



# IBM Tivoli Identity Manager V5.1 helps enterprises reduce administration costs and improve compliance management through operational role management

## Table of contents

<a href="#">1 At a glance</a>	<a href="#">7 Offering Information</a>
<a href="#">1 Overview</a>	<a href="#">7 Publications</a>
<a href="#">2 Key prerequisites</a>	<a href="#">8 Technical information</a>
<a href="#">2 Planned availability dates</a>	<a href="#">9 Software Services</a>
<a href="#">2 Description</a>	<a href="#">21 Ordering information</a>
<a href="#">5 Product positioning</a>	<a href="#">22 Terms and conditions</a>
<a href="#">6 Statement of direction</a>	<a href="#">25 IBM Electronic Services</a>
<a href="#">7 Program number</a>	<a href="#">26 Prices</a>
<a href="#">7 Education support</a>	<a href="#">26 Order now</a>

## At a glance

IBM® Tivoli® Identity Manager V5.1 helps you:

- Simplify and reduce cost of administration
  - Role hierarchy enables the use of an enterprise role structure to automatically remediate user access by leveraging inheritance within and across business and application roles.
  - Group management helps streamline the ability to administer user access natively within Tivoli Identity Manager without reliance on native application owners to add, modify, and delete groups.
  - Bulk user recertification of user access allows for managers to quickly make a yes/no decision on user access by certifying roles, accounts, and groups all at once.
- Enhance security and compliance
  - Preventative separation of duties provides the creation, modification, and deletion of policies that manage business conflict by excluding users from having membership to multiple roles.
  - User recertification of roles facilitates compliance by helping ensure the ongoing validation of user access and the automatic revocation of access if necessary.

For ordering, contact:

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

Reference: YE001

## Overview

IBM Tivoli Identity Manager V5.1 is an automated, and policy-based solution that manages user access across IT environments. Through the use of roles, accounts, and access permissions, it helps automate the creation, modification, and termination of user privileges throughout the entire user lifecycle.

IBM Tivoli Identity Manager V5.1 can help increase user efficiency, reduce IT administration costs, enforce security, and manage compliance. It does this with centralized user self-service, delegated administration, automated approvals

processing, periodic revalidation of user access rights, and documentation of controls.

The introduction of operational role management functionality into IBM Tivoli Identity Manager V5.1 helps you bridge the gap between how business users view their IT resources and the actual IT implementation of user access rights. This allows you to simplify and reduce the cost administering user access rights, offers you a set of additional controls to manage internal security, and enables you to scale existing user provisioning deployments across the enterprise.

IBM Tivoli Identity Manager V5.1 enhancements:

- **Role hierarchy** helps to simplify and reduce the cost of user administration by enabling the use of an enterprise role structure. Role hierarchy provides the ability to establish parent/member role relationships that deliver the notion of inheritance between roles to be directly applied to policies governing user access within IBM Tivoli Identity Manager V5.1. A hierarchical role structure used to manage user access not only helps reduce the number of objects required for administration, but it also can provide improved visibility of user access.
- **Separation of duties** can strengthen security and compliance by creating, modifying, or deleting policies that exclude users from membership to multiple roles, that may present a business conflict (for example, a user in an accounts receivable role cannot have the accounts payable role). This preventative approach can deter against violations from occurring in the first place.
- **User recertification** enhancements simplify the attestation process while expanding the means to manage compliance. Recertification of a user's roles (new), accounts, and groups in bulk fashion enables managers to make yes/no decisions on a user's access rights in a single submission.
- **Group management** helps simplify and reduce the cost of user administration by offering the ability to add, remove, or change the attributes of a group entity within the Tivoli Identity Manager console.

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## Key prerequisites

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

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## Planned availability dates

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June 26, 2009 for electronic availability

July 17, 2009 for media availability

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## Description

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IBM Tivoli Identity Manager V5.1 is an automated and policy-based solution that manages user access across IT environments. Through the use of roles, accounts, and access permissions, it helps automate the creation, modification, and termination of user privileges throughout the entire user lifecycle.

Tivoli Identity Manager can help increase user efficiency, reduce IT administration costs, enforce security, and manage compliance. It does this with centralized user self-service, delegated administration, automated approvals processing, periodic revalidation of user access rights, and documentation of controls.

The introduction of operational role management functionality into Tivoli Identity Manager helps you bridge the gap between how business users view their IT resources and the actual IT implementation of user access rights. This allows you to simplify and reduce the cost of administering user access rights, offers you a set of additional controls to manage internal security, and enables you to scale existing user provisioning deployments across the enterprise.

Tivoli Identity Manager provides automated audit readiness with fine-grained access rights recertification, additional prebuilt reports, a custom report builder, direct auditor access to reports, and mapping of low-level IT entitlements into business-friendly descriptions of what a user can actually do with access.

Tivoli Identity Manager's innovative administrative console can help reduce the learning curve of new and occasional users, while helping improve the efficiency of power users and administrators.

Tivoli Identity Manager also provides:

- A highly customizable self-service user interface that can be easily modified to match intranet and extranet portal look and feel
- A mapping of low-level IT entitlements into business-friendly descriptions of what users can actually do with their access
- Password self-service reset to help improve user productivity and reduce help desk costs
- Access request management that delivers a quick-start option to streamline user provisioning and offers users the opportunity to manage their role membership, access rights, passwords, personal information, and approval tasks
- A dynamic policy management engine that automates user provisioning and aids in compliance efforts
- Access rights reconciliation, recertification, and reporting to address audit requirements
- Broad support for system adapters to accelerate installation of new applications
- Scalable, fault tolerant, and internalized architecture
- A powerful workflow and policy engine that can be configured in either "simple" or "advanced" mode

Key new features in IBM Tivoli Identity Manager V5.1

### **Role hierarchy**

- Establish parent/member role relationship and apply inheritance of user access rights between roles.
- Parent roles can have multiple members (for example, "physician" is the parent role and "cardiologist" or "R" or "radiologist" is the member role).
- Member roles can have multiple parents (for example, "cardiologist" is the member role and "physician" or "healthcare practitioner" is the parent role).
- Inheritance includes inheriting workflow authority and provisioning policies.

### **Role administration**

- Role classification adds the ability to add a classifier such as business role or application role to a role when it is created or modified.
- Role membership adds the ability to add or remove roles as members to other roles. It provides an efficient means to grant or remove access rights to descendants of the roles.

### **Separation of duties**

- Establish preventative policies that can manage business conflicts by excluding user membership to multiple roles
- Allow for policy exceptions by offering an approval workflow to be designed so that proper business justification can be recorded authorizing the exception

### **User recertification**

- Holistic recertification of a user's roles, account, and groups in bulk fashion.
- Manager can make yes/no decisions on a user's access rights in a single submission.

- Managers can preview the impact of the user recertification prior to submission and see if any roles, accounts, or groups are affected by the access decision being made.

### **Group management**

- Administrator can add, modify, and delete the attributes of a group entity from the Tivoli Identity Manager console.
- Initial targets include LDAP, Microsoft® Active Directory, UNIX® (AIX®, HP-UX and Solaris), and Linux® (RHEL and SUSE).
- Nesting is supported for those targets that support nesting.

### **IBM Tivoli Identity Manager V5.1 Adapters**

To provision and maintain user accounts in systems, Tivoli Identity Manager relies on its adapters. The adapters use APIs to remotely manage user accounts in systems such as operating systems, relational databases, PKI registration authorities, enterprise applications, and other security systems.

IBM offers core adapters for Tivoli Identity Manager server, at no additional charge, to help improve customer time to value and decrease deployment times. These adapters work with some of the most common IT infrastructure components including:

- IBM AIX V5.3, V5.4, and V6.1
- Entrust PKI 7.0 and 7.1
- HP-UX 11i, 11iv2, 11iv3
- LDAP Directories
- Red Hat Enterprise Linux 4.0, 5.0
- SUSE Linux Enterprise Server 9, 10
- IBM Lotus Notes® 7.0, 8.0, and 8.5
- Novell eDirectory (NDS) 8.8
- Oracle Database 10g and 11g
- RSA ACE Server 6.1, 7.1, and 7.2
- Sun Solaris 9, 10
- Sybase Adaptive Server Enterprise 12.5
- IBM Tivoli Access Manager V6.0 and V6.1
- IBM DB2 Universal Database<sup>™</sup> V9.1 and V9.5
- Microsoft Windows® Active Directory 2003 and 2008
- Microsoft Windows Local Account 2003, XP, Vista

These adapters and their associated documentation can be downloaded from the Passport Advantage® Web site at

<http://www.ibm.com/software/support/pa.html>

IBM Tivoli Identity Manager also has two other groups of adapters that you can purchase to provision and maintain user accounts on additional applications and systems.

The first group contains adapters that interface with common enterprise resource planning applications and other commercial off-the-shelf applications. These are downloadable adapters. The name and part number of the adapter are IBM Identity Manager Application per User Value Units License, SW Maintenance 12 Months (D61VSLL).

The second group of adapters provision and maintain user accounts on systems such as IBM RACF® and IBM System i®. These are downloadable adapters. The name

and part number of the adapter are IBM Tivoli Identity Manager Host Edition per User Value Units License, SW Maintenance 12 Months (D61VGLL).

Due to the constantly changing nature of these systems, adapters are updated frequently and are available through download only. For a current list of available adapters access

<http://www-306.ibm.com/software/sysmgmt/products/support/IBMTivoliIdentityManager.html>

IBM reserves the right to add or remove adapters from a group, move adapters between groups, and add or remove adapter groups at any time without prior notice.

### **Accessibility by people with disabilities**

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A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at

[http://www.ibm.com/able/product\\_accessibility/index.html](http://www.ibm.com/able/product_accessibility/index.html)

### **Section 508 of the U.S. Rehabilitation Act**

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IBM Tivoli Identity Manager V5.1 is capable as of July 17, 2009, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it. A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested on the following Web site

[http://www.ibm.com/able/product\\_accessibility/index.html](http://www.ibm.com/able/product_accessibility/index.html)

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## **Product positioning**

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IBM Tivoli Identity Manager is a direct contributor within IBM Tivoli Identity and Access Assurance - a broader solution that not only helps govern the lifecycle of users, but also can enforce and monitor the access to establish governance with accountability. IBM Tivoli Identity and Access Assurance provides the following capabilities:

- Automated and policy-based user management solution that helps effectively manage user accounts.
  - Centralized authorization for Web and other applications.
  - Enterprise, Web, and federated single sign on (SSO), inside, outside, and between organizations.
  - Integration with stronger forms of authentication (smart cards, tokens, one-time passwords, and so forth).
  - Policy-based access control of business-critical applications, files, and operating platforms.
  - Automated monitoring, investigating, and reporting on user activity across the enterprise.

Complementing the IBM Tivoli Identity Manager and IBM Tivoli Identity Access and Assurance offerings to manage security across the enterprise are IBM Tivoli Data and Application Security and IBM Tivoli Security Management for z/OS®.

IBM Tivoli Data and Application Security benefits:

- Data disclosure and privacy compliance initiatives support
  - Includes data and application security controls, and audit and compliance management reporting
  - Helps reduce the cost of compliance through automation

- Application security and agility
  - Enables quickly changing application and data security to meet changing business demands
  - Helps improve ability to provide third-party data collaboration and outsourcing applications
- Helps protect data access within critical applications
  - Can manage business risk by helping protect business information and intellectual property
  - Helps manage access to confidential or sensitive employee, customer, and financial data, and intellectual property

IBM Tivoli Security Management for z/OS provides the following capabilities:

- Monitor and audit incidents to help detect and prevent security exposures and access compliance
- Automate routine administrative tasks to help reduce costs and improve productivity
- Include centralized server administration integrity, including virtual servers
- Proactively enforce policy compliance on RACF
- Allow selective distribution of RACF command access
- Can decrease RACF database pollution by helping prevent noncompliant security commands
- Verify RACF security commands before processing Retrieve security command information effortlessly with command audit trails

The preceding solutions also support IBM Service Management strategy to help you automate and standardize the way you design and integrate information technology management processes and the underlying management products that support you across separate departments within your enterprises.

Services for IBM Tivoli Identity Manager

To access consulting services for Tivoli Identity Manager, go to

<http://www-306.ibm.com/software/tivoli/services/consulting/offers-security.html#idmgr>

To access identity management services that include Tivoli Identity Manager, go to

<http://www-935.ibm.com/services/us/index.wss/offering/imc/a1023322>

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## Statement of direction

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IBM's investment in end-to-end security to address client requirements remains a high priority. Increased customer interest in security as a fundamental part of their business has led to IBM's anticipation for a continued expansion and evolution of identity, access and assurance capabilities to support business needs around governance, risk, and compliance (GRC). IBM's intent is to deliver future functionality to address role management, entitlement management, separation of duty policies to manage conflict within critical business processes, and ongoing access certification that can link compliance and business processes for standard and privileged users. In the second half of 2009, IBM plans to deliver this new identity and access management GRC functionality via a limited beta program. And IBM plans to make this IAM GRC functionality generally available in the future. All statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.

The information on the new functionality is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information on the new functionality is for informational purposes only and may not be incorporated into any contract. The information on the new functionality is not a commitment, promise, or legal obligation to deliver any material, code, or

functionality. The development, release, and timing of any features or functionality described for our products remains at our sole discretion.

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## Program number

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Program number	VRM	Program name
5724-C34	5.1.0	IBM Tivoli Identity Manager V5.1

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## Education support

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

For additional information, visit

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

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## Offering Information

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Product information is available via the Offering Information Web site

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

Also, visit the Passport Advantage Web site

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

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## Publications

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English publications will be available at general availability. National language publications will be available 60 days after general availability. English and translated publications will be available at

<http://publib.boulder.ibm.com/tividd/td/tdprodlst.html>

IBM Tivoli Identity Manager V5.1 publications (English):

- Quick Start Guide (GI11-9405)
- Installation and Configuration Guide (SC27-2410)
- Database and Schema Reference (SC27-2413)
- Messages Guide (SC27-2414)

Note: There will no longer be a Problem Determination Guide, starting with this release, because the content is being moved to the Tivoli Identity Manager V5.1 information center, "Troubleshooting and Support" section. Access

<http://publib.boulder.ibm.com/infocenter/tivihelp/v2r1/index.jsp?topic=/com.ibm.itim.doc/welcome.htm>

For information on IBM Tivoli Identity Manager Adapters publications, refer to the [Description](#) section of this announcement.

The IBM Publications Center

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries, free of charge.

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## Technical information

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### Specified operating environment

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#### **Hardware requirements**

IBM Tivoli Identity Manager V5.1 requires a minimum of:

- 2 GB RAM
- 20 GB disk storage

#### **Software requirements**

IBM Tivoli Identity Manager V5.1 requires one of the following operating systems:

- AIX V5.3, V6.1
- Sun Solaris 10 (SPARC)
- Windows Server 2003 R2 Standard Edition and Enterprise Edition
- Windows Server 2008 Standard Edition and Enterprise Edition with SP1
- Red Hat Linux Enterprise 4 update 4 for Intel®, System p®, and System z®
- Red Hat Linux Enterprise 5 for Intel, System p and System z
- SUSE Linux Enterprise Server 10.0 for Intel, System p and System z

Prerequisite releases for optional databases, servers, directory integrators, and browsers:

- Databases:
  - IBM DB2® Enterprise V9.5, fix pack 3b (for all supported operating systems except 32 bit Linux and Linux on System p)
  - IBM DB2 Enterprise V9.1 fix pack 4 (for all supported operating systems)
  - Oracle Database 10g Release 2, or Oracle Database 11g
  - Microsoft SQL Server 2005 Enterprise Edition
- Directory servers:
  - IBM Tivoli Directory Server V6.1 and V6.2 fix pack 1
  - Sun Java™ System Directory Server Enterprise Edition 6.3
- Application server:
  - IBM WebSphere® Application Server Network Deployment V6.1, fix pack 23
- Directory integrator:
  - IBM Tivoli Directory Integrator V6.1.1 fix pack 6
  - IBM Tivoli Directory Integrator V7.0
- Supported Web browsers:
  - Internet Explorer 7.0
  - Firefox 3.0

The following products are included with IBM Tivoli Identity Manager V5.1 for use restricted to Tivoli Identity Manager:

- IBM Tivoli Directory Server V6.2

- IBM Tivoli Directory Integrator V7.0
- IBM WebSphere Application Server Network Deployment V6.1
- IBM DB2 Enterprise Server Edition V9.1 (for 32 bit Linux and Linux on System p)
- IBM DB2 Enterprise Server Edition V9.5 (for all supported operating systems except 32 bit Linux and Linux on System p)

The following operating systems are no longer supported by IBM Tivoli Identity Manager V5.1 server and prerequisite middleware:

- HP-UX 11iv2 and HP-UX 11iv3 (PA-RISC and Itanium®)
- SUSE Linux Enterprise Server 9.0 for Intel, System p, and System z

The following directory servers and browsers are no longer supported by IBM Tivoli Identity Manager V5.1:

- Directory servers:
  - Sun ONE Directory Server 5.2
  - IBM Tivoli Directory Server V6.0
- Browsers:
  - Internet Explorer 6.0 with SP1 (does not support IPv6)
  - Firefox 2.0
  - Mozilla V1.7.13

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a README file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

## **Planning information**

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### ***Packaging***

IBM Tivoli Identity Manager V5.1 is distributed with:

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

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

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

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IBM Tivoli Identity Manager V5.1 uses the security and auditability features of the operating system software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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## **Software Services**

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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 our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach

through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

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

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

### **IBM Tivoli Enhanced Value-Based Pricing**

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IBM Tivoli software products are priced using IBM Tivoli's Enhanced Value-Based Pricing. The Enhanced Value-Based Pricing system is based upon the IBM Tivoli Environment-Managed Licensing Model, which uses a managed-environment approach -- whereby price is determined by what is managed rather than the number and type of product components installed.

For example, all servers monitored with IBM Tivoli's monitoring product (IBM Tivoli Monitoring) require entitlements sufficient for those servers. Other Tivoli products may manage clients, client devices, agents, network nodes, users, or other items, and are licensed and priced accordingly.

Unlike typical systems management licensing models that require entitlements of specific software components to specific systems, the IBM Tivoli Environment-Managed Licensing Model provides the customer flexibility to deploy its IBM Tivoli software products within its environment in a manner that can address and respond to the customer's evolving architecture. That is, as the architecture of a customer's environment changes, the customer's implementation of IBM Tivoli software can be altered, as needed, without affecting the customer's license requirements (as long as the customer does not exceed its entitlements to the software).

Under Enhanced Value-Based Pricing, licensing and pricing of server-oriented applications are determined based upon the server's use in the customer's environment. Typically, such applications are licensed and priced in a manner that corresponds to each installed and activated processor of the server managed by the IBM Tivoli application to help correlate price to value while offering a simple solution.

Where a server is physically partitioned, this approach is modified. This partitioning technique is the approach used with systems that have either multiple cards or multiple frames, each of which can be configured independently. For servers capable of physical partitioning (for example, IBM System p Scalable POWERparallel Systems® servers, Sun Ultra servers, and HP Superdome servers), an entitlement is required for each processor in the physical partition being managed by the Tivoli application. For example, assume that a server has 24 processors installed in aggregate. If this server is not partitioned, entitlements are required for all 24 processors. If, however, it is physically partitioned into three partitions, each containing eight processors, and Tivoli products were managing only one of the three partitions, then entitlements would be required for the eight processors on the physical partition managed by the IBM Tivoli application.

For servers with virtual or logical partitions, entitlements are required for all installed and activated processors on the server. For each IBM Tivoli application managing a clustered environment, licensing is based on the cumulative number of installed and activated processors on each server in the cluster. Where the cluster includes physically partitioned servers, the considerations described above concerning physically partitioned servers apply as well.

Enhanced Value-Based Pricing recognizes the convergence of RISC and UNIX, and Microsoft Windows and Intel technologies, in order to simplify your licensing requirements, and to provide a smoother, more scalable model. Pricing and licensing does not differentiate between non-System z server platforms or operating systems. For some products, this platform neutrality extends to System z and other host servers as well.

## **IBM Tivoli Enhanced Value-Based Pricing terminology definitions**

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### **Authorized user**

An authorized user is one and only one individual (named or unnamed) within or outside your enterprise. A Proof of Entitlement (PoE) must be obtained for each individual user accessing the program in any manner. A program licensed under an authorized user PoE may be installed on a single computer or server, and accessed by multiple users, provided that a PoE has been obtained for each individual user accessing the program either directly or indirectly (via a multiplexing program, device, or application server) through any means on behalf of the user.

Note that authorized users have unique specific identity and IDs cannot be shared. An ID can establish one or more connections and count as a single authorized user. Specific information to security products:

- An authorized user of IBM Tivoli Federated Identity Manager is any ID that accesses an application or service managed or protected by IBM Tivoli Federated Identity Manager.
- An authorized user of IBM Tivoli Directory Integrator is one whose identity can be synchronized by IBM Tivoli Directory Integrator or that can access a connected system that can be synchronized by IBM Tivoli Directory Integrator.
- An authorized user of IBM Tivoli Identity Manager is any ID whose identity is recorded in the Tivoli Identity Manager identity store.
- An authorized user of IBM Tivoli Access Manager for e-business is any ID that accesses an application or service managed or protected by IBM Tivoli Access Manager for e-business.

### **Client device or client**

A client device is a computing device that requests the execution of a set of commands, procedures, or applications from another computer system that is typically referred to as a server. Multiple client devices may share access to a common server. A client device generally has some processing capability or is programmable to allow a user to do work. Examples include, but are not limited to, notebook computers, desktop computers, desk side computers, technical workstations, appliances, automated teller machines, point-of-sale terminals, tills and cash registers, and kiosks.

### **Engine**

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

### **Enterprise**

An enterprise is a person or single entity and those subsidiaries with more than 50 percent ownership.

### **IBM IFL**

This optional facility enables additional processing capacity exclusively for Linux workload, with no effect on the model designation of a System z or OS/390® server. Consequently, executing Linux workload on the IBM IFL will not, in most cases, result in any increased IBM software charges for z/OS, OS/390, VM, VSE, or TPF operating systems and applications. There is, as indicated, a charge associated with the IFL, and there may also be a charge for applications which run on the IFL.

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

that operates within a logical partition or in native S/390 mode and provides the capability to create multiple Linux images, are supported by IBM S/390 IFL.

### **IBM Tivoli Directory Integrator connected system**

A connected system is any directory, database, application, or file integrated or merged by IBM Tivoli Directory Integrator.

### **IBM Tivoli Storage Manager HSM for Windows terabyte (TB) capacity**

IBM Tivoli Storage Manager HSM for Windows TB capacity includes primary HSM disk storage pool size combined with the amount of utilized HSM removable media storage pool. Storage pools are configured on the IBM Tivoli Storage Manager server.

IBM System Storage<sup>tm</sup> Archive Manager TB capacity

IBM System Storage Archive Manager TB capacity includes primary disk storage pool size combined with the amount of utilized primary removable media storage used by the IBM System Storage Archive Manager server.

Capacity does not include:

- Copy storage pools for the space-managed data that reside on disk.
- Copy storage pools for the space-managed data that reside on removable media.
- Space used on the IBM Tivoli Storage Manager server for any purpose other than the primary storage of space-managed data.
- Disk on the host being space managed.

A virtual tape library (VTL) is considered a removable media device, so capacity is based on utilization.

The minimum amount of capacity that can be purchased is 1 TB.

Partial capacity will be rounded up to the next whole number of TB.

Additional capacity must be added in increments of 1 TB.

### **IBM TotalStorage® Productivity Center TB capacity**

A TB capacity is each individual TB of storage capacity managed by the IBM TotalStorage Productivity Center products. Managed capacity for the IBM TotalStorage Productivity Center for Replication and IBM TotalStorage Productivity Center for Replication Two Site BC is defined as the source device capacity. Only the source device capacity is included in this pricing definition (not the target device).

### **Managed processor (charging under full capacity in the managed environment)**

Managed processor charges are based on the active processors on the machines in the computing environment affiliated with the program rather than on the server where the program is run. The managed processors which require PoEs are defined in the License Information's program-unique terms.

Notes:

1. IBM defines a physical processor in a computer as a functional unit that interprets and executes instructions. A physical processor consists of at least an instruction control unit and one or more arithmetic and logic units.
2. Multicore technology allows two or more processors (commonly called cores) to be active on a single silicon chip. With multicore technology, IBM considers each core to be a physical processor. For example, in a dual-core chip, there are two physical processors residing on the single silicon chip.

3. The program may **not run** on **some or all** of the processors for which PoEs are required by the program's valuation method.
4. In the System z IFL environment, each IFL engine is considered a single physical processor.
5. Threading, a technique which makes a single processor seem to perform as two or more, does **not** affect the count of physical processors.
6. Where blade technology is employed, each blade is considered a separate server and charging is based upon the total number of processors on the blades with which the program is affiliated.
7. Not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor Value Unit conversion table on the Passport Advantage Web site:

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

### **Millions of Service Units (MSUs)**

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

For more detailed information about System z software pricing, visit

[http://www-1.ibm.com/servers/eserver/zseries/library/refguides/sw\\_pricing.html](http://www-1.ibm.com/servers/eserver/zseries/library/refguides/sw_pricing.html)

### **Network node or node**

Network nodes include routers, switches, hubs, and bridges that contain a network management agent. A single network node may contain any number of interfaces or ports.

### **Partitions**

A server's resources (CPU, memory, I/O, interconnects, and buses) may be divided according to the needs of the applications running on the server. This partitioning can be implemented with physical boundaries (physical partitions) or logical boundaries (logical partitions).

Physical partitions are defined by a collection of processors dedicated to a workload and can be used with systems that have either multiple cards or multiple frames, each of which can be configured independently. In this method, the partitions are divided along hardware boundaries and processors, and the I/O boards, memory, and interconnects are not shared.

Logical partitions are defined by software rather than hardware and allocate a pool of processing resources to a collection of workloads. These partitions, while separated by software boundaries, share hardware components and run in one or more physical partitions.

### **Port**

A port is the physical connection between a device and the network.

### **Processor (per processor charging under full capacity)**

In full capacity charging, PoEs must be acquired for all activated processors (available for use) that are on the server where the program or a component of the program is run.

Notes:

1. IBM defines a physical processor in a computer as a functional unit that interprets and executes instructions. A physical processor consists of at least an instruction control unit and one or more arithmetic and logic units.

2. Multicore technology allows two or more processors (commonly called cores) to be active on a single silicon chip. With multicore technology, IBM considers each core to be a physical processor. For example, in a dual-core chip, there are two physical processors residing on the single silicon chip.
3. In the System z IFL environment, each IFL engine is considered a single physical processor.
4. Threading, a technique which makes a single processor seem to perform as two or more, does **not** affect the count of physical processors.
5. Where blade technology is employed, each blade is considered a separate server and charging is based upon the total number of processors on the blade on which the program is run.
6. When a server is shipped with six processors, but two of them are inactive, four processors are active for the customer.
7. Not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor value unit conversion table on the Passport Advantage Web site

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

## Server

A server is a computer system that executes requested procedures, commands, or applications to one or more user or client devices over a network. A PoE must be obtained for each server on which the program or a component of the program is run or for each server managed by the program. Where blade technology is employed, each blade is considered a separate server.

## Standby or backup systems

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

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

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

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

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

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

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

## **Terabyte (T/TB)**

1 TB of managed storage = 2 to the power of 40 bytes = 1,099,511,627,776 bytes, trillion bytes.

## **Tivoli Management Points**

A Tivoli Management Point is a metric used to compute license quantities and is program specific.

## **Adapter**

An adapter is code that enables the Tivoli Identity Manager to communicate with a computer system to manage account definitions on the computer system and/or to receive notification of password changes from the computer system.

## **External user**

An authorized user that is not part of the enterprise.

## **Internal user**

An authorized user that is part of the enterprise.

## **User Value Units**

A User Value Unit is a pricing charge metric for program license entitlements which is based upon the quantity of a specific designated measurement used for a given program. Refer to the Value Units definition. Users is a descriptive of one of the Value Unit charge metrics.

## **Value Units**

A Value Unit is a pricing charge metric for program license entitlements, which is based upon the quantity of a specific designated measurement used for a given program. Each program has a designated measurement. The most commonly used designated measurements are processor cores and MSUs. However, for select programs, there are other designated measurements such as servers, users, client devices, and messages. The number of Value Unit entitlements required for your specific implementation of the given program must be obtained from a conversion table associated with the program. You must obtain a PoE for the appropriate number of Value Unit entitlements for your implementation. The Value Unit entitlements of a given program cannot be exchanged, interchanged, or aggregated with Value Unit entitlements of another program. Whenever the designated measurement is a processor core, not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor value unit conversion table on the Passport Advantage Web site

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

## **Product and licensing Web sites**

A complete list of IBM Tivoli products is available at

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

IBM Tivoli product licensing documents are available at

<http://www.ibm.com/software/tivoli/products/licensing.html>

## **Passport Advantage**

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Through the Passport Advantage Agreement, you may receive discounted pricing based on their total volume of eligible products, across all IBM brands, acquired worldwide. The volume is measured by determining the total Passport Advantage

points value of the applicable acquisitions. Passport Advantage points are only used for calculating the Entitled Passport Advantage discount.

To determine the required IBM Tivoli product configuration under Passport Advantage, the IBM Tivoli Enhanced Value-Based Pricing Model applies. The customer's environment is evaluated on a per-product basis.

Use the following two-step process to determine the total Passport Advantage points value:

1. Analyze your environment to determine the number of charge units for a product. The quantity of each product's part numbers to be ordered is determined by that analysis.
2. Order the Passport Advantage part numbers. A Passport Advantage point value, which is the same worldwide for a specific part number regardless of where the order is placed, is assigned to each IBM Tivoli product part number. The Passport Advantage point value for the applicable part number, multiplied by the quantity for that part number, will determine the Passport Advantage points for that IBM Tivoli product part number. The sum of these Passport Advantage points determines the Passport Advantage point value of the applicable IBM Tivoli product authorizations which then may be aggregated with the point value of other applicable Passport Advantage product acquisitions to determine the total Passport Advantage points value.

The discounted pricing available through Passport Advantage is expressed in the form of Suggested Volume Prices (SVPs), which vary depending on the SVP level. Each SVP level is assigned a minimum total Passport Advantage point value, which must be achieved, in order to qualify for that SVP level.

Media packs and documentation packs do not carry Passport Advantage points and are not eligible for SVP discounting.

For additional information on Passport Advantage, refer to the following

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

The following Passport Advantage part number categories may be orderable:

- License and Software Maintenance 12 Months - This is the product authorization with maintenance to the first anniversary date.
- Annual Software Maintenance Renewal - This is the maintenance renewal for one anniversary that applies when a customer renews their existing coverage period prior to the anniversary date at which it expires.
- Software Maintenance Reinstatement 12 months - This is for customers who have allowed their Software Maintenance to expire, and later wish to reinstate their Software Maintenance.
- Media packs - These are the physical media, such as CD-ROMs, that deliver the product's code.

Exceptions to the Environment-Managed Licensing Model

IBM Tivoli products are priced based on the environment managed and follow the definitions laid out in the IBM Tivoli Enhanced Value-based Pricing terminology section of this announcement, with the following exceptions:

- IBM Tivoli Identity Manager: Count either the number of registered users or the number of processors in the servers on which IBM Tivoli Identity Manager runs, but not both.

### **Scalable usage model table**

All three part numbers for Tivoli Identity Manager (Tivoli Identity Manager, Tivoli Identity Manager for Application Adapters, Tivoli Identity Manager for Host Adapter) will use the following scalable usage table to determine the required Value Units per

1,000 chargeable users. The price per User Value Unit will be different for each part number.

Scalable usage Level	1	2	3	4
Chargeable users	1 - 5K	>5K - 15K	>15K - 50K	>50K - 150K
User Value Units per 1,000 users	1,000	500	300	200
Scalable usage Level	5	6	7	8
Chargeable users	>150K-500K	>500 - 1M	>1M - 3M	>3M
User Value Units per 1,000 users	100	50	25	10

The pricing model for IBM Tivoli Identity Manager is enhanced to significantly reduce costs for many customers whose systems support a large number of external users. The price for these external users is not the same as for internal users. Select Tivoli Security Families now use a ratio of 15 external users equal 1 chargeable user for the purpose of calculating User Value Units. Each internal user equals one) chargeable user for the purpose of calculating User Value Units. Infrequent internal users that utilize their IDs less than 5 times a year, and are grouped so as to be trackable and auditable, will be granted a ratio of 15 infrequent internal users equal 1 chargeable user for the purpose of calculating Value Units.

Chargeable users are added up and the volume tiering table then is utilized to calculate the total User Value Units required to cover entitlements.

Example of mixing and matching to a total User Value Units.

Pricing metric	Internal users	Internal chargeable users at 1:1	External users	Infrequent internal and external users	Total chargeable users	User Value Units to order
Tivoli Identity Manager Scenario 1	57,000	57,000	0	0	57,000	21,900
Tivoli Identity Manager Scenario 2	50,000	50,000	105,000	7,000	57,000	21,900
Tivoli Identity Manager Scenario 3	30,000	30,000	405,000	27,000	57,000	21,900

### Pricing model examples

The following examples are provided to illustrate your licensing requirements.

References to processor-based licensing do not represent the actual number of entitlements required. Entitlement requirements are Value Unit based, with the exception of IBM Tivoli Storage Manager. Processors referenced in these examples represent the designated measurement on which the required number of Value Unit entitlements will be calculated. The number of Value Units required per processor will depend on the processor type. For more information, refer to the Value Unit definition in IBM Tivoli Enhanced Value-Based Pricing terminology definitions. To determine the number of Value Unit entitlements required per processor, refer to the processor Value Unit conversion table on the Passport Advantage Web site

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

References to all other non-processor-based metrics do represent the actual number of entitlements required, unless other designated measurements are referenced or unless otherwise specified.

The pricing example below should be used to determine required license entitlements.

Products also have program-specific licensing terms, which are described later in this document. Consult the program-specific licensing terms to determine total licensing requirements for the applicable products.

**Pricing model examples**

Scenario 1

In Phase 1, customer ABC wants to initially secure access for the following users and adapters through one 4-way server for its 12,000 total internal users: Each internal user equals one chargeable user.

- All internal users use LDAP
- All internal users use Lotus Notes
- All internal users use SAP R3
- 2,000 internal users use RACF

First, add the users for the class of adapters within a part number. A current list of adapters is available at

<http://www-306.ibm.com/software/sysmgmt/products/support/IBMTivoliIdentityManager.html>

Transaction 1

In this example, LDAP and Lotus Notes are no longer separately priced and are included in the purchase price of the base part number. SAP R3 is in the Application adapter class and RACF is in the Host adapter class. The environment is 12,000 internal users of Tivoli Identity Manager Base, 12,000 internal users of Application, and 2,000 internal users of Host.

Pricing metric	A Internal users	B Internal chargeable users at 1:1	C Infrequent internal users (5 times/year)	D External users	E Infrequent internal and external users at 15:1	F Total chargeable users
Identity Manager	12,000	12,000	0	0	0	12,000
Identity Manager for Applications	12,000	12,000	0	0	0	12,000
Identity Manager for Host	12,000	2,000	0	0	0	2,000

Since the users are all internal users (column A), they equate to chargeable users (column B) on a one to one basis (where one internal user equals one chargeable user). There are no external users or infrequent internal users to factor in. The total chargeable users are calculated in column F. In the table below, column G applies the volume tiering discount factor (from the scaleable usage model table above) to the chargeable users for that tier, with the resulting User Value Units required to purchase for entitlement in column H.

Pricing metric	Chargeable users scale	F Total chargeable	G User Value Units per 1,000 chargeable users	H User Value Units required (F)*(G)/1,000
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Tivoli Identity Manager

Tier 1	1-5,000	5,000	1,000	5,000
Tier 2	>5,000-15,000	7,000	500	3,500
Total chargeable		12,000	Total User Value Units	8,500

Tivoli Identity Manager for Applications

Tier 1	1-5,000	5,000	1,000	5,000
Tier 2	>5,000-15,000	7,000	500	3,500
Total chargeable		12,000	Total User Value Units	8,500

Tivoli Identity Manager for Host

Tier 1	1-5,000	2,000	1,000	2,000
Total chargeable		2,000	Total User Value Units	2,000

Total User Value Units to order are in column H.

Note: There is a minimum order quantity of 250 users, for under 1,000 users in the scalable usage model, for both Tivoli Identity Manager and each adapter. Above 1,000 users, the chargeable user quantity is raised to the next incremental 1,000 quantity. (For example, 3,300 chargeable users is increased to 4,000 chargeable users for calculating User Value Units.)

Transaction 2

In Phase II, customer ABC wants to secure access for 1,000 additional internal users with LDAP, Notes®, and SAP R3. Company ABC also wants to entitle 150,000 external users (mostly suppliers, business partners, and consumers) to use the LDAP and Access Manager adapters. Finally, company ABC has 22,500 factory and construction employees who access their benefit information once or twice a year (if at all), and fall into the infrequent internal user category. This is an increase of 173,500 users of Tivoli Identity Manager. The additional users in the new environment for AB would look as follows:

- 173,500 additional users of Tivoli base with LDAP, Access Manager, and Lotus Notes, or 12,500 chargeable users. Refer to the calculation below.
- 1,000 internal users (1,000 chargeable users at 1:1)
- 150,000 external users (10,000 chargeable users at 1:15)
- 22,500 infrequent internal users (1,500 chargeable users at 1:15)
- 1,000 additional internal users of SAP R3 (1,000 chargeable users of Application Adapters at 1:1)

The LDAP, Access Manager, and Lotus Notes adapters that are counted in the base are not priced separately. For the remaining adapters, the incremental Value Units are calculated taking advantage of the scalable user table and customer ABC's previous purchase.

Pricing metric	Phase 1 chargeable users	Phase 2 incremental chargeable users	New total chargeable users in ABC's environment
Tivoli Identity Manager	12,000	12,500	24,500 (must be rounded up to 25,000)
Tivoli Identity Manager for Applications	12,000	1,000	13,000
Tivoli Identity	2,000	0	2,000

Manager for  
Host

Pricing metric	Chargeable users scale	F Total chargeable	G User Value Units per 1,000 chargeable users	H User Value Units required (F)*(G))/1,000
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Tivoli Identity Manager

Tier 1	1-5,000	5,000	1,000	5,000
Tier 2	>5,000-15,000	10,000	500	5,000
Tier 3	>15,000-50,000	9,000 (rounded up to 10,000)	300	3,000
Total chargeable		25,000	Total User Value Units	13,000

Tivoli Identity Manager for Applications

Tier 1	1-5,000	5,000	1,000	5,000
Tier 2	>5,000-15,000	8,000	500	4,000
Total chargeable		13,000	Total User Value Units	9,000

Tivoli Identity Manager for Host

Tier 1	1-5,000	2,000	1,000	2,000
Total chargeable		2,000	Total User Value Units	2,000

The table below shows the User Value Units that were ordered in Phase 1 in the second column. The new required Value Unit totals required in customer ABC's environment at the end of Phase II is in the third column. The Incremental total User Value Units to order are in last column.

Product	Phase 1 User value Unit totals	New required Value Unit totals	Incremental value Units to order
Tivoli Identity Manager	8,500	13,000	4,500
Tivoli Identity Manager for Applications	8,500	9,000	500
Tivoli Identity Manager for Host	2,000	2,000	0

Scenario 2

Assume Customer ABC prefers unlimited user access and unlimited adapters for their environment.

The customer will require the following licensing:

**IBM Tivoli Identity Manager - Unlimited User Option**

Tivoli Identity Manager Server	Quantity in customer environment	Total processors required
4-way single core	1	4*
Total processor cores		4

Note: The Unlimited User Option applies only to the four processors licensed. If the customer installed Tivoli Identity Manager on a 16-way server, an additional 12 processors would be required. This licensing is based on the server in which IBM Tivoli Identity Manager runs.

\* There is a minimum order quantity of 14 processor cores for the IBM Tivoli Identity Manager Unlimited User Option.

- For more information on processor core Value Units, go to [http://www-306.ibm.com/software/lotus/passportadvantage/pvu\\_licensing\\_for\\_customers.html](http://www-306.ibm.com/software/lotus/passportadvantage/pvu_licensing_for_customers.html)

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## Ordering information

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Product group: Tivoli Security  
Product Identifier Description:  
IBM Tivoli Identity Manager V5.1  
PID: 5724-C34  
Product category: Tivoli Identity Manager

### Current licensees

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Current licensees, with support in effect, will receive instructions on how to order this update.

Current licensees of IBM Tivoli Identity Manager V5.1 can order the new distribution medium via MES by specifying the desired distribution medium feature number.

### New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

### Basic license

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#### Ordering information for Passport Advantage

Passport Advantage allows you to have a common anniversary date for Software Maintenance renewals, which can simplify management and budgeting for eligible new versions and releases (and related technical support) for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, will remain unchanged while your Passport Advantage Agreement remains in effect. New software purchases will initially include twelve full months of Software Maintenance. Software Maintenance in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all Software Maintenance will renew at the common anniversary date for twelve full months of maintenance.

Refer to the IBM International Passport Advantage Agreement and to the *IBM Software Support Handbook* for specific terms relating to, and a more complete description of, technical support provided through Software Maintenance.

The quantity to be specified for the Passport Advantage part numbers in the following table is per required number of Processor Value Units, User Value Units. To order for Passport Advantage, specify the desired part number and quantity.

Description	Part number
Tivoli Identity Manager and Role Management User VU Linux on System z SW Maint Reinstate 12 Mos	D61VWLL
Tivoli Identity Manager and Role Management User VU Linux on System z SW Maint Annual Renew	E047QLL
Tivoli Identity Manager and Role Management User Value Unit SW Maint Reinstate 12 Mos	D61VYLL
Tivoli Identity Manager and Role Management User Value Unit License & SW Maint 12 Mos	D61VXLL
Tivoli Identity Manager and Role Management User Value Unit SW Maint Annual Renewal	E047RLL
Tivoli Identity Manager and Role Management User VU for Linux on System z Lic & SW Maint 12 Mos	D61VVLL
Tivoli Identity Manager App Edition User VU from Tiv Dir Integ VU Tradeup Lic & SW Maint 12 Mos	D61VULL
Tivoli Identity Manager Application Edition User VU SW Maint Annual Renew	E047PLL
Tivoli Identity Manager Application Edition User VU Lic & SW Maint 12 Mos	D61VSLL
Tivoli Identity Manager Application Edition	

User VU SW Maint Reinst 12 Mos	D61VTLL
Tivoli Identity Manager Host Ed	
User VU from Identity Dir Integ	
Tradeup Lic & SW Maint 12 Mos	D61VILL
Tivoli Identity Manager Host Edition	
User VU SW Maint Annual Renew	E047JLL
Tivoli Identity Manager Host Edition	
User VU License & SW Maint 12 Mos	D61VGLL
Tivoli Identity Manager Host Edition VU	
SW Maint Reinstate 12 Mos	D61VHLL
Tivoli Identity Manager and Role Management	
UO VU SW Maint Reinstate 12 Mos	D61VKLL
Tivoli Identity Manager and Role Management	
UO VU SW Maint Annual Renewal	E047KLL
Tivoli Identity Manager and Role Management	
UO VU for Linux on System z SW Maint Annual Renewl	E047ILL
Tivoli Identity Manager and Role Management	
UO VU for Linux on System z Lic & SW Maint 12 Mos	D61VELL
Tivoli Identity Manager and Role Management	
UO VU Lic & SW Maint 12 Mos	D61VJLL
Tivoli Identity Manager and Role Management	
UO VU for Linux on System z SW Maint Reinst 12 Mos	D61VFLL

To order a media pack for Passport Advantage, specify the part number in the desired quantity from the following table:

Description	Part number
IBM Tivoli Identity Manager 5.1 DVD Media Pack, MultiPlatform, ML	BJ0SXML

IBM Tivoli Identity Manager V5.1 is also available, via Web download, from Passport Advantage.

For information about Value-Based Pricing and Software Maintenance options, contact your IBM representative.

### Subscription and Support

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

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

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

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

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

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## 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.

## **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.

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

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

L-CSAR-7RLMPD

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

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

## **Limited warranty applies**

Yes

## **Limited warranty**

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

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

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

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

## **Program technical support**

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

Technical support of a program product will be available for a minimum of three 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 (via 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, releases, and versions of the program. You will be notified, via 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.

### ***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.

### ***Authorization for use on home/portable computer***

You may not copy and use this program on another computer without paying additional license fees.

### ***Other terms***

#### ***Volume orders (IVO)***

No

### ***IBM International Passport Advantage Agreement***

#### ***Passport Advantage applies***

Yes, and through the Passport Advantage Web site at

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

#### ***Usage restriction***

Yes. Usage is limited to the quantity of Value Units licensed.

For additional information, refer to the License Information document that is available on the IBM Software License Agreement Web site

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

#### ***Software Subscription and Support (Software Maintenance) 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 (Software Maintenance) 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 (Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (Software Maintenance) can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support (Software Maintenance) is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via

telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

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

Software Subscription and Support (Software Maintenance) 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.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage Web site at

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

***System i Software Maintenance applies***

No

***Variable charges apply***

No

***Educational allowance available***

Not applicable.

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## **IBM Electronic Services**

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

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

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