IIUG Asked, IBM Answered

This document presents a compilation of questions frequently asked by IIUG members, including IBM's corresponding answers.

Please note that IIUG does not implicitly or explicitly endorse IBM's responses. In fact, we urge you to send us your comments to ibmfaq@iiug.org. These will be compiled and passed on to IBM.

It is our intent to revise this FAQ on a regular basis to incrementally improve it and make it more useful.

The IIUG Board of Directors
5 September 2003

IIUG's Frequently Asked Questions
08/29/03

1. **IIUG Asked: Where can I learn how IBM is handling Informix and U2 products from a sales, marketing and engineering perspective? Is there an executive summary statement that I can present to my management?**

2. **IIUG Asked: Why aren't Informix and U2 being marketed aggressively to new customers? Why aren't these product families being advertised?**

3. **IIUG Asked: What is the Gold Bundle and where can I find more information about it?**

4. **IIUG Asked: What is Passport Advantage? How do IBM's business partners work with Passport Advantage? Where do I learn about Passport Advantage from an IBM business partner perspective?**

5. **IIUG Asked: Where can I find the pricing of Informix products, including support? Is there CPU-based and user-based product pricing? Who decides which I can use? What is the difference? Is IBM's pricing for Informix products competitive?**

6. **IIUG Asked: How can I justify the upgrade costs for IDS 7.x to IDS 9.x when 9.x's improvements don't seem functionally relevant to me?**

7. **IIUG Asked: What are my options going forward if I use 4GL?**

8. **IIUG Asked: What other IBM products work with my Informix databases and what do they do (i.e.; WebSphere, Tivoli, Lotus, Rational)? What is the future plan for expanded Informix database support by IBM Software Group products?**

9. **IIUG Asked: What are the current technical support program options? Are Assurance and OpenLine still offered? Have they gone up in price significantly?**

10. **IIUG Asked: What are the Informix technical support telephone numbers around the world? Also what are the telephone numbers and e-mail addresses for IBM Informix sales around the world?**

11. **IIUG Asked: Where do I find a list of Informix and U2 product releases for the last two years and planned for the next three years?**

12. **IIUG Asked: Why are so many products in the Informix product portfolio flagged for "End of Service" at http://www.ibm.com/services/sl/swm? What will replace them? Will I still be able to purchase technical support for them after the end-of-service date?**

13. **IIUG Asked: When will IBM's Ed Card program be fully inclusive of Informix products?**

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IIUG's Frequently Asked Questions Answered by IBM
08/29/03

1. **IIUG Asked: Where can I learn how IBM is handling Informix and U2 products from a sales, marketing and engineering perspective? Is there an executive summary statement that I can present to my management?**

   IBM Answered: The IBM Informix product family web site has been created to provide the most current sales, marketing and technical information. Please visit these websites for up-to-date information on the IBM Informix and IBM U2 product family: http://www.ibm.com/informix/ and http://www.ibm.com/software/data/u2.

   Another resource is the IBM Informix® Developer Zone -- a centralized community and complete resource for various topics about IBM Informix platforms for e-business, including: current product information, technical support - including help for installing and using Informix® and other data products, tips - such as how to connect to existing databases. Also available is a library of Informix TechNotes. Idea's for articles, tutorials, or tips to share with the rest of the Informix development community are always welcomed. To submit an article for publication on the Informix® Developer Zone, go to http://www.ibm.com/software/data/developer/informix/ and click on the link "Got an idea for an article?"

   The full version or the executive summary Informix Portfolio white paper highlighting the Informix and U2 product line and strategy is available from the IBM Informix product family home page. Select "Informix Product Line and Strategy Update" in the Highlights menu on the right side of the screen and then "Informix Portfolio white paper (full version 4)" or "Informix Portfolio white paper (executive summary)". You will be asked to complete a brief registration screen before viewing the white paper. Included in the white paper is a letter from Janet Perna, General Manager, IBM DB2 Information Management Software, to Informix customers and business partners confirming IBM's continued commitment to them and the product line in which they built their business.

   Another good way to keep current with IBM's plans for Informix and U2, and to meet the people who work on these product families for IBM, is to attend an IBM sponsored event related to the product family. For example, in 2002 and 2003 IBM has sponsored the Informix InfoBahn road show in cities around the world designed to update customers and business partners on the DB2 information management software brand plans for Informix and U2.

   October 27-31, IBM will be hosting the Data Management Technical Conference which will be packed with 4.5 days of sessions, all designed to keep Informix customers and business partners informed on the IBM DB2 software product family, which include IBM Informix and IBM U2 product families. Frequently check the product family pages previously noted for updated product information and under the "Events" pages on these and upcoming events and more. Join us in Las Vegas, Nevada and benefit from all that will be available at the IBM Data Management Technical Conference, including Free Informix Tutorials offered Sunday, October 26th! Go to http://www.ibm.com/services/learning/conf/us/dm/ to register.

2. **IIUG Asked: Why aren't Informix and U2 being marketed aggressively to new customers? Why aren't these product families being advertised?**

IBM Answered:

Marketing Products
IBM Informix and IBM U2 products are part of the overall IBM DB2 information management software product portfolio. Informix and U2 products are being actively marketed directly to customers in a number of marketing campaigns worldwide that are directed to a variety of audiences (CxO, Sr. IT Managers, Developers). Informix and U2 products are being showcased at a number of industry events worldwide and at the Informix InfoBahns.

As mentioned previously, the IBM Informix InfoBahns are a series of road shows giving customers and business partners an opportunity to meet senior IBM executives, and to get informed on the Informix product roadmap, future releases, and how Informix fits into the IBM Software strategy for on demand businesses. Details about the InfoBahns may be obtained from the IBM Informix product family web site at http://www.ibm.com/informix/infobahn.

Advertising
IBM Informix and IBM U2 product families are incorporated into the IBM software advertising strategy and play a key role in enabling on demand businesses. The advertising campaign message architecture is directed to specific audiences with a solutions message --- IBM Informix and IBM U2 product families are part of the DB2 information management software product portfolio and IBM software group cross-brand solutions; there will be no product specific advertisements. The DB2 information management software message communicates to the reader that our solutions will help them to become an on demand business by ensuring that all of their information is integrated, comprehensive, uniform, analyzable and accessible at all times across all platforms.

3. **IIUG Asked: What is the Gold Bundle and where can I find more information about it?**

   IBM Answered: The Gold Program offerings are intended for Informix customers who want the flexibility to install or maintain either Informix or DB2 products in whatever combination is required to meet their business needs over time. Gold Bundles allows the customer to purchase licenses to cover the entire business need, even if the exact mix of Informix and IBM database licenses is either not known at this time or will change over time.

   The Gold Program offerings provide the flexibility to transition to a different database IF and WHEN required to meet business needs. There is no additional charge to transition from one database to another and IBM does not need to be notified. The only incremental charges over and above the initial license purchase are the standard annual maintenance renewal charges and any optional media or documentation that are needed.

   For more information, including a Q&A document, go to the IBM Informix product family page at http://www.ibm.com/informix select "How to buy" from the left Navigation bar, and then the link in the center page, "Flexible purchasing programs for Informix customers".

4. **IIUG Asked: What is Passport Advantage? How do IBM's business partners work with Passport Advantage? Where do I learn about Passport Advantage from an IBM business partner perspective?**

IBM Answered: Passport Advantage is the software licensing and software maintenance acquisition program for all IBM open platform software brands, including Tivoli, Lotus, WebSphere, and DB2. A high priority for IBM has been to ensure that IBM Informix customers and business partners have the ability to leverage the same programs and receive the same benefits as other IBM customers and business partners.

You can learn more about the Passport Advantage program by participating in the Online Tutorial or by viewing the Program Information section at http://www.ibm.com/software/passportadvantage. Business Partner may obtain more information by selecting the reseller link listed on the right side of the screen under "Passport Advantage Web sites".

5. **IIUG Asked: Where can I find the pricing of Informix products, including support? Is there CPU-based and user-based product pricing? Who decides which I can use? What is the difference? Is IBM's pricing for Informix products competitive?**

    IBM Answered: Published IBM list prices may be obtained from the IBM Passport Advantage web site at http://www.ibm.com/software/passportadvantage. Passport Advantage and Passport Advantage Express are simple, comprehensive IBM programs that cover software license acquisition and maintenance options under a single, common set of agreements, processes and tools. Twelve full months of Software Maintenance is included with every license of IBM distributed software (including DB2 - which includes the Informix product family - as well as the WebSphere, Lotus, and Tivoli brands) acquired through Passport Advantage and Passport Advantage Express. It entitles customers the right to upgrade to new releases of commercially available products and the right to access technical support for your designated IT staff. After the initial 12 months of maintenance, customers may wish to renew for another 12 months of coverage.

    Passport Advantage is focused on larger enterprises, while IBM's new offering, Passport Advantage Express, is a transaction-based program designed to meet the needs of medium-sized businesses. This site serves customers and business partners. First time visitors to this site will be required to register by creating a *userid* and password.

    The price file in Passport Advantage would mention in the description if the product were CPU based or user based. With IBM there is no restriction on which metric (CPU- or user-based) one could use. It is up to the customer or business partner to purchase what suites their business needs.

    The difference between CPU- and user-based is that User Based could be either Concurrent User or Concurrent Session or Named User while Processor pricing is Unlimited users.

    As for IBM's pricing for the IBM Informix product -- Yes, IBM feels that the overall value of what our customers and business partners get from the Informix product line is commensurate with the price. Customers and business partners can leverage further discounts by taking advantage of the IBM Passport Advantage program.

    Another option for business partners is the IBM OEM Software Agreement. For further information on this agreement, go to PartnerWorld for Software at http://www.ibm.com/partnerworld/software. On the left Navigation bar, click on "Software membership", then "Initiatives for additional benefits", and then the link "IBM OEM Software Agreement - Entry OEM - Is it for you?"

There is also a great link on the left Navigation Bar off of the Informix product family page http://www.ibm.com/informix called "How to buy". This can link you to an IBM Business Partner, under "Find an IBM Business Partner", who can provide pricing. If you'd like to speak to an IBM Informix sales contact in a specific geography, send an email to ibmifmx@us.ibm.com.

6. **IIUG Asked: How can I justify the upgrade costs for IDS 7.x to IDS 9.x when 9.x's improvements don't seem functionally relevant to me?**

   IBM Answered: In March of 2003, the latest release of IDS, Version 9.40, successfully passed rigorous customer testing by an equal number of IDS 7 and IDS 9 users. IBM Informix® Dynamic Server 9.4 (IDS) continues a long-standing tradition within IBM and Informix of delivering a first-in-class database engine. It combines the robustness, high performance, availability and scalability needed by today's global e-businesses. In internal benchmark testing, IDS 9.4 has been 8 to 15 percent faster than our fastest previous release. With version 9.4, IBM IDS dramatically alters the database landscape with significantly larger storage and process capabilities than are available in virtually any other product. IDS 9.4 continues to reduce the complexity, time, DBA skills and costs associated with database management by eliminating, simplifying and automating many tasks traditionally associated with maintaining an enterprise-class database. We have also added support for the latest hardware, operating systems and software standards. Customers who have moved to IDS 9.4 have found that the performance benefits and decreased administration costs have in face made the upgrade profitable for them.

   Please note IBM is not forcing any upgrades to IDS 9.4. We are happy to sell IDS 7.3 until April 2005 when the product will be discontinued from marketing and to provide support customers on IDS 7.3 for another full year until April 2006.

   The "IDS 9.4 white paper" contains complete information about 9.4, including functional improvements over all previous versions of IBM Informix Dynamic Server. The white paper may be downloaded from the IBM Informix web site at http://www.ibm.com/informix. Under Products, select "Informix Dynamic Server (IDS)" then "IDS 9.4 white paper".

7. **IIUG Asked: What are my options going forward if I use 4GL?**

   IBM Answered: The IBM Informix website includes information on the latest IBM Informix 4GL, V7.32 release at http://www.ibm.com/informix/tools/4gl. IBM is committed to continually upgrading its 4GL technology, providing ongoing value to its loyal 4GL customers and business partners.

   4GL - WebSphere Studio - Enterprise Generation Language (EGL) Integration
   The 4GL language is being modernized and 4GL constructs will be incorporated into EGL to provide sophisticated Internet-based Rapid Application Development (IRAD) capabilities for IBM Databases. EGL is a fourth-generation language and customers can leverage their existing Informix 4GL language skills with the power of industry-leading WebSphere Studio Integrated Development Environment (IDE) to develop data-driven web applications. By virtue of integration with WebSphere technologies, customers will be able to deploy and maintain their character-based as well as web-based 4GL-EGL applications with both Informix and DB2 databases.

   Four J's - Genero

IBM intends to stay current with the latest releases of Four J's Business Development Suite (BDS) products, by Four J's Development Tools Ltd., and is expecting a newer release of the Four J's product -Genero- to be available in Q4 2003. Four J's Genero is a revolutionary, object-based Unified Development Environment for the rapid development of client, database, and server-independent applications destined for high-performance data-driven environments.

8. **IIUG Asked: What other IBM products work with my Informix databases and what do they do (i.e.; WebSphere, Tivoli, Lotus, Rational)? What is the future plan for expanded Informix database support by IBM Software Group products?**

    IBM Answered: Informix products are incorporated into the IBM software strategy and play a key role in enabling on demand businesses. Much has been done to certify different releases of IDS (V7.3 and various versions of 9) with the IBM WebSphere and Tivoli products. Informix products are compatible with IBM software across the 5 brands; watch for specific product announcements with additional function soon. A document to further explain how other IBM software products work with IBM Informix products is will be forthcoming. The following table shows the certification of various IDS and WebSphere products.

IBM Informix Product	WebSphere Product	Certified	Date Available
IDS 7.3/ 9.21/ 9.4	WebSphere Application Server v4.05	Y	2002
IDS 7.3/ 9.3/ 9.4	WebSphere Application Server v5.0	Y	Q2 2003
IDS 7.3/ 9.3/ 9.4	WebSphere Application Server v5.0x	Y	Q2 2003
IDS 9.3	WebSphere Portal Enable 4.2.1	Y	Q2 2003
IDS 9.3	WebSphere Portal Extended 4.2.1	Y	Q2 2003
IDS 9.3/ 9.4	WebSphere Portal Express for Multiplatforms V5.x	N	Late Q3 2003
IDS 7.3/ 9.21	WebSphere MQ Series 5.2	Y	2002
IDS 7.3/ 9.2/ 9.3/ 9.4	WebSphere Studio v5, Site Developer	Y	Q1 2003
IDS 7.3/ 9.2/ 9.3/ 9.4	WebSphere Studio v5, Application Developer	Y	Q1 2003
IDS 7.3/ 9.2/ 9.3/ 9.4	WebSphere Studio v5, Application Developer Integration Edition	Y	Q1 2003
IDS 7.3/ 9.2/ 9.3/ 9.4	WebSphere Studio v5, Enterprise Developer	Y	Q1 2003

Some additional information:

IBM Informix Redbook
IBM published the FIRST IBM Informix Redbook, "Using Informix Dynamic Server With WebSphere", demonstrating continued commitment and support of Informix technology. And, there more are on the way! Now Informix customers and business partners have a new source of help and information to make their implementation processes go faster and smoother.

In its first full month of availability, more than 1000 copies of the Redbook were downloaded - making it one of the "TOP 5" Redbooks downloaded for the month!

This particular Redbook provides information that will enable the implementation of a robust application development and deployment environment. That environment would consist of the WebSphere family of products and IBM Informix Dynamic Server. The book documents the installation, configuration, use, and management of an Informix Dynamic Server and WebSphere environment to help guide you through your implementation.

There are brief overviews of Informix Dynamic Server, WebSphere Application Server, and WebSphere Studio Application Developer, for a better understanding of the products. You are then guided through the integration of the products, enabling you to begin receiving the benefits of a powerful application development environment as quickly as possible. Get first-hand experience using the products together. The Redbook walks step-by-step through the product implementation process, and then steps through the development of sample applications, using WebSphere Studio, to demonstrate WebSphere and IDS working together. The sample implementation process is based using Windows/2000 and Linux operating systems. This Redbook, available at http://publib-b.boulder.ibm.com/Redbooks.nsf/RedbookAbstracts/sg246948.html?Open.

IIUG/IBM Web Cast
The International Informix User Group (IIUG) and IBM hosted a web cast titled "IIUG/IBM Webcast: IDS/WebSphere Integration & I-4GL and WebSphere Studio/EGL Roadmap Interlock" on Friday, 27 June 2003. Pre-registration and attendance were at record levels, demonstrating significant interest in WebSphere software and how it integrates with IDS, and how it is expected to accommodate 4GL. A synopsis of the event was kindly written by IIUG co-founder and Informix-4GL expert Walt Hultgren. To replay this event, visit http://www.placewareforum.com/eseminars/page.cfm?p=archive&catID=9&subcatID =16086 or by go to http://www.placewareforum.com/eseminars, click "IBM Data Management Events" on the left Navigation Bar, and then click "Archived Web Events".

Information regarding all IBM software brands (DB2, Tivoli, WebSphere, Lotus, and Rational) may be obtained from http://www.ibm.com/software.

9. **IIUG Asked: What are the current technical support program options? Are Assurance and OpenLine still offered? Have they gone up in price significantly?**

IBM Answered: As the Informix products are an important part of the IBM DB2 information management software portfolio, adding IBM Informix products into Passport Advantage was the first step in the process of enabling Informix users to leverage the same sales and support channels as other IBM software products. 12 months of Passport Advantage Software Maintenance is included with the initial purchase of any Passport Advantage software license. Therefore, Passport Advantage Software Maintenance is the comprehensive cross-platform product update and technical support program for Passport Advantage products.

Software Maintenance is defined in Passport Advantage as "product upgrades and technical support." Software Maintenance includes complete upgrade and cross-platform migration coverage for all commercially available IBM software products sold through Passport Advantage, including WebSphere, DB2 (which includes the Informix product family), Lotus and Tivoli. With Software Maintenance, your designated users have cross-platform access to the latest eligible versions and

releases of software made available during the coverage period, as well as access to Web and voice technical support for products with current coverage.

Software Maintenance is similar to Informix OpenLine support, with the added advantage of being able to contact your local IBM technical support office 24 x 7 for Severity 1 problems. Unlike the Informix 24x7 offering that was an add-on to OpenLine, this 24x7 coverage is included in all Passport Advantage Software Maintenance agreements. Only the Software Maintenance portion of your Passport Advantage contract requires renewal at each anniversary; licenses remain "valid" under the terms of the license agreement.

You will find Passport Advantage Software Maintenance very similar to Informix Assurance and Informix OpenLine. In addition, Software Maintenance offers a number of new advantages for IBM Informix customers. Software Maintenance:

- Provides comprehensive and flexible, cross-platform upgrade and migration coverage

- Simplifies and improves software asset management

- Simplifies acquisition and renewal of cross-platform customer support through common anniversary dates

- Streamlines budgeting for software upgrade and migration costs

- Provides immediate support coverage on newly acquired products during installation phase and for life cycle of product

- Provides 24x7 access to support resources for down system emergencies

- Increases self-help resources via the Web

Informix premium support offerings such as Premier Services will continue to be available as supplementary programs to Passport Advantage Software Maintenance. Enterprise Support has rolled into Premier Services. Mission Critical Support and Remote Services are not available in all regions (currently available only in EMEA).

Under Passport Advantage, you will find it easier to do business with IBM, not only because you will enjoy global pricing advantages for all of your qualifying IBM software purchases, but also because you can synchronize your Software Maintenance renewals on a common anniversary date, under common terms and conditions.

You'll be happy to know that your technical support needs continued to be managed by the same experienced support staff you have come to know from Informix.

10. **IIUG Asked: What are the Informix technical support telephone numbers around the world? Also what are the telephone numbers and e-mail addresses for IBM Informix sales around the world?**

IBM Answered: Refer to the IBM Software Support site for the Informix product family at http://www.ibm.com/informix/support/ for a full listing of Informix Customer Technical Support sites worldwide, including hours of operation and holiday schedules. The TechInfo Center was a valuable resource for many. This support page will link to a "Where is it now?" page that will assist in locating resources that have moved along with new features and tools.

There is also the IBM Software Support guide. It provides guidelines and reference materials that customers may need when they require IBM service and support, including Informix. The guide provides world wide and specific country information, including contact information. The IBM Software Support guide may be accessed on the web at: http://techsupport.services.ibm.com/guides/handbook.html

Other options for software support are IBM Informix Business Partners. Locate an IBM Business Partner by visiting the IBM Informix web site at http://www.ibm.com/informix/. Select "How to Buy" from the menu on the left side of the screen. This site includes a link to a directory of IBM Business Partners, including IBM Informix Business Partners and information about how to locate those that suit the needs of your business.

The fastest way to locate IBM Informix sales' contacts around the world is to send an email to ibmifmx@us.ibm.com.

11. **IIUG Asked: Where do I find a list of Informix and U2 product releases for the last two years and planned for the next three years?**

    IBM Answered: All current Informix products, including those released in the past two years are listed on the Product Life Cycle web page at http://www.ibm.com/software/data/informix/support/plc/

    The IBM Informix and U2 product family web sites product family web site has been created to provide the most current sales, marketing and technical information. Please visit http://www.ibm.com/informix/ or http://www.ibm.com/software/data/u2.

    The Informix Portfolio white paper contains product roadmaps and plans for Informix and U2 products at least two years in the future and can be located off the Informix product family page at http://www.ibm.com/informix. To obtain either the executive summary or full version of the Informix Portfolio white paper, including U2 products, select "Informix Product Line and Strategy Update" in the Highlights menu on the right side of the screen and then "Informix Portfolio white paper (full version 4)" or "Informix Portfolio white paper (executive summary)". You will be asked to complete a brief registration screen before viewing the white paper.

    Another valuable resource is a web recording presented by Don Top, IBM VP, Informix Customer Advocacy Executive (formerly, VP, Informix Product Development) titled, "Informix @ IBM - Product & Strategy Update Q2 – 2003." Along with the white paper, it is located on the IBM Informix product family web site and may be accessed by selecting "Events" from the left Navigation Bar: http://www.ibm.com/informix/events. IBM has extended the date of this particular recording past June 30, 2003. Look for an updated recording coming soon!

12. **IIUG Asked: Why are so many products in the Informix product portfolio flagged for "End of Service" at http://www.ibm.com/services/sl/swm? What will replace them? Will I still be able to purchase technical support for them after the end-of-service date?**

    IBM Answered: IBM continues to upgrade and enhance Informix products with newer versions in order to provide customers and business partners products that meet today's technology demands. (See the "Informix Portfolio Summary" linked off of http://www.ibm.com/informix/). IBM software group policy is to support for products for 3 years from the GA (Generally Available) date. End of marketing and end of service dates for your specific products can be found at

http://www.ibm.com/informix/support/plc/. These dates are established with extended advance notice to allow customers and business partners to upgrade to newer versions. This is part of a planned product life cycle for each release of the product. As an example, IDS 9.3 has a posted End of Service (EOS) date as IDS 9.4 is readily available for customers and business partners to upgrade to in order to take advantage of the great enhancements and features in the new release. Another example is DB2 v8.1 -- this product has an EOS date of March 31, 2005 because of plans for the next release. This EOS process is not new to the Informix product line.

While business partners *may* continue to offer support on end of service products, that does not imply that the business partner has support for the end of service product from IBM. Requests for support for end of service product are considered on a case-by-case basis. Such requests can be made via the Product Sales, Maintenance Sales, or to Customer Support.

13. **IIUG Asked: When will IBM's Ed Card program be fully inclusive of Informix products?**

IBM Answered: Currently, a variety of IBM courses including Informix, RedHat Linux, CICS, RS6000, Data Management Tools, and Content Manager are not part of IBM Education Card program. Since the integration of Informix, the focus has been on creating quality education offered through flexible delivery methods. Ongoing enhancements to the curriculum, web sites and discount offerings will continue to be addressed.

The Education Card is just one of the offerings included in the IBM Education Advantage Program in the US. (Other countries have similar offerings; see the URL listed below to access non-US country information). Within the US program, IBM IT Education Services also offers the Corporate Education Pass and the Education Pack. Both of these offerings provide opportunities to advance your Informix education at discounted prices.

IBM is committed to the continual enrichment of Informix Education and courses have been updated with the latest IDS release 9.4 to ensure you have the training you need in a timely manner. On a worldwide basis, IBM continues to expand education offerings through a network of training partners who are part of the Education Center for IBM Software program. As well, the Informix Professional Certification Program continues to offer IT professionals with the opportunity to validate skills and earn a market-recognized industry credentials.

As you evaluate your training requirements, the best approach is to first plan your curriculum, whether it be individual courses or an entire curriculum leading to an IBM Professional Certification (which, of course, includes Informix certifications). Then, look at the different IBM Education Advantage Offerings available (or comparable offering in your home country) for those specific courses to determine the best payment plan. Select the IBM Education Advantage Program offering that will maximize your return on investment for your training budget.

For IBM Business Partners, we strongly recommend the PartnerWorld for Software "We Pay" offerings that reimburse for selected courses and certifications. In many cases, the IBM Education Advantage Program offerings may be used in combination with the "We Pay" offerings (with some restrictions that are explained in PartnerWorld. For example, IBM cannot reimburse more than the total cost of the course).

For more information, please visit the following web sites:

IBM IT Education Services Home Page - http://www.ibm.com/services/learning/us/
From this page, select the link for more information about IBM Education Advantage
or the course catalog and other information.

WW Portal for IBM IT Education Services - http://www.ibm.com/services/learning/

IBM PartnerWorld for Software (for business partners) -
http://www.ibm.com/partnerworld/software

If you are already enrolled in PartnerWorld for Software, enter the Business Partner
Zone and select Training and Certification from the left menu bar. To join
PartnerWorld for Software, select "How to join" from the home page.