



IBM Netcool Operations Insight V1.1 improves operational insights to drive efficiencies for more agile and leaner operations

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At a glance

IBM® Netcool® Operations Insight V1.1 that includes IBM Tivoli® Netcool/OMNIBus, IBM Tivoli Netcool/Impact, and IBM SmartCloud® Analytics - Log Analysis:

- Provides deep operational insight driving efficiencies for more agile and leaner operations.
- Delivers alert analytics integrated with the broadest event consolidation providing real time alarm and alert analytics combined with broader historic data analytics allowing the organization to manage the performance and health of the entire infrastructure and operations environment.
- Applies extensive contextual correlation with federated business and service-related data providing high visibility of incident and service status.
- Consolidates operations tools into intuitive customizable event and business-oriented views, via self-service dashboards and event content to the desktop and mobile devices.
- Enables faster problem identification, reduced time to resolution, and enhanced service levels resulting in improved productivity and lower operational costs.

Overview

Maintaining modern applications and systems is challenging. Business systems are becoming more distributed and sophisticated. The underlying environments are becoming more complex, with increasing adoption of virtualized and hybrid cloud environments. The spread of sophisticated instrumentation across the business infrastructure further contributes to the explosion of data to be collated, correlated, and analyzed.

Business impacting incidents must be located, prioritized, and resolved as quickly as possible. Each incident can cause unnecessary expense and potentially lost revenue. However, most event management and systems management platforms control only their specified area buildings, IT infrastructure, business functions, or communications, for example.

IBM Netcool Operations Insight builds upon the market-leading real-time event analytics capabilities of IBM Tivoli Netcool/OMNIBus and supplements this by enabling historical analysis, search of alerts and alarms to enable users to gain insight into their operations efficiency and productivity. IBM Netcool Operations

Insight also enables real-time enrichment and sophisticated correlation to enable agile responses to alerts raised across disparate systems.

IBM Netcool Operations Insight integrates infrastructure and operations management into a single coherent structure that scales from the smallest to the largest organizations in all business sectors across business applications, virtualized servers, network devices and protocols, Internet protocols, and security and storage devices.

The strong event correlation and analysis functionality, coupled with rapid deployment, ease of use, high resilience, and exceptional scalability and performance, rapidly delivers a holistic view of operations with actionable information into business impacting problems. With the resulting consolidated information, an organization can identify business-critical problems faster, deploy online fixes where possible, or prioritize the dispatch of repair technicians when necessary contributing to significantly better business outcomes.

Key prerequisites

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

Planned availability date

March 13, 2014: Electronic software delivery
April 01, 2014: DVD Media

Description

IBM Netcool Operations Insight delivers operations teams with operational insights by leveraging alarm and alert analytics combined with broader historic data analytics to drive efficiencies for more agile and leaner operations. This offering, powered by the market-leading fault management capabilities of IBM Tivoli Netcool/OMNIBus and IBM SmartCloud Analytics - Log Analysis, provides powerful event search and analytic capability combined with new purpose built alarm and alert analytics, unified multisolution dashboards, and richer standard capabilities, all in a single solution.

IBM Netcool Operations Insight helps operation teams in business enterprises and service providers to understand:

- What is the status of my operation across all of my operations tools and domains?
- How can I quickly identify problems across my entire infrastructure, regardless of how they are monitored?
- I want to improve my operations monitoring environment by reducing the noise in the system.
- What part of my infrastructure can be more efficient and less costly?
- How can I move beyond reactive problem remediation to identify reoccurring problems in order to become more efficient?

IBM Netcool Operations Insight enables operations in business enterprises and communication service providers that are looking to:

- Increase operational agility: By leveraging real time analytics to identify emerging problems enabling proactive resolution.
- Improve operational efficiency: By applying in context Search and Event Analytics to evaluate historical events to gain actionable insight for problem identification and isolation.
- Increase service availability: By leveraging real-time analytics to reduce noise and prioritize most critical events and alarms for faster incident resolution.

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

Statement of direction

IBM Netcool Operations Insight is a new solution from IBM providing operational insights by leveraging real-time alarm and alert analytics, combined with broader historic data analytics, to drive efficiencies for more agile and leaner operation. This solution is planned to continuously evolve with richer content, including additional purpose built alarm and alert analytics, network management capabilities, unified multisolution dashboards, richer standard capabilities, and social media interaction for smarter collaboration. Further, IBM intends to evolve IBM Netcool Operations Insight to support new business models that will allow organizations to use IBM Netcool Operations Insight in new ways.

IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion. Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.

Program number

Program number	VRM	Program name
5725-Q09	1.1.0	IBM Netcool Operations Insight

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/>

Offering Information

Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

Publications

The following publications can be ordered after planned availability. To order, use the Publications Center or contact your IBM representative.

Title	Order number
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IBM Netcool Operations Insight Quick Start Guide	GI13-4108-00
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IBM Netcool Operations Insight Integration Guide	SC27-6229-00
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Title	Order number
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IBM Tivoli Netcool/OMNIBus Installation and Deployment Guide	SC14-7526-03
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IBM Tivoli Netcool/OMNIBus Administration Guide	SC14-7527-03
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IBM Tivoli Netcool/OMNIBus Probe & Gateway Guide	SC14-7530-03
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Event Integration Facility Reference	SC14-7533-02
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IBM Tivoli Netcool/OMNIBus Release Notes	GI13-2302-03
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IBM Tivoli Netcool/OMNIBus HTTP Interface Reference	SC27-5612-02
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IBM Tivoli Netcool/OMNIBus OSLC Interface Reference	SC27-5613-02
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IBM Tivoli Netcool/OMNIBus Web GUI Administration and User's Guide	SC14-7528-02
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IBM Tivoli Netcool/OMNIBus Web GUI Administration API (WAAPI) User's Guide	SC14-7535-02
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Title	Order number
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IBM Tivoli Netcool/Impact Quick Start Guide	CF3PUML
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IBM Tivoli Netcool/Impact Administration Guide V6.1.1.1	SC14-7559-00
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IBM Tivoli Netcool/Impact Solutions Guide V6.1.1.1	SC14-7560-00
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IBM Tivoli Netcool/Impact Policy Reference Guide V6.1.1.1	SC14-7561-00
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IBM Tivoli Netcool/Impact User Interface Guide V6.1.1.1	SC27-4851-00
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IBM Tivoli Netcool/Impact DSA Reference Guide V6.1.1.1	SC27-4852-00
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IBM Tivoli Netcool/Impact

Operator View Guide
V6.1.1.1 SC27-4853-00

IBM Tivoli Netcool/Impact
Integrations Guide
V6.1.1.1 SC27-4854-00

IBM Tivoli Netcool/Impact
Troubleshooting Guide
V6.1.1.1 GC27-4855-00

IBM Tivoli Netcool/Impact
Release Notes V6.1.1.1 GI12-3313-00

For IBM SmartCloud Analytics - Log Analysis, no printed publications are shipped with this product. The following guides are available in PDF format:

- Installation and Administration Guide
- User's Guide
- Troubleshooting Guide
- Extending Guide
- Quick Start Guide

Refer to the information center to download the PDF guides

http://pic.dhe.ibm.com/infocenter/tivihelp/v3r1/index.jsp?topic=%2Fcom.ibm.iwa.doc_1.0%2Fic-homepage.html

The IBM Publications Center

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

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

Technical information

Specified operating environment

Hardware requirements

Go to the following website and select "Detailed system requirements" and then select the information needed under the product version.

<http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.jsp>

Software requirements

Go to the following website and select "Detailed system requirements" and then select the information needed under the product version.

<http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.jsp>

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.

IBM Electronic Support

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge. Read about the Electronic Support portfolio of tools

<http://ibm.com/electronicssupport>

Access the IBM Support Portal

<http://ibm.com/support>

Access the online Service Request tool

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

Planning information

Direct customer support

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

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

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

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

Packaging

The products in the announcement are distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
- 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

The products in the announcement 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.

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/>

Licensing metric definitions and pricing examples

Licensing metric definitions

IBM Netcool Operations Insight V1.1 is priced using the following chargeable metrics.

IBM Netcool Operations Insight Managed Virtual Server

Licensee must obtain entitlement for each Virtual Server managed by the program regardless of any intermediate consolidation application. An unpartitioned physical server counts as a single virtual server. Examples of servers include, but are not limited to, servers, logical partitions, and Integrated Facility for Linux™ (IFL) processors.

IBM Netcool Operations Insight Managed Virtual Network Device

Licensee must obtain entitlement for each Virtual Network Device managed by the program regardless of any intermediate consolidation application. An unpartitioned physical device counts as a single virtual Network Device. Examples of Network Device include, but are not limited to, switches, routers, bridges, hubs, and firewalls.

IBM Netcool Operations Insight Managed Client Device

Licensee must obtain entitlement for each Client Device managed by the program regardless of any intermediate consolidation application. Examples of Client Device include, but are not limited to, actuators, appliances, automated teller machines, automatic meter readers, cash registers, disk drives, desktop computers, kiosks, notebook computers, personal digital assistant, point-of-sale terminals, sensors, smart meters, tape drives, technical workstations printers, VoIP telephones, DSL modems, cable modems, and assets such as production equipment, facilities-related items, and transportation-related items.

IBM Netcool Operations Insight Connection

Each instance of an application or system integrated with the program for purposes other than event collection is considered to be a Connection. Examples include, but are not limited to, use of the program's gateways, data source adaptors, or API for the purposes for event archive, integration with Trouble Ticketing, and other Operational Support Systems.

Integrations to the licensee's IBM Cloud and Smarter Infrastructure applications or the forwarding of current active data for display in user interfaces are not counted.

The program has embedded high availability and is licensed solely on the basis of the environment managed. For the avoidance of doubt, this means that no additional entitlements are required to entitle high availability.

Use of IBM SmartCloud Analytics - Log Analysis is limited to the processing of events forwarded from IBM Tivoli Netcool/OMNIBus and search of log files generated by the applications within IBM Netcool Operations Insight. Separate entitlement is required for any other use of IBM SmartCloud Analytics - Log Analysis.

Pricing examples

Example 1

Customer wants to manage 100 physical servers each running 6 virtual servers and 50 network devices none of which are virtualized. The management system is running in a highly available configuration.

The customer requires:

A quantity of 600 IBM Netcool Operations Insight Managed Virtual Servers and 50 IBM Netcool Operations Insight Managed Virtual Network Devices.

There is no volume reduction calculation to take place and the high availability configuration does not require any additional entitlements.

Example 2

Customer wants to manage 10,000 automated meter readers and enrich the event information from data held in a IBM DB2® database, which has been populated by a third-party configuration system and from a billings system.

The customer requires:

A quantity of 10,000 IBM Netcool Operations Insight Managed Client Devices and a quantity of 2 IBM Netcool Operations Insight Connections.

There are two applications being connected to configuration and billing even though a single database is being used. There are no separate parts required for ObjectServer or Impact installs.

Ordering information

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

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

For more information about IBM Software Value Plus, visit

http://www.ibm.com/partnerworld/page/svp_authorized_portfolio

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

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

Product group: Tivoli
Product Identifier Description (PID)
IBM Netcool Operations Insight (5725-Q09)
Product category: Network Management and Performance

Passport Advantage trade up

You must have previously acquired a license for the following precursor product to be eligible to acquire an equivalent license of the trade-up product.

Precursor product	Trade-up product	Trade-up part number
From: IBM Tivoli Netcool/OMNIBUS	To: IBM Netcool Operations Insight	

OMNIBus Device	Managed Virtual Server Trdup Lic + SW S&S 12 Mo	D141XLL
OMNIBus Device for Linux on System z®	Managed Virtual Server Z Trdup Lic + SW S&S 12 Mo	D143QLL
OMNIBus Device	Managed Virtual Network Device Trdup Lic + SW S&S 12 Mo	D1423LL
OMNIBus Device for Linux on System z	Managed Virtual Network Device Z Trdup Lic + SW S&S 12 Mo	D143SLL
OMNIBus Base Device	Managed Client Device Trdup Lic + SW S&S 12 Mo	D142ALL
OMNIBus Base Device Linux on Syst z	Managed Client Device Z Trdup Lic + SW S&S 12 Mo	D143VLL
OMNIBus Event Forwarding	Connection Trdup Lic + SW S&S 12 Mo	D142FLL
OMNIBus Event Forwarding Linux on System z	Connection Z Trdup Lic + SW S&S 12 Mo	D143WLL
OMNIBus Data Exchange	Connection Trdup Lic + SW S&S 12 Mo	D142GLL
OMNIBus Data Exchange Linux on System z	Connection Z Trdup Lic + SW S&S 12 Mo	D143XLL
Precursor product	Trade-up product	Trade-up part number
From: IBM Tivoli Netcool/Impact	To: IBM Netcool Operations Insight	
Impact DSA Tier 1	Connection Trdup Lic + SW S&S 12 Mo	D142HLL
Impact DSA Tier 2	Connection Trdup Lic + SW S&S 12 Mo	D142ILL
Impact DSA Tier 3	Connection Trdup Lic + SW S&S 12 Mo	D142JLL
Impact DSA Tier 1 Linux on System z	Connection Z Trdup Lic + SW S&S 12 Mo	D143YLL
Impact DSA Tier 2 Linux on System z	Connection Z Trdup Lic + SW S&S 12 Mo	D143ZLL
Impact DSA Tier 3 Linux on System z	Connection Z Trdup Lic + SW S&S 12 Mo	D1440LL

Consult your IBM representative if you have any questions.

Passport Advantage customer: Media pack entitlement details

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

Media packs description	Part number
IBM Netcool Operations Insight V1.1 Multi-Platforms English Media Pack	BP01MEN

New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

Basic license

Ordering information for Passport Advantage

Passport Advantage allows you to have a common anniversary date Software Subscription and Support (SW S&S) 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 SW S&S. SW S&S in the second year can be prorated to be coterminous with your common anniversary date. Thereafter, all SW S&S will renew at the common anniversary date for twelve full months of SW S&S.

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 SW S&S.

The quantity to be specified for the Passport Advantage part numbers in the following table is per Managed Virtual Server or per Managed Virtual Network Device. To order for Passport Advantage, specify the desired part number and quantity.

Description	Part number
5725-Q09 IBM Netcool Operations Insight	
IBM Netcool Operations Insight - Managed Virtual Server	
IBM Netcool Operations Insight	
PA Managed Vir Sv Lic + SW S&S 12 Mo	D141VLL
PA Managed Vir Sv Annual SW S&S Rnw	E0J97LL
PA Managed Vir Sv SW S&S Reinstate 12 Mo	D141WLL
PA Mdg Vir Sv Fr OMNI DEV Trdup Lic + SW S&S 12 Mo	D141XLL
IBM Netcool Operations Insight	
PA Managed Vir Sv Z Lic + SW S&S 12 Mo	D141ZLL
PA Managed Vir Sv Z Annual SW S&S Rnw	E0J98LL
PA Managed Vir Sv Z SW S&S Reinstate 12 Mo	D1420LL
PA Mdg Vir Sv Z Fr OMNI DEV Trdup Lic + SW S&S 12 Mo	D143QLL
Description	Part number
5725-Q09 IBM Netcool Operations Insight	
IBM Netcool Operations Insight - Managed Virtual Network Device	
IBM Netcool Operations Insight	
PA Mged Vir NW Dvc Lic + SW S&S 12 Mo	D1421LL
PA Mged Vir NW Dvc Annual SW S&S Rnw	E0J99LL
PA Mged Vir NW Dvc SW S&S Reinstate 12 Mo	D1422LL
PA Mged Vir NW Dvc Fr OMNI DEV Trdup Lic + SW S&S 12 Mo	D1423LL
IBM Netcool Operations Insight	
PA Mged Vir NW Dvc Z Lic + SW S&S 12 Mo	D1426LL
PA Mged Vir NW Dvc Z Annual SW S&S Rnw	E0J9ALL
PA Mged Vir NW Dvc Z SW S&S Reinstate 12 Mo	D1427LL
PA Mged Vir NW Dvc Z Fr OMNI DEV Trdup Lic + SW S&S 12 Mo	D143SLL
Description	Part number

5725-Q09 IBM Netcool Operations Insight

IBM Netcool Operations Insight - Managed Client Device

IBM Netcool Operations Insight

PA 10 Mged Cli Dvc Lic + SW S&S 12 Mo	D1428LL
PA 10 Mged Cli Dvc Annual SW S&S Rnw1	E0J9BLL
PA 10 Mged Cli Dvc SW S&S Reinstate 12 Mo	D1429LL
PA 10 Mged Cli Dvc Fr OMNI Bas Dev Trdup Lic + SW S&S 12 Mo	D142ALL

IBM Netcool Operations Insight

PA 10 Mged Cli Dvc Z Lic + SW S&S 12 Mo	D142BLL
PA 10 Mged Cli Dvc Z Annual SW S&S Rnw1	E0J9CLL
PA 10 Mged Cli Dvc Z SW S&S Reinstate 12 Mo	D142CLL
PA 10 Mged Cli Dev Z Fr OMNI Bas Dev Trdup Lic + SW S&S 12 Mo	D143VLL

Description	Part number
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5725-Q09 IBM Netcool Operations Insight

IBM Netcool Operations Insight - Connection

IBM Netcool Operations Insight

PA Connection Lic + SW S&S 12 Mo	D142DLL
PA Connection Annual SW S&S Rnw1	E0J9DLL
PA Connection SW S&S Reinstate 12 Mo	D142ELL
PA Connection Fr OMNI Event Forw Trdup Lic + SW S&S 12 Mo	D142FLL
PA Connection Fr OMNI Data Exch Trdup Lic + SW S&S 12 Mo	D142GLL
PA Connection Fr Impact DSA Tier 1 Trdup Lic + SW S&S 12 Mo	D142HLL
PA Connection Fr Impact DSA Tier 2 Trdup Lic + SW S&S 12 Mo	D142ILL
PA Connection Fr Impact DSA Tier 3 Trdup Lic + SW S&S 12 Mo	D142JLL

IBM Netcool Operations Insight

PA Connection z Lic + SW S&S 12 Mo	D142KLL
PA Connection z Annual SW S&S Rnw1	E0J9ELL
PA Connection z SW S&S Reinstate 12 Mo	D142LLL
PA Connection z Fr OMNI Event Forwarding Trdup Lic + SW S&S 12 Mo	D143WLL
PA Connection z Fr OMNI Data Exchange Trdup Lic + SW S&S 12 Mo	D143XLL
PA Connection z Fr Impact DSA Tier 1 Trdup Lic + SW S&S 12 Mo	D143YLL
PA Connection z Fr Impact DSA Tier 2 Trdup Lic + SW S&S 12 Mo	D143ZLL
PA Connection z Fr Impact DSA Tier 3 Trdup Lic + SW S&S 12 Mo	D1440LL

Description	Part number
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5725-Q09 IBM Netcool Operations Insight Multi-Platforms English Media Pack V1.1	BP01MEN
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Terms and conditions

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

This product is only available via Passport Advantage.

Licensing

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

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

License Information number

- L-BPAL-9EBNTM: IBM Netcool Operations Insight

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).

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)

No

IBM International Passport Advantage Agreement

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.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

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

Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage website at

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

IBM Operational Support Services - SoftwareXcel

No

System i® Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

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.

IBM Electronic Services

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX® V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type `smitty esa_main`, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, refer to

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

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

Benefits

Increased uptime: The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24x7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

Security: The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool securely transmits via either the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide you a single point of exit from

your site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into your system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by you and IBM. Your business applications or business data is never transmitted to IBM.

More accurate reporting: Because system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

Customized support: Using the IBM ID entered during activation, you can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

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

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, you are able to see search results that apply specifically to your systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

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

Prices

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>

Information on charges is available at

<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>

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