

# IBM Netcool Ops Manager for IBM Cloud Pak for Multicloud Management V1.3 delivers new and enhanced AI that includes machine learning capabilities to proactively resolve application, service, and infrastructure problems

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## Overview

IBM<sup>(R)</sup> Netcool<sup>(R)</sup> OpsManager for IBM Cloud Pak<sup>TM</sup> for Multicloud Management V1.3 empowers IT operations and DevOps teams with flexible, intuitive, and proactive operations management to help restore service when problems occur in production. Based on artificial intelligence (AI) that includes machine learning techniques, this innovative solution enables IT and network operations teams to manage local, hybrid, and multicloud environments.

The solution provides a number of key features and benefits, including:

- Operates on the Red Hat<sup>(R)</sup> OpenShift<sup>(R)</sup> container platform
- Provides operations management capabilities:
  - Includes a simplified integration framework for fast and simple ingestion of events or outbound communication with other tools
  - Provides an optional modern user experience targeted for line-of-business, DevOps, or other internal or external users
- Includes an agile service manager that provides a working understanding of:
  - What you have in your environment
  - How the environment relates to itself
  - How the environment has changed over time
- Provides operations analytics capabilities:
  - Tailored to provide advanced cognitive capabilities to the IT operations market
  - Includes mediation packs to increase the speed of deployment for the Performance Manager of Managers capability
  - Incorporates REST API for data mediation to simplify data integration

Cloud Pak for Multicloud Management delivers secure automated operations and intelligent insight for events, applications, infrastructure, multicluster, and virtual machine management for applications on-premises or in the cloud. For additional information on Cloud Pak for Multicloud Management, see the Software Announcements in the [Reference information](#) section.

## Key requirements

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For specific software requirements for IBM Netcool OpsManager, see the [IBM Support](#) website on March 27, 2020.

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## Planned availability date

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March 27, 2020

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## Description

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IBM Netcool OpsManager provides an AIOps solution that helps customers accelerate cloud adoption and manage on-premises operations workloads. The solution covers both manage-to-cloud and hybrid scenarios. AIOps combines AI-driven machine learning, analytics, and other technologies to improve and enhance IT operations. While these technologies have existed separately for years, AIOps brings them together for the first time to analyze IT processes and derive meaning from large data sets without human input. This capability is becoming critical as digital transformation makes IT infrastructure increasingly complex. The IBM Netcool OpsManager provides:

### Operations management capabilities

- Simplified adoption and control with a cloud-native transparent AI framework
  - AI adoption lead time reduced and easier experience to get started
  - Modern analytics component, cloud-native user experience, that is built as a cloud-native solution, enabling faster time to analytics insight and value
  - Event groupings presented to users based on what is most important:
    - Severity of events
    - Frequency of events
    - Number of recurring events
  - Explainable and transparent AI that enables organizations to build trust through streamlined review and control workflows
  - Option for automatic deployment of analytics insight
  - Cloud performance enhancement with flexible scaling so you can add capacity as needed
- Automatic action on events and automatic execution of runbooks:
  - Includes embedded in-context runbook automation to help ensure speedy resolution of issues
- Simplified and improved way to manage cloud ingestion and outbound communication
- Simplified integration framework for fast and simple ingestion of events or outbound communication with other tools, including, but not limited to, the following event sources:
  - Event ingestion
  - IBM Cloud™ Availability Monitoring
  - IBM UrbanCode<sup>(R)</sup> Deploy
  - IBM Continuous Delivery
  - Amazon Web Services
  - Microsoft Azure
  - Microsoft System Center Operations Center
  - AppDynamics

- Dynatrace
- New Relic
- Datadog
- SolarWinds
- Splunk Enterprise
- Nagios XI
- Jenkins
- Elasticsearch
- Pingdom
- Prometheus
- Zabbix
- Sumo Logic
- Webhook
- Email
- Outbound integrations
- GitHub
- ServiceNow
- Slack
- Microsoft Teams

### **Dynamic topological capabilities**

- Enhanced dynamic topology analytics, with newly introduced APIs in dynamic resource grouping support, that lets you create new relationship types
- Broader standard integration coverage that includes IBM BigFix, Red Hat OpenStack, Dynatrace, Zabbix, Ciena Blue Planet, and Amazon Web Services
- Update configuration and management agents for Observer, also called Agile Service Manager integration agents
- Support for up to 90 days of history
- Advanced search and merge capabilities, including a new search in view mode, that helps you easily find a resource in a large topology view
- Improved topology tools capabilities, including the ability to launch from one system's event details (in context) to another system and still use the other system's event details
- Topology visualization capabilities, including the ability to comment and journal on the resources managed by Agile Service Manager, and the ability to lock timeline pins to specific points in time
- Includes new guided navigation experience (tech preview) to understand adjacent resource status
- Includes a new policy-based resource styling experience (tech preview)

### **Operations analytics predictive insights management**

- This cognitive capability provides two significant values for operations:
  - The Performance Manager of Managers capability is achieved through cognitive machine learning by automatically, dynamically, and continuously managing thresholds for all your IT operational performance data.
  - The shift from reactive IT operations is enabled to proactive IT operations by providing automatic anomaly detection and advanced cognitive insights to IT staff investigating the detected anomalies. These capabilities provide significant reductions in mean-time-to-repair and proactive outage avoidance.

Netcool OpsManager includes a simplified user interface aimed at line-of-business and DevOps users. The user interface complements the web user interface, which is used for advanced event management use cases and administration functions. This optional alternative user interface can be used as a technical preview.

## Accessibility by people with disabilities

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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 Report Request](#) website.

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## Reference information

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For more information about IBM Cloud Pak for Multicloud Management, see the following announcements:

- Software Announcement [219-566](#), dated November 26, 2019
- Software Announcement [219-515](#), dated October 15, 2019
- Software Announcement [219-461](#), dated September 10, 2019
- Software Announcement [219-360](#), dated June 25, 2019

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## Program number

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Program number	VRM	Program name
5737-K99	1.3.0	IBM Cloud Pak for Multicloud Management

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## Education support

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

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

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## Offering Information

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

More information is also available on the [Passport Advantage<sup>\(R\)</sup> and Passport Advantage Express<sup>\(R\)</sup>](#) website.

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## Publications

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For IBM Netcool OpsManager documentation, see the [IBM Support](#) website on March 27, 2020.

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## Services

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### Software Services

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IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of the lab-based software services team and the business consulting, project management, and infrastructure expertise of the IBM Global Services team. Also, IBM extends the reach of IBM Software Services through IBM Business Partners to provide an extensive portfolio of capabilities. IBM provides 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, contact your Lab Services Sales or Delivery Leader.

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## Technical information

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### Specified operating environment

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#### **Software requirements**

For specific software requirements for IBM Netcool OpsManager, see the [IBM Support](#) website on March 27, 2020.

#### **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](#).

### Planning information

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#### **Packaging**

This offering is delivered through the internet as an electronic download. There is no physical media.

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## Ordering information

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For ordering information, consult your IBM representative or IBM Business Partner, or go to the [Passport Advantage](#) website.

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

#### **Passport Advantage**

The ordering information for Cloud Pak for Multicloud Management is unchanged except for the additional part numbers as listed in the table below:

#### **IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management V1.3 (5737-K99)**

<b>Part number description</b>	<b>Part number</b>
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed Client Device Committed Term License	D27LTLL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed Client Device License + SW Subscription & Support 12 Months	D27LKLL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed	E0QW6LL

<b>Part number description</b>	<b>Part number</b>
Client Device Annual SW Subscription & Support Renewal 12 Months	
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed Client Device SW Subscription & Support Reinstatement 12 Months	D27LLLL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed Client Device Monthly License	D27LNLL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed Device Committed Term License	D27M7LL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed Device License + SW Subscription & Support 12 Months	D27LZLL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed Device Annual SW Subscription & Support Renewal 12 Months	E0QW9LL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed Device SW Subscription & Support Reinstatement 12 Months	D27M0LL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed Device Monthly License	D27M4LL

See the Software Announcements in the [Reference information](#) section for additional ordering information.

### **Passport Advantage trade up**

You must have previously acquired a license for at least one of the individual products, IBM Netcool Operations Insight<sup>(R)</sup> (5725-Q09) or IBM Operations Analytics (5725-K26), in this platform offering to be eligible to acquire an equivalent license of the trade-up product.

### **IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management V1.3 (5737-K99)**

<b>Program name/Description</b>	<b>Part number</b>
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed Client Device from Eligible Program Trade Up License + SW Subscription & Support 12 Months	D27LMLL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed Client Device for Linux <sup>(R)</sup> on IBM Z <sup>(R)</sup> from Eligible Program Trade Up License + SW Subscription & Support 12 Months	D27LRLL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed Device from Eligible Program Trade Up License + SW Subscription & Support 12 Months	D27M1LL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management Managed Device for Linux on IBM Z from Eligible Program Trade Up License + SW Subscription & Support 12 Months	D27LJLL

Clients must have current Software Subscription and Support (S&S) in place for all of the licenses that will be traded up by the use of the trade-up part numbers.

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

## Cross-platform product for use on IBM Z Integrated Facility for Linux (IFL) engines or zEnterprise<sup>®</sup> BladeCenter Extension

Order the part numbers that follow when the product is intended to run on zEnterprise BladeCenter Extension or the Linux operating system on IBM Z IFL engines. If the product is not intended to run in these environments, order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

The ordering information for Cloud Pak for Multicloud Management is unchanged except for the additional part numbers as listed in the table below:

### IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management V1.3 (5737-K99)

Part number description	Part number
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management for Linux on IBM Z Managed Client Device Committed Term License	D27LVLL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management for Linux on IBM Z Managed Client Device License + SW Subscription & Support 12 Months	D27LPLL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management for Linux on IBM Z Managed Client Device Annual SW Subscription & Support Renewal 12 Months	E0QW7LL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management for Linux on IBM Z Managed Client Device SW Subscription & Support Reinstatement 12 Months	D27LQLL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management for Linux on IBM Z Managed Client Device Monthly License	D27LSLL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management for Linux on IBM Z Managed Device Committed Term License	D27LWLL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management for Linux on IBM Z Managed Device License + SW Subscription & Support 12 Months	D27LHLL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management for Linux on IBM Z Managed Device Annual SW Subscription & Support Renewal 12 Months	E0QW5LL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management for Linux on IBM Z Managed Device SW Subscription & Support Reinstatement 12 Months	D27LILL
IBM Netcool OpsManager for IBM Cloud Pak for Multicloud Management for Linux on IBM Z Managed Device Monthly License	D27LULL

See the Software Announcements in the [Reference information](#) section for additional ordering information.

### Charge metric

The charge metrics for this licensed product can be found in the following License Information document:

Program number	License Information document title	License Information document number
5737-K99	IBM Cloud Pak for Multicloud Management	<a href="#">L-PKEY-BL5MCN</a>

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.

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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.

This product is only available through Passport Advantage.

### Licensing

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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

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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

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#### License Information Number

The following License Information document applies to the offering in this announcement:

Program number	License Information document title	License Information document number
5737-K99	IBM Cloud Pak for Multicloud Management	<a href="#">L-PKEY-BL5MCN</a>

Follow-on releases, if any, may have updated terms. See the [License Information documents](#) website for more information.

### Limited warranty applies

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Yes

### Limited warranty

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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**

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Technical support of a program product version or release will be available for a minimum of two years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect.

This technical support allows you to obtain assistance (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 (Software Maintenance) 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 six 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 IBM Software Support Lifecycle Policy, see the [IBM Software Support Lifecycle Policy](#) website.

### **Money-back guarantee**

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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)**

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No

### **Passport Advantage applies**

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Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

### **Usage restrictions**

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Yes

For usage restrictions, see the License Information documents listed in this [Terms and conditions](#) section.

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

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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.

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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.

### **Variable charges apply**

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No

### **Educational allowance available**

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Not applicable.

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## **Statement of good security practices**

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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.

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## Prices

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

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### **Passport Advantage**

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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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