

# IBM Z Remote Development Program

## OVERVIEW

The IBM Z Remote Development Program (RDP) offering is available to qualified IBM Z Independent Software Vendors (ISV). Membership in IBM PartnerWorld is a requirement for participation in the RDP offering.

The RDP offering provides IBM Z ISVs with low-cost remote access to virtual system environments for the purposes of developing, porting, and testing applications that run on IBM Z platforms. The virtual guest system environments include generally available versions of operating systems that run on the IBM Z platform, including z/OS, z/VM, z/VSE, and Linux on z Systems distributions (Red Hat, Inc., SUSE LLC).

The environments run as virtual guest systems in an IBM z/VM logical partition which provides a high level of system control and configuration independence within their environment. Each guest systems is dedicated to the use of the participating partner.

Each guest systems is configured to share the IBM Z system and devices that comprise the mainframe environment. Since the IBM Z system and devices are not dedicated to the guest system, the system cannot not be used for robust development workloads such as stress testing, performance testing, or benchmark testing.

The RDP offering is structured for the partner to be largely self-reliant with minimal assistance from IBM. Participants in the offering assume the role of system and security administrator for their chosen virtual guest system environment and are expected to have the necessary system skills to operate in the environment. Those skills include:

- System operations
- System and subsystem administration
- System security administration
- Application debugging
- Licensing and installation of software products not provided by IBM

Participating partners may use the offering only for development, testing, self-education, or demonstration of the partner's applications that run on the applicable virtual system. Therefore, use of the Remote Development Program resources in a production environment, any works for hire activity, any outsourcing workloads, or for commercial purposes is prohibited. As a development system environment, production level service attributes such as Service Level Agreements off-site backups are not provided in the IBM Z Remote Development Program.

Information concerning the default IBM software product is provided in the on-line registration and/or on the Remote Development Program website. Non-IBM and/or Open-source software products are not provided on the remote access systems. However, these products may be installed by the user of the system provided the appropriate licensing has been obtained.

Questions regarding the availability of IBM software products can be sent to [ETPADMIN@us.ibm.com](mailto:ETPADMIN@us.ibm.com).

## ENROLLMENT

Enrollment for the Remote Development Program offering is on-line and requires an IBM ID. The enrollment link is found on the Remote Development Program information page (<http://dtsc.dfw.ibm.com/MVSDS/%27HTTPD2.ENROL.PUBLIC.SHTML%28ZOSRDP%29%27>).

Clicking on the enrollment link will redirect to the IBM RDP enrollment website. From the enrollment website, select the operating system of your choice, request additional IBM products, disk, or features. In addition contact and billing information will also be requested. As you navigate on the website, a running subtotal will be presented showing the options chosen and the applicable cost. Your IBM ID will be required in order to complete your enrollment and will be used to validate your IBM PartnerWorld status.

The agreement for the IBM Z Remote Development Program is a combination of the IBM Cloud Service Agreement and the Service Description (Transaction Document).

Each enrollment in the IBM Z Remote Development Program offering provides the participant with access to one (1) virtual system. Participants may enroll in the offering multiple times concurrently if multiple environments are required. Each environment will incur a separate charge.

When the SUBMIT button is selected from the on-line enrollment website, your registration information is sent to the program administrators to begin the processing and setup of the virtual system.

When the system is ready for use, the login credentials for the virtual system will be emailed to you from [ETPADMIN@us.ibm.com](mailto:ETPADMIN@us.ibm.com).

## PROGRAM FEES

The fees for the IBM Z Remote Development Program are based on a minimum monthly fee and resources used. The resources include CPU and reserved usage. The amount of CPU usage by the virtual guest system ID is reported in the z/VM accounting records. The reported CPU usage is then converted to units called "work units". Each month, the reported number of work units is used to determine whether more than base level of work units have been used. Also, since these are z/VM accounting records, they represent the usage of the entire z/VM guest system user ID and do not show the amount of usage by a specific process or task.

The minimum monthly program fee for use of a guest system through the Remote Development Program is \$550 USD. That fee includes initial system set-up, environmental support, up to 30 work units of CPU usage each calendar month, and 10 Gigabytes of 'user' disk (DASD) space. Work units used and user disk requested in excess of those amounts will incur additional monthly charges. The user disk is configured as volumes separate from the system volumes for added flexibility.

Charge for additional monthly work units used in excess of 30: \$22 USD per work unit  
Charge for additional DASD required in excess of 10 Gigabyte: \$10 USD per 5 Gigabyte unit

*Work Units* - The purpose of the work unit is to maintain a level cost of the program offering even when the underlying mainframe environment is changed. Work units are not meant to convey any performance comparisons between IBM mainframes. A work unit is roughly the equivalent of one (1) real, non-dedicated hour of total processor time on an IBM 2003-225 processor as recorded in the VM accounting records.

The initial billing period for this program begins when the login information is provided to you and ends last day of the calendar month. All subsequent monthly billing periods will always end on the last day of each calendar month.

The primary method of overall work unit management is through the use of the z/VM SLEEP command. The SLEEP command provides a way to manage system usage by putting it in "SLEEP" mode when it's not being used. This is similar to 'standby' but only affects the guest operating system. As such, there may still be a very small amount of usage observed generated by z/VM CP.

In addition, on-demand reports are available so that you may monitor your usage as often as you prefer.

## **IMPLEMENTATION**

The mainframe virtual system environments are made available, along with other software, on IBM mainframes which are accessible from the Internet any where in the world.

Partners are provided with z/VM hypervisor user IDs to perform virtual guest system management activities such as IPL and shutdown.

In order to connect to and logon the z/VM system, a TN3270 emulator that supports TLS encrypted sessions is required. The TN3270 emulator is not provided by IBM and must be obtained by the partner.

Each virtual guest system is assigned an unique IP address. The IP address assigned can be either "public" (one reached directly from the internet) or "private" (reachable only by establishing a connection to our client VPN server). Developers who choose to have the system connected to the client VPN are provided with VPN sign-on IDs and instructions to download VPN client. The benefit of the VPN connection is that session traffic between the user and the VPN gateway is encrypted. For an additional one-time setup fee, a static site-to-site VPN can be configured.

If additional system resources or software products are required but not included on the Remote Development Program offering enrollment website or if you have questions concerning the offering, please contact the Remote Development Program offering support team at [etpadmin@us.ibm.com](mailto:etpadmin@us.ibm.com) prior to completing your Remote Development Program offering enrollment. A response will be returned as to whether the resource(s) can be made available.

### System Backups

IBM performs backups of the virtual guest systems on a regular (weekly) basis and the media used for the backups are stored on-site, only. Included in these backups are the data disks which together comprise the guest systems. The purpose of the backup is to provide a level of opportunity for the recovery of data in the event of a catastrophic disk failure. The backups may also be used to recover data for a guest system though, due to unforeseen circumstances, there is no assurance that recovery of data for a guest system will be successful. IBM encourages all program participants to regularly save a copy of their data to a location of their choosing. The data stored at the IBM Center should never be the only copy of the data.

The techniques used for saving data will vary depending on the guest operating system in use and are discussed in the User's Guide and Reference applicable to your guest operating system under "Support Manuals" on the <http://dtsc.dfw.ibm.com/> website.

Note: Extended Address Volumes (EAV) are not included in the weekly backups due to the size of the volumes.

## **PROGRAM SUPPORT**

The IBM Z Remote Development Program is provided and supported by IBM through the IBM Z Dallas ISV Center located in Coppell, TX.

Support for the program is provided through electronic means. The primary vehicle for support requests is via email to [zTech@us.ibm.com](mailto:zTech@us.ibm.com). In addition, the IBM PartnerWorld website which offers an easy to use application for submitting questions. Partners are encouraged to use this application when reporting IBM software defects so their question may be routed to the proper support team. Information pertaining to submitting questions through PartnerWorld is available here: <http://dtsc.dfw.ibm.com/contact.html>

Additional support information and documentation pertaining to the program offerings is available on the Dallas ISV Center website: <http://dtsc.dfw.ibm.com/>

IBM software product maintenance is provided by IBM either routinely or at the request of the ISV. Routine hardware and software maintenance for the systems is performed by IBM on an ongoing basis. As such, the ability to retain a system at a particular maintenance level is generally not available. Requests for specific additional software maintenance are managed on a best effort basis. Please contact us at [zTech@us.ibm.com](mailto:zTech@us.ibm.com) to request or inquire about specific IBM software maintenance.

NOTE: Each Sunday, a maintenance-window is reserved between 9:00 AM and 3:00 PM US CT for hardware maintenance purposes. During this window, system access may not be available. At your option, IBM will send notifications concerning upcoming maintenance windows or changes to support schedules. To be added to the notification list, send a request to [zTech@us.ibm.com](mailto:zTech@us.ibm.com).

## **PROGRAM SECURITY**

The protection of confidential and proprietary information is of the utmost importance to IBM and the Dallas ISV Center. The Remote Development Program offering is certified annually by IBM Corporate Headquarters as an Inter-Enterprise System (IES) environment, which provides extensive security for isolation of virtual guest systems.

## **SYSTEM ENVIRONMENT**

The systems provided by the IBM Z Remote Development Program are defined as z/VM guest systems on an IBM Z mainframe.

Specialty processors such as zIIP, CryptoExpress, and zEDC can be configured for use by the guest systems as well as additional general purpose CPs. Please note that use of these processors may increase your level of workunit usage.

Extended Address Volumes (EAV) are also available for an additional monthly fee.

A virtual Parallel Sysplex environment may also be available through the Remote Development Program. If you need this type of access, please contact us at [etpadmin@us.ibm.com](mailto:etpadmin@us.ibm.com) so that we may understand your requirements.

IBM 3592 mainframe tape drives are available for use with this offering as shared devices. When tape processing has been completed, the tape drive should be detached from the system for the next partner to use.

All tapes to be used by partners participating in the program offering must be supplied by the partners, including 'scratch' tapes. The process for using and mounting tapes is described in the "User's Guide and Reference" located on the program support website (<http://dtsc.dfw.ibm.com/>).

## **PRIVACY STATEMENT**

IBM is a global organization with business processes, management structures and technical systems that cross borders. As such, we may share information about you within IBM and transfer it to countries in the world where we do business in connection with your request to enroll or participate in an IBM Z program offering. The information supplied by you with a request to enroll or participate in an IBM Z program offering, will be used to provide information, support, deliverables, and for invoicing purposes as appropriate.

In some cases, IBM uses suppliers located in various countries to collect, use, analyze, and otherwise process information on its behalf. It is IBM's practice to require such suppliers to handle information in a manner consistent with IBM's policies.

We will use the information you provide to fulfill your request. To help us do this, we may share information with others, for instance, a third-party data processor, financial institutions, shipping companies, or postal or government authorities, such as Customs authorities, involved in fulfillment. In connection with a transaction, we may also contact you as part of our customer satisfaction surveys.

We will retain your registration information for as long as your account is active or as needed to provide you services. If you wish to request that we no longer use your registration information to provide you services contact us at [ETPADMIN@US.IBM.COM](mailto:ETPADMIN@US.IBM.COM). We will retain and use your registration information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.