capacity Entry Workload License Charges (EWLC). To implement sub-capacity WLC or EWLC, a machine must be zSeries (or equivalent). On that machine:

- All instances of the OS/390® operating system must be migrated to the z/OS (or z/OS.e) operating systems
- Any licenses for the OS/390 operating system must be discontinued
- All instances of the z/OS operating (or z/OS.e) systems must be running in z/Architecture™ (64-bit) mode

For that machine, you must create and submit a Sub-Capacity Report to IBM each month. Sub-Capacity Reports must be generated using the Sub-Capacity Reporting Tool (SCRT). For additional information or to obtain a copy of SCRT, visit the zSeries Software Pricing Web site

<http://ibm.com/zseries/swprice>

You must comply with all of the terms of the WLC or EWLC offering, whichever is applicable:

- The complete terms and conditions of sub-capacity WLC are defined in the IBM Customer Agreement — Attachment for zSeries Workload License Charges (Z125-6516).
- The complete terms and conditions for sub-capacity EWLC are defined in the IBM Customer Agreement — Attachment for IBM eServer zSeries 890 and 800 License Charges (Z125-6587).

Additionally, you must sign and comply with the terms and conditions specified in the amendment to the IPLA contract — Amendment for IBM System z9™ and eServer zSeries Programs Sub-Capacity Pricing (Z125-6929). Once the amendment is signed, the terms in the



amendment replace any and all previous zSeries IPLA sub-capacity terms and conditions.

### **Sub-capacity utilization determination**

Sub-capacity utilization is determined based on the utilization of a sub-capacity eligible reference product and machine.

### **On/Off Capacity on Demand**

To be eligible for On/Off Capacity on Demand pricing, customers must be enabled for temporary capacity on the corresponding hardware, and the required contract — Z125-6611, Attachment for Customer Initiated Upgrade and IBM eServer On/Off Capacity on Demand — Software — must be signed prior to use.

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## **IBM Electronic Services**

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IBM Global Services has transformed its delivery of hardware and software support services to put you on the road to higher systems availability. IBM Electronic Services is a Web-enabled solution that provides you with an exclusive, no-additional-charge enhancement to the service and support available on the IBM eServer platform. These services provide the opportunity for greater system availability due to faster problem resolution and preemptive monitoring. IBM Electronic Services is comprised of two separate, but complementary, elements: IBM Electronic Services news page and IBM Electronic Service Agent™.

IBM Electronic Services news page provides you with a single Internet entry point that replaces the multiple entry points traditionally used by customers to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The IBM Electronic Service Agent is no-additional-charge software that resides on your IBM eServer system. It is designed to proactively monitor events and transmit system inventory information to IBM on a periodic, customer-defined timetable. The IBM Electronic Service Agent tracks system inventory, hardware error logs, and performance information. If the server is under a current IBM maintenance service agreement or within the IBM warranty period, the Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to provide proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent will be made available to IBM service support representatives when they are helping answer your questions or diagnosing problems.

To learn how IBM Electronic Services can work for you, visit

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

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## **Prices**

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The existing prices for CICS Online Transmission Time Optimizer for z/OS are unaffected by this announcement.

**Note:** in AP, this info is for **Japan only**

**Program name:** CICS Online Transmission Time Optimizer for z/OS

**Program PID:** 5655-I05

Entitlement identifier	Description	License option/pricing metric
S00WBN6	CICS OTTO V1.2	Basic OTC, per MSU-day TUC
S00WBN6	CICS OTTO V1.2	Basic OTC based on Value Units

**Subscription and Support PID:** 5655-I06

Entitlement identifier	Description	License option/pricing metric
S00WBN2	CICS OTTO Subscription and Support	Basic ALC, Value Units SW S&S Decline SW S&S (no charge) Per MSU SW S&S Registration

## **IBM Global Financing**

IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit

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

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**Financing offering/capabilities:** IBM Global Financing makes it easier for you to acquire the technology you need, faster.

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