



# IBM Capacity Management Analytics V1.1 ensures cost effective optimal performance today, tomorrow, and beyond

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## At a glance

With IBM® Capacity Management Analytics V1.1, you have the tools you need to:

- Gain insights into how zEnterprise® is performing.
- Identify potential issues before they occur.
- Improve your response time in addressing those issues.
- Forecast and prepare for future demand more efficiently.

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: YE001).

## Overview

IBM Capacity Management Analytics V1.1 provides zEnterprise systems managers, system administrators, and data center executives, with access to all the information they require to optimize zEnterprise performance, availability, and scalability. With access to all the information necessary for the cost effective analysis of usage, service objectives, resource utilization, system tuning, accounting, cost recovery, and the measurement and management of available and planned capacity, zEnterprise management can quickly move from insight to action for improved service to the business.

IBM Capacity Management Analytics provides:

- **System management:** Sophisticated reporting capabilities to allow analysts, systems managers and executives to view, interact and personalize their reporting based on their unique requirements.
- **Problem identification and resolution:** A top down view of zEnterprise workloads with the ability to drill into further detail, perform adhoc analysis to get to the why, create system alerts, or monitor performance in near real time to predict potential issues before they impact the business.
- **Capacity forecasting:** Forecast your future requirements to ensure capacity is available when the business needs it.
- **Extensibility:** Use the underlying products to create additional reports and models tailored to your capacity management environment.

IBM Capacity Management Analytics V1.1 includes:

- IBM Cognos® Business Intelligence V10.2.1
- IBM SPSS® Modeler Professional V15.0
- IBM Capacity Management Analytics Solutions Kit V1.1

IBM Capacity Management Analytics Solution Kit provides everything you need to get started managing the capacity of the IBM System z® infrastructure including a set of predefined reports and an overview of the integration and optimization best practices required to get customers up and running quickly and efficiently.

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## Key prerequisites

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IBM Tivoli® Decision Support for z/OS® V1.8.1. For additional information, refer to the [Software requirements](#) section.

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## Planned availability date

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- September 6, 2013

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## Description

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IBM Capacity Management Analytics V1.1 is built upon IBM Cognos Business Intelligence, IBM SPSS Modeler, and IBM Capacity Management Analytics Solution Kit (with the prerequisite of IBM Tivoli Decision Support for z/OS ). IBM Capacity Management Analytics gives you the ability to manage the complete lifecycle of IBM zEnterprise .

- IBM Cognos Business Intelligence, which runs on zEnterprise , provides a complete range of analysis capabilities necessary to optimize the performance and return of investment of zEnterprise . With the industry-leading reporting, analysis, dashboards, collaboration, and mobile business intelligence on a single infrastructure, you can confidently manage the system activity while significantly improving your ability to identify potential issues and pinpoint their cause. Author, share, and analyze all the data from all the enterprise sources necessary for a complete view of the ever changing business conditions.
- IBM SPSS Modeler helps organizations use predictive analytics to forecast their future requirements and ensure the capacity required is available when the business needs it. Discover the hidden relationships in platform data - and predict the outcome of future events and interactions. SPSS Modeler's easy-to-use graphical interface puts the power of data mining in the hands of those responsible for managing the capacity of zEnterprise so they can discover new insight and increase productivity, allowing the organization to quickly realize a positive return on investment (ROI).
- Tight integration with IBM Tivoli Decision Support (which is a prerequisite) enables data collection and provides easy access to that data by Cognos Business Intelligence and SPSS Modeler for all analysis. It ensures that Information Technology (IT) can utilize the information necessary for use in performance reporting, service-level management, and usage accounting.

To help you get started in your pursuit of the efficient management of zEnterprise , included in IBM Capacity Management Analytics is a set of predefined reports so you can quickly and efficiently begin understanding exactly how zEnterprise is being used. The starter set of reports include:

- **CPU: MIPS used - IBM System z and LPAR level** - Shows CPU MIPS used at the System z and Central Electronic Complex (CEC) level. CPU MIPS used can be displayed for each processor type (central processor (CP), IBM System z Integrated Information Processor (zIIP), System z Application Assist Processor (zAAP), and Integrated Facility for Linux™ (IFL)) and is broken down to the logical partition (LPAR) level.

- **CPU: MIPS used - system level (captured versus uncaptured)** - Shows captured and uncaptured CPU MIPS used at the system level. The system's capture ratio is also displayed. A notable increase or decrease in a system's capture ratio may identify a system problem. It is recommended to closely monitor a system's capture ratio following CPU hardware changes and major operating system and software upgrades.
- **CPU: MIPS used - service class period level** - Shows MIPS used at the Workload Manager service class period level. The total CPU time used by all WLM service class periods on a system is known as captured CPU time.
- **CPU: MIPS used - IBM System z and LPAR Level with forecast** - Shows actual CPU MIPS used at the System z and CEC level **plus** forecasted CPU MIPS used. CPU MIPS used (actual and forecasted) can be displayed for each processor type (CP, zIIP, zAAP, and IFL). Forecasting CPU MIPS used is critical to the capacity planning process to ensure adequate CPU capacity will be available to support future growth.
- **CPU: Latent demand** - Shows latent demand (In and Ready count) and Capture Ratio for a system. When the In and Ready count exceeds the number of logical processors assigned to a system, this represents latent demand (work waiting to be dispatched on a CP and all CPs are busy). The report is based on In and Ready address spaces and not In and Ready work units ( z/OS V1.12, later).
- **Memory: Common service area (CSA), extended common service area (ECSA), system queue area (SQA), and extended system queue area (ESQA) utilization** - Shows the peak (maximum) utilization for the common CSA, ECSA, SQA, and ESQA virtual storage areas. System outages can occur when CSA or ECSA storage is exhausted so it is critical to monitor CSA, ECSA, SQA, and ESQA utilization.
- **WLM: Performance indexes** - Shows the distribution of WLM perform indexes across eight performance index ranges. It provides a quick visual of how often WLM goals are being met (performance index equal or less than 1) or missed (performance index greater than 1) and to what degree.
- **WLM: Delays by importance level** - Shows the percentage of time when delays (CPU, IO, and paging) are negatively impacting work. Delays at the service class period level are aggregated and displayed for each WLM importance level.
- **WLM: Delays by service class period** - Shows the percentage of time when delays (CPU, IO, and paging) are negatively impacting work. Delays are displayed at the service class period level.

IBM zEnterprise is the mission-critical application platform of choice for most organizations today because of its unparalleled qualities of service and performance. However, like most enterprise environments, if not managed effectively, then availability, scalability, or performance issues may arise. This can result in service level agreements not being met for core applications that you can directly affecting bottom line results. When business critical systems are not performing effectively, the result is degradation in both customer satisfaction and business efficiency.

### **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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### **Program number**

| Program name                      | Program number |
|-----------------------------------|----------------|
| IBM Capacity Management Analytics | 5725-M72       |

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## Education support

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IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers 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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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 US) 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**

For information on hardware requirements, refer to the [Software requirements](#) section.

#### **Software requirements**

IBM Capacity Management Analytics V1.1 includes:

- IBM Cognos Business Intelligence V10.2.1
- IBM SPSS Modeler Professional V15.0
- IBM Capacity Management Analytics Solutions Kit V1.1

System requirements for IBM Cognos Business Intelligence V10.2.1

#### **AIX®**

| operating system | Version    | Hardware         |
|------------------|------------|------------------|
| AIX              | 6.1 or 7.1 | IBM POWER System |
| Linux            |            |                  |

| Operating system                         | Edition  | Version  | Hardware      |
|--|----------|----------|---------------|
| Red Hat Enterprise Linux (RHEL)          | AS/ES    | 4        | POWER® System |
| Red Hat Enterprise Linux (RHEL)          | AS/ES    | 4        | IBM System z  |
| Red Hat Enterprise Linux (RHEL)          | AS/ES    | 4        | x86-64        |
| Red Hat Enterprise Linux (RHEL) Platform | Advanced | 5        | POWER System  |
| Red Hat Enterprise Linux (RHEL) Platform | Advanced | 5        | System z      |
| Red Hat Enterprise Linux (RHEL) Platform | Advanced | 5        | x86-64        |
| Red Hat Enterprise Linux (RHEL)          | WS       | 4        | x86-64        |
| Red Hat Enterprise Linux (RHEL) Platform |          | 6        | POWER System  |
| Red Hat Enterprise Linux (RHEL) Platform |          | 6        | System z      |
| Red Hat Enterprise Linux (RHEL) Platform |          | 6        | x86-64        |
| SUSE Linux Enterprise Server (SLES)      |          | 11       | POWER System  |
| SUSE Linux Enterprise Server (SLES)      |          | 10 or 11 | System z      |
| SUSE Linux Enterprise Server (SLES)      |          | 10 or 11 | x86-64        |

### Mobile operating system

| Operating system       | Version        |
|------------------------|----------------|
| Android                | 4.0, 4.1, 4.2  |
| BlackBerry Playbook OS | 1.0, 2.0       |
| BlackBerry             | 5.0, 6.0, 7.0  |
| iOS                    | 5, 5.1, 6, 6.1 |

### Solaris

| Operating system     | Edition      | Version | Hardware         |
|----------------------|--------------|---------|------------------|
| Microsoft Windows™ 7 | Enterprise   |         | x86-32<br>x86-64 |
| Windows 7            | Home Premium |         | x86-32<br>x86-64 |
| Windows 7            | Professional |         | x86-32<br>x86-64 |
| Windows 7            | Starter      |         | x86-32<br>x86-64 |

|                     |                       |                  |
|---------------------|-----------------------|------------------|
| Windows 7           | Ultimate              | x86-32<br>x86-64 |
| Windows 8           | Enterprise            | x86-32<br>x86-64 |
| Windows 8           | Professional          | x86-32<br>x86-64 |
| Windows 8           | Standard              | x86-32<br>x86-64 |
| Windows Server 2008 | Datacenter Edition    | x86-32<br>x86-64 |
| Windows Server 2008 | Datacenter Edition R2 | x86-64           |
| Windows Server 2008 | Enterprise Edition    | x86-32<br>x86-64 |
| Windows Server 2008 | Enterprise Edition R2 | x86-64           |
| Windows Server 2008 | Standard Edition      | x86-32<br>x86-64 |
| Windows Server 2008 | Standard Edition R2   | x86-64           |
| Windows Server 2008 | Web Edition           | x86-32<br>x86-64 |
| Windows Server 2008 | Web Edition R2        | x86-64           |
| Windows Server 2012 | Datacenter Edition    | x86-64           |
| Windows Server 2012 | Essential Edition     | x86-64           |
| Windows Server 2012 | Standard Edition      | x86-64           |
| Windows Vista       | Business              | x86-32<br>x86-64 |
| Windows Vista       | Enterprise            | x86-32<br>x86-64 |
| Windows Vista       | Ultimate              | x86-32<br>x86-64 |
| Windows XP          | Professional          | x86-32           |

#### System requirements for IBM SPSS Modeler Professional V15.0

#### **AIX**

| Operating system                |                   | Version  | Hardware     |
|---------------------------------|-------------------|----------|--------------|
| AIX                             |                   | 6.1, 7.1 | POWER System |
| Linux                           |                   |          |              |
| Operating system                | Edition           | Version  | Hardware     |
| Red Hat Enterprise Linux (RHEL) | Advanced Platform | 5        | System z     |
| Red Hat Enterprise Linux (RHEL) | Advanced Platform | 5        | x86-32       |
| Red Hat Enterprise Linux (RHEL) | Advanced Platform | 5        | x86-64       |
| Red Hat Enterprise Linux (RHEL) | Server            | 5        | System z     |
| Red Hat Enterprise              | Server            | 5        | x86-32       |

## Linux (RHEL)

|                                     |        |        |          |
|-------------------------------------|--------|--------|----------|
| Red Hat Enterprise Linux (RHEL)     | Server | 5      | x86-64   |
| Red Hat Enterprise Linux (RHEL)     |        | 6      | System z |
| Red Hat Enterprise Linux (RHEL)     |        | 6      | x86-64   |
| SUSE Linux Enterprise Server (SLES) |        | 10, 11 | System z |
| SUSE Linux Enterprise Server (SLES) |        | 10, 11 | x86-64   |

## Solaris

| Operating system | Version | Hardware |
|------------------|---------|----------|
| Solaris          | 10      | SPARC    |

## Windows

| Operating system    | Edition            | Version | Hardware         |
|---------------------|--------------------|---------|------------------|
| Windows 7           | Enterprise         |         | x86-32<br>x86-64 |
| Windows 7           | Professional       |         | x86-32<br>x86-64 |
| Windows 8           | Enterprise         |         | x86-32<br>x86-64 |
| Windows 8           | Professional       |         | x86-32<br>x86-64 |
| Windows 8           | Standard           |         | x86-32<br>x86-64 |
| Windows Server 2003 | Enterprise Edition | R2      | x86-32           |
| Windows Server 2003 | Enterprise Edition | R2      | x86-64           |
| Windows Server 2003 | Standard Edition   | R2      | x86-32           |
| Windows Server 2003 | Standard Edition   | R2      | x86-64           |
| Windows Server 2008 | Enterprise Edition |         | x86-32<br>x86-64 |
| Windows Server 2008 | Enterprise Edition | R2      | x86-64           |
| Windows Server 2008 | Standard Edition   |         | x86-32<br>x86-64 |
| Windows Server 2008 | Standard Edition   | R2      | x86-64           |
| Windows Vista       | Business           |         | x86-32<br>x86-64 |
| Windows Vista       | Enterprise         |         | x86-32<br>x86-64 |
| Windows Vista       | Professional       |         | x86-32           |

## System requirements for IBM Capacity Management Analytics Solution Kit

The solution kit installs on the Windows platforms. For details about Windows platforms, refer to the Windows platforms supported by IBM Cognos Business Intelligence V10.2.1.

The solution kit files can be copied to any platform that is supported by Cognos Business Intelligence V10.2.1 and SPSS Modeler Professional V15.0 (both client and server).

For the latest information, refer to

<http://www.ibm.com/support/docview.wss?uid=swg27039057>

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**

The IBM Capacity Management Analytics V1.1 package contains the following media:

- DVDs
  - IBM Capacity Management Analytics License V1.1.0 Multilingual
  - IBM Capacity Management Analytics Quick Start Guide V1.1.0 English
  - IBM Capacity Management Analytics Solution Kit V1.1.0 Microsoft™ Windows English
  - IBM SPSS Modeler Client 15.0 Microsoft Windows Multilingual
  - IBM SPSS Data Access Pack V6.1 SP3 Multiplatform English
  - IBM SPSS Concurrent Licensing Tools V9.5 Multiplatform Multilingual
  - IBM SPSS Modeler Server V15.0 Multiplatform Multilingual
  - IBM SPSS Modeler V15.0 Collaboration and Deployment Services Adapter 4.2 Multiplatform Multilingual DVD1
  - IBM SPSS Modeler V15.0 Collaboration and Deployment Services Adapter 4.2 Multiplatform Multilingual DVD2
  - IBM SPSS Modeler V15.0 Collaboration and Deployment Services Adapter 5 Multiplatform Multilingual DVD1
  - IBM SPSS Modeler V15.0 Collaboration and Deployment Services Adapter 5 Multiplatform Multilingual DVD2
  - IBM SPSS Data Collection Survey Reporter Developer Kit V6.0.1 Microsoft Windows Multilingual
  - IBM Cognos Business Intelligence Server V10.2.1 32-bit Microsoft Windows Multilingual
  - IBM Cognos Business Intelligence Server V10.2.1 64-bit Microsoft Windows Multilingual
  - IBM Cognos Business Intelligence Server V10.2.1 AIX Multilingual
  - IBM Cognos Business Intelligence Server V10.2.1 HP-UX Itanium™ Multilingual
  - IBM Cognos Business Intelligence Server V10.2.1 Linux on System p® Multilingual
  - IBM Cognos Business Intelligence Server V10.2.1 Linux on System z Multilingual
  - IBM Cognos Business Intelligence Server V10.2.1 Linux x86-64 Multilingual
  - IBM Cognos Business Intelligence Server V10.2.1 Oracle Solaris Multilingual
  - IBM Cognos Insight Standard Edition V10.2.0.1 Update Microsoft Windows Multilingual



- IBM Cognos Connection Installer for Cognos Insight V10.2.0.1 Update Multiplatform Multilingual
- IBM Cognos Software Development Kit V10.2.1 Multiplatform English
- IBM Cognos Supplementary Languages Documentation V10.2.1 Multiplatform Multilingual
- IBM Cognos for Microsoft Office V10.1.1 for Business Intelligence V10.2.1 Microsoft Windows Multilingual
- IBM Cognos Framework Manager V10.2.1 Microsoft Windows Multilingual
- IBM Cognos Business Intelligence Samples V10.2.1 Multiplatform Multilingual
- IBM Cognos Mobile V10.2.1 Multiplatform Multilingual
- IBM Cognos Lifecycle Manager V10.2.1 Microsoft Windows English
- IBM Cognos Dynamic Query Analyzer V10.2.1 Multiplatform Multilingual
- IBM Cognos Cube Designer V10.2.1 Microsoft Windows Multilingual
- IBM Cognos TM1® Package Connector for Business Intelligence V10.2.1 Microsoft Windows Multilingual
- IBM Cognos TM1 Package Connector for Business Intelligence V10.2.1 AIX Multilingual
- IBM Cognos TM1 Package Connector for Business Intelligence V10.2.1 Linux on System z Multilingual
- IBM Cognos TM1 Package Connector for Business Intelligence V10.2.1 Linux x86-64 Multilingual
- IBM Cognos TM1 Package Connector for Business Intelligence V10.2.1 Oracle Solaris Multilingual
- IBM DB2® 10.1 - Limited Use for Linux on 32-bit AMD and Intel™ systems (x86)
- IBM DB2 10.1 - Limited Use for Linux on AMD64 and Intel EM64T
- IBM DB2 10.1 - Limited Use for Linux on POWER ( System i® and System p ) systems
- IBM DB2 10.1 - Limited Use for Linux on System z
- IBM DB2 10.1 - Limited Use for 64-bit AIX
- IBM DB2 10.1 - Limited Use for HP-UX on HP Integrity Itanium-based systems
- IBM DB2 10.1 - Limited Use for Solaris on UltraSPARC systems
- IBM DB2 10.1 - Limited Use for Solaris on x64 systems
- IBM DB2 10.1 - Limited Use for Windows on 32-bit AMD and Intel systems (x86)
- IBM DB2 10.1 - Limited Use for Windows on AMD64 and Intel EM64T systems (x64)
- IBM WebSphere® Application Server V8.5 Multiplatform Multilingual
- IBM WebSphere Application Server V8.5 Supplements Multiplatform Multilingual
- IBM Installation Manager V1.5.2 for Multiplatform (required install WebSphere Application Server V8.5) Multilingual
- IBM Installation Manager V1.5.2 for IBM i (required install WebSphere Application Server V8.5)
- IBM WebSphere Adapters V7.5.0.1 (for WebSphere Application Server V8.5) Mozilla Firefox V3.5.13
- Mozilla Firefox V3.5.13
- IBM WebSphere SDK Java™ Technology Edition V7.0 (for WebSphere Application Server V8.5)
- IBM WebSphere Application Server Web V2.0 and Mobile Toolkit V1.1.0.2 (for WebSphere Application Server V8.5)
- IBM Tivoli Directory Integrator Identity Edition V7.1.1 Multiplatform
- CDs
  - IBM SPSS Data Access Pack for Salesforce.com V6.0 Microsoft Windows English
  - IBM SPSS Modeler Server Scoring Adapter V15.0 Multiplatform Multilingual

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.

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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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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: Cognos

| Program name                           | PID number |
|--|------------|
| IBM Capacity Management Analytics v1.1 | 5725-M72   |

Product category: Business Analytics

| Product description               | Product ID |
|-----------------------------------|------------|
| IBM Capacity Management Analytics | 5725-M72   |

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## Passport Advantage

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### IBM Capacity Management Analytics

| Part description  | Part number |
|---|-------------|
| IBM Capacity Management Analytics<br>PVU License + SW S&S 12 Mo | D11AYLL     |
| IBM Capacity Management Analytics<br>PVU Annual SW S&S Renewal  | E0IB9LL     |
| IBM Capacity Management Analytics<br>PVU SW S&S Reinstate 12 Mo | D11AZLL     |

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

| Entitled maintenance offerings description                               | Part number |
|--|-------------|
| IBM Capacity Management Analytics 1.1.0 Linux on System Z Eng Media Pack | B507VEN     |

### Charge metric

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| Program name                      | PID number | Charge unit description  |
|-----------------------------------|------------|--------------------------|
| IBM Capacity Management Analytics | 5725-M72   | Per Processor Value Unit |

### Processor Value Unit (PVU)

PVU is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the PVU table by processor value, brand, type, and model number at the website below) and the number of processors made available to the program. IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip. A dual-core processor chip, for example, has two processor cores. The PVU table can be found at

[http://www.ibm.com/software/lotus/passportadvantage/pvu\\_licensing\\_for\\_customers.html](http://www.ibm.com/software/lotus/passportadvantage/pvu_licensing_for_customers.html)

Licensee can deploy the program using either full capacity licensing or virtualization capacity (sub-capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (refer to the web page below). If using Full Capacity licensing, Licensee must obtain PVU entitlements sufficient to cover all activated processor cores\* in the physical hardware environment made available to or managed by the Program, except for those servers from which the Program has been permanently removed. If using Virtualization Capacity licensing, Licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the Program, as defined according to the Virtualization Capacity License Counting Rules at

[http://www.ibm.com/software/lotus/passportadvantage/Counting\\_Software\\_licenses\\_using\\_specific\\_virtualization\\_technologies.html](http://www.ibm.com/software/lotus/passportadvantage/Counting_Software_licenses_using_specific_virtualization_technologies.html)

\* An activated processor core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

#### Notes :

- Some programs may require licenses for the program **and** what is being managed. In that case, the following applies. In addition to the entitlements required for the program directly, licensee must obtain PVU entitlements for this program sufficient to cover the processor cores 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 program directly, licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- A few programs on an exception basis may be licensed on a referenced basis. In that case, the following applies. Rather than obtaining entitlements for the activated processor cores available to the program, licensee must obtain PVU entitlements for this program sufficient to cover the environment made available to the referenced program as if the program itself were executing everywhere the referenced program was executing, independent of the basis on which the referenced program is licensed.

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## Terms and conditions

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### **License Information form number**

| Program name                           | LI form number |
|--|----------------|
| IBM Capacity Management Analytics v1.1 | L-LCOE-98ZS7Q  |

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>

### **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 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.

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Passport Advantage

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Not applicable.

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