IBM Inspector Wearable 1.1.0 brings AI model support for IBM Maximo Visual Inspection and enhanced inspection workflow; IBM Inspector Portable 1.1.0 offers standard and enhanced enterprise editions; and IBM Services Software portfolio features name changes for selected programs

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At a glance

- IBM(R) Inspector Wearable 1.1.0, formerly known as IBM Services(R) Software Inspector Wearable, extends support for computer vision models created on IBM Maximo(R) Visual Inspection to help organizations perform hands-free visual inspections on RealWear headsets.
- IBM Inspector Portable 1.1.0, formerly known as IBM Service Software Inspector Portable, delivers enhanced features and offers standard and enterprise editions.
- IBM Model Builder 1.0, formerly known as IBM Services Software Model Builder, is designed to help organizations quickly experience the training and deployment of robust AI models on Inspector Wearable and Inspector Portable.
- Inspection Workbench 1.1, formerly known as IBM Services Software Inspection Workbench, works with Model Builder and Maximo Visual Inspection to enable the labeling of images used to train computer vision models using an iPad with an optional Apple Pencil on compatible devices. It also allows for the creation of customized inspection procedures so users can customize the order of multiple AI models.
- Organizations can take advantage of IBM Inspection Suite Fast Start, formerly known as IBM Services Software Inspection Suite Fast Start, for installation, setup, configuration, and user training.

Overview

Inspector Wearable

Inspector Wearable 1.1.0 is a native mobile app that enables customers to perform hands-free AI-enabled visual inspections running on RealWear HMT and Navigator 500 headsets. This app uses computer vision AI models trained on Model Builder or Maximo Visual Inspection, to rapidly identify defects and issues, capturing images through a head-mounted display. Inspector Wearable performs hands-free inspections with simple voice commands and head gestures that RealWear devices provide, even in high-noise environments.

New features delivered in 1.1.0:

- Artificial intelligence (AI) model support for Maximo Visual Inspection, part of IBM Maximo Application Suite
- Offline support
- Configurable MQTT topic structure
- Support for templating the output of the MQTT threshold message

Inspector Portable

Inspector Portable 1.1.0 is a native iOS or iPadOS mobile app that is designed to make artificial intelligence more accessible by simplifying the process of deploying, running, and managing Core ML computer vision models. By leveraging the capabilities of the iPhone or iPad, this app can enable highly efficient and accurate handheld visual inspection for users. Additionally, this app also leverages the concept of inspection procedures that enables users to conduct multiple inspections as a progression of steps.

New features delivered in 1.1.0 include:

- Capability to create inspection procedures directly within inspector portable
- Sideloading of models for stand-alone inspections
- Additional configurability of camera option at the individual step level of inspection procedure
- Backup and restore of inspections, procedure templates, and configurations
- Integrated lightweight reporting database for inspection performance

Model Builder

Model Builder 1.0 is an AI training platform that can use the capabilities of IBM Cloud$^{(R)}$ and its GPUs to train computer vision models for compatible mobile apps. Inspection Workbench iPadOS app is used as the exclusive user interface for labeling and training. Specifically, Model Builder trains computer vision models that can then be deployed for use on the Inspector Portable and Inspector Wearable apps. Customers that require additional flexibility and scale can export images and labels from Model Builder for import into Maximo Visual Inspection.

Inspection Workbench

Inspection Workbench 1.1 is a native iPadOS mobile app that enables users to label images on an iPhone or iPad for training Core ML and TensorFlow Lite computer vision models that run on IBM companion apps. After models are trained on the server, Inspection Workbench can deploy those models in near real-time to companion apps and create or update relevant inspections, all from one native iPadOS experience.

Inspection Suite Fast Start

This remotely delivered service supports customers in the installation, setup, configuration, and basic training of Inspection Suite products through qualified specialists from IBM.

Key requirements

Inspector Wearable:

- RealWear devices running the following firmware versions:
  - HMT-1 and HMT-1Z1 version 12, or later
  - Navigator series version 11.x, or later
- License to Inspection Workbench 1.1, or later[1]
- Access to Model Builder 1.0 or Maximo Visual Inspection in Maximo Application Suite 8.7, or later

- Access to a Message Queuing Telemetry Transport (MQTT) broker supporting MQTT version 3.1
- A device running iPadOS 14, or later, to run Inspection Workbench

Model Builder:

- License to Inspection Workbench 1.1, or later[1]
- A device running iPadOS 14, or later[2]
- Access to IBM Cloud account

Inspector Portable:

- Access to Model Builder 1.0 or Maximo Visual Inspection 1.3, or later[3]
- A device running iOS 14 or iPadOS 14, or later[4]

Inspection Workbench:

- License required to at least one of the following mobile apps:
  - Inspector Wearable 1.1, or later[5]
  - Inspector Portable 1.1, or later[6]
  - Maximo Visual Inspection Mobile 1.3, or later[7]
  - Access to Model Builder 1.0 or Maximo Visual Inspection 1.3, or later[8]
  - An device running iPadOS 14, or later[4]

[1] A license is required for each client device on which Inspection Workbench 1.1, or later, is used.

[2] A license is required for each client device on which the Inspection Workbench app is used.

[3] Demonstration use does not require access to Maximo Visual Inspection. Production use requires a license for Maximo Visual Inspection 1.3, or later.

[4] A license is required for each client device on which the Inspection Workbench app will be used when in production.

[5] Demonstration use does not require access to Inspector Wearable. A license is required for each client device on which Inspector Wearable 1.1, or later, will be used when in production.

[6] Demonstration use does not require access to Inspector Portable. A license is required for each client device on which Inspector Portable 1.0, or later, will be used when in production.

[7] Demonstration use does not require access to Maximo Visual Inspection Mobile. A license is required for each client device on which Maximo Visual Inspection Mobile 1.3, or later, will be used when in production.

[8] Demonstration use does not require access to Model Builder or Maximo Visual Inspection. Production use requires a license for Model Builder 1.0 or Maximo Visual Inspection 1.3, or later.

Planned availability date

- May 3, 2022: IBM Inspection Workbench, IBM Model Builder, IBM Inspection Suite Fast Start
- May 20, 2022: IBM Inspector Portable
- June 30, 2022: IBM Inspector Wearable

Availability within a country is subject to local legal requirements.

Description

Inspector Wearable

Inspector Wearable enables users to leverage computer vision models trained on Model Builder or Maximo Visual Inspection by using Inspection Workbench as the user interface to detect, diagnose, and correct defects and anomalies in near real-time.

Specifically, Inspector Wearable supports inspection procedures that enable users to conduct multiple inspections as a progression of steps. Procedures can be easily created in the Inspection Workbench companion app running on iPadOS devices.

With Inspector Wearable, IBM delivers the power of AI-enabled visual inspections to the RealWear hands-free platform and its suite of capabilities. These capabilities include industrial internet of things (IoT) data visualization, digital workflow, document navigation, remote mentoring, and video microtraining. Additionally, with the RealWear HMT-1Z1 hands-free remote collaboration headset, use cases such as visual inspections can be performed in environments where combustible gases are present.

Inspector Wearable:

- Empowers field workers to conduct hands-free inspections using on-device AI inference
- Uses computer vision models for object detection and image classification
- Reinforces safety by removing the need to touch devices
- Enables you to conduct inspections using voice commands
- Imports procedure templates created on Inspection Workbench using MQTT
- Increases the overall quality of products and services
- Reduces workloads and improves user satisfaction

Inspector Portable

Inspector Portable extends the value of computer vision models created on Model Builder or Maximo Visual Inspection by using the integrated cameras available on an iPhone or iPad to capture photos and perform inferencing in near real-time. Configurable business rules can be applied to the results to determine whether subsequent action or alerting is required. The app includes an integrated lightweight reporting database to gain insights into inspection performance.

Inspector Portable is uniquely designed to take advantage of the advanced features of iOS or iPadOS devices, including the integrated high-resolution camera to capture images for training and executing vision models as well as multiple connectivity options (wifi, LTE, Bluetooth, and Ethernet with external adapters) that permit flexibility in how inspections can be deployed. In addition, with the power of Core ML, the app can inference on-device, even when there is no network connectivity.

Inspector Portable 1.1 is designed to:

- Empower individuals within enterprises to take actions in near real-time when determining the existence of defects, damage, or other anomalies
- Use Core ML object detection and classification computer vision models that are trained on Model Builder or Maximo Visual Inspection for inferencing on iPhone or iPad
- Perform multiple inspections in a sequential order as part of a procedure
- Commence a procedure manually by entering a unique reference, scanning a barcode/QR code, or using optical character recognition (OCR)
- Provide users with the capability to monitor their progress through a summary view of all pass or fail results for each step of the procedure

Procedures must be created in the companion iPadOS app, Inspection Workbench.

Inspector Portable 1.1.0 offers following editions:

- Standard Edition
  - No MQTT integration
- Enterprise Edition
  - Full features

Inspection Workbench

Inspection Workbench introduces the concept of inspection procedures that enables multiple inspections to be conducted as a progression of steps on Inspector Wearable or Inspector Portable. Procedures can be created, edited, and published from Inspection Workbench.

Inspection Workbench delivers the following capabilities:

- Create and edit inspection procedures, enabling multiple inspections to be conducted as a progression of steps, including defining constraints around their use.
- Define a sequence of steps within each procedure which can link to an inspection.
- Define another inspection to use as a visual trigger for a step in the procedure.
- Define whether a unique reference for each procedure instance can be entered manually by using a barcode or QR code, using OCR readings, or by employing references supplied by external systems that are using MQTT for automatic procedure initiation.
- Apply validation to references by using regular expressions.
- Specify whether steps in a procedure can be deferred.
- Specify whether procedures can be edited or deleted after completion.
- Publish procedures using MQTT to Inspector Portable on iOS or iPadOS devices or Inspector Wearable on RealWear devices.

Model Builder

Model Builder 1.0.2 is an AI training platform that can use the capabilities of IBM Cloud and its GPUs to train computer vision models for Inspector Wearable and Inspector Portable apps. Model Builder is simple to set up, fully integrated for rapid deployment, and does not require a data scientist.

Model Builder:

- Trains Core ML and TensorFlow Lite computer vision models and deploys them in near real time
- Enables fast and accurate inspections, repairs, and installations
- Provides an enterprise-grade and rich mobile AI experience for inference
- Increases the overall quality of products and services
- Reduces workloads and improves user satisfaction
- Exports images and labels for import into Maximo Visual Inspection

Inspection Suite Fast Start

This remotely delivered service supports customers in the installation, setup, configuration, and basic training of Inspection Suite products through qualified specialists from IBM. The following activities can be performed:

- Review of customer's business needs and resulting configuration requirements
- Guidance on establishing an IBM Cloud account and creating a compatible Red Hat[(R)] OpenShift[(R)] environment
- Installation and configuration of application in server environments
- Guidance on app installation on mobile devices owned by the customer

- Validation of connectivity between mobile apps and server applications
- Basic user training on image labeling, model training, model deployment, and inspection business rules

Accessibility by people with disabilities

Accessibility Compliance Reports (previously known as a VPAT) containing details on accessibility compliance to standards, including the Worldwide Consortium Web Content Accessibility Guidelines, European Standard EN 301 349, and US Section 508, can be found on the IBM Accessibility Conformance Reports website.

Program number

Program number	VRM	Program name
5900-ALX	1.1.0	IBM Inspector Wearable
5900-AFB	1.1.0	IBM Inspector Portable
5900-ALW	1.0.2	IBM Model Builder
5900-AEA	1.1.6	IBM Inspection Workbench
5900-AMF	Cloud service	IBM Inspection Suite Fast Start

Offering Information

Product information is available on the IBM Offering Information website.

More information is also available on the Passport Advantage$^{(R)}$ and Passport Advantage Express website.

Publications

Inspector Wearable product documentation is provided when the product is downloaded for use.

Model Builder product documentation is available in Red Hat$^{(R)}$ Marketplace.

Inspector Portable documentation is available in IBM Documentation.

Inspection Workbench documentation is available in IBM Documentation.

Maximo Visual Inspection documentation is available in IBM Documentation.

Maximo Visual Inspection Mobile documentation is available in IBM Documentation.

Services

IBM Consulting^{TM}

As transformation continues across every industry, businesses need a single partner to map their enterprise-wide business strategy and technology infrastructure. IBM Consulting is the business partner to help accelerate change across an organization. IBM specialists can help businesses succeed through finding collaborative ways of working that forge connections across people, technologies, and partner ecosystems. IBM Consulting brings together the business expertise and an ecosystem of technologies that help solve some of the biggest problems faced by organizations. With methods that get results faster, an integrated approach that is grounded in an open and flexible hybrid cloud architecture, and incorporating technology from IBM Research$^{(R)}$ and IBM Watson$^{(R)}$ AI, IBM Consulting enables

businesses to lead change with confidence and deliver continuous improvement across a business and its bottom line.

For additional information, see the IBM Consulting website.

IBM Technology Support Services (TSS)

Get preventive maintenance, onsite and remote support and gain actionable insights into critical business applications and IT systems. Speed developer innovation with support for over 240 open-source packages. Leverage powerful IBM analytics and AI-enabled tools to enable client teams to manage IT problems before they become emergencies.

TSS offers extensive IT maintenance and support services that cover more than one niche of a client#s environment. TSS covers products from IBM and OEMs, including servers, storage, network, appliances, and software, to help clients ensure high availability across their data centre and hybrid cloud environment.

For details on available services, see the Technology support for hybrid cloud environments website.

IBM Expert Labs

Expert Labs can help clients accelerate their projects and optimize value by leveraging their deep technical skills and knowledge. With more than 20 years of industry experience, these specialists know how to overcome the biggest challenges to deliver business results that can have an immediate impact.

Expert Labs' deep alignment with IBM product development allows for a strategic advantage as they are often the first in line to get access to new products, features, and early visibility into roadmaps. This connection with the development enables them to deliver First of a Kind implementations to address unique needs or expand a client's business with a flexible approach that works best for their organization.

For additional information, see the IBM Expert Labs website.

IBM Security$^{(R)}$ Expert Labs

With extensive consultative expertise on IBM Security software solutions, Security Expert Labs helps clients and partners modernize the security of their applications, data, and workforce. With an extensive portfolio of consulting and learning services, Expert Labs provides project-based and premier support service subscriptions.

These services can help clients deploy and integrate IBM Security software, extend their team resources, and help guide and accelerate successful hybrid cloud solutions, including critical strategies such as zero trust. Remote and on-premises software deployment assistance is available for IBM Cloud Pak$^{(R)}$ for Security, IBM Security QRadar$^{(R)}$/QRoC, IBM Security SOAR/Resilient$^{(R)}$, IBM i2$^{(R)}$, IBM Security Verify, IBM Security Guardium$^{(R)}$, and IBM Security MaaS360$^{(R)}$.

For more information, contact Security Expert Labs at sel@us.ibm.com.

For additional information, see the IBM Security Expert Labs website.

Technical information

Specified operating environment

Hardware requirements

Inspector Wearable:

- RealWear HMT and Navigator 500 headset running firmware version 11.2-xx, or later
- A device running iPadOS 14, or later, to run Inspection Workbench

Model Builder:

- Uses Inspection Workbench as the exclusive UI, which is supported on iPad running iPadOS 14, or later
- Requires IBM Cloud account to enable required Red Hat IaaS clusters to support image labeling, model building, and deployment; GPU cluster limited to two GPUs

Inspector Portable:

- iPhone and iPad running iOS 14, or later.

Inspection Workbench:

- A device running iPadOS 14, or later

Software requirements

Inspector Wearable:

- License to Inspection Workbench 1.1, or later
- Access to Model Builder 1.0 or Maximo Visual Inspection in IBM Maximo Application Suite 8.7, or later

Model Builder:

- Uses Inspection Workbench as the exclusive UI, which is supported on iPadOS 14 compatible devices
- Requires Red Hat OpenShift[R] Kubernetes Service (ROKS) environment in IBM Cloud

Inspector Portable:

- Is supported on iOS or iPadOS 14 compatible devices
- Requires Model Builder or Maximo Visual Inspection in order to run Inspector Portable 1.1 in a production environment

Inspection Workbench:

- Inspection Workbench is supported on iPadOS 14 compatible devices.
- Training platform, Model Builder or Maximo Visual Inspection, and companion apps, Inspector Wearable, Inspector Portable, or Maximo Visual Inspection Mobile, are required to run Inspection Workbench in a production environment.

Note: Compatible devices have differing features that might affect the experience of the app. Work with your IBM representative or IBM Business Partner to determine the optimum environment for your needs.

IBM Support

IBM Support is your gateway to technical support tools and resources that are designed to help you save time and simplify support. IBM Support can help you find answers to questions, download fixes, troubleshoot, submit and track problem cases, and build skills. Learn and stay informed about the transformation of IBM Support, including new tools, new processes, and new capabilities, by going to the IBM Support Insider.

Additional IBM support

IBM Client Engineering for Systems

Client Engineering for Systems is a framework for accelerating digital transformation. It helps you generate innovative ideas and equips you with the practices, technologies, and expertise to turn those ideas into business value in weeks. When you work with Client Engineering for Systems, you bring pain

points into focus. You empower your team to take manageable risks, adopt leading technologies, speed up solution development, and measure the value of everything you do. Client Engineering for Systems has experts and services to address a broad array of use cases, including capabilities for business transformation, hybrid cloud, analytics and AI, infrastructure systems, security, and more. Contact Client Engineering for Systems at sysgarage@ibm.com.

Planning information

Packaging

These programs are delivered through the internet as an electronic download. There is no physical media.

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

Security, auditability, and control

The programs in this announcement use the security and auditability features of the system in which it is installed.

The client is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

For ordering information, consult your IBM representative or IBM Business Partner, or go to the Passport Advantage website.

This program is available only through Passport Advantage.

Passport Advantage

There is no new ordering information in this release. As a convenience, the following table lists all currently available part numbers.

IBM Inspector Wearable

Part description	Part number
IBM Inspector Wearable Client Device License + SW Subscription & Support 12 Months	D07C0ZX
IBM Inspector Wearable Client Device SW Subscription & Support Reinstatement 12 Months	D07C1ZX
IBM Inspector Wearable Client Devices Monthly License	D0806ZX
IBM Inspector Wearable Client Device Annual SW Subscription & Support Renewal	E07BZZX

IBM Inspector Portable

Part description	Part number
IBM Inspector Portable Standard Edition Client Device Annual SW Subscription & Support Renewal	E04J0ZX
IBM Inspector Portable Standard Edition Client Device License + SW Subscription & Support 12 Months	D04J1ZX

Part description	Part number
IBM Inspector Portable Standard Edition Client Device SW Subscription & Support Reinstatement 12 Months	D04J2ZX
IBM Inspector Portable Enterprise Edition Client Device Annual SW Subscription & Support Renewal	E04J3ZX
IBM Inspector Portable Enterprise Edition Client Device License + SW Subscription & Support 12 Months	D04J4ZX
IBM Inspector Portable Enterprise Edition Client Device SW Subscription & Support Reinstatement 12 Months	D04J5ZX
IBM Inspector Portable Standard Edition Client Device Monthly License	D07Y7ZX
IBM Inspector Portable Enterprise Edition Client Device Monthly License	D07Y8ZX

IBM Inspection Workbench

Part number description	Part number
IBM Inspection Workbench Client Device License + SW Subscription & Support 12 Months	D0453ZX
IBM Inspection Workbench Client Device Annual SW Subscription & Support Renewal	E0452ZX
IBM Inspection Workbench Client Device SW Subscription & Support Reinstatement 12 Months	D0454ZX
IBM Inspection Workbench Client Device Monthly License	D07Y6ZX

IBM Model Builder

Part description	Part number
IBM Model Builder for Vision Install License + SW Subscription & Support 12 Months	D080RZX
IBM Model Builder for Vision Install Monthly License	D080SZX
IBM Model Builder for Vision Install SW Subscription & Support Reinstatement 12 Months	D080TZX
IBM Model Builder for Vision Install Annual SW Subscription & Support Renewal	E080QZX

IBM Inspection Suite Fast Start

Part description	Part number
IBM Inspection Suite Fast Start Engagement Remotely Deliver Services	D0865ZX

Charge metric

Charge metric for licensed products

The charge metrics for these licensed products can be found in the following License Information documents:

Program number	License Information document title	License Information document number
5900-ALX	IBM Inspector Wearable	L-STSO-CCCR7F
5900-AFB	IBM Inspector Portable	L-STSO-CD326Q
5900-ALW	IBM Model Builder	L-STSO-CB9SC7
5900-AEA	IBM Inspection Workbench	L-STSO-CASUWN

Select your language of choice and scroll down to the Charge Metrics section. Follow-on releases, if any, may have updated terms. See the License Information documents website for more information.

Charge metric for cloud services

The charge metrics for this cloud service can be found in the following Service Description document:

Program number	Service Description document title	Service Description document number
5900-AMF	IBM Inspection Suite Fast Start	i126-9287

Select your language of choice and scroll down to the Charge Metrics section. Follow-on releases, if any, may have updated terms. Clients will always be directed to the most current published version of the Service Description. To review older versions, use the "Version" drop-down menu to the left of the displayed Service Description to select a previous version.

Terms and conditions

Terms and conditions for the licensed product

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 available only through 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.

Software Maintenance

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

License Information number

The following License Information documents apply to the offerings in this announcement:

Program number	License Information document title	License Information document number
5900-ALX	IBM Inspector Wearable	L-STSO-CCCR7F
5900-AFB	IBM Inspector Portable	L-STSO-CD326Q
5900-ALW	IBM Model Builder	L-STSO-CB9SC7

Program number	License Information document title	License Information document number
5900-AEA	IBM Inspection Workbench	L-STSO-CASUWN

Follow-on releases, if any, may have updated terms. See the License Information documents 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 Support Guide.

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

Program technical support

Continuous delivery (CD) support

Technical support of a program product version or release will be available for a minimum of two years from the planned availability date, as long as your Subscription and Support is in effect.

This technical support allows you to obtain assistance (by 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 also provides you with access to versions, releases, and updates (CD releases, Long Term Support Releases or fixes) of the program.

You will be notified, through an 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.

For additional information on the CD support lifecycle policy, see the IBM Continuous Delivery Support Lifecycle Policy web page.

For additional information on the IBM Software Support Lifecycle Policies, see the Standard and enhanced IBM software support lifecycle policies website.

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, information is available on the Passport Advantage and Passport Advantage Express website.

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 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 centre. (This assistance is not available to your users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, see the IBM Support Guide. 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.

Unless specified otherwise in a written agreement with you, IBM does not provide support for third-party products that were not provided by IBM. Ensure that when contacting IBM for covered support, you follow problem determination and other instructions that IBM provides, including in the IBM Support Guide.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, go to the Passport Advantage and Passport Advantage Express website.

IBM Technology Support Services - Support Line for IBM Z

No

Variable charges apply

No

Educational allowance available

Not applicable.

Terms and conditions for the cloud service

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction for the acquisition of cloud services from IBM consist of either the IBM Cloud Services Agreement and the applicable offering Service Description or the IBM International Passport Advantage Agreement or the International Passport

Advantage Express Agreement and the IBM Terms of Use - General Terms for Cloud Offerings and the applicable offering Service Description.

Technical support

Technical support is provided for cloud services and enabling software, as applicable, during the subscription period. Any enhancements, updates, and other materials provided by IBM as part of any such technical support are considered to be part of the cloud service, as applicable, and therefore governed by the applicable agreement as defined in client's quote or transaction document. Technical support is included with the cloud service and is not available as a separate offering.

Additional technical support information for this cloud service offering may be found in the IBM Support Guide or in service-specific documentation.

Service Description

The following Service Description document applies to the offering in this announcement:

Program number	Service Description document title	Service Description document number
5900-AMF	IBM Inspection Suite Fast Start	i126-9287

Follow-on levels of this cloud service, if any, may have updated terms. Clients will always be directed to the most current published version of the Service Description. To review older versions, use the "Version" drop-down menu to the left of the displayed Service Description to select a previous version.

Limited warranty

See the warranty defined in the applicable agreement governing client's acquisition for this offering.

Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the Passport Advantage and Passport Advantage Express website.

Usage restrictions

Yes

For usage restrictions, see the Service Description documents listed in this Terms and conditions section.

Educational allowance available

No

Statement of good security practices

IT system security involves protecting systems and information through intrusion 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 regulatory compliant, 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

Prices are subject to change without notice.

GST, QST, and sales taxes, where applicable, are extra.

For additional information and current prices, contact your local IBM representative or IBM Business Partner.

Business Partner information

If you are an IBM Business Partner acquiring products from IBM, you may link to Passport Advantage On-line for resellers where you can obtain Business Partner pricing information. An IBMid and password are required to access the IBM Passport Advantage or IBM PartnerWorld(R) website.

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative. Additional information is also available on the Passport Advantage and Passport Advantage Express website.

Order now

To order, contact the IBM Digital Sales Center, your local IBM representative, or your IBM Business Partner. To identify your local IBM representative or IBM Business Partner, call 800-IBM-4YOU (426-4968). For more information, contact the IBM Digital Sales Center.

Phone: 800-IBM-4YOU (426-4968)

Fax: 800-2IBM-FAX (242-6329)

For IBM representative: askibm@ca.ibm.com

For IBM Business Partner: pwcs@us.ibm.com

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