

IBM Cloud Pak for Automation 20.0.3 delivers new components and other enhancements for business developers

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Overview

IBM Cloud Pak^(R) for Automation delivers a robust, end-to-end solution for business automation needs within the organization. In the current competitive marketplace, digital companies use software automation to achieve higher revenue per employee than their traditional counterparts. Automation can maximize revenue per employee by reinventing the organization's client experience while reducing costs.

Cloud Pak for Automation delivers an integrated and managed collection of on-premises or containerized IBM Automation^(R) Platform for Digital Business services that enable rapid deployment and reduce operational costs. Cloud Pak for Automation also digitizes all aspects of business operations and can extend the workforce with digital labor that enable businesses to scale.

Cloud Pak for Automation 20.0.3 delivers the following new capabilities:

- Automation Document Processing that enables users to intelligently process documents and information easily and accurately without data science skills
- Workforce management capability that enables business managers to gain insights and manage their knowledge workers across the automation platform

Cloud Pak for Automation 20.0.3 delivers the following enhancements:

- Business Performance Center capabilities
- Automation service catalog that accelerates the creation of a business solution by making it easier to discover and reuse automation services you create and already have
- Capabilities for business developers so they can more easily build business applications
- Installation and component lifecycle management for operational improvements

Cloud Pak for Automation 20.0.3 is also optimized to operate on Red Hat^(R) OpenShift^(R) container platform.

Key requirements

Cloud Pak for Automation requires:

- One or more server machines, with supported operating systems and supported databases
- One or more workstations or client devices to access automation applications, with supported web browsers

For additional details, see the [Technical information](#) section.

Planned availability date

December 18, 2020: Electronic download

See the [Availability of national languages](#) section for national language availability.

Description

Cloud Pak for Automation 20.0.3 provides new capabilities and updates:

- Automation Document Processing. This new capability enhances the ability to automate work by letting users intelligently process documents and information easily and accurately without data science skills. These AI-powered services automatically read unstructured documents, refine, and apply data to business applications and workflows. Combining content, data capture, and workflow capabilities lets users easily design document models and customized extraction flows. Automation Document Processing provides:
 - Simplicity with prebuilt templates and ready-to-use toolkits to enable business users to quickly develop document processing applications.
 - No-code training of deep learning models with fewer documents needed to train the models.
 - Fast and accurate intelligent automation services:
 - Document classification
 - Metadata extraction
 - Validation and correction services, with human interaction for fields with lower confidence levels of the extracted fields
 - Prioritization of work assignments based on extracted data
 - Integration with content services, enabling lifecycle management of documents processed, including retention setting and automatic records declaration based on metadata properties.
- Workforce management. A new capability that leverages the Business Automation Insights component to deliver a new experience for business managers in order to give their knowledge workers insights into different KPIs. Benefits:
 - Can track worker efficiency by task, throughput, and utilization
 - Includes additional dashboard visualizations and usability improvements in Chart and KPI configurations
 - Has predefined case dashboard with process events and goal-based dashboards for basic suggestions and predictions
- Enhancements to Automation Insights capabilities. Organizations now have a new way of interactively querying the system for insight by using a technical preview for natural language query.
- Enhancements for business developers:
 - Business Automation Studio. Standardize the studio authoring experience:
 - Business developers can create and manage Cloud Pak for Automation capabilities consistently within studio.
 - Expanded authoring capabilities include content and document processing services and workflow services.

- The automation services catalog lets business developers easily discover and reuse callable automation services created within studio and import traditional IBM^(R) Digital Business Automation platform services already authored into the catalog.
- A common experience for discovery and reuse of callable automation services is integrated into studio and applicable studio-based designers.
- Application Designer. Easily build business applications through an improved application designer experience:
 - Application data that can now be persisted automatically at the application level and application user level
 - Integrate discovery and reuse of automation services that have been published to the automation services catalog
 - Application page accelerator to form auto-generation on a page simply by drag and drop of an automation service that will be called from the page
 - Accelerate the creation of applications with prebuilt, ready-to-use automation-based templates and toolkits
- Enhancements to make operation of Cloud Pak for Automation easier and more efficient:
 - Deployment of customizable enterprise production configurations with a complete set of enterprise install patterns
 - Introduction of the ability to install, update, and manage operators and their dependencies in a cluster using Operator Lifecycle Manager support
 - Deployment of automation software for complex proof of concepts using Demonstration install patterns
 - Additional support for industry-leading databases at the component level

On December 18, 2020, see the [IBM Cloud Pak for Automation detailed system requirements](#) website for more details.
- IBM Datacap licensing is updated with Cloud Pak for Automation. Datacap licensing in Cloud Pak for Automation is changed to only require Virtual Processor Core (VPC) licenses for the Datacap Rulerunner servers. Datacap Taskmaster and other components do not require VPC licenses. This change applies to organizations running Datacap 9.1.7, or later.
- Business Automation Content Analyzer is no longer offered as part of Cloud Pak for Automation. Automation Document Processing is the follow-on capability that is included in Cloud Pak for Automation.
- Automation Digital Worker is no longer offered as part of Cloud Pak for Automation. IBM Robotic Process Automation with WDG Automation provides capabilities that can be used as an alternative.

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^{\(R\)} Accessibility Conformance Report Request](#) website.

Reference information

Effective December 18, 2020, see [IBM Knowledge Center](#) for additional benefits of Cloud Pak for Automation.

For additional information about IBM Cloud Pak for Automation, see:

- Software Announcement [219-477](#), dated October 22, 2019.
- Software Announcement [219-411](#), dated August 13, 2019.
- Software Announcement [219-244](#), dated June 3, 2019.

- Software Announcement [219-278](#), dated May 28, 2019.
- Software Announcement [219-072](#), dated February 12, 2019.
- Software Announcement [218-506](#), dated October 9, 2018.
- Software Announcement [218-417](#), dated September 18, 2018.

For additional information about IBM Digital Business Automation, see:

- Software Announcement [219-308](#), dated June 25, 2019.
- Software Announcement [218-116](#), dated March 13, 2018.
- Software Announcement [218-100](#), dated January 30, 2018.

For additional information about IBM Robotic Process Automation with WDG Automation, see Software Announcement [220-407](#), dated October 6, 2020.

For additional information about IBM Operation Decision Manager, see:

- Software Announcement [220-406](#), dated October 13, 2020.
- Software Announcement [219-208](#), dated June 3, 2019.
- Software Announcement [218-336](#), dated October 2, 2018.
- Software Announcement [218-163](#), dated April 3, 2018.
- Software Announcement [218-080](#), dated March 13, 2018.
- Software Announcement [217-435](#), dated October 3, 2017.
- Software Announcement [217-070](#), dated February 21, 2017.

To learn more about previously announced capabilities and ordering options for IBM Business Automation Workflow, see:

- Software Announcement [220-067](#), dated May 5, 2020.
- Software Announcement [220-154](#), dated March 24, 2020.
- Software Announcement [220-118](#), dated February 18, 2020.
- Software Announcement [219-503](#), dated November 19, 2019.
- Software Announcement [219-110](#), dated April 9, 2019.
- Software Announcement [219-162](#), dated March 19, 2019.
- Software Announcement [218-539](#), dated December 11, 2018.
- Software Announcement [218-323](#), dated July 17, 2018.
- Software Announcement [218-225](#), dated April 17, 2018.
- Software Announcement [218-116](#), dated March 13, 2018.

For additional information about IBM FileNet^(R) Content Manager, see:

- Software Announcement [220-220](#), dated June 23, 2020.
- Software Announcement [220-189](#), dated April 28, 2020.
- Software Announcement [220-157](#), dated March 24, 2020.
- Software Announcement [219-522](#), dated December 10, 2019.
- Software Announcement [218-539](#), dated December 11, 2018.
- Software Announcement [218-417](#), dated September 18, 2018.
- Software Announcement [218-251](#), dated June 26, 2018.
- Software Announcement [217-033](#), dated November 7, 2017.

For additional information about IBM Datacap, see:

- Software Announcement [220-157](#), dated March 24, 2020.
- Software Announcement [220-103](#), dated March 24, 2020.

- Software Announcement [220-031](#), dated March 17, 2020.
- Software Announcement [219-522](#), dated December 10, 2019.
- Software Announcement [219-280](#), dated June 25, 2019.
- Software Announcement [218-539](#), dated December 11, 2018.
- Software Announcement [218-251](#), dated June 26, 2018.
- Software Announcement [217-033](#), dated November 7, 2017.
- Software Announcement [217-276](#), dated June 20, 2017.
- Software Announcement [216-538](#), dated December 13, 2016.

For additional information about IBM Enterprise Records, see Software Announcement [218-034](#), dated January 30, 2018.

For additional information about IBM Content Collector for SAP applications, see:

- Software Announcement [219-308](#), dated June 25, 2019.
- Software Announcement [214-481](#), dated October 28, 2014.

For additional information about IBM Content Collector for Email, File Servers, and SharePoint, see:

- Software Announcement [219-308](#), dated June 25, 2019.
- Software Announcement [215-105](#), dated March 10, 2015.

Availability of national languages

For available national languages that are available for the programs packaged within this offering, see the Software Announcements that are listed in the [Reference information](#) section.

Translation information, if available, can be found at the [Translation Reports](#) website.

Program number

Program number	VRM	Program name
5737-I23	20.0.3	IBM Cloud Pak for Automation
5737-H41	Not applicable	IBM Business Automation Workflow
5725-B69	Not applicable	IBM Operational Decision Manager (ODM)
5724-R81	Not applicable	IBM FileNet Content Manager
5725-C15	Not applicable	IBM Datacap
5724-S19	Not applicable	IBM Enterprise Records
5725-B46	Not applicable	IBM Content Collector for SAP Applications
5724-V57	Not applicable	IBM Content Collector for Email, File Servers, and SharePoint
	20.0.3	IBM Operational Decision Manager Containers
	20.0.3	IBM FileNet Content Manager Containers
	20.0.3	IBM Business Automation Workflow Containers
	20.0.3	IBM Enterprise Records Containers

Program number	VRM	Program name
Not applicable	20.0.3	IBM Automation Document Processing
Not applicable	20.0.3	IBM Automation Workstream Services
Not applicable	20.0.3	IBM Business Automation Studio
Not applicable	20.0.3	IBM Business Automation Insights
Not applicable	20.0.3	IBM Business Automation Application
Not applicable	20.0.3	IBM Business Automation Navigator
Not applicable	20.0.3	IBM Automation Decision Services

Education support

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

More information is also available on the [Passport Advantage^{\(R\)}](#) and [Passport Advantage Express^{\(R\)}](#) website.

Publications

Effective December 18, 2020, documentation will be available in [IBM Knowledge Center](#).

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 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.

Technical information

Specified operating environment

Hardware requirements

Effective December 18, 2020, for current hardware requirements from the Software Product Compatibility Reports, see the [IBM Cloud Pak for Automation detailed system requirements](#) website. Select the desired version.

Software requirements

Effective December 18, 2020, for current software requirements from the Software Product Compatibility Reports, see the [IBM Cloud Pak for Automation detailed system requirements](#) website. Select the desired version.

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

Packaging

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

Ordering information

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

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

These products may only be sold directly by IBM or by IBM Business Partners.

To locate IBM Business Partners in your geography, see the [Find a Business Partner](#) page.

Passport Advantage

IBM Cloud Pak for Automation 20.0.3 (5737-I23)

Program name/Description	Part number
IBM Cloud Pak for Automation Virtual Processor Core License + SW Subscription & Support 12 Months	D20RULL
IBM Cloud Pak for Automation Virtual Processor Core Annual SW Subscription & Support Renewal 12 Months	E0PMHLL
IBM Cloud Pak for Automation Virtual Processor Core SW Subscription & Support Reinstatement 12 Months	D20RVLL
IBM Cloud Pak for Automation Virtual Processor Core Monthly License	D20RNLL
IBM Cloud Pak for Automation Virtual Processor Core Committed Term License	D267PLL

Passport Advantage trade up

You must have previously acquired license for the following precursor product to be eligible to acquire an equivalent license of the trade-up product.

Description	Trade-up part number
IBM Cloud Pak for Automation Virtual Processor Core from Eligible Programs Trade Up License + SW Subscription & Support 12 Months	D20RWLL
IBM Cloud Pak for Automation Virtual Processor Core Committed Term License Upgrade	D26D0LL
IBM Cloud Pak for Automation on IBM Z ^(R) Virtual Processor Core from Eligible Programs on IBM Z Trade Up License + SW Subscription & Support 12 Months	D20RZLL
IBM Cloud Pak for Automation on IBM Z Virtual Processor Core Committed Term License Upgrade	D26D1LL

You must have current active Software Subscription and Support in place for all of the licenses that will be given up by the use of the trade-up part numbers. If you have lapsed support, you must reinstate your S&S contracts to be eligible for tradeups.

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

Cross-platform product for use on IBM Z

Order the part numbers when the product is used for either the development of code that will be deployed on IBM Z servers or when the product will be communicating or transferring data between a distributed server and an IBM Z server. Otherwise order from the other set of part numbers. This set of part numbers provides the identical supply and authorization as the other set.

IBM Cloud Pak for Automation V20.0.3 (5737-I23)

Program name/Description	Part number
IBM Cloud Pak for Automation on IBM Z Virtual Processor Core License + SW Subscription & Support 12 Months	D20RXLL
IBM Cloud Pak for Automation on IBM Z Virtual Processor Core Annual SW Subscription & Support Renewal 12 Months	E0PMILL
IBM Cloud Pak for Automation on IBM Z Virtual Processor Core SW Subscription & Support Reinstatement 12 Months	D20RYLL
IBM Cloud Pak for Automation on IBM Z Virtual Processor Core Monthly License	D20RPLL
IBM Cloud Pak for Automation on IBM Z Virtual Processor Core Committed Term License	D267QLL

Charge metric

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

Program number	License Information document title	License information document number
5737-I23	IBM Cloud Pak for Automation 20.0.3	L-ASAY-BTNA6V

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.

Terms and conditions

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

This product is only available through Passport Advantage.

Licensing

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This program is 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. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the 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
5737-123	IBM Cloud Pak for Automation 20.0.3	L-ASAY-BTNA6V

FileNet Content Manager and IBM Content Navigator license information documents have been revised.

FileNet Content Manger V5.5.6 now bundles IBM Db2^(R) Standard Edition as a supporting program instead of IBM Db2 Enterprise Server Edition.

Content Navigator no longer has IBM Aspera^(R) Faspex Application and IBM Aspera High-Speed Transfer Server 45 Mbps as supporting programs. Clients interested in using IBM Aspera can purchase them separately for use with Content Navigator.

Program number	License Information document title	License Information document number
5724-R81	IBM FileNet Content Manager V5.5.6	L-VSAY-BSUSRM
Not applicable	IBM Content Navigator V3.0.9	L-VSAY-BSVPX9

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

Technical support of a program version or release of a specific program within this offering will be available as long as:

- The program is still supported
- Your Software Subscription and Support for this offering is in effect

Program technical support terms

- Technical support of a program product version or release is 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 enables 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.
- Software Subscription and Support (Software Maintenance) also provides you with access to versions, releases, and updates of the program.
- You will be notified, through an announcement letter, of discontinuance of support with six months' notice.

The end of support dates as previously announced for each individual program included within this offering will be honored by IBM.

Additional technical support from IBM is available by contacting your IBM representative or IBM Business Partner.

For additional information on this support lifecycle, see the [IBM Cloud Pak for Automation Support Lifecycle Policy](#) website.

License information number

License Information documents are available on the [IBM Software License Agreement](#) website.

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 updates (modifications or fixes), releases, and versions 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 for any individual program within this offering, contact your IBM representative or IBM Business Partner.

For additional information on the IBM Software Support Lifecycle Policy, see the [IBM Software Support Lifecycle Policy](#) 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.

Usage restrictions

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

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.

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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 Operational Support Services - SoftwareXcel

No

Other support

Passport Advantage

Variable charges apply

No

Educational allowance available

Not applicable.

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

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

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If you are an IBM Business Partner acquiring products from IBM, you may link to Passport Advantage Online 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

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

For IBM representative: askibm@ca.ibm.com^(R)

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Note: Shipments will begin after the planned availability date.

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