

# IBM Tivoli Workload Scheduler for Applications V8.6 provides innovative automation; IBM Tivoli Workload Scheduler V8.6 and IBM Tivoli Workload Scheduler for z/OS V8.6 updates

## Table of contents

<a href="#">1 Overview</a>	<a href="#">5 Technical information</a>
<a href="#">2 Key prerequisites</a>	<a href="#">18 Ordering information</a>
<a href="#">2 Planned availability date</a>	<a href="#">22 Terms and conditions</a>
<a href="#">2 Description</a>	<a href="#">25 Prices</a>
<a href="#">4 Program number</a>	<a href="#">25 Order now</a>
<a href="#">5 Publications</a>	

## At a glance

IBM® Tivoli® Workload Scheduler for Applications V8.6, IBM Tivoli Workload Scheduler V8.6, and IBM Tivoli Workload Scheduler for z/OS® V8.6 enhancements include:

- Enhanced SAP management
- New management of InfoSphere® DataStage®, Cognos®, Informatica, and SAP Process Integration (PI) channels
- New z-centric function for compliance to standard auditing
- Enhanced scalability and performance of Dynamic Workload Console

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

## Overview

IBM Tivoli Workload Scheduler for Applications V8.6 delivers enhancements to SAP management, and expands the reach of automation to IBM InfoSphere DataStage, IBM Cognos, and Informatica. A new chargeable component for IBM Tivoli Workload Scheduler for Applications V8.6 can be ordered to manage Informatica applications.

IBM Tivoli Workload Scheduler for z/OS V8.6 and IBM Tivoli Workload Scheduler V8.6 enhancements include a self-service catalog, additional value for the z-centric end-to-end solution, and improved scalability and performance within the Dynamic Workload Console.

IBM Tivoli Workload Scheduler for Applications V8.6:

- SAP management is simplified with improved efficiency. Key enhancements include a SAP eXternal Interface for Job Background Processing (SAP XBP) 3.0 Interface Certification; streamlined procedure for the use in SAP job creation; management of SAP jobs through pick lists from within the Dynamic Workload Console (for both IBM Tivoli Workload Scheduler and IBM Tivoli Workload Scheduler for z/OS); automation of SAP Process Integration (PI) communication channels through the definition of IBM Tivoli Workload Scheduler jobs.

- You get new business intelligence and data warehouse job automation across multiple disparate systems and applications, within the central Dynamic Workload Console. This can be accomplished by using the new IBM Tivoli Workload Scheduler Plug-in for InfoSphere DataStage, IBM Tivoli Workload Scheduler Plug-in for Cognos V10.1, and IBM Tivoli Workload Scheduler Plug-in for Informatica PowerCenter. These plug-ins extend all of the Tivoli Workload Scheduler scheduling functions to these systems and applications.
- Compliance with Federal Information Processing Standard (FIPS) Publication 140-2, which is a government computer security standard to accredit cryptographic modules.

IBM Tivoli Workload Scheduler V8.6 and IBM Tivoli Workload Scheduler for z/OS V8.6 enhancements:

- Improved self-service online catalog, also available for smart devices, for business users to trigger and monitor on-demand business services, and start recovery procedures. The self-service catalog drives business agility while helping reduce costs.
- Improved z-centric end-to-end solution with automatic and centralized retrieval of distributed joblogs so that businesses comply with archiving standards and keep job run history.
- Improved Dynamic Workload Console performance and scalability for the number of concurrent users of the Dynamic Workload Console when connected to IBM Tivoli Workload Scheduler for z/OS.

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## Key prerequisites

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Refer to the [Hardware requirements](#) and [Software requirements](#) sections for details.

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## Planned availability date

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IBM Tivoli Workload Scheduler for Applications V8.6:

- June 8, 2012: Electronic download
- June 15, 2012: Physical media

IBM Tivoli Workload Scheduler V8.6 and IBM Tivoli Workload Scheduler for z/OS V8.6:

- June 8, 2012: Electronic download

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## Description

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IBM Tivoli Workload Automation, the IBM premier enterprise automation suite, includes IBM Tivoli Workload Scheduler V8.6, IBM Tivoli Workload Scheduler for z/OS V8.6, and IBM Tivoli Workload Scheduler for Applications V8.6. The suite controls composite and complex workflows in a Service Level Agreement (SLA) driven approach. It also helps respective SLAs define critical business milestones by using dynamic prioritization and dynamic allocation of workloads to resources that result in improved performance, high availability, and resource optimization.

IBM Tivoli Workload Automation suite:

- IBM Tivoli Workload Scheduler component for distributed and end-to-end workload automation, and mainframe automated workloads when combined with the IBM Tivoli Workload Scheduler distributed agent for z/OS. It can be managed from the IBM Tivoli Dynamic Workload Console, which provides graphical modeling and monitoring views.
- IBM Tivoli Workload Scheduler for z/OS component for mainframe and end-to-end workload automation can automate distributed workloads when combined

with Fault Tolerant Agents or IBM Tivoli Workload Scheduler Agent for z/OS. It can be managed from the IBM Tivoli Dynamic Workload Console, which provides graphical modeling and monitoring views.

- IBM Tivoli Workload Scheduler for Applications component extends automation into external domains, such as enterprise resource planning (ERP) applications, PeopleSoft, Oracle, and the new versions of Cognos and InfoSphere DataStage. It can be combined with IBM Tivoli Workload Scheduler and IBM Tivoli Workload Scheduler for z/OS.

IBM Tivoli Workload Scheduler for Applications V8.6 enhances SAP automation, and embraces and integrates new applications into the automation:

- SAP eXternal Interface for Job Background Processing (SAP XBP) 3.0 Interface Certification. SAP XBP 3.0 enables external automation software to schedule, start, and monitor jobs outside of the SAP NetWeaver system. Through this interface, SAP NetWeaver supports software vendors that integrate their product with SAP's existing administration tools. If you are using workload automation products that offer SAP-certified solutions, users can experience benefits such as shorter implementation times, technical enablement, and marketing assets that certification provides. To fulfill SAP XBP 3.0 Interface Certification, IBM Tivoli Workload Scheduler for Applications is enhanced with the following capabilities:
  - SAP criteria manager functions
  - SAP Application Log and Application Return Code
  - Download spool list content on demand by users
  - SAP variant maintenance using simplified XBP 3.0 function module
- In order to deploy the SAP management capability, the following products must be installed:
  - IBM Tivoli Workload Scheduler (5698-WSH)
  - or
  - IBM Tivoli Workload Scheduler for z/OS (5698-A17)
  - and
  - IBM Tivoli Workload Scheduler for Applications (5698-WSE)
- New InfoSphere DataStage, Cognos, Informatica, and SAP PI channels integration. The concept of job type is enhanced with the concept of a plug-in. The plug-in is a new chargeable feature that opens the contact with new applications, both at the execution level and at IBM Tivoli Dynamic Workload Console level, and allows you to manage the applications with the same procedures used to manage IBM Tivoli Workload Scheduler applications. In particular, IBM Tivoli Workload Scheduler V8.6 automates and integrates InfoSphere DataStage and Cognos resources and tasks within the larger IBM Tivoli Workload Scheduler environment, providing InfoSphere DataStage and Cognos job types within its library. You can list InfoSphere DataStage projects and jobs, Cognos name spaces and reports, and have the ability to set up parameters to run and stop DataStage and Cognos jobs. Similarly, Informatica and SAP PI are integrated as a new application plug-in. Users benefit from a standardized governance with the possibility to include business intelligence and data warehouse tasks in broader heterogeneous workflows for easy mapping of business processes.
- In order to utilize the SAP Process Integration Channels, Informatica, InfoSphere DataStage and Cognos applications, the following products must be installed:
  - IBM Tivoli Workload Scheduler (5698-WSH)
  - or
  - IBM Tivoli Workload Scheduler for z/OS (5698-A17)
  - and
  - IBM Tivoli Workload Scheduler for Applications (5698-WSE)

IBM Tivoli Workload Scheduler V8.6 Program Temporary Fix and IBM Tivoli Workload Scheduler for z/OS V8.6 fix pack provide a new self-service online catalog, enhanced z-centric end-to-end solution, improved IBM Tivoli Dynamic Workload Console performance and scalability.

Program enhancements:

- New self-service online catalog, that supports iPhone, BlackBerry, Android, and iPad smart devices, can streamline ad-hoc requests of business services that are accessible by users who can trigger and monitor business services.
- The self-service online catalog is available with IBM Tivoli Workload Scheduler (5698-WSH) fix pack.
- The z-centric end-to-end solution is enhanced with a fundamental feature, which allows users to be compliant with standard auditing. This feature has the ability to automatically retrieve z-centric job output from the mainframe and send them to the mainframe JES. This allows archiving products to store them into a database for as long as needed, according to the standard rules in place.
- z-centric end-to-end solution is available with the following products:
  - IBM Tivoli Workload Scheduler for z/OS (5698-A17)
  - IBM Tivoli Workload Scheduler Agent for z/OS (5698-WSH)
- IBM Tivoli Dynamic Workload Console scalability limit of 40 concurrent users in IBM Tivoli Dynamic Workload when connected to IBM Tivoli Workload Scheduler for z/OS has been removed.
- IBM Tivoli Dynamic Workload Console is available with IBM Tivoli Workload Scheduler (5698-WSH).

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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 Tivoli Workload Scheduler products are capable, 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.

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## **Program number**

Program number	VRM	Program name
5698-WSH	8.6	IBM Tivoli workload scheduler
5698-WSE	8.6	IBM Tivoli workload scheduler for Applications
5698-A17	8.6	IBM Tivoli workload scheduler for z/OS

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## **Education support**

Comprehensive education for IBM Tivoli products is offered through Worldwide Tivoli Education Delivery Services. A wide range of training options are available, including classes led by instructors, learning on demand, on-site training, and blended learning solutions.

For additional information, visit

<http://www-306.ibm.com/software/tivoli/education/>

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## **Offering Information**

Product information is available via the Offering Information website

## Publications

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The IBM Tivoli Workload Scheduler for Applications V8.6 Quick Start Guide, part number CF3BLML, and the IBM Tivoli Workload Scheduler Plug-In for Informatica PowerCenter Quick Start Guide, part number CF3GGML, English and translated publications, are delivered on a separate publications CD-ROM with the basic machine-readable material. The Quick Start Guides can also be downloaded from the following website at

[http://publib.boulder.ibm.com/infocenter/tivihelp/v47r1/index.jsp?topic=/com.ibm.tivoli.itws.doc\\_8.6.0.1/index.jsp](http://publib.boulder.ibm.com/infocenter/tivihelp/v47r1/index.jsp?topic=/com.ibm.tivoli.itws.doc_8.6.0.1/index.jsp)

All the available publications can be downloaded in English from the following website after the general availability date. Select the Workload Automation V8.6 category. Translated copies, in selected languages, will be available within 60 days after the general availability date.

[http://publib.boulder.ibm.com/infocenter/tivihelp/v47r1/index.jsp?topic=/com.ibm.tivoli.itws.doc\\_8.6.0.1/welcome\\_apps.html](http://publib.boulder.ibm.com/infocenter/tivihelp/v47r1/index.jsp?topic=/com.ibm.tivoli.itws.doc_8.6.0.1/welcome_apps.html)

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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 U.S.) 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**

IBM Tivoli Workload Scheduler V8.6, IBM Tivoli Workload Scheduler for Applications V8.6, and IBM Tivoli Workload Scheduler for z/OS V8.6 run on the hardware platforms that support the operating systems listed in the [Software requirements](#) section.

#### **Software requirements**

IBM Tivoli Workload Scheduler for Applications V8.6

##### **AIX®**

SAP R/3 Access Method

- V5.3 (IBM System i® and IBM System p®)
- V6.1 (IBM System i and IBM System p)
- V7.1 (IBM System i and IBM System p)

PeopleSoft Access Method

- V5.3 (IBM System i and IBM System p)
- V6.1 (IBM System i and IBM System p)
- V7.1 (IBM System i and IBM System p)

#### Oracle E Business Access Method

- V5.3 (IBM System i and IBM System p)
- V6.1 (IBM System i and IBM System p)

#### z/OS Access Method

- V5.3 (IBM System i and IBM System p)
- V6.1 (IBM System i and IBM System p)

#### Plug-in for Cognos

- V5.3 (IBM System i and IBM System p)
- V6.1 (IBM System i and IBM System p)
- V7.1 (IBM System i and IBM System p)

#### Plug-in for InfoSphere DataStage

- V5.3 (IBM System i and IBM System p)
- V6.1 (IBM System i and IBM System p)
- V7.1 (IBM System i and IBM System p)

### **HP-UX**

#### SAP R/3 Access Method

- 11i V2 PA-RISC
- 11i V2 IA64
- 11i V3 IA64

#### PeopleSoft Access Method

- 11i V2 PA-RISC
- 11i V2 IA64
- 11i V3 IA64

#### Oracle E Business Access Method

- 11i V2 PA-RISC
- 11i V2 IA64
- 11i V3 IA64

#### z/OS Access Method

- 11i V2 PA-RISC
- 11i V2 IA64
- 11i V3 IA64

#### Plug-in for Cognos

- 11i V2 PA-RISC
- 11i V2 IA64
- 11i V3 IA64

#### Plug-in for InfoSphere DataStage

- 11i V2 PA-RISC
- 11i V2 IA64

- 11i V3 IA64

## **Sun Solaris**

### SAP R/3 Access Method

- Sparc 9
- Sparc 10
- Opteron 10

### PeopleSoft Access Method

- Sparc 9
- Sparc 10
- Opteron 10

### Oracle E Business Access Method

- Sparc 9
- Sparc 10

### z/OS Access Method

- Sparc 9
- Sparc 10

### Plug-in for Cognos

- Sparc 9
- Sparc 10
- Opteron 10

### Plug-in for InfoSphere DataStage

- Sparc 9
- Sparc 10
- Opteron 10

## **Linux™ for x86 (32 bit and 64 bit)**

### SAP R/3 Access Method

- Red Hat Enterprise Linux Desktop Edition, Version 5 and Version 6
- Red Hat Enterprise Linux Server, Version 5 and Version 6
- SUSE Linux Enterprise Desktop, Version 10 and Version 11
- SUSE Linux Enterprise Server, Version 10 and Version 11

### PeopleSoft Access Method

- Red Hat Enterprise Linux Desktop Edition, Version 5 and Version 6
- Red Hat Enterprise Linux Server, Version 5 and Version 6
- SUSE Linux Enterprise Desktop, Version 10 and Version 11
- SUSE Linux Enterprise Server, Version 10 and Version 11

### Oracle E Business Access Method

- Red Hat Enterprise Linux Desktop Edition, Version 5
- Red Hat Enterprise Linux Server, Version 5

- SUSE Linux Enterprise Desktop, Version 10
- SUSE Linux Enterprise Server, Version 10

#### z/OS Access Method

- Red Hat Enterprise Linux Desktop Edition, Version 5
- Red Hat Enterprise Linux Server, Version 5
- SUSE Linux Enterprise Desktop, Version 10
- SUSE Linux Enterprise Server, Version 10

#### Plug-in for Cognos

- Red Hat Enterprise Linux Desktop Edition, Version 5 and Version 6
- Red Hat Enterprise Linux Server, Version 5 and Version 6
- SUSE Linux Enterprise Desktop, Version 10 and Version 11
- SUSE Linux Enterprise Server, Version 10 and Version 11

#### Plug-in for InfoSphere DataStage

- Red Hat Enterprise Linux Desktop Edition, Version 5 and Version 6
- Red Hat Enterprise Linux Server, Version 5 and Version 6
- SUSE Linux Enterprise Desktop, Version 10 and Version 11
- SUSE Linux Enterprise Server, Version 10 and Version 11

### **Linux for System i and Linux for System p**

#### SAP R/3 Access Method

- None

#### PeopleSoft Access Method

- None

#### Oracle E Business Access Method

- None

#### z/OS Access Method

- None

#### Plug-in for Cognos

- Red Hat Enterprise Linux Server, Version 5 and Version 6
- SUSE Linux Enterprise Server, Version 10 and Version 11

#### Plug-in for InfoSphere DataStage

- Red Hat Enterprise Linux Server, Version 5 and Version 6
- SUSE Linux Enterprise Server, Version 10 and Version 11

### **Linux for System z®**

#### SAP R/3 Access Method

- Red Hat Enterprise Linux Server, Version 5 and Version 6
- SUSE Linux Enterprise Server, Version 10 and Version 11

#### PeopleSoft Access Method

- Red Hat Enterprise Linux Server, Version 5 and Version 6
- SUSE Linux Enterprise Server, Version 10 and Version 11

#### Oracle E Business Access Method

- None

#### z/OS Access Method

- Red Hat Enterprise Linux Server Version 5
- SUSE Linux Enterprise Server Version 10

#### Plug-in for Cognos

- Red Hat Enterprise Linux Server, Version 5 and Version 6
- SUSE Linux Enterprise Server, Version 10 and Version 11

#### Plug-in for InfoSphere DataStage

- Red Hat Enterprise Linux Server, Version 5 and Version 6
- SUSE Linux Enterprise Server, Version 10 and Version 11

### **IBM z/OS**

#### SAP R/3 Access Method

- None

#### PeopleSoft Access Method

- None

#### Oracle E Business Access Method

- None

#### z/OS Access Method

- None

#### Plug-in for Cognos

- None

#### Plug-in for InfoSphere DataStage

- None

### **Microsoft™ Windows™**

#### SAP R/3 Access Method

- Microsoft Windows 2003 Server (x86-32 bit and 64 bit)
- Microsoft Windows Server 2003 Itanium™
- Microsoft Windows Server 2008 (x86-32 bit and 64 bit)
- Microsoft Windows Server 2008 R1 and R2 (x86-32 bit and 64 bit)
- Microsoft Windows XP SP 3
- Microsoft Windows Vista
- Microsoft Windows 7

#### PeopleSoft Access Method

- Microsoft Windows 2003 Server (x86-32 bit and 64 bit)
- Microsoft Windows Server 2003 Itanium
- Microsoft Windows Server 2008 (x86-32 bit and 64 bit)
- Microsoft Windows Server 2008 R1 and R2 (x86-32 bit and 64 bit)
- Microsoft Windows XP SP 3
- Microsoft Windows Vista
- Microsoft Windows 7

#### Oracle E Business Access Method

- None

#### z/OS Access Method

- Microsoft Windows 2003 Server (x86-32 bit and 64 bit)
- Microsoft Windows Server 2003 Itanium
- Microsoft Windows Server 2008 (x86-32 bit and 64 bit)
- Microsoft Windows Server 2008 R2 (x86-32 bit and 64 bit)
- Microsoft Windows XP SP 2
- Microsoft Windows Vista

#### Plug-in for Cognos

- Microsoft Windows 2003 Server (x86-32 bit and 64 bit)
- Microsoft Windows Server 2003 Itanium
- Microsoft Windows Server 2008 (x86-32 bit and 64 bit)
- Microsoft Windows Server 2008 R1 and R2 (x86-32 bit and 64 bit)
- Microsoft Windows XP SP 3
- Microsoft Windows Vista
- Microsoft Windows 7

#### Plug-in for InfoSphere DataStage

- Microsoft Windows 2003 Server (x86-32 bit and 64 bit)
- Microsoft Windows Server 2003 Itanium
- Microsoft Windows Server 2008 (x86-32 bit and 64 bit)
- Microsoft Windows Server 2008 R1 and R2 (x86-32 bit and 64 bit)
- Microsoft Windows XP SP 3
- Microsoft Windows Vista
- Microsoft Windows 7

IBM Tivoli Workload Scheduler for Applications V8.6 hardware and software requirements, refer to

<http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/osForProduct.html>

You will need to perform a query on Tivoli Workload Scheduler for Application and select V8.6.

Information related to the supported platforms for Informatica, refer to

<http://www-01.ibm.com/support/docview.wss?rs=672&uid=swg27019747>

Refer to table 2, column related to Dynamic Agent and Tivoli Workload Scheduler for z/OS agent.

For a complete list of hardware and software requirements for IBM Tivoli Workload Scheduler V8.6, refer to Software Announcement [211-263](#), dated July 26, 2011.

For a complete list of Hardware and Software requirements for IBM Tivoli Workload Scheduler for z/OS V8.6, refer to Software Announcement [211-260](#), dated July 26, 2011.

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**

For additional information, refer to **Usage restrictions** 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**

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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 (Software Maintenance) 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 (also referred to as Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (Software Maintenance) can be extended by the purchase of a renewal option, if available.

### **Packaging**

IBM Tivoli Workload Scheduler for Applications V8.6, IBM Tivoli Workload Scheduler V8.6, and IBM Tivoli Workload Scheduler for z/OS V8.6 are distributed with:

- International Program License Agreement (Z125-3301)
- DVD or CD-ROM
- Publications (refer to the [Publications](#) section)

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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Workload Scheduler for Applications V8.6, IBM Tivoli Workload Scheduler V8.6, and IBM Tivoli Workload Scheduler for z/OS V8.6 use the security and auditability features of the operating system software. 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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## Licensing metric definitions and pricing examples

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### Licensing metric definitions

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Tivoli software products are priced using Tivoli's Enhanced Value-Based Pricing. The Enhanced Value-Based Pricing system is based upon the Tivoli Environment-Managed Licensing Model, which uses a managed-environment approach -- whereby price is determined by what is managed rather than the number and type of product components installed.

For example, all servers monitored with Tivoli's monitoring product (IBM Tivoli Monitoring) require entitlements sufficient for those servers. Other Tivoli products may manage clients, client devices, agents, network nodes, users, or other items, and are licensed and priced accordingly.

Unlike typical systems management licensing models that require entitlements of specific software components to specific systems, the IBM Tivoli Environment-Managed Licensing Model provides the customer flexibility to deploy its Tivoli software products within its environment in a manner that can address and respond to the customer's evolving architecture. That is, as the architecture of a customer's environment changes, the customer's implementation of Tivoli software can be altered, as needed, without affecting the customer's license requirements (as long as the customer does not exceed its entitlements to the software).

Under Enhanced Value-Based Pricing, licensing and pricing of server-oriented applications are determined based upon the server's use in the customer's environment. Typically, such applications are licensed and priced in a manner that corresponds to each installed and activated processor core of the server managed by the Tivoli application to help correlate price to value while offering a simple solution.

For servers with physical or logical (sometimes called virtual) partitions, entitlements are required for all installed and activated processor cores on the server. For each Tivoli application managing a clustered environment, licensing is based on the cumulative number of installed and activated processor cores on each server in the cluster.

Enhanced Value-Based Pricing recognizes the convergence of RISC and UNIX™ and Microsoft Windows and Intel™ technologies, in order to simplify the customer's licensing requirements, and to provide a smoother, more scalable model. Pricing and licensing do not differentiate between non-System z server platforms or operating systems. For some products, this platform neutrality extends to System z and other host servers as well.

## **IBM Tivoli enhanced value-based pricing terminology definitions**

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### **Engine**

An engine is also referred to as a central processor (CP) or processor. Engines for traditional workloads are called General Purpose CPs. Engines for Linux workloads are called Integrated Facility for Linux (IFL) engines or Linux-only engines. Engines for Coupling Facility workloads are called Integrated Coupling Facility (ICF) engines.

### **Enterprise**

An Enterprise is a person or single entity and the subsidiaries owned by more than 50 percent.

### **IBM Integrated Facility for Linux (IFL)**

This optional facility enables additional processing capacity exclusively for Linux workload, with no effect on the model designation of a System z or OS/390® server. Consequently, executing Linux workload on the IBM IFL will not, in most cases, result in any increased IBM software charges for z/OS, OS/390, VM, VSE, or TPF operating systems or applications. There is, as indicated, a charge associated with the IFL, and there may also be a charge for applications that run on the IFL.

The IFL may be dedicated to a single Linux-mode logical partition or it may be shared by multiple Linux-mode logical partitions. Installations should note that the Linux workspace enabled by this facility will not support any of the S/390® traditional operating systems (OS/390, TPF, VSE, or VM). Only Linux applications or Linux operating in conjunction with the Virtual Image Facility, an environment that operates within a logical partition or in native S/390 mode and provides the capability to create multiple Linux images, is supported by the IBM S/390 IFL.

### **Managed Processor Core (charging under full capacity in the managed environment)**

Managed Processor Core charges are based on the active processor cores on the machines in the computing environment affiliated with the program rather than on the server where the program is run. The managed processor cores that require Proofs of Entitlement (PoEs) are defined in the License Information's program-unique terms.

#### Notes:

1. IBM defines a physical processor in a computer as a functional unit that interprets and executes instructions. A physical processor consists of at least an instruction control unit and 1 or more arithmetic and logic units.
2. Multicore technology allows two or more processor (commonly called cores) to be active on a single silicon chip. With multicore technology, IBM considers each core to be a physical processor. For example, in a dual-core chip, there are two physical processors residing on the single silicon chip.
3. The program may not run on some or all of the processors for which PoEs are required by the program's valuation method.
4. In the System z IFL environment, each IFL engine is considered a single physical processor.
5. Threading, a technique which makes a single processor seem to perform as two or more, does not affect the count of physical processors.
6. Where blade technology is employed, each blade is considered a separate server and charging is based upon the total number of processors

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

### **MSU**

Millions of Service Units (MSU) is defined as millions of CPU service units per hour; the measure of capacity used to describe the computing power of the hardware

processors on which S/390 or System z software runs. Processor MSU values are determined by the hardware vendor, IBM, or Software Compatible Vendors (SCVs).

For more detailed information about System z software pricing, go to

<http://www-03.ibm.com/systems/z/resources/swprice/>

## Server

A server is a computer system that executes requested procedures, commands, or applications to one or more user or client devices over a network. A PoE must be obtained for each server on which the program or a component of the program is run or for each server managed by the program. Where blade technology is employed, each blade is considered a separate server.

## Standby or backup systems

For programs running or resident on backup machines, IBM defines three types of situations: cold, warm and hot. In cold and warm situations, a separate entitlement for the copy on the backup machine is normally not required and typically no additional charge applies. In a hot backup situation, the customer needs to acquire other licenses or entitlements sufficient for that server. All programs running in backup mode must be solely under the customer's control, even if running at another enterprise's location.

As a practice, the following are definitions and allowable actions concerning the copy of the program used for backup purposes:

- **Cold:** A copy of the program may reside, for backup purposes, on a machine as long as the program is not started. There is no additional charge for this copy.
- **Warm:** A copy of the program may reside for backup purposes on a machine and is started, but is idling, and is not doing any work of any kind. There is no additional charge for this copy.
- **Hot:** A copy of the program may reside for backup purposes on a machine, is started, and is doing work. The customer must acquire a license or entitlement(s) for this copy and there will generally be an additional charge.

Doing work includes, for example, production, development, program maintenance, and testing. It also could include other activities such as mirroring of transactions, updating of files, synchronization of programs, data, or other resources (for example, active linking with another machine, program, database or other resource, and so on), or any activity or configurations that would allow an active hot switch or other synchronized switchover between programs, databases, or other resources to occur.

In the case of a program or system configuration that is designed to support a high availability environment by using various techniques (for example, duplexing, mirroring of files or transactions, maintaining a heartbeat, active linking with another machine, program, database, or other resource), the program is considered to be doing work in the hot situation and a license or entitlement must be purchased.

## Value Units

A Value Unit is a pricing charge metric for program license entitlements, which is based upon the quantity of a specific designated measurement used for a given program. Each program has a designated measurement. The most commonly used designated measurements are processor cores and MSUs. However, for select programs, there are other designated measurements such as servers, users, client devices, and messages. The number of Value Unit entitlements required for a specific implementation of the given program must be obtained from a conversion table associated with the program. Customers must obtain a PoE for the appropriate number of Value Unit entitlements for their implementation. The Value Unit entitlements of a given program cannot be exchanged, interchanged, or aggregated with Value Unit entitlements of another program. Whenever the designated measurement is a processor core, not all processor cores require the

same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the Processor Value Unit conversion table on the Passport Advantage website

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

### **Product and licensing websites**

A complete list of IBM Tivoli products is available at

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

IBM Tivoli product licensing documents are available at

<http://www.ibm.com/software/tivoli/products/licensing.html>

### **Passport Advantage**

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Through the Passport Advantage Agreement, you may receive discounted pricing based on their total volume of eligible products, across all IBM brands, acquired worldwide. The volume is measured by determining the total Passport Advantage points value of the applicable acquisitions. Passport Advantage points are only used for calculating the Entitled Passport Advantage discount.

To determine the required IBM Tivoli product configuration under Passport Advantage, the IBM Tivoli Enhanced Value-Based Pricing Model applies. The customer's environment is evaluated on a per-product basis.

Use the following two-step process to determine the total Passport Advantage points value:

- Analyze your environment to determine the number of charge units for a product. The quantity of each product's part numbers to be ordered is determined by that analysis.
- Order the Passport Advantage part numbers. A Passport Advantage point value, which is the same worldwide for a specific part number regardless of where the order is placed, is assigned to each IBM Tivoli product part number. The Passport Advantage point value for the applicable part number, multiplied by the quantity for that part number, will determine the Passport Advantage points for that IBM Tivoli product part number. The sum of these Passport Advantage points determines the Passport Advantage point value of the applicable IBM Tivoli product authorizations which then may be aggregated with the point value of other applicable Passport Advantage product acquisitions to determine the total Passport Advantage points value.

The discounted pricing available through Passport Advantage is expressed in the form of Suggested Volume Prices (SVPs), which vary depending on the SVP level. Each SVP level is assigned a minimum total Passport Advantage point value, which must be achieved, in order to qualify for that SVP level.

Media packs and documentation packs do not carry Passport Advantage points and are not eligible for SVP discounting.

For additional information on Passport Advantage, refer to the following

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

The following Passport Advantage part number categories may be orderable:

- License and Software Maintenance 12 Months - This is the product authorization with maintenance to the first anniversary date.
- Annual Software Maintenance Renewal - This is the maintenance renewal for one anniversary that applies when a customer renews their existing coverage period prior to the anniversary date at which it expires.

- Software Maintenance Reinstatement 12 months - This is for customers who have allowed their Software Maintenance to expire, and later wish to reinstate their Software Maintenance.
- Media packs - These are the physical media, such as CD-ROMs, that deliver the product's code.
- Documentation packs - These contain printed documentation such as the User's Guide and Release Notes.

## **Distributed pricing examples**

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The following examples are provided to illustrate your licensing requirements.

References to processor-based licensing do not represent the actual number of entitlements required. Entitlement requirements are Value Unit based, with the exception of IBM Tivoli Storage Manager. Processors referenced in these examples represent the designated measurement on which the required number of Value Unit entitlements will be calculated. The number of Value Units required per processor will depend on the processor type. For more information, refer to the Value Unit definition in IBM Tivoli Enhanced Value-Based Pricing terminology definitions. To determine the number of Value Unit entitlements required per processor, refer to the processor Value Unit conversion table on the Passport Advantage website

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

References to all other non-processor-based metrics do represent the actual number of entitlements required, unless other designated measurements are referenced or unless otherwise specified.

### **Pricing examples for IBM Tivoli Workload Scheduler for Applications and IBM Tivoli Workload Scheduler**

#### **IBM Tivoli Workload Scheduler**

The following customer network applies to all of the examples to enable the reader to see where products tend to manage something less than the entire environment. The customer's environment includes **Distributed Servers** :

- Twenty uniprocessor cores
- Sixty Five 2-way servers
- Twelve 4-way servers
- One 8-way server
- One 12-way server with two virtual or logical partitions
- One 14-way server
- One 16-way Sun Ultra server with two 8-way physical partitions (only one of which is managed by Tivoli applications)
- One 24-way server

#### **Others:**

- One z800 server with two uniprocessor core IFLs running Linux
- One 1,500 MSU System z server
- Five hundred workstations and 1,000 laptops (1,500 clients)
- One hundred network nodes

The customer desires to schedule work on its 14-way distributed server and its 24-way distributed server. Thus, the customer must obtain Processor Value Unit entitlements associated with the following number of processor cores, for its distributed environment:

Systems managed	Quantity in customer environment	Processor cores to be licensed
14-way	1	14
24-way	1	24
Total processor cores to be licensed		38

#### IBM Tivoli Workload Scheduler for Applications

The customer desires to schedule work on its 14-way distributed server and its 24-way distributed server. The servers include 1 instance of Oracle (on the 14-way distributed server), 1 of SAP (on the 24-way distributed server), and 1 custom mainframe application (on the 14-way System z server). Thus, the customer must obtain Processor Value Unit entitlements associated with the following number of processor cores:

Systems managed	Quantity in customer environment	Processor cores to be licensed
14-way	1	14
24-way	1	24
14-way	1	14
Total processor cores to be licensed		52

#### Notes:

- IBM Tivoli Workload Scheduler for Applications requires licensing for IBM Tivoli Workload Scheduler. For the purpose of licensing IBM Tivoli Workload Scheduler for Applications, licensing for IBM Workload Scheduler is per-processor core based on the server on which the IBM Tivoli Workload Scheduler for Applications product is installed. There is no longer a 1:1 licensing requirement for IBM Tivoli Workload Scheduler for Applications and for IBM Tivoli Workload Scheduler.
- Licensing for IBM Tivoli Workload Scheduler for Applications is per-processor core on the server where the application is scheduled.
- For Enterprise Resource Planning (ERP) scheduling, entitlements are required for all of the ERP servers, applications, and databases.

#### IBM Tivoli Workload Scheduler for z/OS and IBM Tivoli Workload Scheduler distributed Agent for z/OS

If the customer has installed 1,500 MSUs, the total number of Value Units will be:

MSUs		Value Units/MSU	Value Units
Base	3	1.00	3.00
Tier A	42	.15	6.30
Tier B	130	.08	10.40
Tier C	140	.04	5.60
Tier D	1,185	.03	35.55
Total	1,500		60.85

When calculating the total number of Value Units, the sum is rounded up to the next integer. So the customer will need to license 61 Value Units in this example.

System	Value Units/System
MP3000 H30	3
MR3000 H50	4
MP3000 H70	6

Value Units for IBM 9672 processors are based upon the full capacity of these systems. This is applicable to all System z systems measured on MSU capacity. Information on MSU capacities can be found in the IBM System/370, System/390®, and zSeries® Machine Exhibit, Z125-3901.

### Value Unit Exhibit VUE020

Level	Minimum	Maximum	Value Units/MSU
Base	1	3	1
Tier A	4	45	0.15
Tier B	46	175	0.08
Tier C	176	315	0.04
Tier D	316	+	0.03

Value Units for mainframes without MSU ratings: Value Unit

For more detailed information about System z software pricing, visit

<http://www-03.ibm.com/systems/z/resources/swprice/>

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## Ordering information

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

Product group: Provisioning and Optimization

Product Identifier Description:

IBM Tivoli workload scheduler V8.6 (5698-WSH)  
 IBM Tivoli workload scheduler for Applications V8.6 (5698-WSE)  
 IBM Tivoli workload scheduler for z/OS V8.6 (5698-A17)

Product category: Tivoli workload scheduling

### Ordering z/OS through the Internet

ShopzSeries provides an easy way to plan and order your z/OS ServerPac or CBPDO. It will analyze your current installation, determine the correct product migration, and present your new configuration based on z/OS. Additional products can also be added to your order (including determination of whether all product requisites are satisfied). ShopzSeries is available in the US and several countries in Europe. In countries where ShopzSeries is not available yet, contact your IBM representative (or IBM Business Partner) to handle your order via the traditional IBM ordering process. For more details and availability, visit the ShopzSeries website at

<http://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp>

### 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 pack description	Part number
IBM Tivoli workload scheduler Plug-in for Informatica PowerCenter V8.6.0 MP	BJ110ML
Tivoli workload scheduler for Applications V8.6.0 MP	BJ10YML

## Current licensees

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Current licensees of IBM Tivoli Workload Scheduler for Applications can order thru Passport Advantage.

## New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

## Basic license

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### Ordering information for Passport Advantage

Passport Advantage allows you to have a common anniversary date for Software Maintenance renewals, which can simplify management and budgeting for eligible new versions and releases (and related technical support) for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, will remain unchanged while your Passport Advantage Agreement remains in effect. New software purchases will initially include twelve full months of Software Maintenance. Software Maintenance in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all Software Maintenance will renew at the common anniversary date for twelve full months of maintenance.

Refer to the IBM International Passport Advantage Agreement and to the *IBM Software Support Handbook* for specific terms relating to, and a more complete description of, technical support provided through Software Maintenance.

The quantity to be specified for the Passport Advantage part numbers in the following table is per required number of Processor Value Units. To order for Passport Advantage, specify the desired part number and quantity.

Part number	Description
D0PLZLL	Tivoli workload Scheduler Plug-in for Informatica PowerCenter PVU LIC + SW S&S 12 MO
E0DSFLL	Tivoli workload Scheduler Plug-in for Informatica PowerCenter PVU ANNUAL S&S RNWL
D0PM0LL	Tivoli workload Scheduler Plug-in for Informatica PowerCenter PVU SW S&S REINSTATE 12 MO
D0PM1LL	Tivoli workload Scheduler Plug-in for Informatica PowerCenter Z PVU LIC + SW S&S 12 MO
E0DSGLL	Tivoli workload Scheduler Plug-in for Informatica PowerCenter Z PVU ANNUAL S&S RNWL
D0PM2LL	Tivoli workload Scheduler Plug-in for Informatica PowerCenter Z PVU SW S&S REINSTATE 12 MO

To order a media pack for Passport Advantage, specify the part number in the desired quantity from the following table:

Media pack description	Part number
IBM Tivoli workload Scheduler Plug-in for Informatica PowerCenter V8.6.0 MP	BJ110ML
Tivoli workload Scheduler for Applications V8.6.0 MP	BJ10YML

IBM Tivoli Workload Scheduler for Applications V8.6 and IBM Tivoli Workload Scheduler Plug-in for Informatica PowerCenter are also available, via web download, from Passport Advantage.

### Ordering information for MSU-based System z offerings

Translation from MSUs to Value Units

	MSUs	Value Units/MSU
Base	1-3	1.00
Tier A	4-45	.45
Tier B	46-175	.36
Tier C	176-315	.27
Tier D	316+	.20

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.

Program name: IBM Tivoli workload scheduler for z/OS v8.6  
 Program PID: 5698-A17

Entitlement Identifier	Description	License option / Pricing metric
S010CXL	IBM Tivoli workload Scheduler for z/OS	Basic OTC, per Value Unit Basic OTC, per MSU-day TUC
Orderable supply ID	Language	Distribution medium
S015SJL	German	3590 Tape Cartridge, CD-ROM, and Hardcopy Pub
S015SJK	English	3590 Tape Cartridge, CD-ROM, and Hardcopy Pub
S015SJN	Spanish	3590 Tape Cartridge, CD-ROM, and Hardcopy Pub
S015SJM	Japanese	3590 Tape Cartridge, CD-ROM, and Hardcopy Pub
S016S7F	Korean	3590 Tape Cartridge, CD-ROM, and Hardcopy Pub

Subscription and Support PID: 5698-S51

Entitlement identifier	Description	License option/ Pricing metric
S010CSM	Tivoli workload Scheduler for z/OS S&S	Basic ASC, per Value Unit SW S&S No charge, decline SW S&S Per MSU SW S&S registration
Orderable supply ID	Language	Distribution medium
S010CTM	German	Hardcopy publication
S010CTN	English	Hardcopy publication
S010CTR	Spanish	Hardcopy publication
S010CTP	Japanese	Hardcopy publication
S016SC3	Korean	Hardcopy publication

Program Name: IBM Tivoli workload Scheduler distributed Agent for z/OS v8.6  
 Program PID: 5698-AA3

Entitlement Identifier	Description	License Option/ Pricing Metric
S016RW4	IBM Tivoli workload Scheduler distributed Agent for z/OS	Basic OTC, per Value Unit Basic OTC, per MSU-day TUC

Orderable supply ID	Language	Distribution medium
S016RW5	English	3590 Tape Cartridge, CD-ROM, and Hardcopy Pub

Subscription and Support PID: 5698-R44

Entitlement identifier	Description	License option/ Pricing metric
S016RW7	IBM Tivoli workload Scheduler Distributed Agent for z/OS S&S	Basic ASC, per Value Unit SW S&S No charge, decline SW S&S Per MSU SW S&S registration

Orderable supply ID	Language	Distribution medium
S016RW9	English	Hardcopy publication

### Subscription and Support

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

To order, specify the Subscription and Support program product number and the appropriate license or charge option.

IBM is also providing Subscription and Support for these products, via a separately purchased offering, under the terms of the IBM International Agreement for Acquisition of Support 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 automatically renew annually unless cancelled by the customer.

### Customized Offerings

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Product deliverables are shipped only via CBPDO, ServerPac, SystemPac®.

CBPDO and ServerPac are offered for Internet delivery in countries where ShopzSeries product ordering is available. Internet delivery reduces software delivery time and allows you to install software without the need to handle tapes. For more details on Internet delivery, refer to the ShopzSeries help information at

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

You choose the delivery method when you order the software. IBM recommends Internet delivery. In addition to Internet and DVD, the supported tape delivery options for CBPDO, ServerPac, and SystemPac, include:

- 3590
- 3592

Most products can be ordered in ServerPac and SystemPac the month following their availability on CBPDO. z/OS can be ordered via all three offerings at general availability. Production of software product orders will begin on the planned general availability date.

- CBPDO shipments will begin one week after general availability.
- ServerPac shipments will begin two weeks after general availability.
- SystemPac shipments will begin four weeks after general availability due to additional customization, and data input verification.

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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.

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 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).

The following agreement applies for Software Subscription and Support (Software Maintenance) and does not require customer signatures:

- IBM Agreement for Acquisition of Software Maintenance (Z125-6011)

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. 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.

IBM System z Operational Support Services - SoftwareXcel is an option if you desire added services.

### ***License Information form number***

L-LBOI-8SNK64: IBM Tivoli Workload Scheduler for Applications V8.6

L-LBOI-8T2MEX: IBM Tivoli Workload Scheduler Plug-in for Informatica PowerCenter V8.6.0

L-SCAE-8G6HVB: IBM Tivoli Workload Scheduler for z/OS V8.6

L-SCAE-8FVJ2B: IBM Tivoli Workload Scheduler Distributed Agent for z/OS V8.6

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 support**

Enhanced support, called Subscription and Support, includes telephone assistance, as well as access to updates, releases, and versions of the program as long as support is in effect. You 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, 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.

### **Other terms**

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

Yes. Contact your IBM representative.

### **IBM International Passport Advantage Agreement**

#### **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 processor 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>

***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.

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## **IBM Electronic Services**

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IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service

and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used 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 Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

To learn how Electronic Services can work for you, visit

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

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## Prices

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Information on charges is available at website

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

In the Electronic tools category, select the option for Purchase/upgrade tools.

### **Passport Advantage**

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

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

### **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>

Authorization to resell IBM software products is achieved at the Reseller Authorization group level. You must be authorized in the IBM Tivoli Workload Scheduler Group to sell these products. To register an opportunity for these products in the Global Partner Portal, you may use Product Family - Software: Tivoli Automation. For information, on how to become an Authorized Business Partner in IBM Software Value Plus, visit website

<https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/svp>

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## Order now

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To order, contact your local IBM representative or your IBM Business Partner.

To identify your local IBM Business Partner or IBM representative, call 800-IBM-4YOU (426-4968). For more information, contact the Americas Call Centers.

Phone: 800-IBM-CALL (426-2255)  
Fax: 800-2IBM-FAX (242-6329)  
For IBM representative: [callserv@ca.ibm.com](mailto:callserv@ca.ibm.com)

For IBM Business Partner: [pwswna@us.ibm.com](mailto:pwswna@us.ibm.com)

Mail: IBM Teleweb Customer Support  
ibm.com® Sales Execution Center, Americas North  
3500 Steeles Ave. East, Tower 3/4  
Markham, Ontario  
Canada L3R 2Z1

Reference: YE001

The Americas Call Centers, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

**Note:** Shipments will begin after the planned availability date.

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[Terms of use](#)

For the most current information regarding IBM products, consult your IBM representative or reseller, or visit the IBM worldwide contacts page

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