



# IBM Cúram Social Program Management V6.0.5 advances Cúram as a configurable platform and provides support for the requirements of the Affordable Care Act

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## At a glance

### Cúram Social Program Management V6.0.5:

- Enhances Cúram Income Support for Medical Assistance in support of Affordable Care Act requirements.
- Includes support for care coordination.
- Adds Japanese to list of available national language versions.
- Expands support for a differential response model with the addition of straight through processing.
- Supports dynamic creation of conditional cash transfer programs.
- Enhances Universal Access with features like Personal Social Record and improved user experience.
- Delivers further integration with the IBM® FileNet® product.
- Delivers integration with IBM Intelligent Operations Center (IOC).
- Supports Red Hat Linux™ Enterprise 6.3.
- Supports IBM DB2® V10.1.
- Introduces Support for InfoSphere® Warehouse Edition 10.1.
- Includes a limited use copy of IBM Intelligent Operations Center V1.5 in all Cúram Social Program Management Platform offerings.

## Overview

Cúram Social Program Management V6.0.5 is a leading solution for supporting the end-to-end social program and care coordination service delivery process. By designing around the client, Cúram Social Program Management helps empower organizations to collaborate around the client's needs. It helps make access to governmental and other services easier for the citizen and, more importantly, more effective in achieving desired social and health goals.

Cúram Social Program Management language is available now in Japanese. This is in addition to Brazilian Portuguese, French, Italian, Korean, Simplified Chinese, Spanish, Traditional Chinese, and German.

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

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## Key prerequisites

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For details, refer to the [Technical information](#) section.

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## Planned availability date

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- May 30, 2013: Electronic software delivery
- July 2, 2013: Physical media

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## Description

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For more information, visit

<http://www.ibm.com/software/industry/social-programs>

### **Cúram Social Program Management Platform**

The Cúram Social Program Management Platform provides the core processing and infrastructure components necessary to help enable a more complete, social program management solution. The adoption of an integrated service delivery model, supported by a common foundation, helps satisfy client needs by focusing on achieving clearly identified outcomes. By supporting both needs-based and contribution-based social programs, Cúram Social Program Management Platform helps provide the foundation and application software required to administer benefits and services to support all social programs.

The platform helps enable agencies to adopt and prototype new programs and delivery models by providing:

- Social services-specific components - In support of the unique domain-specific requirements, Cúram Social Program Management Platform provides prebuilt and interconnected solution components that include a data model, an eligibility and entitlement engine, and comprehensive evidence management capabilities.
- Predefined, business processes - Delivers support of the complete social lifecycle from intake to outcome.
- Role-based user experience - The Cúram Social Program Management Platform provides a series of role-based portals and workspaces for various key stakeholders (providers, employers, caseworkers, and agency participants), who require a personalized solution experience to help ensure they have the information they need to do their jobs.
- Dynamic programs - The Cúram Social Program Management Platform delivers prebuilt, business user configuration tools (wizards and editors) for end-to-end creation and modification of new programs. These may be used for the configuration of new solutions like Conditional Cash Transfers.
- Platform for the future - The Cúram Social Program Management Platform provides:
  - Flexibility to support no-touch, automated and interactive case management through an advanced workflow engine.
  - Differential response model based on subject matter expertise and prebuilt toolsets to drive better outcomes.
- Flexibility to support no-touch (straight through).

The following components are included within the platform.

- Cúram Financial Management manages and tracks benefits transactions to help provide complete and accurate financials. It provides robust overpayment and underpayment calculation and management.
- Cúram Funded Program Management provides social enterprises with the ability to create and manage funds that can then be applied to clients in need of assistance. This helps enable them to support determination of eligibility based on availability of a fund.
- Cúram Contribution Management tracks and manages payments and credits for contribution-based programs, for example, unemployment insurance.
- Cúram Service Planning provides caseworkers with an effective management tool to help plan and monitor, in an integrated manner, the delivery of services and activities. Streamlining the service planning process, caseworkers can more clearly define client needs and goals, manage and track progress against the plan, and help clients achieve a specific goal.
- Cúram Supervisor Workspace offers a wide range of work management capabilities across the enterprise by providing several views into the organization's workload - from teams to departments to agencies.
- Cúram Intelligent Evidence Gathering provides a guided, question-and-answer tool designed to dynamically guide caseworkers through a process of screening or assessment so that relevant and complete information is collected in client interactions.
- Cúram Decision Assist provides agencies with a configurable template for creating structured questionnaires for caseworkers and social services professionals.
- Cúram CMIS Adapter provides the ability to integrate Cúram with a content management system, by using the Content Management Interoperability Services (CMIS) standard. A system administrator can configure the content management system to be used as the repository for documents whereby the documents associated with Cúram attachments and communications are stored in and retrieved from the content management system, rather than being stored in the Cúram database.
- Cúram Enterprise Resource Planning (ERP) Adapter provides prebuilt support for integration with ERP financial products to handle common business interactions, including (but not limited to) generating payments and liabilities, processing deductions and adjustments, and processing payments received.
- Cúram Master Data Management Adapter facilitates the communication and sharing of the necessary participant and case data required to support the generation of financial transactions in an integrated Cúram-ERP financial environment.
- Intelligent Operations Center (IOC) Event Adapter enables the passing of Cúram data and events to the IOC. The adapter may be configured to emit Common Alert Protocol (CAP) events that are sent to IOC via the service bus. These events may then be displayed through the IOC Executive Dashboard.

### **Cúram Social Program Management Platform for Universal Access Entry Edition**

Cúram Social Program Management Platform for Universal Access Entry is for use only with Cúram Universal Access Entry Edition for the purpose of delivering a single portal to all government programs and services. With Cúram Social Program Management Platform for Universal Access Entry Edition, you can use those administrative functions necessary to manage to citizen facing web interactions.

Cúram Social Program Management Platform for Universal Access Entry Edition provides agencies the ability to configure intake scripts and screen for programs. Core eligibility and case management is not handled through the Cúram Social Program Management Platform. It is handled through Cúram Social Program Management Platform Universal Access Entry Edition that provides prebuilt services to expose this relevant information to external systems. You can trade up to the full Cúram Social Program Management Platform for eligibility and program delivery support.

Cúram Social Program Management Platform for Universal Access Entry Edition is intended to be used to perform the define and configure function:

- Screening scripts using the Intelligent Evidence Gathering Editor.
- Screening rules using the Cúram Express® Rules Editor.
- Applications scripts using the Intelligence Evidence Gathering Editor.
- Life Event scripts using the Intelligent Evidence Gathering Editor.
- Citizen Account pages.
- Services to expose information collected through the application and life event scripts to external systems.

If you need support for any of the following functions, you will need to trade up from the Cúram Social Program Management Platform Universal Access Entry Edition to Cúram Social Program Management Platform:

- Create a case.
- Define products.
- Define evidence.
- Manage entitlement.
- Manage providers.
- Manage participants.
- Create outcome plans or service plans.

### **Cúram Social Program Management Platform for Outcome Management Entry Edition**

With Cúram Social Program Management Platform for Outcome Management Entry Edition, you can use only those administrative views necessary to configure the assessment and planning process, enabling administrators to configure assessments, goals, action recommendations and factors in support of the unique needs of your organizations. You can trade up to the full version of Cúram Social Program Management Platform for eligibility and full program delivery support.

Cúram Social Program Management Platform for Outcome Management Entry Edition enables you to:

- Register outcome plan participants.
- Collect assessment data through Intelligent Evidence Gathering scripts.
- Use Cúram Express Rules to determine assessment results.
- Create and manage outcome plans that use Action activities.
- Deploy a planning environment.
- Perform system administration to configure workflow and organization structure.

If you are looking to perform any of the following functions, you will need to trade up from Cúram Social Program Management Platform for Outcome Management Entry Edition to Cúram Social Program Management Platform:

- Define a product.
- Define evidence.
- Manage eligibility and entitlement.
- Set up provider contracts, a service registry, or taxonomy.
- Manage payments to clients or providers.
- Assign service or referral activities.
- Execute assessments outside of the outcome plan or case.
- Define product providers, employers, or prospect persons as plan participants.

## Cúram Solution Modules

Cúram Solution Modules provide additional capabilities to help handle the complex processes associated with most programs. The solution modules help to reduce the time and risk associated in developing these complex processes, while providing simplified maintenance update capabilities.

- Cúram Income Support provides complete, end-to-end eligibility determination and benefit calculation for needs-based programs that provide food and cash assistance to families in need. This solution delivers multichannel access to screening tools that can be used by citizens, community organizations, and agency employees to provide early insight into available benefits and services. Cúram Income Support also includes capabilities related to medical assistance and disability programs. Medical assistance functionality, included in this offering, is also available separately in Cúram Income Support for Medical Assistance. The Cúram Business Intelligence and Analytics Reports for Income Support add-on module is also available for Cúram Income Support.
- Cúram Income Support for Medical Assistance is designed specifically to help agencies improve the efficiency and effectiveness of managing eligibility and entitlement services for a wide range of medical assistance and disability programs. Income Support for Medical Assistance 6.0.4 was enhanced to help support Affordable Care Act requirements. Features were extended to:
  - Online submission of applications: Individuals and families can apply for assistance with their health care through the range of Insurance Affordability programs: Modified Adjusted Gross Income (MAGI) based Medicaid, CHIP, Insurance Assistance, or the state option to provide a Basic Health Program.
  - Eligibility and entitlement processing: Includes implementation of the Insurance Affordability program rules.
- Income support for Medical Assistance V6.0.5 helps provide enhanced support for Affordable Care Act requirements that are extended to:
  - Integration adapters for Federal Hub and plan management solution
  - Support for Life Event Management
  - Support for navigators and brokers who assist individuals and families in applying for assistance
  - Enhanced employee support
  - Support for exemptions and appeals
  - Support for integration with Account Transfer Process
- Cúram Child Welfare is a new generation, child welfare solution that is designed to deliver child-centered, family-focused services. The solution includes comprehensive assessment strategies, assessment-driven service planning, effective decision support, and multidisciplinary, team-based decision making.
- Includes add-on modules for Cúram Child Welfare:
  - Cúram Business Intelligence and Analytics Reports for Child Welfare
  - Cúram Child Welfare Structured Decision Making Add-on

## Cúram Enterprise Modules

Cúram Enterprise Modules provide the foundation of repeatable common business processes, regardless of program. By meeting the requirements of a single program or multiple programs in a configurable and reusable package, Cúram Enterprise Modules help enable agencies to quickly address changing needs and speed the introduction of new services at potentially lower cost and risk.

- Cúram Universal Access is a configurable, rules-based platform that allows agencies to provide a user-friendly and intuitive, web-based, self-service capability to citizens. Significant enhancements are made to the user experience in this release leveraging recommendations made by design experts for projects such as UX2014. Cúram Universal Access allows users to screen for potential eligibility for a wide range of programs by entering basic information about themselves and their situation.

Universal Access helps citizens navigate the complex world of government benefits through a guided process that assesses their needs and circumstances, and helps direct them to the proper community and government resources, even if they are unfamiliar with government programs.

It delivers:

- Needs-based triage and matching of benefits
- Personalized content and recommendations
- Differential response on priority
- Complexity and risk
- Interoperability with existing screening processes

A new feature, Personal Social Record, is also added to this module. It is a single social record for citizens to provide updates to their account that allows them control over their personal data. It provides greater accuracy of backend systems while delivering benefits to the citizen.

- Cúram Universal Access Entry Edition allows you to screen for potential eligibility for a wide range of programs by entering basic information about themselves and their situation. Universal Access helps citizens navigate the complex world of government benefits through a guided process that assesses needs and circumstances, and helps direct you to the proper community and government resources, even if you are unfamiliar with government programs. It is designed to support full screening, online applications, citizen account, and life events management.
- Cúram Outcome Management provides social services organizations with the tools to create and manage optimal outcome plans for citizens and their families to support their path to self-sufficiency. Cúram Outcome Management is designed to assess a client's needs, establish a client's goals, plan for goal attainment, and track a client's progress.

Cúram Outcome Management supports the collaboration and coordination of all resources at an agency's disposal in an effort to support that the clients achieve desired outcomes. This solution supports multiple assessments run across one or more members of a family. It delivers social services organizations a more complete understanding of the client's needs and barriers to success. The Cúram Outcome Management Structured Decision Making Add-on module is available for Cúram Outcome Management.

- Cúram Outcome Management Entry Edition is an assessment and planning application, that provides a configurable application capable of supporting the business processes of managing assessments, goals, objectives, factors, and actions required to help the client achieve desired social outcomes.
- Cúram Social Enterprise Collaboration provides a platform for multidisciplinary teams to collaborate in support of an outcome-based service plan for clients and families. Cúram Social Enterprise Collaboration potentially improves outcomes by providing enhanced communication and information sharing through role-based access to case and client information in context.
- Cúram Provider Management provides a common repository of information and comprehensive business processes to support both internal and external service providers.
- Cúram Appeals provides comprehensive support for appeals and legal action processes. It supports intake, hearings, and decision-making activities associated with multiple levels of appeals including hearings, hearing reviews, and judicial reviews, and various types of legal actions including petitions, orders, and actions.
- Cúram Business Intelligence and Analytics offers a fully configurable business intelligence solution scalable from program to enterprise consisting of embedded analytics, domain specific dash boards, a complete Extract, Transform, Load (ETL) framework, and tool independent predefined domain specific data marts. It delivers contextually relevant, embedded reports accessible throughout the solution, prepackaged, domain-specific reports, and a reporting architecture for

the production of standard and ad-hoc reports, trend analysis, and tracking of key performance indicators.

- Cúram Verification Engine provides the process of checking the accuracy of information given by clients who seek services from an agency. The means of verification can vary from provision of a document (for example, a birth certificate or bank statement) to a phone call. Cúram Verification Engine allows a user to define which data items require verification and the means by which these items can be verified.
- Cúram Evidence Broker mediates the sharing of evidence across programs based on configurable rules. It provides a flexible approach to evidence sharing by allowing agencies to configure how evidence is synchronized across cases.
- Cúram Life Event Management enables caseworkers and citizens to update client profiles upon certain life events (for example, marriage, children, employment status). These events trigger automated recalculation of eligibility and benefit entitlement, and any changes to benefit delivery (over or underpayment) are automatically applied without the need for manual intervention.

### **Cúram for Care Management**

Social and Healthcare Program costs worldwide are rising steeply and rapidly. As financial models for public and private health providers are changing from fee-for-service to per-capita, organizations are looking for new, outcome-based service delivery models. The ecosystem of care providers (healthcare payers, providers, insurance companies, accountable care organizations (ACOs), hospitals, governments and social programs) face growing pressure to lower spending and drive more sustainable outcomes for the people and families they support. Realizing that 80% of care spending is on 20% of high-need, high-cost individuals, they strive to find more effective ways to develop targeted, holistic approaches to care delivery.

Cúram for Care Management is uniquely positioned to help address these challenges through the following business processes:

- Care identification: Identify high-risk patients most suitable for the care coordination program.
- Care planning:
  - Assess individuals' needs holistically across all dimensions of health - clinical and social determinants.
  - Allow an outcome-driven approach to care delivery, by bringing the right stakeholders into the care continuum in an effort to address the needs of a client.
  - Empower individuals to participate actively.
  - Assist stakeholders collaborate and coordinate to help the individual achieve desired outcomes.
  - Provide patient and caregiver, multi-channel access to help drive collaboration and patient empowerment.
- Care delivery:
  - Track progress and refine care plan to potentially improve health and well being.
  - Better engage stakeholders with support for mobile care management.
  - Support better decision-making with features like graphical outcome planning and tracking and relationship visualization.
- Outcode evaluation: Evaluate program and provider performance.

Cúram Social Program Management Platform V6.0.5 with its enhanced capabilities combined with enterprise modules like Outcome Management and Provider Management now supports Cúram for Care Management requirements.

## Accessibility by people with disabilities

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A US 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)

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## Reference information

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For information about Cúram Social Program Management V6.0.4, refer to Software Announcement [212-288](#), dated September 18, 2012.

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## Program number

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Program number	VRM	Program name
5725-H26	6.0.5	Cúram Social Program Management

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## Education support

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The IBM Software Training team offers a portfolio of education services to help customers and IBM Business Partners successfully configure and deploy Cúram software. Education is a key component to ensuring software success.

The IBM curriculum provides a unique training value built on exclusive product knowledge direct from IBM developers cemented with expert instructors, and flexible time and cost saving training options. The IBM Software Training team works closely with product developers and services organizations to ensure that the courses offered provide the most up-to-the-minute technical and product information.

IBM training spans the spectrum of skills needs from introductory product overviews to advanced offerings. Hands-on labs let you work with fully functional versions of the software to round out your training experience. Several training options are available, including instructor-led classroom offerings, customized courses, and virtual (online) training that lets you train from your office.

For course descriptions, locations, and availability dates, visit

<http://www.ibm.com/training/smarter-cities>

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training website

<http://www.ibm.com/services/learning/>

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

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## Offering Information

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Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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



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## Publications

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All the product documentation is available in PDF format and provided on the product media.

The documentation is a comprehensive set of guides for the complete solution suite. The documentation library contains guides for business analysts wishing to understand the product functionality, for developers wishing to understand all aspects of developing with the product and for administrators involved in administration and configuration of the product.

Some of the documentation is translated into Brazilian Portuguese, French, German, Korean, Spanish, Italian, Traditional Chinese, and Simplified Chinese.

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## Technical information

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### Specified operating environment

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#### ***Hardware requirements***

The following are minimum hardware requirements. Actual hardware requirements for deployment environments are dependent on intended use scenarios. Use of 32-bit or 64-bit hardware is supported as long as software prerequisites are satisfied and the system specification is sufficient to meet the intended use scenarios.

#### **For Windows™ x86 and Linux x86 platforms:**

- Application server
  - 2 Core Intel Xeon™ 2 GHz
  - 8 GB RAM
  - 60 GB disk space
- Database server
  - 2 Core Intel Xeon 2 GHz
  - 8 GB RAM
  - 60 GB disk space

#### **For AIX® Power® platforms:**

- Application server
  - 2 Core POWER6® , POWER7® or POWER® 7+ system
  - 8 GB RAM
  - 60 GB disk space
- Database server
  - 2 Core POWER6 , POWER7 or POWER 7+ system
  - 8 GB RAM
  - 60 GB disk space

#### **For Solaris SPARC platforms:**

- Application server
  - 2 Core SPARC 1.5 GHz
  - 8 GB RAM
  - 60 GB disk space
- Database server
  - 2 Core SPARC 1.5 GHz

- 8 GB RAM
- 60 GB disk space

**For HP-UX Itanium™ platforms:**

- Application server
  - 2 Core Itanium 1.5 GHz
  - 8 GB RAM
  - 60 GB disk space
- Database server
  - 2 Core Itanium 1.5 GHz
  - 8 GB RAM
  - 60 GB disk space

**For System z® platforms ( Linux ):**

- Application server
  - Any System z hardware environment that supports the required software
  - 8 GB RAM
  - 60 GB disk space
- Database server
  - Any System z hardware environment that supports the required software
  - 8 GB RAM
  - 60 GB disk space

**For System z platforms ( z/OS® ):**

- Application server
  - Any System z hardware that supports z/OS V1.12, or later
  - Minimum 3.5 GB (web installation) of available disk space
  - Minimum 7 GB (local installation using Installation Manager) to 9 GB (local installation using SMP/E deliverables) of available disk space
  - Minimum 1 GB of central storage; 1 GB per running application server recommended
- Database server
  - DB2 10 operates on System z or equivalent processors that are running in 64-bit mode with z/OS V1.10.00, or later. These processors include zEnterprise® 196 (z196), z10™, z9®, z990, z890, or later processors that are supported by z/OS V1.10.00. The processor must have enough real storage to satisfy the combined requirements of the z/OS operating system and DB2 10 for z/OS .
  - The appropriate DFSMS storage management subsystem components, access methods, telecommunications, batch requirements, and other customer required applications.
  - In addition, DB2 64-bit virtual addressing support is likely to require increased real storage for a workload as compared to DB2 9 for z/OS or DB2 UDB for z/OS V8.

## Software requirements

**Note:** Prerequisite software is supported in 32-bit and 64-bit versions except where specifically indicated.

### Common, production environment prerequisites

#### Operating systems, application servers, databases, and build tooling

The following common prerequisites include supported operating systems, application servers, databases, and build tooling in a production environment. These prerequisites apply to each of the Cúram platform offerings and are thus implicitly common prerequisites for all Cúram offerings.

*For Microsoft™ Windows environments:*

- Operating systems
  - Microsoft Windows Server 2008 Standard Edition, Enterprise Edition, and Datacenter Edition (supported for building and deployment only)
  - Microsoft Windows Server 2008 R2 Standard Edition, Enterprise Edition, and Datacenter Edition (supported for building and deployment only)
  - Microsoft Windows Server 2003 SP2 Standard Edition, Enterprise Edition, and Datacenter Edition (supported for building and deployment only)
  - Microsoft Windows Server 2003 R2 Standard Edition, Enterprise Edition, and Datacenter Edition (supported for building and deployment only)
- Application servers
  - WebSphere® Application Server V7.0.0.19 (or later fix pack) with APAR IV06492 (**Note:** The supplied Java™ Server Development Kit (SDK) is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server Network Deployment V7.0.0.19 (or later fix pack) with APAR IV06492 (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server V8.0.0.6 (or later fix pack). (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server Network Deployment V8.0.0.6 (or later fix pack). (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Portal Server V7.0.0.0
  - WebSphere Portal Server Network Deployment V7.0.0.0
  - WebLogic Server 11g Release 1 (10.3.3 - 10.3.6) with recommended Oracle patch 59RS (**Note:** The Java Development Kit (JDK) supplied with WebLogic Server is supported, and is forward compatible with later JDK versions supported by WebLogic Server).
- Databases (for use with WebSphere Application Server and WebSphere Portal Server only)
  - DB2 Workgroup Server for Linux , UNIX™ , and Windows 10.1 FP1, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Workgroup Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack

- DB2 Workgroup Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
- DB2 Enterprise Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
- DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
- Databases (for use with WebSphere Application Server or WebLogic Server)
  - Oracle Database 11g Release 2 Standard Edition (11.2.0.1, or later fix pack)
  - Oracle Database 11g Release 2 Enterprise Edition (11.2.0.1, or later fix pack)
  - Oracle Database 10g Release 2 Standard Edition (10.2.0.1, or later fix pack)
  - Oracle Database 10g Release 2 Enterprise Edition (10.2.0.1, or later fix pack)
- Build tooling
  - Apache Ant 1.8.2

*For Linux x86 environments:*

- Operating systems
  - Red Hat Enterprise Linux 5.6 (supported for building and deployment only on WebSphere Application Server and DB2 )
  - Red Hat Enterprise Linux 6.3 (supported for building and deployment only on WebSphere Application Server with DB2 , and WebLogic Server 11g R1 with Oracle Database 11g R2)
- Application servers
  - WebSphere Application Server V7.0.0.19 (or later fix pack) with APAR IV06492 **(Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server Network Deployment V7.0.0.19 (or later fix pack) with APAR IV06492 **(Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server V8.0.0.6 (or later fix pack). **(Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server Network Deployment V8.0.0.6 (or later fix pack). **(Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebLogic Server 11g Release 1 (10.3.3 - 10.3.6) with recommended Oracle patch 59RS **(Note:** The JDK installed with WebLogic Server is supported, and is forward compatible with later JDK versions supported by WebLogic Server).
- Databases
  - DB2 Workgroup Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Workgroup Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - Oracle Database 11g Release 2 Standard Edition (11.2.0.1, or later fix pack)
  - Oracle Database 11g Release 2 Enterprise Edition (11.2.0.1, or later fix pack)
- Build tooling
  - Apache Ant 1.8.2

*For Linux on System z environments:*

- Operating systems
  - SUSE Linux Enterprise Server 10 SP2 for IBM System z (supported for building and deployment only)
- Application servers
  - WebSphere Application Server V7.0.0.19 (or later fix pack) with APAR IV06492 (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server Network Deployment V7.0.0.19 (or later fix pack) with APAR IV06492 (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server V8.0.0.6 (or later fix pack) (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server Network Deployment V8.0.0.6 (or later fix pack). (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
- Databases
  - DB2 Workgroup Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Workgroup Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - DB2 Workgroup Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
- Build tooling
  - Apache Ant 1.8.2

*For AIX environments:*

- Operating systems
  - IBM AIX V7.1 with Recommended Maintenance Level 7100-00-03 (or later Maintenance Level) (supported for building and deployment)
  - IBM AIX V6.1 with Recommended Maintenance Level 6100-05-00 (or later Maintenance Level) (supported for building and deployment)
- Application servers
  - WebSphere Application Server V7.0.0.19 (or later fix pack) with APAR IV06492 (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server Network Deployment V7.0.0.19 (or later fix pack) with APAR IV06492 (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server V8.0.0.6 (or later fix pack) (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).

- WebSphere Application Server Network Deployment V8.0.0.6 (or later fix pack)  
**(Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
- Databases
  - DB2 Workgroup Server for Linux , UNIX and Windows 10.1 FP1, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Workgroup Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 9.7, FP3a, or later fix pack
  - DB2 Workgroup Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
  - Oracle Database 11g Release 2 Standard Edition (11.2.0.1, or later fix pack)
  - Oracle Database 11g Release 2 Enterprise Edition (11.2.0.1, or later fix pack)
  - Oracle Database 10g Release 2 Standard Edition (10.2.0.1, or later fix pack)
  - Oracle Database 10g Release 2 Enterprise Edition (10.2.0.1, or later fix pack)
- Build tooling
  - Apache Ant 1.8.2

*For Solaris environments:*

- Operating systems
  - Solaris 10 with Oracle recommended Patch Clusters (supported for building and deployment)
- Application servers
  - WebSphere Application Server V7.0.0.19 (or later fix pack) with APAR IV06492  
**(Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server Network Deployment V7.0.0.19 (or later fix pack) with APAR IV06492 **(Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server V8.0.0.6 (or later fix pack) **(Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server Network Deployment V8.0.0.6 (or later fix pack) **(Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebLogic Server 11g Release 1 (10.3.3 - 10.3.6) with recommended Oracle patch 59RS **(Note:** The JDK installed with WebLogic Server is supported, and is forward compatible with later JDK versions supported by WebLogic Server).
- Databases (for use with WebSphere Application Server only)
  - DB2 Workgroup Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack

- DB2 Workgroup Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
- DB2 Enterprise Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
- DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
- DB2 Workgroup Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
- DB2 Enterprise Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
- DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
- Databases (for use with WebSphere Application Server or WebLogic Server)
  - Oracle Database 11g Release 2 Standard Edition (11.2.0.1, or later fix pack)
  - Oracle Database 11g Release 2 Enterprise Edition (11.2.0.1, or later fix pack)
  - Oracle Database 10g Release 2 Standard Edition (10.2.0.1, or later fix pack)
  - Oracle Database 10g Release 2 Enterprise Edition (10.2.0.1, or later fix pack)
- Build tooling
  - Apache Ant 1.8.2

*For HP-UX environments:*

- Operating systems
  - HP-UX 11i v3 on Itanium (supported for building and deployment)
- Application servers
  - WebLogic Server 11g Release 1 (10.3.3 - 10.3.6) with recommended Oracle patch 59RS (**Note:** The supplied JDK is supported, and is forward compatible with later JDK versions supplied with this prerequisite).
- Databases
  - Oracle Database 11g Release 2 Standard Edition (11.2.0.1, or later fix pack)
  - Oracle Database 11g Release 2 Enterprise Edition (11.2.0.1, or later fix pack)
  - Oracle Database 10g Release 2 Standard Edition (10.2.0.1, or later fix pack)
  - Oracle Database 10g Release 2 Enterprise Edition (10.2.0.1, or later fix pack)
- Build tooling
  - Apache Ant 1.8.2

*For z/OS environments:*

- Operating systems
  - z/OS V1.13, or later IBM RSU or PUT level maintenance (supported for remote database access and for application deployment only)
  - z/OS V1.12, or later IBM RSU or PUT level maintenance (supported for remote database access and for application deployment only)
- Application servers
  - WebSphere Application Server for z/OS V7.0.0.19 (or later fix pack) with APAR IV06492 (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite)
  - WebSphere Application Server Network Deployment for z/OS V7.0.0.19 (or later fix pack) with APAR IV06492 (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server for z/OS V8.0.0.6 (or later fix pack) (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).

- WebSphere Application Server Network Deployment for z/OS V8.0.0.6 (or later fix pack) (**Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
- Databases
  - DB2 for z/OS 10 at RSU1104, or later RSU level (**Note:** The JDBC level associated with the base RSU level is UK62141 (JDBC version 3.61.84)).
  - DB2 for z/OS 9 at RSU1012, or later RSU level (**Note:** The JDBC level associated with the base RSU level is UK57685 (JDBC version 3.59.83)).

Web browsers, plug-ins, and screen readers

For the browsers listed below, the minimum recommended resolution is 1024 x 768 and the optimum DPI setting is normal size. These browsers are not certified for support with Cúram on tablet devices.

- Microsoft Internet Explorer 9 (Compatibility Mode only; support is in a fixed configuration only)
- Microsoft Internet Explorer 8
- Microsoft Internet Explorer 7 (7.0.5730.13, or later is recommended. 7.0.5730.11 is not recommended).
- Google Chrome 25, (Google Chrome applies updates automatically. Every effort is made to test and support updates as they are released. The most recently tested version is Chrome 25).
- Google Chrome Frame 25, (Google Chrome applies updates automatically. Every effort is made to test and support updates as they are released. The most recently tested version is Chrome 25).
- Apple Safari 5.0 through 5.1 (supported only for Cúram Universal Access and the Intelligent Evidence Gathering Player included with the Cúram platform offerings)
- Mozilla Firefox 18, or earlier (supported only for Cúram Universal Access and the Intelligent Evidence Gathering Player included with the Cúram platform offerings)

The following browser plug-ins are supported:

- Java SE Runtime Environment (JRE) 6 Update 10, or later updates
  - Required for Microsoft Word integration
  - Available as a free download from  
<http://www.oracle.com/technetwork/java/javase/downloads/index.html>
- Adobe<sup>™</sup> SVG Viewer 3.0 through 3.03
  - Required for application pages which contain a dynamic rules tree view or a workflow process view
  - Available as a free download from  
<http://www.adobe.com/svg>
- Adobe Flash Player 11, or later updates
  - Required for application pages which contain charts (for example, bar charts), and for using the Intelligent Evidence Gathering, Datastore, Dynamic Evidence, and CER Editors
  - Available as a free download from  
<http://www.adobe.com/go/getflash>
- Microsoft Word 2002 through 2010
  - Required for creating and editing Cúram communication documents in Microsoft Word format

The following screen reader is supported for accessibility:

- JAWS Screen Reading Software version 12 with Microsoft Internet Explorer 8 (full mode)



- The combination of Internet Explorer 8 and JAWS 12 is the only screen reader and browser combination supported.
- Java Access Bridge 2.0.2 (or later) is required to ensure screen reader users have access to all content in the Cúram Online Help applet.

## **Common development environment prerequisites**

### **Operating systems, application servers, integrated development environments, modeling environments, databases, and build tooling**

The following common prerequisites include supported software for application design, development and testing. These prerequisites apply to each of the Cúram platform offerings and are thus implicitly common prerequisites for all Cúram offerings.

- Operating systems
  - Microsoft Windows XP Professional SP3 32-bit (supported for application design, development and testing only)
  - Microsoft Windows 7 (supported for application design, development, and testing only)
- Application servers
  - WebSphere Application Server ( Express , Base and Network Deployment) for Linux , UNIX and Windows 7.0.0.19 (or later fix pack) with APAR IV06492 **(Note:** The supplied Java SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebSphere Application Server ( Express , Base and Network Deployment) V8.0.0.6 (or later fix pack). **(Note:** The supplied Java r SDK is supported, and is forward compatible with later SDK versions supplied with this prerequisite).
  - WebLogic Server 11g Release 1 (10.3.3 - 10.3.6) with recommended Oracle patch 59RS **(Note:** The JDK installed with WebLogic Server is supported, and is forward compatible with later JDK versions supported by WebLogic Server).
- Integrated development environments
  - Eclipse 3.6.2 (or later maintenance releases) with Apache Tomcat 6.0.20, Oracle Java SE JDK 6.0 Update 18 (or later updates), and Oracle Java EE 5 SDK Update 2 (or later updates)
  - Rational® Software Architect V8.0.2 (or later fix packs) with Apache Tomcat 6.0.20, Oracle Java SE JDK 6.0 Update 24 (or later updates), and Oracle Java EE 5 SDK Update 2 (or later updates)
  - Rational Application Developer for WebSphere Software V8.0.2 (or later fix packs)
  - Rational Software Architect for WebSphere Software V8.0.2
- Integrated Development Environments for Business Intelligence and Reporting Tools (BIRT) development
  - BIRT 2.6.1 with the Eclipse 3.6.1 Eclipse IDE **(Note:** Cúram offerings use the all-in-one installation).
  - Eclipse 3.6.1
  - Actuate 11
  - Cognos® 10.1
  - Apache Tomcat 6.0.20
  - Adobe Flash Player 11, or later updates
  - Oracle Java EE 5 SDK Update 2
  - InfoSphere Warehouse Edition (IWE) V10.1
  - Oracle Warehouse Builder
- Modeling environments
  - Rational Software Architect V8.0.2 (or later fix packs)
  - Rational Software Architect for WebSphere Software V8.0.2 (or later fix packs)

- Databases
  - DB2 Express for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Workgroup Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 10.1 FP1, or later fix pack
  - DB2 Express for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - DB2 Workgroup Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 9.7 FP3a, or later fix pack
  - DB2 Express for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
  - DB2 Workgroup Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
  - DB2 Enterprise Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
  - DB2 Advanced Enterprise Server for Linux , UNIX , and Windows 9.5 FP6a, or later fix pack
  - Oracle Database 11g Release 2 Standard Edition (11.2.0.1, or later fix pack)
  - Oracle Database 11g Release 2 Enterprise Edition (11.2.0.1, or later fix pack)
  - Oracle Database 10g Release 2 Standard Edition (10.2.0.1, or later fix pack)
  - Oracle Database 10g Release 2 Enterprise Edition (10.2.0.1, or later fix pack)
  - H2 1.3.159 (or later fix packs)
- Build tooling
  - Apache Ant 1.8.2
- Desktop Client hardware requirements
  - Minimum Requirements: Intel<sup>TM</sup> Core2 @ 2.13Ghz or higher Processor with 2 GB RAM
  - Recommended Specification for IE7 and IE8: Intel Core i5 or higher with 4 GB RAM

### **Cúram offering specific prerequisites**

Minimum prerequisites for each Cúram offering are defined as follows:

- Cúram Social Program Management Platform
  - Common Production Environment Prerequisites
  - Common Development Environment Prerequisites (as appropriate)
- Cúram Social Program Management Platform for Universal Access Entry Edition
  - Common Production Environment Prerequisites (excluding z/OS )
  - Common Development Environment Prerequisites (as appropriate)
- Cúram Social Program Management Platform for Outcome Management Entry Edition
  - Common Production Environment Prerequisites (excluding z/OS )
  - Common Development Environment Prerequisites (as appropriate)
- Cúram Provider Management
  - Cúram Social Program Management Platform
- Cúram Social Enterprise Collaboration
  - Cúram Social Program Management Platform

- Cúram Business Intelligence and Analytics
  - Cúram Social Program Management Platform
  - Oracle Warehouse Builder 11g R2 or IBM InfoSphere Warehouse V10.1 Enterprise Edition
- Note:** This offering is not supported on z/OS environments.
- Cúram Appeals
  - Cúram Social Program Management Platform
- Cúram Life Event Management
  - Cúram Social Program Management Platform
  - Cúram Evidence Broker
- Cúram Evidence Broker
  - Cúram Social Program Management Platform
- Cúram Verification Engine
  - Cúram Social Program Management Platform
- Cúram Universal Access
  - Cúram Social Program Management Platform
- Cúram Universal Access Entry Edition
  - Cúram Social Program Management Platform for Universal Access Entry Edition

**Note:** This offering is not supported on z/OS environments.

- Cúram Outcome Management
  - Cúram Social Program Management Platform
- Cúram Outcome Management Entry Edition
  - Cúram Social Program Management Platform for Outcome Management Entry Edition

**Note:** This offering is not supported on z/OS environments.

- Cúram Income Support
  - Cúram Social Program Management Platform
  - Cúram Verification Engine
  - Cúram Outcome Management
  - Cúram Universal Access
  - Cúram Evidence Broker
  - Cúram Life Event Management
  - Cúram Provider Management
  - Cúram Appeals
- Cúram Income Support for Medical Assistance
  - Cúram Social Program Management Platform
  - Cúram Verification Engine
  - Cúram Universal Access
  - Cúram Evidence Broker
  - Cúram Life Event Management
  - Cúram Provider Management
  - Cúram Appeals
- Cúram Child Welfare
  - Cúram Social Program Management Platform
  - Cúram Appeals
  - Cúram Provider Management

- Cúram Outcome Management
- Cúram Evidence Broker
- Cúram Business Intelligence and Analytics Reports for Income Support
  - Cúram Social Program Management Platform
  - Cúram Business Intelligence and Analytics
  - Cúram Income Support
- Cúram Business Intelligence and Analytics Reports for Child Welfare
  - Cúram Social Program Management Platform
  - Cúram Business Intelligence and Analytics
  - Cúram Child Welfare
  - Cúram Outcome Management
- Cúram Outcome Management Structured Decision Making Add-on
  - Cúram Social Program Management Platform
  - Cúram Outcome Management
- Cúram Child Welfare Structured Decision Making Add-on
  - Cúram Social Program Management Platform
  - Cúram Child Welfare

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.

### **Limitations**

IBM supports z/OS as a deployment platform only for Cúram Social Program Management.

In this release, the Intelligent Operations Center 1.5 will be bundled with Cúram Social Program Management Platform (full edition), as well as with Cúram Social Program Management Platform for Universal Access Entry Edition and Cúram Social Program Management Platform for Outcome Management Entry Edition, with usage restrictions as detailed in the Social Program Management Platform License. Be aware that although Cúram Social Program Management may be deployed on z/OS the IOC bundle does not support deployment on z/OS .

Also for this release, WebSphere Application Server V8.0 will be bundled with all Cúram Social Program Management Platform editions. Be aware that although IBM Cúram Social Program Management may be deployed on z/OS the WebSphere Application Server edition bundled here does not support deployment on z/OS .

Cúram Business Intelligence and Analytics offerings are not supported on z/OS environments.

The set of supported browsers is not certified on tablet devices.

Some Cúram offerings include Runtime Installers, which are provided for demonstration purposes. Runtime Installers and their components are limited to run only on Windows operating systems as described in the Common Production and Development Environment Prerequisites.

For additional information, refer to the license information document that is available on the IBM Software License Agreement website

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

See also the *Cúram Social Program Management V6 Supported Prerequisites* web page for supported third-party product prerequisites:

<http://www.ibm.com/support/docview.wss?uid=swg27036661>

### ***IBM Electronic Support***

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge.

Read about the Electronic Support portfolio of tools: <http://ibm.com/electronicssupport>

Access the IBM Support Portal: <http://ibm.com/support>

Access the online Service Request tool: <http://ibm.com/support/servicerequest>

### **Planning information**

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The specification of hardware for the system is entirely dependent on intended use and the minimum hardware requirements outlined specify the requirement to be able to run a system under development and functional test scenarios. Load test and production specifications are dependent on the end use scenario and the customer is responsible for satisfying themselves that hardware will be sufficient for these purposes. It is strongly recommended that customers consult performance experts familiar with their requirements before finalizing hardware specifications.

It is recommended that database and application servers be deployed separately and each sized appropriately.

Where business intelligence development is being undertaken using BIRT, the use of a second Eclipse instance is required since standard *Cúram* development requires Eclipse 3.6.2 and BIRT development requires Eclipse 3.6.1.

A technical upgrade pack is available to assist customers in the migrating between versions of the product. This pack currently assists customers in migrating from Version 5.2 to later releases.

### ***Packaging***

*Cúram Social Program Management* software products are Passport Advantage offerings and are available via electronic download. Media packs containing DVD media are also available. The offerings include support for all specified operating systems and available language translations. Documentation disks are included only with the platform offerings.

The *Cúram Social Program Management Platform* (full edition), *Cúram Social Program Management Platform for Universal Access Entry Edition*, and *Cúram Social Program Management Platform for Outcome Management Entry Edition* offerings include a copy of IBM Intelligent Operations Center V1.5 and WebSphere Application Server V8.0. Both are subject to limited use license terms. This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

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

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*Cúram Social Program Management* uses the security and auditability features of the host hardware or 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/>

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## Ordering information

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

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

For more information about IBM Software Value Plus, visit

[http://www.ibm.com/partnerworld/page/svp\\_authorized\\_portfolio](http://www.ibm.com/partnerworld/page/svp_authorized_portfolio)

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, visit

<http://www.ibm.com/partnerworld/wps/bplocator/>

Product group: Cúram

Product Identifier Description (PID)

Cúram Social Program Management (5725-H26)

Product category: Social Program Management

### Passport Advantage

The media packs are the only part numbers that have changed for this release. All other ordering part numbers have not changed, and are the same as what was announced in the Cúram Social Program Management V6.0.4 announcement (Software Announcement [212-288](#), dated September 18, 2012).

### Passport Advantage customer: Media pack entitlement details

Customers with active maintenance or subscription for the products listed are entitled to receive the corresponding media pack.

Media packs description	Part number
Cúram Social Program Management Platform V6.0.5 Multiplatform Multilingual Media Pack	AF01JML
Cúram Social Program Management Platform for Universal Access Entry Edition V6.0.5 Multiplatform Multilingual Media Pack	AF01KML
Cúram Social Program Management Platform for Outcome Management Entry Edition V6.0.5 Multiplatform Multilingual Media Pack	AF01LML
Cúram Provider Management V6.0.5 Multiplatform Multilingual Media Pack	AF01MML
Cúram Social Enterprise Collaboration V6.0.5 Multiplatform Multilingual Media Pack	AF01NML

Cúram Business Intelligence and Analytics V6.0.5 Multiplatform Multilingual Media Pack	AF01PML
Cúram Appeals V6.0.5 Multiplatform Multilingual Media Pack	AF01TML
Cúram Universal Access V6.0.5 Multiplatform Multilingual Media Pack	AF01XML
Cúram Outcome Management V6.0.5 Multiplatform Multilingual Media Pack	AF025ML
Cúram Universal Access Entry Edition V6.0.5 Multiplatform Multilingual Media Pack	AF026ML
Cúram Outcome Management Entry Edition V6.0.5 Multiplatform Multilingual Media Pack	AF027ML
Cúram Income Support V6.0.5 Multiplatform English Media Pack	AF028EN
Cúram Income Support for Medical Assistance V6.0.5 Multiplatform English Media Pack	AF029EN
Cúram Child welfare V6.0.5 Multiplatform Multilingual Media Pack	AF02SML
Cúram Business Intelligence and Analytics Reports for Income Support V6.0.5 Multiplatform English Media Pack	AF02TEN
Cúram Outcome Management Structured Decision Making Add-on V6.0.5 Multiplatform English Media Pack	AF02UEN
Cúram Child welfare Structured Decision Making Add-on V6.0.5 Multiplatform English Media Pack	AF02VEN
Cúram Workers Compensation V6.0.5 Multiplatform English Media Pack	AF02WEN
Cúram Business Intelligence and Analytics Reports for Child welfare V6.0.5 Multiplatform Multilingual Media Pack	AF032ML
Cúram Child Care V6.0.5 Multiplatform English Media Pack	AF033EN
Cúram Youth Services V6.0.5 Multiplatform English Media Pack	AF034EN
Cúram Income Support Screening V6.0.5 Multiplatform English Media Pack	AF035EN

### Charge metric

Program name	Part number or PID number	Charge metric
Cúram Social Program Management	5725-H26	Authorized User
Cúram Social Program Management	5725-H26	Resource Value Unit (RVU)

### Authorized User

Authorized User is a unit of measure by which the Program can be licensed. An Authorized User is a unique person who is given access to the Program. The Program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the Program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User given access to the Program in any manner directly or indirectly (for example: via a multiplexing Program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

**Note:** Some programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the Program or that is otherwise managed by the Program is considered a separate User of the Program and requires an entitlement as if that device were a person.

## Resource Value Unit (RVU)

RVU is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement are based on the number of units of a specific resource used or managed by the program. Licensee must obtain sufficient entitlements for the number of RVUs required for licensee's environment for the specific resources as specified in the program specific table. RVU entitlements are specific to the program and the type of resource and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program or resource. Refer to the program specific RVU table.

## Notes

- Some programs may require licenses for the resources available to **and** the resources being managed by the program. In that case, the following applies. In addition to the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.
- Some programs may be licensed on a managed basis **only**. In that case, the following applies. Instead of the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.

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## Terms and conditions

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

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

## 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

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

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



- L-CNMY-946HVA: Cúram Social Program Management Platform
- L-CNMY-947FH3: Cúram Social Program Management Platform for Universal Access Entry Edition
- L-CNMY-947FTY: Cúram Social Program Management Platform for Outcome Management Entry Edition
- L-CNMY-947H85: Cúram Provider Management
- L-CNMY-947L38: Cúram Social Enterprise Collaboration
- L-CNMY-948FCB: Cúram Business Intelligence and Analytics
- L-CNMY-94DG2D: Cúram Appeals
- L-CNMY-94DG96: Cúram Universal Access
- L-CNMY-94DGFV: Cúram Outcome Management
- L-CNMY-94DGRW: Cúram Universal Access Entry Edition
- L-CNMY-94DGXJ: Cúram Outcome Management Entry Edition
- L-CNMY-94DK2F: Cúram Life Event Management
- L-CNMY-94DKL2: Cúram Evidence Broker
- L-CNMY-94DKR8: Cúram Verification Engine
- L-CNMY-94DL97: Cúram Income Support
- L-CNMY-94DLEW: Cúram Income Support for Medical Assistance
- L-CNMY-94DLK2: Cúram Child Welfare
- L-CNMY-94EM77: Cúram Business Intelligence and Analytics Reports for Income Support
- L-CNMY-94FG5A: Cúram Business Intelligence and Analytics Reports for Child Welfare
- L-CNMY-94FGES: Cúram Outcome Management Structured Decision Making Add-on
- L-CNMY-94FGJ6: Cúram Child Welfare Structured Decision Making Add-on

### ***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

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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 version or release 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. 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 (modifications or fixes), 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.

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

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

Yes, and through the Passport Advantage website at

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### ***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.

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**System i Software Maintenance applies**

No

**Variable charges apply**

No

**Educational allowance available**

Not applicable.

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**Statement of good security practices**

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IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered destroyed or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

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**IBM Electronic Services**

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Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support all at no additional cost to you.

Now integrated into the base operating system of AIX 5.3, AIX 6.1, and AIX 7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM , which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type "smitty esa\_main", and select "Configure Electronic Service Agent ." In addition, ESA now includes a powerful Web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent , refer to

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The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

## Benefits

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**Increased uptime:** The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the "symptoms," diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM . The Electronic Service Agent tool securely transmits either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM . The customer's business applications or business data is never transmitted to IBM .

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