



# IBM Intelligent Operations for Water Version 1.5 provides better value capture and new user options

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## At a glance

IBM® Intelligent Operations for Water V1.5 user-based component codes distinguish users based on roles and responsibilities, allowing more granular control. Thus users may use certain capabilities based on their needs. Clients are better able to garner value from IBM Intelligent Water software and also bolster security by controlling access to functions based on the roles of users.

With the four new user types each user type has access to a set of capabilities depending on their role.

## Overview

IBM's Intelligent Water family of solutions is designed with water and wastewater operations in mind, to optimize operations and to create new opportunities for innovation and business value. It delivers insights into public and private water and wastewater organizations' infrastructure, assets, and operations.

Intelligent Operations for Water (IOW) is a distinct product within the IBM Intelligent Water family of solutions. IOW V1.5 is available as four different user-based chargeable components.

The new user types are designed to help you better capture value from and align with the IBM Intelligent Water family of products based on the specific roles and needs of different users and stakeholders in your organization.

Each new user type is a distinct chargeable component (CC) with its own part number. The new user CCs are:

1. Intelligent Operations for Water Premium User (name changed from existing Intelligent Operations for Water)
2. Intelligent Operations for Water Standard User
3. Intelligent Operations for Water Developer User
4. Intelligent Operations for Water Consumer User

IBM has updated the name and license terms of the existing Intelligent Operations for Water. IBM Intelligent Operations for Water now is called IBM Intelligent Operations for Water Premium User and is one of four user-based components available to you.

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## Key prerequisites

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IBM Intelligent Water runs on Red Hat Enterprise Linux™ (RHEL) 5.5 64-bit for Intel™ and AMD platforms only.

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## Planned availability date

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- November 6, 2012: Electronic delivery
- November 6, 2012: Physical delivery

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## Description

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The new user types are designed to help clients better capture value from Intelligent Water offerings. Each user type is designed to provide access to a specific set of capabilities for a specific type of user based on their role and needs. For example, users could be supervisors or executives, operators, consumers, or citizens. Each type of user will interact with the solution in different ways and needs different insight and information from the solution. The new user-based components are designed to align with and deliver value specific to these needs.

IBM is introducing the following new user types:

1. Intelligent Operations for Water Premium User (name changed from existing Intelligent Operations for Water)
2. IBM Intelligent Operations for Water Standard User
3. IBM Intelligent Operations for Water Developer User
4. IBM Intelligent Operations for Water Consumer User

IBM has updated the name (and license terms) of the existing Intelligent Operations for Water component. IBM Intelligent Operations for Water now is called IBM Intelligent Operations for Water Premium User and is one of four user-based chargeable components available to you.

### Premium Users

Premium Users are those who interact with the advanced functions of the software program (but not limited to) implementing business process changes, setting rules and thresholds, defining metrics and hierarchies thereof and so on -- and thus have access to all administrative and advanced functions (see table below). The Premium User contains the program code (via media pack) and therefore clients must purchase at least one Premium User before they can use Standard or Consumer Users. Developer Users (below) also come with a media pack and do not need this prerequisite.

### Standard Users

Standard Users are those who do not need advanced capability access to all of the functions of the software program and thus do not have administrative access (admin personnel need to ensure that these restrictions are in place for Standard Users per the license terms of the software). They are limited to certain functions (see table below). Clients must purchase at least one Premium User before they can use Standard Users.

### Consumer Users

Consumer Users are those who interact with the core Intelligent Operations for Water software program only indirectly or users who directly interact with a subset of the program specified in the Consumer User chargeable component license. For example, citizens or households who report a problem or outage via a website,

or provide an observation or complaint are typical Consumer Users. Their input in turn is collected, analyzed, and correlated by the Intelligent Operations for Water software to generate a meaningful output or insight. They are limited to performing only a certain set of functions. Consumer User function will be uniquely defined for each Consumer User chargeable component. Clients must purchase at least one Premium User before they can use Consumer Users.

## Developer Users

Developer Users are those that have all of the privileges and access of the Premium User (see table below) but are limited to using those on non-production environments. Developer Users come with a media pack and do not need to have Premium User as a prerequisite.

User Definition Table

Capability	Premium user	Standard user	Development user
Visualization	Y	Y	Y
Workflows / SOPs			
Creating	Y		Y
Modifying	Y		Y
Tracking	Y	Y	Y
Collaboration (All use cases)	Y	Y	Y
Submit Service Req			
Alerts and Events			
Create new / Modify	Y	Y	Y
Create thresholds	Y		Y
Modify events	Y		Y
Escalate/close incid	Y	Y	Y
Analytics & Optimization			
Create & Modify own	Y		Y
Run Analytic modules	Y		Y
Key Performance Indicators			
Creation	Y		Y
Modification	Y		Y
Tracking	Y	Y	Y
GIS			
Updating Configuration/layers	Y		Y
Reports			
Creation Custom	Y	Y	Y
Admin Functions			
User Configuration	Y	Y	Y
UI Changes	Y		Y
Add/Remove Pages	Y		Y
Update Semantic Md1	Y		Y
User / Role MGMT	Y		Y

IBM Intelligent Water is designed to optimize water utility operations and to create new opportunities for innovation and business value by delivering insights into a utility's infrastructure, assets, and operations.

Detail information can be found at

<http://www.ibm.com/support/docview.wss?uid=swg27036245>

For additional information on IBM Intelligent Water, refer to Software Announcement [212-309](#), dated September 11, 2012 .

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

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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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## **Product positioning**

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IBM Intelligent Water is just one of the IBM Smarter Cities® solutions designed to help make cities and government operate more effectively and efficiently -- essentially smarter.

IBM offers a suite of Smarter Cities and government solutions that can help cities and government agencies integrate information from disparate, instrumented systems and create an intelligent, interconnected environment that encourages collaboration, enhances efficiencies, and fosters effective decision making.

IBM can help cities optimize individual departments -- including buildings, emergency management, energy, operations, public safety, transportation, and water -- while facilitating seamless cross-departmental integration.

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## **Reference information**

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For information about IBM Intelligent Operations for Water V1.5, refer to Software Announcement [212-309](#), dated September 11, 2012 .

For information about IBM Intelligent Operations Center V1.5, refer to Software Announcement [212-250](#), dated July 03, 2012 .

For information about IBM Intelligent Water on Cloud V1.5, refer to Software Announcement [211-461](#), dated November 15, 2011 .

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## **Program number**

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Program number	VRM	Program name
5725-D71	1.5	IBM Intelligent Water

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## **Offering Information**

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Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

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## Publications

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A *Quick Start Guide* in PDF format is shipped with this product.

No printed publications are shipped with this product. The IBM Intelligent Operations Center information center provides an exhaustive set of product documentation. The information center is available at

<http://publib.boulder.ibm.com/infocenter/cities/v1r0m0/index.jsp>

### IBM Publications Center

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

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the US) or customer number for 50 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**

Each IBM Intelligent Operations Center server must meet minimum hardware requirements

Each server must have an x86 64-bit processor including one of the following:

- AMD 64-bit processors
- Intel 64-bit processors, including Xeon EP and EX processors

Each IBM Intelligent Operations Center requires the processors, memory, and hard disk space as follows:

Server	Number of processors	Memory	Hard disk
Application server	4	24 GB	150 GB
Event server	4	16 GB	150 GB
Database server	4	16 GB	150 GB
Management server	4	24 GB	150 GB
Installation server	1	4 GB	150 GB

The hard disk requirements listed previously are permanent requirements.

An additional 100 GB of storage per server is required for installation of the product.

The temporary install files can be deleted once the installation completes.

These sizings are for high availability, energy efficiency, and ease of management in an extended environment with x86 servers (such as IBM BladeCenter® H with IBM blades that use Intel Xeon™ EP and EX processors), storage, and associated networking components.

#### **Software requirements**

The minimum software requirement for each server is 64-bit Red Hat Enterprise Linux 5 Update 5 on Intel or AMD platforms.

The software for IBM Intelligent Operations for Water V1.5 user types incorporates IBM Intelligent Operations Center.

Refer to Software Announcement [212-250](#), dated July 03, 2012 , for software requirements.

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.

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## Planning information

### **Packaging**

The products in the IBM Intelligent Operations for Water V1.5 announcement are available in both ESD and packaged formats.

Physical media is delivered on DVDs.

Description	Part number	Product identifier
IBM Intelligent Operations for Water V1.5.0 Multilingual Media Pack	AF0CVML	5725-D71

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, which 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.

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## Security, auditability, and control

IBM Intelligent Water uses the security and auditability features of the host operating system. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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## Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based Software Services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services or to contact a Software Services sales specialist, visit

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

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## Ordering information

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For more information about IBM Software Value Plus, visit

[https://www.ibm.com/partnerworld/wps/servlet/ContentHandler/svp\\_authorized\\_portfolio](https://www.ibm.com/partnerworld/wps/servlet/ContentHandler/svp_authorized_portfolio)

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

Product Group: Smarter Physical Infrastructure

Product identifier	Product identifier description
5725-D71	IBM Intelligent Water

Product Category: Smarter Cities

### **Charge metric**

Program name	Charge metric
IBM Intelligent Operations for Water Premium User	User Value Units (UVU) based on Concurrent User
IBM Intelligent Operations for Water Standard User	Concurrent User
IBM Intelligent Operations for Water Consumer User	Resource Value Unit (RVU) based on pack of 1000 Eligible Participants
IBM Intelligent Operations for Water Developer User	Authorized User

### **Licensing metric definitions**

#### **Concurrent User**

Concurrent User is a unit of measure by which the program can be licensed. A Concurrent User is a person who is accessing the program at any particular point in time. Regardless of whether the person is simultaneously accessing the program multiple times, the person counts only as a single Concurrent User. The program may be installed on any number of computers or servers, but Licensee must obtain entitlements for the maximum number of Concurrent Users simultaneously accessing the program. Licensee must obtain an entitlement for each simultaneous Concurrent User accessing the program in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means.

**Note:** Some programs may be licensed where devices are considered users. In that case the following applies: Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

#### **User Value Unit (UVU)**

UVU is a unit of measure by which the program can be licensed. UVU Proofs of Entitlement are based on the number and type of users for the given program. Licensee must obtain sufficient entitlements for the number of UVUs required for Licensee's environment as specified in the program-specific table. The UVU entitlements are specific to the program and type of user and may not be exchanged, interchanged, or aggregated with UVU entitlements of another program or type of user. Refer to the program-specific UVU table.

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

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

## **Authorized User**

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

**Note:** Some programs may be licensed where devices are considered users. In that case the following applies: Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

## **Eligible Participant**

Eligible Participant is a unit of measure by which the program can be licensed. Each individual or entity eligible to participate in any service delivery program managed or tracked by the program is an Eligible Participant. Licensee must obtain sufficient entitlements to cover all Eligible Participants.

## **Description of user roles**

### **Premium Users**

Premium Users are those who have access to all administrative and advanced functions of the software program, such as implementing business process changes, setting rules and thresholds, and defining metrics and hierarchies thereof. The Premium User entitlement licenses the program code (via media pack) and therefore clients must purchase at least one Premium User entitlement before they can use Standard or Consumer User entitlements.

### **Standard Users**

Standard Users are those who do not need advanced capability access to all of the functions of the software program and do not have administrative access. Clients must purchase at least one Premium User entitlement before they can use Standard User entitlements.

### **Consumer Users**

Consumer Users are those who interact with the core Intelligent Operations for Water software program only indirectly. For example, Consumer Users may be citizens who report a problem outage via a website or provide an observation or complaint. Consumer User input in turn is collected, analyzed, and correlated by the Intelligent Operations for Water software to generate a meaningful output or insight. Consumer Users are limited to performing only a certain set of functions, which will be uniquely defined for each Consumer User chargeable component. Clients must purchase at least one Premium User before they can use Consumer Users.



## **Developer Users**

Developer Users are those that have all of the privileges and access of the Premium User entitlement but are limited to using such privileges and access rights on non-production environments. Developer User components entitlement comes with a media pack and does not require purchase of a Premium User entitlement as a prerequisite.

## **Value unit conversion**

Value Unit Exhibit 103A (VUE103A) applies to:

- Premium User per Concurrent User
- Consumer User per pack of 1,000 Eligible Participants

## **Consumer Users**

From 1 to 20 Resources, 1.00 RVU per Resource

From 21 to 50 Resources, 20 RVUs plus 0.83 RVUs per Resource above 20

From 51 to 100 Resources, 45 RVUs plus 0.80 RVUs per Resource above 50

From 101 to 250 Resources, 85 RVUs plus 0.76 RVUs per Resource above 100

From 251 to 500 Resources, 199 RVUs plus 0.60 RVUs per Resource above 250

From 501 to 1,000 Resources, 349 RVUs plus 0.50 RVUs per Resource above 500

From 1,001 to 5,000 Resources, 599 RVUs plus 0.47 RVUs per Resource above 1,000

From 5,001 to 10,000 Resources, 2,479 RVUs plus 0.40 RVUs per Resource above 5,000

From 10,001 to 25,000 Resources, 4,479 RVUs plus 0.36 RVUs per Resource above 10,000

For more than 25,000 Resources, 9,879 RVUs plus 0.33 RVUs per Resource above 25,000

## **Premium Users**

From 1 to 20 Users, 1.00 UVU per User

From 21 to 50 Users, 20 UVUs plus 0.83 UVUs per User above 20

From 51 to 100 Users, 45 UVUs plus 0.80 UVUs per User above 50

From 101 to 250 Users, 85 UVUs plus 0.76 UVUs per User above 100

From 251 to 500 Users, 199 UVUs plus 0.60 UVUs per User above 250

From 501 to 1,000 Users, 349 UVUs plus 0.50 UVUs per User above 500

From 1,001 to 5,000 Users, 599 UVUs plus 0.47 UVUs per User above 1,000

From 5,001 to 10,000 Users, 2,479 UVUs plus 0.40 UVUs per User above 5,000

From 10,001 to 25,000 Users, 4,479 UVUs plus 0.36 UVUs per User above 10,000

For more than 25,000 Users, 9,879 UVUs plus 0.33 UVUs per User above 25,000

## **Passport Advantage**

5725-D71 IBM Intelligent Water

Feature description	Feature number
Intelligent Operations for Water Consumer User per RVU LIC+S&S 12 MO	D0V9ILL
Intelligent Operations for Water Consumer User per RVU ANNUAL S&S RNWL	E0F60LL
Intelligent Operations for Water Consumer User per RVU S&S REINST 12 MO	D0V9JLL
Intelligent Operations for Water Developer User per Authorized User LIC+S&S 12 MO	D0V9KLL
Intelligent Operations for Water Developer User per Authorized User ANNUAL S&S RNWL	E0F61LL
Intelligent Operations for Water Developer User per Authorized User S&S REINST 12 MO	D0V9LLL
Intelligent Operations for Water Standard User per Concurrent User LIC+S&S 12 MO	D0V9MLL
Intelligent Operations for Water Standard User per Concurrent User ANNUAL S&S RNWL	E0F62LL
Intelligent Operations for Water Standard User per Concurrent User S&S REINST 12 MO	D0V9NLL
IBM Intelligent Operations for water Premium User per UVU LIC+S&S 12 MO	D0T9CLL
IBM Intelligent Operations for water Premium User per UVU ANNUAL S&S RNWL	E0EJULL
IBM Intelligent Operations for water Premium User per UVU S&S REINST 12 MO	D0T9DLL

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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 IBM Agreement for Acquisition of Software Maintenance.

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### **License Information form number**

Product identifier	Product name	License Instruction ID
5725-D71	IBM Intelligent Water	L-LBAR-8Y5H2W

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://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html>

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

### **Money-back guarantee**

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

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

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

No

### **Passport Advantage applies**

Yes, and through the Passport Advantage website at

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

### **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.

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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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## **Prices**

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**Business Partner information**

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

## **Passport Advantage**

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## **IBM Global Financing**

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