



IBM Operational Decision Manager V8.6 delivers enhanced decision management and enriched validation and deployment capabilities within the Business Console

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At a glance

IBM® Operational Decision Manager (IBM ODM) V8.6 delivers new and enhanced capabilities plus additional deployment options:

- Delivers a new unit of rule management, the decision service, that enables governed rule deployment by business and IT participants from within the Business Console.
- Allows business users to verify and validate rule changes by defining and running test suites inside the Business Console.
- Offers greater deployment opportunities with additional support for:
 - JBoss Enterprise Application Platform 6.1
 - JBoss 7.2 GA
 - IBM DB2® V10.5
 - Eclipse 4.2.2

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

Overview

IBM Operational Decision Manager (IBM ODM) V8.6 provides a comprehensive, easy-to-use platform for capturing, automating, and governing frequently occurring, repeatable business decisions. Organizations that utilize IBM ODM can make decisions faster. They can better respond to market demands, minimize risks, and seize opportunities.

IBM ODM helps organizations in virtually every industry to improve the quality of transaction and process-related decisions that are made repeatedly and to determine appropriate course of action for customers, partners, and internal interactions by:

- Automating and governing operational decision-making across business processes and applications to help improve business insight and business outcomes
- Helping detect opportunities and risks in real time

- Easily and consistently helping business stakeholders to implement, test and deploy decision changes to meet new market demands or policy requirements
- Understanding how business decisions that drive operations are made
- Applying decisions consistently across applications

Key prerequisites

IBM ODM operates with a range of operating environments that include AIX®, HP-UX, IBM i, Red Hat Enterprise Linux™, SUSE Linux, Solaris, Windows™, and as an Application Pattern on PureApplication® System W1500 and W1700.

For details on the specific requirements, refer to the [Hardware requirements](#) and [Software requirements](#) sections.

Planned availability date

- June 6, 2014: Electronic distribution. US English and national languages
- June 13, 2014: Media pack. US English and national languages

Description

The ability to effectively automate decision making within and across business systems helps maximize organizational efficiency. This efficiency can be accomplished by helping to increase employee productivity, and improve the quality of actions that are made repeatedly in the course of the business day. In many cases, the ability to make the best decision at a given moment requires an understanding of a number of different factors:

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

IBM ODM V8.6 helps address decision-automation challenges by enabling organizations to build highly flexible, adaptable solutions that can detect and react to threats and opportunities and quickly adapt to changing business conditions. IBM ODM V8.6 provides extended control to business stakeholders to help manage the automated decisions for which they are responsible. IBM ODM V8.6 enables business policy updates to be managed and governed with reduced support from IT teams.

IBM ODM V8.6 includes:

- An end-to-end rule change management support in the Business Console
The new decision service comes with deployment configurations, allowing rule changes to be deployed by business users for better testing and impact analysis. Several deployment configurations can now be defined for the same decision service supporting various testing and deployment scenarios. Users can simply define precisely what rule projects to deploy and on what execution environment. With this new deployment option, business users can manage decision updates end-to-end from the Business Console.
- A new decision service simplifying rule deployment and governance
Decision services is a new management unit that allows complex decisions that involve several rules projects to be managed as one single entity. Decision services strengthens the governance of rule deployment through new rule deployment artifacts, manageable across both business and IT environments.
- Business users can define and execute test suites inside the Business Console

IBM ODM V8.6 helps business users to easily and rapidly test and validate rules updates with minimum support from technical teams. A new interface in the Business Console enables users to define and execute their own tests suites with full autonomy. Users can rapidly perform rule validation at any stage of the update process starting from a simple rule change until the final release validation. This new Business Console testing capability enables business users to immediately isolate issues and report them to the correct stakeholder in a minimal time frame.

IBM ODM V8.6 consists of several orderable products, which together form a comprehensive platform for the management and execution of business rules and business events:

- Decision Center V8.6. Provides an integrated repository and management components for line-of-business, subject-matter experts to directly participate in the definition and governance of rules-based, decision logic. Through the capabilities of Decision Center, that includes the Business Console, business and IT functions can work collaboratively to align the entire organization in the implementation of automated decisions and to accelerate the maintenance lifecycle as they evolve based on new external and internal requirements.
- Decision Server V8.6. Provides specific run-time and development components that are designed to automate decision logic. It enables the detection of actionable business situations and the response of precise decisions based on the specific context of an interaction. With Decision Server, organizations can monitor a business network to discover and take action on event-based data patterns, as well as process information against hundreds or even thousands of business rules to determine how to respond within both front-end and back-end systems.
- Decision Server Rules Edition for Integration Bus V8.5. This product remains at Version 8.5. It is an entitlement-only package which extends licensing to deliver IBM ODM integration with the new IBM Integration Bus offering (formerly WebSphere® Message Broker).
- Decision Server Rules Edition V8.6. A licensing option for projects that initially only require the business rules management capability. A trade-up is available to use the full-decision-management platform, which includes Business Rules and Event Management.
- IBM ODM Express® V8.6. Provides a comparatively low-cost-of-ownership, entry option for small-sized to medium-sized businesses to get started with operational decision management.

IBM ODM provides the ability to intelligently automate a wide range of decisions across business processes and applications. Some examples of these kinds of decision-management applications include:

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

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

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

Section 508 of the US Rehabilitation Act

IBM ODM support is available as of June 6, 2014, when used in accordance with associated IBM 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.

A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested on the following website

http://www.ibm.com/able/product_accessibility/index.html

Product positioning

Decision management is a business discipline that enables organizations to automate, optimize, and govern repeatable business decisions. It involves helping you make the best possible decision at the current moment based on data and situational context, as well as enabling you to use data to discover insights that can be used to continually improve decisions over time.

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

IBM ODM provides the ability to intelligently automate a wide range of decisions across business processes and applications. It unites IBM capabilities for business rules management and business event processing in order to drive more responsive actions to business opportunities or risk conditions.

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

Reference information

For additional information on IBM ODM V8.5.1, refer to Software Announcement [213-411](#), dated October 01, 2013.

For additional information on IBM ODM for z/OS®, V8.6 and Business Rules for z/OS, V8.6, refer to Software Announcement [214-137](#), dated April 22, 2014.

For additional information on IBM ODM for z/OS, V8.5.1 and Business Rules for z/OS, V8.5.1, refer to Software Announcement [213-408](#), dated October 01, 2013.

Availability of national languages

Description	Availability date	Language
IBM ODM V8.6 (electronic download)	June 6, 2014	Multilingual - Chinese Simplified Chinese Traditional Dutch English U.S. French German Italian Japanese Korean Polish Portuguese Brazilian

IBM ODM V8.6
(media pack)

June 13, 2014

Russian
Spanish
Multilingual -
Chinese Simplified
Chinese Traditional
Dutch
English U.S.
French
German
Italian
Japanese
Korean
Polish
Portuguese Brazilian
Russian
Spanish

For the current list of languages supported, visit

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

Program number

Program number	VRM	Program name
5725-B69	8.6.0	IBM Operational Decision Manager

Additional information

Consulting and services

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

To contact a Software Services sales specialist, visit

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

Education support

Education is a key component to ensuring software success. IBM creates a comprehensive portfolio of education material to help customers successfully deploy IBM software products to their maximum potential. The IBM education team is committed to providing the highest quality education content available to help your organization prosper in today's competitive marketplace.

The IBM education team works closely with IBM product developers and IBM services organizations to ensure that the courses we offer provide the most current technical and product information. Our courses place an emphasis on the advanced knowledge and insight that only these sources can provide. We draw from a deep pool of IBM technical experience in the development of our courses, and pass that knowledge on to our students. Our courses emphasize hands on labs to develop comprehensive skills in using the product to solve business problems. The education offerings from IBM Training span the spectrum of skill needs, from introductory product overviews to advanced programming and product administration courses.

Role-based, training paths can be found at

<http://www.ibm.com/software/websphere/education/paths/>

The delivery of IBM education is provided by IBM Global Training Partners.

For more information about available education offerings, search on the product name at

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

For building skills for a smarter planet, visit

<http://www.ibm.com/services/learning/ites.wss/zz/en?pageType=page&c=B572656E16664033>

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

IBM ODM documentation is available on the IBM Knowledge Center, which can be viewed from a web browser with Internet access or run locally. A local copy of the documentation can be downloaded and installed. Any new or updated version of the documentation can be added to a locally installed information center.

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

Effective June 6, 2014, the English and national language versions of the IBM ODM V8.6 documentation will be available at IBM Knowledge Center

http://www.ibm.com/support/knowledgecenter/SSQP76_8.6.0

Technical information

Specified operating environment

Hardware requirements

For details for IBM ODM V8.6, refer to the [Software requirements](#) section.

Software requirements

Effective April 22, 2014, visit the following website for a detailed list of hardware and software requirements for IBM ODM V8.6.

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

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

Limitations

For additional information, refer to [Usage restriction](#) 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>

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, IBM Business Partner, or visit

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

Packaging

The IBM ODM V8.6 product package includes the following:

- IBM ODM V8.6 DVD
- Hardcopy Quick Start Guide
- WebSphere Application Server Network Deployment V8.5.5
- IBM DB2 V10.5

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

Security, auditability, and control

IBM ODM V8.6 uses the security and auditability features of the host software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Software Services

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

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

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

Ordering information

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

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: Application and Integration Middleware

Product: IBM Operational Decision Manager V8.6
(5725-B69)

Product category: Operational Decision Manager

Passport Advantage

Part number information remains unchanged. Refer to IBM ODM V8.5.1 Software Announcement [213-411](#), dated October 01, 2013.

Passport Advantage trade-up

Except for the Passport Advantage trade-up part numbers listed below, the previously announced trade-up part numbers remains unchanged. Refer to IBM ODM V8.5.1 Software Announcement [213-411](#), dated October 01, 2013.

The following list of precursor products for which you must have already acquired a license, in order to be eligible to acquire equivalent licenses using the trade-up part numbers.

IBM ODM V8.6

Precursor product	Trade-up product	Trade-up part number
IBM Decision Server Express zEnterprise® BladeCenter® Extn and Linux System z® - PVU License + SW Subscription & Support 12 Months	IBM Decision Server Rules Edition for zEnterprise BladeCenter Extn and Linux and System z - PVU	D1506LL

IBM Decision Server Express PVU License + SW Subscription & Support 12 Months	IBM Decision Server Rules Edition - PVU	D1507LL
IBM Decision Server Express Non-Production zEnterprise BladeCenter Extn and Linux System z - PVU License + SW Subscription & Support 12 Months	IBM Decision Server Rules Edition Non-Production for zEnterprise BladeCenter Extn and Linux and System z - PVU	D1508LL
IBM Decision Server Express Non-Production PVU License + SW Subscription & Support 12 Months	IBM Decision Server Rules Edition Non-Production - PVU	D1509LL

Consult your IBM representative or IBM Business Partner if you have any questions.

Passport Advantage customer: Media pack entitlement details

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

Entitled maintenance offerings description	Part number
IBM Operational Decision Manager V8.6	5725-B69
Media packs description	Part number
IBM Operational Decision Manager for Multiplatforms V8.6 Multilingual Media Pack	B801SML

Cross-platform product for use on System z Integrated Facility for Linux (IFL) engines or zEnterprise BladeCenter Extension

Part number information remains unchanged. Refer to IBM ODM V8.5.1, Software Announcement [213-411](#), dated October 01, 2013.

Charge metric

Program name	PID number	Charge metric
IBM Operational Decision Manager V8.6	5725-B69	Processor Value Unit
IBM Operational Decision Manager V8.6	5725-B69	Resource Value Unit

Processor Value Unit (PVU)

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

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

Licensee can deploy the program using either full capacity licensing or virtualization capacity (sub-capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (refer to the web page below). If using full capacity licensing,

licensee must obtain PVU entitlements sufficient to cover all activated processor cores* in the physical hardware environment made available to or managed by the program, except for those servers from which the program has been permanently removed. If using virtualization capacity licensing, licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the program, as defined according to the Virtualization Capacity License Counting Rules at

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

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

Notes :

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

Resource Value Unit (RVU)

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

Notes :

- Some programs may require licenses for the resources available to **and** the resources being managed by the program. In that case, the following applies. In addition to the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.
- Some programs may be licensed on a managed basis **only** . In that case, the following applies. Instead of the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.

Processor Value Unit (PVU) sub-capacity licensing

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

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

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

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

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

Program number	Program name	Value Unit exhibit
5725-B69	IBM Operational Decision Manager V8.6	Processor Value Units
5725-B69	IBM Operational Decision Manager V8.6	Resource Value Units

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

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

Terms and conditions

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

This product is only available via Passport Advantage.

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 programs. 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 programs 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 programs as long as support is in effect.

License Information number

IBM ODM V8.6:

Program name	LI number
Decision Center V8.6	L-ASAY-9G7HG2
Decision Center Express V8.6	L-ASAY-9G7HH2
Decision Server V8.6 - Decision Server for Non-Production Environment V8.6 - Decision Server Rules Edition V8.6 - Decision Server Rules Edition for Non-Production Environment V8.6	L-ASAY-9G7HKF
Decision Server Express V8.6 - Decision Server Express for Non-Production Environment V8.6	L-ASAY-9G7HL5
Decision Server Rules Edition for Integration Bus V8.5 (Remains on V8.5 code level)	L-ASAY-943LES

The program's License Information will be available for review on the IBM Software License Agreement website

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

Limited warranty applies

Yes

Limited warranty

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the IBM Software Support Handbook found at

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

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

Program technical support

Technical support of a program product version or release will be available for a minimum of five years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

Money-back guarantee

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

obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

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

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

Usage restriction

Yes

Usage is limited to the quantity of Value Units licensed.

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

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

Software Subscription and Support applies

Yes. Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

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

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

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

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

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

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

IBM Operational Support Services - SoftwareXcel

No

Other support

Passport Advantage

System i® Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

Sub-capacity pricing terms and conditions

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

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

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

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

Statement of good security practices

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 knowledge base. 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>

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

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

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

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