



# IBM Tivoli OMEGAMON XE for IMS on z/OS V5.1, IBM Tivoli OMEGAMON XE for Storage on z/OS V5.1, and IBM Tivoli OMEGAMON XE for Messaging on z/OS V7.1 can help reduce costs

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## At a glance

IBM® Tivoli® OMEGAMON® XE for IMS™ on z/OS® V5.1, IBM Tivoli OMEGAMON XE for Storage on z/OS V5.1, and IBM Tivoli OMEGAMON XE for Messaging on z/OS V7.1 can enable you to:

- Customize the enhanced user interface based on the scope and control of your day-to-day job
- Improve resource utilization to maximize investment
- Improve personnel interaction for better synergy and efficiency
- Reduce outages or delays
- Reduce meantime-to-correction of complex problems
- Expand solution throughout IBM z/OS platform

For ordering, contact Your IBM representative or an IBM Business Partner. For more information contact the Americas Call Centers at 800-IBM-CALL (426-2255).

Reference: LE001

## Overview

IBM Tivoli OMEGAMON XE for IMS on z/OS V5.1, IBM Tivoli OMEGAMON XE for Storage on z/OS V5.1, and IBM Tivoli OMEGAMON XE for Messaging on z/OS V7.1 use a new architecture that simplifies installation and includes integrated enhanced 3270 monitors. These products integrate related data to help subject matter experts solve problems encountered on a day-to-day basis.

New capabilities of IBM Tivoli OMEGAMON XE for IMS on z/OS V5.1, IBM Tivoli OMEGAMON XE for Storage on z/OS V5.1, and IBM Tivoli OMEGAMON XE for Messaging on z/OS V7.1 are designed to:

- Improve problem resolution efficiency by requiring fewer steps to isolate root cause performance impact in real time, and, therefore, providing greater availability.
- Improve visibility, control, and automation with a new more comprehensive 3270-based user interface capable of viewing the entire enterprise-wide environment from a single 3270 screen.

- Reduce the time required for installation, configuration, and maintenance by leveraging enhanced IBM Tivoli Monitoring functions and a new PARMGEN configuration tool.
- Provide an enterprise end-to-end view of performance monitoring and availability on a common technology for both IBM System z® and open systems.

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## Key prerequisites

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For details, refer to the [Software requirements](#) section.

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## Planned availability date

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September 14, 2012

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## Description

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IBM Tivoli OMEGAMON XE for IMS on z/OS :

- Allows subject matter experts responsible for IMS , such as system programmers, to combine information from multiple IMS subsystems (including CICS® , DB2® , z/OS , storage, messaging) into a single screen.
- Features an enhanced 3270 user interface giving users the ability to effectively move between different IMS components; provides a common look and feel of command and control conditions with other IBM Tivoli OMEGAMON monitors.
- Improves the overall ability for users to perform analytics by reducing the amount of data generated from performance metrics, with an option to organize the key performance indicators (KPIs) to be viewed based on what subject matter experts defined. This provides the ability to resolve problems on IMS subsystems and to follow interrelated problems from the same user interface.
- Provides users with advanced problem determination assistance using focused problem-solving scenarios designed by you. These scenarios put related data needed for associated problems into context to help resolve today's performance and availability issues.

IBM Tivoli OMEGAMON XE for Storage on z/OS :

- Delivers capability for z/OS storage subject matter experts to combine information monitored from z/OS I/O subsystems with other Tivoli OMEGAMON subsystems such as z/OS , CICS , DB2 , IMS , storage, messaging, and others into a single screen. The enhanced 3270 user interface also provides users the ability to effectively leverage z/OS storage information in a common user interface for the same look and feel as well as enhanced overall monitoring and problem determination capabilities.
- Provides increased problem solving capabilities. This is part of improvements delivered in the new 3270 user interface. KPIs can be customized allowing subject matter experts to be able to quickly identify areas in the I/O subsystem where problems can occur helping to minimize cost and increasing efficiency of managing their environment.
- Increases functional enhancements in OMEGAMON XE for Storage on z/OS improving the automation of the storage toolkit functions. Toolkit actions can automatically be triggered from situations, decreasing time to correction of problems.
- Increases physical hardware monitoring support for different vendors of both disk and tape. Along with existing IBM and EMC physical disk hardware monitoring, you now get Hitachi physical disk hardware information. For physical tape drive reporting, you get STK support along with the existing IBM tape support providing a greater scope of hardware information for monitoring and problem determination.

- Enhanced DFSMSHsm real-time reporting by including DFSMSHsm common queue configurations. If you have this configuration, you can now monitor all recalls going on in DFSMSHsm.
- Increases long term historical reporting capability with more granular metrics and increased flexibility in reporting of space metrics.

All these enhancements are geared toward reducing costs and helping to increase the efficiency of managing your z/OS storage environment.

IBM Tivoli OMEGAMON XE for Messaging on z/OS :

- Allows subject matter experts responsible for Websphere MQ running on the z/OS system to combine information from multiple Websphere MQ systems (including CICS , DB2 , z/OS , storage, IMS ) into a single screen.
- Features an enhanced 3270 user interface giving users the ability to effectively move between different Websphere MQ components; provides a common look and feel of command and control conditions with other OMEGAMON monitors.
- Improves the overall ability for users to perform analytics by reducing the amount of data generated from performance metrics, with an option to organize the KPIs to be viewed based on what subject matter experts defined. This provides the ability to resolve problems on Websphere MQ subsystems and to follow interrelated problems from the same user interface.
- Provides users with advanced problem determination assistance using focused problem-solving scenarios designed by you. These scenarios put related data needed for associated problems into context to help resolve today's performance and availability issues.

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## Product positioning

The overriding value of Tivoli OMEGAMON XE products is the broad z/OS platform performance and availability management capability covering the operating system, and subsystems and storage areas. The integrated solution can separately or in an integrated manner manage the z/OS operating system, subsystems, and storage areas. For example, the Tivoli OMEGAMON family of products utilizes the Tivoli Enterprise Portal (TEP) to provide the same graphical interface, which allows various end users from different domains (storage, operating systems, and networks) to utilize the same user interface and leverage information from multiple areas to perform management of their z/OS environment the enhanced 3270 user interface.

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## Program number

Program number	VRM	Program name
5698-T02	5.1	IBM Tivoli OMEGAMON XE for IMS on z/OS
5698-T05	5.1	IBM Tivoli OMEGAMON XE for Storage on z/OS
5698-B23	7.1	IBM Tivoli OMEGAMON XE for Messaging on z/OS

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## Product identification number

Program PID number host product	Subscription and Support PID number
5698-T02	5608-S75
5698-T05	5608-S77
5698-B23	5608-S83

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## Business Partner information

If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld ID and password are required (use IBM ID).

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## Education support

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

For additional information, visit

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

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## Offering Information

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Product information is available via the Offering Information website

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

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## Publications

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No publications are shipped with this program.

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.

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## Technical information

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### Specified operating environment

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#### **Software requirements**

IBM Tivoli OMEGAMON XE for IMS on z/OS :

- IBM IMS V9.1, or later
- IBM z/OS V1.11, or later
- IBM Tivoli Management Services V6.2.3 FP1 (5698-A79) as an installation prerequisite

IBM Tivoli OMEGAMON XE for Storage on z/OS :

- IBM DFSMS V1.8, or later
- IBM z/OS V1.11, or later
- IBM Tivoli Management Services V6.2.3 IF 1 (5698-A79) as an installation prerequisite

IBM Tivoli OMEGAMON XE for Messaging on z/OS :

- IBM z/OS V1.11, or later (5694-A01)
- IBM Tivoli Management Services V6.2.3 FPI (5698-A79) as an installation prerequisite

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**

IBM Tivoli OMEGAMON XE for IMS z/OS V5.1, Tivoli OMEGAMON XE for Storage on z/OS 2 V5.1, and Tivoli OMEGAMON XE for Messaging z/OS V7.1 are distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
  - GI13-2252-00 - Tivoli OMEGAMON XE for IMS on z/OS V5.1
  - GI13-2306-00 - Tivoli OMEGAMON XE for Storage on z/OS V5.1
  - GI13-2250-00 - Tivoli OMEGAMON XE for Messaging on z/OS V7.1
- Publications (refer to the [Publications](#) section)

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### **Security, auditability, and control**

IBM Tivoli OMEGAMON XE for IMS on z/OS V5.1, IBM Tivoli OMEGAMON XE for Storage on z/OS V5.1, and IBM Tivoli OMEGAMON XE for Messaging for z/OS V5.1 use the security and auditability features of the operating system software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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## Software Services

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

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

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

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## Licensing metric definitions and pricing examples

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### **Licensing metric definitions**

#### Engine

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

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

This optional facility enables additional processing capacity exclusively for Linux workload, with no effect on the model designation of a System z or OS/390® server.

Consequently, executing Linux workload on the IBM IFL will not, in most cases, result in any increased IBM software charges for z/OS , OS/390 , VM, VSE, or TPF operating systems or applications. There is, as indicated, a charge associated with the IFL, and there may also be a charge for applications that run on the IFL.

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

## MSU

Millions of Service Units (MSU) is defined as millions of CPU service units per hour; the measure of capacity used to describe the computing power of the hardware processors on which S/390 or System z software runs. Processor MSU values are determined by the hardware vendor, IBM , or Software Compatible Vendors (SCVs).

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

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

## Standby or backup systems

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

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

**Cold:** A copy of the program may reside, for backup purposes, on a machine as long as the program is not started. There is no additional charge for this copy.

**Warm:** A copy of the program may reside for backup purposes on a machine and is started, but is idling, and is not doing any work of any kind. There is no additional charge for this copy.

**Hot:** A copy of the program may reside for backup purposes on a machine, is started, and is doing work. The customer must acquire a license or entitlement(s) for this copy and there will generally be an additional charge.

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

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

## Value Units

A Value Unit is a unit of measure by which the program can be licensed. Value Unit entitlements are based on the quantity of a specific designated measurement, for example, MSUs, users, engines, and tape drives for the given software. Licensee must obtain sufficient entitlements for the number of Value Units required for licensee's environment as specified in the specific program terms. The Value Unit entitlements are specific to the program and may not be exchanged, interchanged, or aggregated with other Value Unit entitlements of another program.

### Pricing examples

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#### System z software pricing examples (MSU based)

The pricing example below should be used to determine required license entitlements for the following System z software products:

- IBM Tivoli OMEGAMON XE for z/OS

System z server:

1,500 MSU System z server

All products in this example employ Value Unit slope VUE007 (VUE = Value Value Unit Exhibit). If the customer has installed 1,500 MSUs, the applicable number of Value Units will be:

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

When calculating the total number of Value Units, the sum is rounded up to the next integer. So the customer will need to license 344 Value Units in this example.

Value Units for non-MSU-based S/390 processors:

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

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

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## Ordering information

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### Value Unit exhibit VUE007

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

Value Units for mainframes without MSU ratings:

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

### Ordering example

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

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

Translation from MSUs to Value Units

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

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

### Current licensees

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#### New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

### Basic license

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Ordering information for 5698-T02, 5698-T05, and 5698-B23 MSU-based System z offerings.

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

Program name: IBM Tivoli OMEGAMON XE for IMS on z/OS V5.1

Program PID: 5698-T02

Entitlement identifier	Description	License option/ Pricing metric
S0172RM	IBM Tivoli OMEGAMON XE for IMS on z/OS	Basic OTC, per Value Unit Basic OTC, per MSU-day TUC

Orderable supply ID	Language	Distribution medium
S0172RN	Multilingual	3590 tape
Program name: IBM Tivoli OMEGAMON XE for Storage on z/OS V5.1		

Program PID: 5698-T05

Entitlement identifier	Description	License option/ Pricing metric
S0172S3	IBM Tivoli OMEGAMON XE for Storage on z/OS	Basic OTC, per Value Unit Basic OTC, per MSU-day TUC



Orderable supply ID	Language	Distribution medium
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S0172S4	Multilingual	3590 tape
Program name: IBM Tivoli OMEGAMON XE for Messaging on z/OS V7.1		

Program PID: 5698-B23

Entitlement identifier	Description	License option/ Pricing metric
S0152PK	IBM Tivoli OMEGAMON XE for Messaging on z/OS	Basic OTC, per Value Unit Basic OTC, per MSU-day TUC

Orderable supply ID	Language	Distribution medium
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S016685	Multilingual	3590 tape
Program name: IBM Tivoli OMEGAMON XE for IMS on z/OS V5.1		
Subscription and Support PID: 5608-S75		

Entitlement identifier	Description	License option/ Pricing metric
S011KWP	IBM Tivoli OMEGAMON XE for IMS on z/OS S&S	Basic ASC, per Value Unit SW S&S No charge, decline SW S&S Per MSU SW S&S registration

Orderable supply ID	Language	Distribution medium
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S011KWR	Multilingual	Hardcopy publication
Program name: IBM Tivoli OMEGAMON XE for Storage on z/OS V5.1		
Program PID: 5608-S77		

Entitlement identifier	Description	License option/ Pricing metric
S011KW6	IBM Tivoli OMEGAMON XE for Storage on z/OS S&S	Basic ASC, per Value Unit SW S&S No charge, decline SW S&S per MSU SW S&S Registration

Orderable supply ID	Language	Distribution medium
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S011KW7	Multilingual	Hardcopy publication
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Program name: IBM Tivoli OMEGAMON XE for Messaging on z/OS V7.1		
Program PID: 5608-S83		

Entitlement identifier	Description	License option/ Pricing metric
S011L20	IBM Tivoli OMEGAMON XE for Messaging on z/OS S&S	Basic ASC, per Value Unit SW S&S No charge, decline SW S&S per MSU SW S&S Registration

Orderable supply ID	Language	Distribution medium
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S011L21	Multilingual	Hardcopy publication
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### Subscription and Support

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

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

IBM is also providing Subscription and Support for these products, via a separately purchased offering, under the terms of the IBM International Agreement for Acquisition of Support Maintenance. This offering:

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

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

### **Customized Offerings**

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

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

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

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

- 3590
- 3592

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

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

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### **Terms and conditions**

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

#### ***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.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

#### ***Agreement for Acquisition of Software Maintenance***

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

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

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. These

programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

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

**License Information form number**

GI13-2252-00 - Tivoli OMEGAMON XE for IMS on z/OS V5.1, GI13-2306-00 - IBM Tivoli OMEGAMON XE for Storage on z/OS V5.1, GI13-2250-00 - IBM Tivoli OMEGAMON XE for Messaging on z/OS V7.1

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

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

**Limited warranty applies**

Yes

**Limited warranty**

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

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

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

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

**Program support**

Enhanced support, called Subscription and Support, includes telephone assistance, as well as access to updates, releases, and versions of the program as long as support is in effect. You will be notified of discontinuance of support with 12 months' notice.

**Money-back guarantee**

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

For clarification, note that for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

**Other terms**

**Volume orders (IVO)**

Yes. Contact your IBM representative.

## **IBM International Passport Advantage Agreement**

### **Passport Advantage applies**

No

### **Software Subscription and Support applies**

Yes. All distributed software licenses include Software Subscription and Support (also referred to as Software Maintenance) for a period of 12 months from the date of acquisition, providing a streamlined way to acquire IBM software and assure technical support coverage for all licenses. Extending coverage for a total of three years from date of acquisition may be elected.

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, every day of the year. 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 this agreement.

For more information about the Passport Advantage Agreement, visit the Passport Advantage website at

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

### **IBM Operational Support Services - SoftwareXcel**

Yes

### **System i Software Maintenance applies**

No

### **Variable charges apply**

Yes

### **Educational allowance available**

Yes. A 15% education allowance applies to qualified education institution customers.

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## **Statement of good security practices**

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IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered destroyed or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or

services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

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## IBM Electronic Services

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IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

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

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

To learn how Electronic Services can work for you, visit

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

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## Prices

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Information on charges is available at website

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

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

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## Order now

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

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

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

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