



IBM Service Management Suite for z/OS, V1.4.0 supports the dynamic growth of transaction workload and data sharing

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Overview

The dynamic growth of transaction workload and data sharing between mobile, cloud, and analytics platforms and the IBM z Systems™ platform drives organizations to modernize and optimize their systems that run in the IBM® z/OS® environment. To support these activities, enhancements are made to three IBM Management Suites on z/OS.

IBM Service Management Suite for z/OS, V1.4.0

This new release delivers valuable Service Management Suite dashboard enhancements to better diagnose and isolate problems on z/OS by providing full transparency of key performance indicators.

If you have an active license for any of the component products, including any active license for any of the component products of IBM Service Management Suite for z/OS, you have the ability to upgrade to Service Management Suite for z/OS, V1.4.0.

IBM Tivoli® OMEGAMON® Performance Management Suite for z/OS, V5.4.0 and IBM Tivoli OMEGAMON for z/OS Management Suite, V5.4.0

The new releases provide new function to enable resource monitoring of Java™ Virtual Machines (JVMs) on z/OS with the new IBM Tivoli OMEGAMON XE on z/OS Monitoring Feature for JVM. This new feature can alert operators and subject matter experts so they can diagnose and fix problems related to Java performance.

If you have an active license for any of the component products, including any active license for any of the component products of Tivoli OMEGAMON Performance Management Suite for z/OS, you have the ability to upgrade to Tivoli Performance Management Suite for z/OS, V5.4.0.

Key prerequisites

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

Planned availability date

Description

IBM Service Management Suite for z/OS, V1.4.0

Service Management Suite for z/OS is a simply priced, easy-to-order package of products that provides automation, network management, performance and availability management, and asset discovery for critical business workloads that run on IBM z Systems hardware. It provides the tools necessary to support the dynamic growth of transaction workload and data sharing between mobile, cloud, and analytics platforms and the z Systems™ platform that drive organizations to modernize and optimize their systems that run in the IBM z/OS environment.

Service Management Suite for z/OS contains:

- IBM Service Management Unite V1.1.2
- IBM Tivoli OMEGAMON Performance Management Suite for z/OS, V5.4.0
- IBM Tivoli System Automation for z/OS, V3.5.0
- IBM Tivoli NetView^(R) for z/OS, V6.2.1
- IBM Tivoli Asset Discovery for z/OS, V8.1.0

Service Management Unite V1.1.2

Service Management Unite delivers enhancements in IBM z/OS problem diagnosis and isolation. Improved visibility of key performance indicators allow for transparent and intuitive problem resolution on z Systems. With new command support, Service Management Unite enables operations teams and automation specialists to conveniently schedule typical automation actions to have more flexibility and a reduced error rate.

Service Management Unite is updated with the continuous delivery model to deliver new features and function in a consumable manner. It enables new, optionally installable features and functions, and is added to an existing Service Management Unite installation with no requirement for a version upgrade or migration.

Service Management Unite:

- Provides operators a transparent view of a z System compute landscape that shows Central Electronic Complex (CECs), LPARs, and Sysplexes with key performance indicators for improved problem isolation, analysis, and diagnosis.
- Is integrated with Tivoli System Automation for z/OS, allowing to start and stop automated resources, applications, or even the entire system in a guided and intuitive way.
- Has a new Network Health Overview, which provides network health information for applications, including TCP listener, TCP connection, Dynamic Virtual IP Addressing (DVIPA), and User Datagram Protocol (UDP) endpoint data.
- Performs automation activities, in less time with less errors as compared to a conventional 3270 panel, by using a built-in scheduler. The dialog on the dashboard lets you easily start and stop resources at any defined time.
- Gives system programmers, operators, and administrators a transparent view of the health status of the system and allows for easy problem identification and recovery.
- Provides predefined, customizable dashboards to monitor and operate applications. Users can see, at a glance, the health of the environment and drill down with only a few clicks from an alert to the underlying problem and determine the impact of failures. It enables operators to quickly and confidently analyze, isolate, and diagnose problems by providing relevant data in a single place.

- Delivers a true service management console, allowing operators to restore service within defined service level agreements without going to a different interface.
- Provides access to automation functions to start, stop, or recycle business applications running on z Systems and distributed platforms, even from mobile devices. This helps system programmers, operators, and administrators by delivering easier and more efficient automation, and system and network management capabilities.
- Includes Jazz™ for Service Management and IBM Dashboard Application Services Hub (DASH), mature dashboard technologies used by many IBM and third-party products.

To learn more, visit [IBM Service Management Unite](#).

Downloads and details of new capabilities for Service Management Suite for z/OS are provided in the [Customer access Portal](#).

Tivoli OMEGAMON Performance Management Suite for z/OS, V5.4.0

Tivoli OMEGAMON Performance Management Suite helps manage performance and availability of z Systems. It utilizes a common GUI while offering an enhanced 3270 user interface (3270UI) for select functions. In depth analysis capabilities for the subject matter experts (SMEs) and consolidated views for other groups within the IT organization make this offering truly valuable to multiple users in any company.

The suite provides composite alerts from multiple areas to quickly identify root problems, suggests actions to address problems, and fosters greater communication among IT groups for a more efficient way of managing the z/OS platform. This highly integrated solution provides advantages in sharing information between the different management groups within your organization to help increase effectiveness, meet Service Level Agreements (SLAs), and help reduce costs.

IBM Tivoli OMEGAMON XE on z/OS Monitoring Feature for JVM V5.3.0, a new feature of this suite, provides resource level monitoring of all Java Virtual Machines (JVMs) on z/OS. Workspaces are provided in both the enhanced 3270UI and IBM Tivoli Enterprise Portal (TEP) to:

- Enable users to view all active JVMs within a single screen.
- Identify problematic thread and locking issues, suboptimal garbage collection performance, CPU utilization on both general and specialty processors, and the ability to drill down into detailed JVM environment information.
- Enable users to be alerted to problems within JVM performance, isolate the issue, and identify the root cause of the problem.

The following programs contain new function, improved integration, and interim feature enhancements:

- IBM Tivoli OMEGAMON XE for CICS® V5.3.0
- IBM Tivoli OMEGAMON XE for Mainframe Networks V5.3.0
- IBM Tivoli OMEGAMON XE for Messaging V7.3.0

Tivoli OMEGAMON Performance Management Suite for z/OS contains:

- IBM Tivoli OMEGAMON Dashboard Edition on z/OS, V5.3.0
- IBM Tivoli OMEGAMON XE on z/OS, V5.3.0
- IBM Tivoli OMEGAMON XE on z/OS Monitoring Feature for JVM, V5.3.0
- IBM Tivoli OMEGAMON XE for Mainframe Networks, V5.3.0
- IBM Tivoli OMEGAMON XE for Storage on z/OS, V5.3.0
- IBM Tivoli OMEGAMON XE for CICS on z/OS, V5.3.0
- IBM Tivoli OMEGAMON XE for DB2® Performance Expert on z/OS, V5.3.0
- IBM Tivoli OMEGAMON XE for IMS™ on z/OS, V5.3.0

- IBM Tivoli OMEGAMON XE for Messaging on z/OS, V7.3.0
- IBM Tivoli Composite Application Manager for Web Resources V7.1.0

The component products of this suite are also included in Service Management Suite for z/OS.

Both Tivoli OMEGAMON Performance Management Suite for z/OS and Service Management Suite for z/OS include a limited license for IBM Operations Analytics for z Systems with OMEGAMON Serviceability Log Analysis, a component that enables Tivoli OMEGAMON users to perform in-context log analysis for internal Tivoli OMEGAMON and Tivoli Enterprise Monitoring Server logs for product problem determination. Full use of Operations Analytics requires an additional purchase. More information about Operations Analytics for z/OS is available in the [Reference Information](#) section.

Tivoli System Automation for z/OS, V3.5.0

Tivoli System Automation for z/OS provides the following enhancements:

- Has hardware interfaces that are exploited by Geographically Dispersed Parallel Sysplex™ (GDPS[®]) and user scripts that provide IBM z13™ support.
- Provides standard automation for z/OS Connect V1 feature by delivering a best practices policy for it.
- Enables guaranteed delivery of alerts by supporting the NetView Event Automation (E/AS) Confirmed Message Adapter.
- Gives installations more flexibility to assign names to their automated consoles.
- Enables operators to quickly locate automation requests and votes using filters by systems and resources.
- Enables the Customization Dialog to facilitate searching and creating of timers in the automation policy.
- Provides robust monitoring routine for IBM DB2 subsystems.

Tivoli NetView for z/OS, V6.2.1

Tivoli NetView for z/OS provides automation, and network and systems management to address the requirement for business agility on z Systems. System and network automation, provided by Tivoli NetView for z/OS, address an organization's continued drive for increased IT availability.

New functions to improve usability and serviceability:

- Expanded Tivoli NetView global variable support that extends the user's ability to manage UNIX™ System Services environments and store long path names or commands.
- Expansion of automation table reporting, helping simplify problem resolution, tracking of metrics, and optimization of the automation structure.
- Improved serviceability and error identification for simplified VSAM management.
- Delivers security enhancements with user defined command authorization definitions.
- Contains usability improvements with Canzlog command supported simplification of archive message file handling.
- Improved full screen automation support of CICS screens.

Tivoli Asset Discovery for z/OS, V8.1.0

Tivoli Asset Discovery for z/OS helps you to automatically discover and identify IBM and third-party software running on the IBM z/OS platform. It provides high-speed scanning and in-house application tagging to help you generate a complete inventory of everything on your system without a lot of overhead.

Tivoli OMEGAMON for z/OS Management Suite, V5.4.0

Tivoli OMEGAMON for z/OS Management Suite provides real-time and historical performance and availability management capabilities for z/OS operating systems, networks, and storage subsystems.

Tivoli OMEGAMON for z/OS Management Suite contains:

- Tivoli OMEGAMON Dashboard Edition on z/OS, V5.3.0
- Tivoli OMEGAMON XE on z/OS, V5.3.0
- Tivoli OMEGAMON XE on z/OS Monitoring Feature for JVM, V5.3.0
- Tivoli OMEGAMON XE for Mainframe Networks, V5.3.0
- Tivoli OMEGAMON XE for Storage on z/OS, V5.3.0

The component products of this suite are also included in Tivoli OMEGAMON Performance Management Suite for z/OS and Service Management Suite for z/OS.

Other enhancements in the management suites

All three suites now contain feature numbers for the individual components so that they can be ordered separately. This gives organizations the flexibility to order individual components within the suites.

For additional information about Service Management Suite for z/OS, Tivoli OMEGAMON Performance Management Suite for z/OS, and Tivoli OMEGAMON for z/OS Management Suite, refer to Software Announcement [215-270](#), dated August 10, 2015.

Product positioning

The value of IBM Service Management Suite for z/OS, V1.4.0 is to provide users a comprehensive set of service management functions on IBM z Systems. The integration of automation and performance management functions enable organizations to effectively operate their z Systems environments. The functional scope comprises IBM z/OS and Linux™ on z Systems operating systems, and IBM CICS Transaction Server for z/OS, IBM Information Management System, IBM WebSphere® Application Server for z/OS, and IBM WebSphere MQ for z/OS middleware. The suite offers breadth and depth of coverage of your service management needs.

Statement of general direction

IBM intends to enhance IBM Operations Analytics for z Systems to provide deeper operational insights by combining near real-time cognitive analytics that can proactively detect when systems are experiencing abnormal conditions with the ability to evaluate enterprise operational data to surface problems at the time of impact. These enhanced features are intended to deliver essential tools to users to avoid the disruption of business-critical workloads. With its design for quick deployment and service lifecycle management, and its tight integration with IBM's IT Service Management portfolio, the offering is intended to provide rapid time to value and aid organizations in strengthening their IT Service Management investments.

IBM intends to enhance the CICS Operational Insights open beta cloud service by (i) providing support for additional sub-systems such as IBM DB2 for z/OS, IBM MQ for z/OS, IBM WebSphere Application Server for z/OS, and IBM IMS, (ii) changing the name of CICS Operational Insights open beta to be more z Systems-centric, thereafter to be called IBM z™ Operational Insights open beta, and (iii) enabling clients to visualize how their operational environment compares to that of other anonymized users of the service, such that they can determine their own system's performance against those users.

IBM intends to make available a generally available offering in the future, to provide z Systems analytics as a cloud service.

IBM continues to improve, innovate, and integrate IBM IMS technologies.

- IBM intends to stop developing major enhancements to IBM IMS Enterprise Suite SOAP Gateway, a component of IBM IMS Enterprise Suite, program number 5655-TDA.
- IBM will continue to ship and support IBM IMS Enterprise Suite SOAP Gateway, a component of IBM IMS Enterprise Suite, pursuant to existing commitments; however, customers interested in enhanced SOAP capabilities may want to consider other options such as Ivory Service Architect, offered by IBM Business Partner GT Software.

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 remain at our sole discretion.

Reference information

Refer to the following software announcements for the products that are included in Service Management Suite for z/OS, V1.4.0:

- IBM Tivoli NetView for z/OS V6.2, in Software Announcement [213-445](#), dated October 22, 2013
- IBM Tivoli System Automation for z/OS V3.5, in Software Announcement [214-284](#), dated July 15, 2014
- IBM Tivoli Composite Application Manager for Application Diagnostics V7.1, in Software Announcement [209-424](#), dated December 1, 2009
- IBM Operations Analytics for z Systems, V2.1.0, in Software Announcement [215-133](#), dated April 21, 2015

Refer to the following software announcements for the products included in IBM Tivoli OMEGAMON Performance Management Suite for z/OS, V5.4.0:

- IBM Tivoli OMEGAMON XE for IMS on z/OS, V5.3.0, IBM Tivoli OMEGAMON XE for Mainframe Networks V5.3.0, IBM Tivoli OMEGAMON Dashboard Edition on z/OS, V5.3.0 (Interim Feature), in Software Announcement [215-270](#), dated August 10, 2015
- IBM Tivoli OMEGAMON XE for DB2 Performance Expert on z/OS, V5.3.0, in Software Announcement [215-086](#), dated May 5, 2015
- IBM Tivoli OMEGAMON XE on z/OS, V5.3.0, IBM Tivoli OMEGAMON XE for CICS on z/OS, V5.3.0, Tivoli OMEGAMON XE for Messaging for z/OS, V7.3.0, IBM Tivoli OMEGAMON Dashboard Edition on z/OS, V5.3.0, IBM Tivoli OMEGAMON XE for Storage on z/OS, V5.3.0, in Software Announcement [214-272](#), dated July 15, 2014
- IBM Tivoli Composite Application Manager for Application Diagnostics on z/OS, V7.1, in Software Announcement [209-424](#), dated December 1, 2009
- IBM Operations Analytics for z Systems, V2.1.0, in Software Announcement [215-133](#), dated April 21, 2015

Refer to the following software announcement for the products that are included in IBM Tivoli OMEGAMON for z/OS Management Suite, V5.4.0:

- IBM Tivoli OMEGAMON XE on z/OS, V5.3.0, IBM Tivoli OMEGAMON XE for Storage on z/OS, V5.3.0, IBM Tivoli OMEGAMON Dashboard Edition on z/OS, V5.3.0, in Software Announcement [214-272](#), dated July 15, 2014

Availability of national languages

Not applicable. Translation information, if available, can be found at the [Translation Reports](#) website.

Program number

Program number	VRM	Program name
5698-AAF	1.4.0	IBM Service Management Suite for z/OS
5698-AA8	5.4.0	IBM Tivoli OMEGAMON Performance Management Suite for z/OS
5698-TOM	5.4.0	IBM Tivoli OMEGAMON for z/OS Management Suite
5698-T01	5.3.0	IBM Tivoli OMEGAMON XE on z/OS

Product identification number

Program PID number	Subscription and Support PID number
5698-AAF	5698-AAG
5698-AA8	5698-AA9
5698-TOM	5698-Z06
5698-T01	5608-S81

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^(R) ID and password are required (use IBM ID).

[BP Attachment for Announcement Letter 216-048](#)

Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers can be found on [IBM authorized training](#) website.

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

Offering Information

Product information is available on the [IBM Offering Information](#) website.

Publications

The following publications are available for ordering. To order, use the Publications Center or contact your IBM representative.

Service Management Suite for z/OS, V1.4.0 (5698-AAF)

Title	Publication number
IBM Service Management Suite for z/OS Program Directory	GI13-2328
IBM Service Management Suite for z/OS Suite License Information CD	LC27-6399

Tivoli OMEGAMON Performance Management Suite for z/OS, V5.4.0 (5698-AA8)

Title	Publication number
IBM Tivoli OMEGAMON Performance Management Suite for z/OS Program Directory	GI13-2299
IBM Tivoli OMEGAMON Performance Management for z/OS Suite License Information CD	LC27-4899

Tivoli OMEGAMON for z/OS Management Suite, V5.4.0 (5698-T0M)

Title	Publication number
IBM Tivoli OMEGAMON for z/OS Management Suite Program Directory	GI13-2258
IBM Tivoli OMEGAMON for z/OS Management Suite License Information CD	LC27-4902

Tivoli OMEGAMON XE on z/OS, V5.3.0 (5698-T01)

Title	Publication number
Tivoli OMEGAMON XE on z/OS Program Directory	GI13-2207
Tivoli OMEGAMON XE on z/OS License Information CD	LC27-4894
Tivoli OMEGAMON XE on z/OS Monitoring Feature for JVM V5.3.0 Program Directory	GI13-4153
Tivoli OMEGAMON XE on z/OS V5.3.0 License Information CD	LC27-4894

Service Management Suite V1.4.0 product documentation is published in the [IBM Knowledge Center](#), which can be viewed from a web browser with Internet access and will be available on March 11, 2016.

The [IBM 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. A large number of publications are available online in various file formats, and they can all be downloaded by all countries.

Services

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, go to the [IBM Software Services](#) website.

Technical information

Specified operating environment

Hardware requirements

Refer to the [Reference information](#) section for a link to the individual announcements for each product. The hardware requirements section in each announcement will give detailed information for each product.

Software requirements

Refer to the [Reference information](#) section for a link to the individual announcements for each product. The hardware requirements section in each announcement will give detailed information for each product.

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.

Planning information

Packaging

The programs in this announcement are distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
- Publications (refer to the [Publications](#) section)
- 3590 Tape

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 programs in this 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.

Ordering information

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	+	0.20

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 z Systems IPLA product, the applicable Value Units would be:

Tier	MSUs	Multiplied by Value Units per MSU	Equal 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.

Ordering z/OS through the Internet

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

Charge metric

Program name	Part number or PID number	Charge metric
IBM Service Management Suite for z/OS	5698-AAF	Value Unit
IBM Tivoli OMEGAMON Performance Management Suite for z/OS, V5.4.0	5698-AA8	Value Unit
IBM Tivoli OMEGAMON for z/OS Management Suite, V5.4.0	5698-TOM	Value Unit
IBM Tivoli OMEGAMON on z/OS, V5.3.0	5698-T01	Value Unit

Basic license

Translation from MSUs to Value Units

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

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

The entitlement identifier and orderable supply IDs are unchanged from the previous release. Refer to the ordering information section in Software Announcement [215-270](#), dated August 10, 2015.

Program name: IBM Service Management Suite for z/OS (OMEGAMON JVM Monitoring Feature)

Program PID: 5698-AAF

Orderable supply ID	Description	Language	Distribution medium
S017ZBC	SMSz OMEGAMON JVM Monitor	English	3590 Tape

Program name: IBM Tivoli OMEGAMON for z/OS Management Suite

Program PID: 5698-TOM

Orderable supply ID	Description	Language	Distribution medium
S017ZBF	OMEGAMON Mgmt Ste OM XE JVM	Multilingual	3590 Tape

Program name: IBM Tivoli OMEGAMON Performance Management Suite for z/OS

Program PID: 5698-AA8

Orderable supply ID	Description	Language	Distribution medium
S017ZBH	Perf Mgmt Ste OMEG JVM MONIT	Multilingual	3590 Tape

Program name: IBM Tivoli OMEGAMON XE on z/OS

Program PID: 5698-T01

Entitlement identifier	Description	License option/Pricing metric
S016ZVS	IBM Tiv OMEGAMON XE z/OS V5	Basic OTC, per Value Unit
		Basic OTC, per MSU-day TUC
S017ZR7	OMEGAMON Monitoring for JVM	Basic OTC, per Value Unit
		Basic OTC, per MSU-day TUC

Orderable supply ID	Description	Language	Distribution medium
S016ZVT	IBM Tiv OMEGAMON z/OS, V5	Multilingual	3590 Tape
S017ZR6	OMEGAMON Monitoring for JVM	Multilingual	3590 Tape

Subscription and Support PID: 5608-S81

Entitlement identifier	Description	License option/Pricing metric
S011KX1	IBM Tiv OMEGAMON XE z/OS S&S	Basic ASC, per Value Unit
		SW S&S No charge, decline
		SW S&S Per MSU SW S&S registration
S017ZCF	OMEGAMON Monitoring JVM 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	Description	Language	Distribution medium
S011KX2	IBM Tiv OMEGAMON XE z/OS S&S	English	Hardcopy publication

Orderable supply ID	Description	Language	Distribution medium
S017ZCD	OMEGAMON Monitoring JVM S&S	English	Hardcopy publication

Single version charging

To elect single version charging, you must notify and identify to IBM the prior program and replacement program, and the machine the programs are operating on.

Customized Offerings

Product deliverables are shipped only through CBPDO and ServerPac. These customized offerings are offered for Internet delivery in countries where Shopz 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, go to the Help section on the [Shopz](#) website.

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 include:

- 3590
- 3592

Most products can be ordered in ServerPac the month following their availability in CBPDO. z/OS can be ordered through CBPDO and ServerPac at general availability. Many products will also be orderable in a Product ServerPac without also having to order the z/OS operating system or subsystem.

Shopz and CFSW will determine the eligibility based on product requisite checking. For more details on the product ServerPac, go to the Help section on the [Shopz](#) website.

For additional information about the Product ServerPac option, refer to Software Announcement [212-272](#), dated July 31, 2012.

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.

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^(R) 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 z Systems Operational Support Services - SoftwareXcel is an option if you desire added services.

License Information number

Description	Form number
IBM Service Management Suite for z/OS, V1.4.0	GI13-2327
IBM Tivoli OMEGAMON for z/OS Management Suite, V5.4.0	GI13-2259
IBM Tivoli OMEGAMON Performance Management Suite for z/OS, V5.4.0	GI13-2300
IBM Tivoli OMEGAMON XE on z/OS, V5.3.0	GI13-2208

See the [License Information documents](#) page on the IBM Software License Agreement website for more information.

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, see the [IBM Software 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.

Volume orders (IVO)

No

Passport Advantage applies

No

Software Subscription and Support applies

Yes. During the S&S period, for the unmodified portion of a program, and to the extent problems can be recreated in the specified operating environment, IBM will provide the following:

- Defect correction information, a restriction, or a bypass.
- Program updates: Periodic releases of collections of code corrections, fixes, functional enhancements and new versions and releases to the program and documentation.
- Technical assistance: A reasonable amount of remote assistance by telephone or electronically to address suspected program defects. Technical assistance is available from the IBM support center in the organization's geography.

Additional details regarding Technical Assistance, that includes IBM contact information, are provided in the [IBM Software Support Handbook](#).

S&S does not include assistance for:

- The design and development of applications
- Organization's use of program in other than their specified operating environment, or
- Failures caused by products for which IBM is not responsible under the IBM Agreement for Acquisition of Software Maintenance.

S&S is provided only if the program is within its support timeframe as specified in the Software Support Lifecycle policy for the program.

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 by 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, go to the [IBM Support Handbooks](#) page.

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^(R) Agreement, go to the [Passport Advantage and Passport Advantage Express^{\(R\)}](#) website.

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.

Products eligible for single version charging

Replaced program		Replacement program	
Program number	Program name	Program number	Program name
5697-B82	IBM Tivoli NetView for z/OS 390, V1	5698-AAF	IBM Service Management Suite for z/OS, V1.4
5697-ENV	IBM Tivoli NetView for z/OS, V5	5698-AAF	IBM Service Management Suite for z/OS, V1.4
5697-NV6	IBM Tivoli NetView for z/OS, V6	5698-AAF	IBM Service Management Suite for z/OS, V1.4

Sub-capacity terms and conditions

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

For more information on the Value Unit Exhibit for the z Systems IPLA program you selected, refer to the [Ordering information](#) section.

Program number	Program name	Terms
5698-AAF	IBM Service Management Suite for z/OS	z/OS-based
5698-AA8	IBM Tivoli OMEGAMON Performance Management Suite for z/OS	z/OS-based
5698-TOM	IBM Tivoli OMEGAMON for z/OS Management Suite	z/OS-based
5698-T01	IBM Tivoli OMEGAMON XE on z/OS	z/OS-based

Full-capacity mainframes

In cases where full capacity is applicable, the following terms apply.

Execution based, z/OS based, full machine based: The required capacity of a z Systems IPLA program with these terms equals the MSU-rated capacity of the machines where the z Systems IPLA program executes.

IBM full-capacity ratings that can be found on the Mainframe Exhibits section of the [IBM z Systems Software Contracts](#) website.

Reference based: The required license capacity of a z Systems IPLA program with these terms equals the license capacity of the applicable monthly license charge (MLC) program. This MLC program is called the parent program.

Sub-capacity mainframes

In cases where sub-capacity is applicable, the following terms apply.

Execution based: The required capacity of a z Systems IPLA sub-capacity program with these terms equals the capacity of the LPARs where the z Systems IPLA program executes.

z/OS based: The required license capacity of a z Systems IPLA program with these terms equals the license capacity of z/OS on the machines where the z Systems IPLA program executes.

Reference based: The required license capacity of a z Systems IPLA program with these terms equals the license capacity of the applicable monthly license charge (MLC) program. This MLC program is called the parent program.

Full machine based: The required license capacity of a z Systems IPLA program with full machine based terms equals the MSU-rated capacity of the machines where the z Systems IPLA program executes.

For more information on mainframe MSU-rated capacities, refer to *The IBM z Systems Machines Exhibit*, Z125-3901, or refer to the Mainframe Exhibits section of the [IBM z Systems Software Contracts](#) website.

For additional information for products with reference-based terms, z Systems IPLA sub-capacity programs with reference-based terms adds value to the parent program across the environment, regardless of where in the environment the z Systems IPLA program executes.

An environment is defined as either a single or stand-alone machine or a qualified Parallel Sysplex^(R). You may have one or more different environments across the enterprise. To determine the required license capacity for each z Systems IPLA program with referenced-based terms, each environment should be assessed separately.

When a z Systems IPLA sub-capacity program with reference-based terms is used in a qualified Parallel Sysplex environment, the required license capacity of the z Systems IPLA program must equal with the license capacity of the parent program across the Parallel Sysplex. Qualified Parallel Sysplex refers to one:

- Where MLC pricing is aggregated across the sysplex.

Sub-capacity eligibility

To be eligible for sub-capacity charging on select z Systems IPLA programs, you must first implement and comply with all terms of either sub-capacity Workload License Charges (WLC) or sub-capacity Entry Workload License Charges (EWLC). To implement sub-capacity WLC or EWLC, a machine must be z Systems (or equivalent). On that machine:

- All instances of the OS/390^(R) operating system must be migrated to the z/OS operating systems.

- Any licenses for the OS/390 operating system must be discontinued.
- All instances of the z/OS operating systems must be running in z/Architecture^(R) (64-bit) mode.

For that machine, you must create and submit a Sub-Capacity Report to IBM each month. Sub-Capacity Reports must be generated using the Sub-Capacity Reporting Tool (SCRT). For additional information or to obtain a copy of SCRT, refer to the [IBM z Systems Software Pricing](#) website.

You must comply with all of the terms of the WLC or EWLC offering, whichever is applicable:

- The complete terms and conditions of sub-capacity WLC are defined in the *IBM Customer Agreement - Attachment for z Systems Workload License Charges (Z125-6516)*.
- The complete terms and conditions for sub-capacity EWLC are defined in the *IBM Customer Agreement - Attachment for EWLC, TWLC, zELC, and z/OS.e License Charges (Z125-6587)*.

Additionally, you must sign and comply with the terms and conditions specified in the amendment to the IPLA contract - *Amendment for Amendment for IBM z Systems Programs Sub-Capacity Pricing (Z125-6929)*. Once the amendment is signed, the terms in the amendment replace any and all previous z Systems IPLA sub-capacity terms and conditions.

Sub-capacity utilization determination

Sub-capacity utilization is determined based on the utilization of an eligible operating system and machine (for example, z/OS running in z/Architecture (64 bit) mode on a z Systems ((or equivalent) server).

Sub-capacity utilization is determined based on the product's own execution as reported to IBM in accordance with the requirements for reporting sub-capacity utilization for products.

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 lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

Prices

Registered external customers and IBM Business Partners can access IBMLink for charges. Refer to [Purchase/upgrade tools](#) on the IBMLink website.

For software prices, select "Look up IBM System z^(R) software prices (ESWPrice)" under "Prices." Specify "Price type," "Search type," and "Search value," then click "Search."

Note: Enter program number in the "Search value."

You can also contact your local IBM representative or IBM Business Partner for the applicable charges.

Variable charges: The applicable processor-based one-time charge will be based on the group of the designated machine on which the program is licensed for use. If the program is designated to a processor in a group for which no charge is listed, the charge of the next higher group listed applies. For movement to a machine in a higher group, an upgrade charge equal to the difference in the then-current charges between the two groups will apply. For movement to a machine in a lower group, there will be no adjustment or refund of charges paid.

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Corrections

(Corrected on February 16, 2016)

Updated Statement of general direction section.