

Service Description

IBM Cloud Application Performance Management

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

1. Cloud Service

IBM Cloud Application Performance Management (APM) is designed to intelligently monitor, analyze and manage cloud, on-premises and hybrid applications and IT infrastructure. It enables monitoring of user experience and helps to improve the stability of application infrastructures by helping to identify the root cause of issues quickly to proactively prevent outages and keep users satisfied. Key benefits include:

- Helping to understand application performance from the user's perspective.
- Seeing how an application is performing during actual business transactions.
- Helping to diagnose root causes of bottlenecks and performance degradations.
- Gaining insight to manage dynamic trends.
- Discovering application components in system environments.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Cloud Application Performance Management, Base

This Cloud Service provides resource monitoring to alert users to problems with application-aware infrastructure and helps resolve them quickly and efficiently.

IBM Cloud Application Performance Management, Base has the following features:

- IBM Application Performance Management UI (APM UI) allows users to view the health of applications and drill down to see more details such as related events and Key Performance Indicators (KPIs) for the components associated with that application.
- Automatically discovers and defines application structure, which can be modified or removed.
- Installs and configures agents automatically, with minimal manual intervention required.
- Allows users to identify real end user experience for the application with response time broken down across components.
- Allows users to see key health metrics for all monitored resources.
- Allows users to create and modify thresholds to visually identify issues and receive alerts.
- Supports the automatic generation of IBM Control Desk service requests for an issue based on IBM Cloud Application Performance Management alerts.
- Supports integration of IBM Cloud Application Performance Management events into IBM Tivoli Netcool OMNIbus.

1.1.2 IBM Cloud Application Performance Management, Advanced

This Cloud Service provides advanced monitoring capabilities, such as transaction tracking, end user experience monitoring, and code-level diagnostics. It includes all of the capabilities from IBM Cloud Application Performance Management, Base plus the following:

- With Transactions Tracking, users can identify application performance bottlenecks across all monitored browsers, web servers, and application servers.
- Allows users to identify real end user experience for the application with response time as seen by supported mobile and desktop browser users, broken down across component.

Breaks down performance to the code level and includes key diagnostic information such as context data and stack traces.

1.1.3 IBM Cloud Application Performance Management, Base Hybrid

Entitlement to the IBM Cloud Application Performance Management, Base Hybrid offering allows Client to use the Cloud Service via the cloud or install the software on-premises (i.e., "IBM Program"). The IBM Program included in this entitlement is IBM Cloud Application Performance Management, Base Private.

Client is able to use the IBM Program and access technical support and IBM Program upgrades as long as Client continues to subscribe to the Cloud Service.

1.1.4 IBM Cloud Application Performance Management, Advanced Hybrid

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1.2 Optional Services

1.2.1 IBM Cloud Application Performance Management, Base Extension Pack

This Cloud Service is offered as an add-on to IBM Cloud Application Performance Management, Base and IBM Cloud Application Performance Management, Advanced. It provides additional monitoring of application resources. For a complete list of monitoring provided in this Extension Pack, please check the product documentation.

1.2.2 IBM Cloud Application Performance Management, Advanced Extension Pack

This Cloud Service is offered as an add-on to IBM Cloud Application Performance Management, Advanced. It provides additional monitoring of application resources, as well as transaction tracking and diagnostics information for some components. For a complete list of monitoring provided in this Extension Pack, please check the product documentation.

1.2.3 IBM Cloud Application Performance Management, Infrastructure Extension Pack

This Cloud Service is offered as an add-on to IBM Cloud Application Performance Management, Base and IBM Cloud Application Performance Management, Advanced. It provides additional monitoring of application infrastructure components. For a complete list of monitoring provided in this Extension Pack, please check the product documentation.

1.2.4 IBM Operations Analytics Predictive Insights on Cloud for IBM Cloud Application Performance Management Base

This Cloud Service is offered as an add-on to IBM Cloud Application Performance Management, Base and IBM Cloud Application Performance Management, Base Hybrid. Entitlement to this add-on to the IBM Cloud Application Performance Management, Base Hybrid offering allows Client to use the Cloud Service exclusively via the cloud as there is no comparable on-premises add-on.

This Cloud Service extends the capability of IBM Cloud Application Performance Management, Base or IBM Cloud Application Performance Management, Base Hybrid by:

- Automatically analyzing performance management data to define a baseline for "normal" behavior.
- Alerting an operator when metrics deviate from that baseline by raising an anomaly in the APM UI.
- Allowing an operator to deep dive on the anomaly including pulling in related metrics to help them to identify the root cause.

1.2.5 IBM Operations Analytics Predictive Insights on Cloud for IBM Cloud Application Performance Management Advanced

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- Automatically analyzing performance management data to define a baseline for "normal" behavior.
- Alerting an operator when metrics deviate from that baseline by raising an anomaly in the APM UI.
- Allowing an operator to deep dive on the anomaly including pulling in related metrics to help them to identify the root cause.

1.2.6 IBM Cloud Application Performance Management, Availability Monitoring

This Cloud Service is offered as an add-on to IBM Cloud Application Performance Management, Advanced and IBM Cloud Application Performance Management, Advanced Hybrid. Entitlement to this add-on to the IBM Cloud Application Performance Management, Advanced Hybrid offering allows Client to use the Cloud Service exclusively via the cloud as there is no comparable on-premises add-on.

This Cloud Service provides enhanced synthetic monitoring of web applications from multiple points of presence around the world and enables Clients to:

- Monitor uptime and response time of Client's applications, as frequently as every minute, from several geographical locations around the world.
- Run synthetic tests to measure performance of webpage loads, API calls, and simulated user flows through scripted browser interactions by using Selenium.
- Use waterfall analysis to help pinpoint the exact step of failure coming from issues, such as broken links, large images, slow lookups, or external requests.

Diagnose problems with automatic screenshots of browser failures and visualization of historical performance statistics.

1.2.7 IBM Cloud Application Performance Management, z Systems Extension Pack

The z Systems Extension Pack leverages Client's existing IBM OMEGAMON mainframe monitoring agents to provide views of z/OS-based application components. This enables businesses, from an application owner perspective, to see the health of z/OS components of critical applications alongside all their other application components.

The z Systems Extension Pack is offered as an add-on to either IBM Cloud Application Performance Management, Base, IBM Cloud Application Performance Management, Base Hybrid, IBM Cloud Application Performance Management, Advanced, and IBM Cloud Application Performance Management, Advanced Hybrid. In addition, using this extension pack requires entitlement to one (or more) of the IBM OMEGAMON on z Systems offerings. Entitlement to this add-on to the IBM Cloud Application Performance Management, Base Hybrid offering or the IBM Cloud Application Performance Management, Advanced Hybrid offering allows Client to use the Cloud Service exclusively via the Cloud as there is no comparable on-premises add-on.

The z Systems Extension Pack enables:

- viewing of z/OS monitoring metrics in the IBM Cloud Application Performance Management dashboard; and
- consistency of data between the z/OS OMEGAMON user interfaces for z Systems operators and subject matter experts, and the IBM Cloud Application Performance Management user interfaces for application owners and IT operations.

1.2.8 IBM Cloud Application Performance Management, Base Extension Pack Hybrid

This Cloud Service is offered as an add-on to IBM Cloud Application Performance Management, Base Hybrid and IBM Cloud Application Performance Management, Advanced Hybrid. It provides additional monitoring of application resources. For a complete list of monitoring provided in this Extension Pack, please check the product documentation.

1.2.9 IBM Cloud Application Performance Management, Advanced Extension Pack Hybrid

This Cloud Service is offered as an add-on to IBM Cloud Application Performance Management, Advanced Hybrid. It provides additional monitoring of application resources, as well as transaction tracking and diagnostics information for some components. For a complete list of monitoring provided in this Extension Pack, please check the product documentation.

1.2.10 IBM Cloud Application Performance Management, Infrastructure Extension Pack Hybrid

This Cloud Service is offered as an add-on to IBM Cloud Application Performance Management, Base Hybrid and IBM Cloud Application Performance Management, Advanced Hybrid. It provides additional

monitoring of application infrastructure components. For a complete list of monitoring provided in this Extension Pack, please check the product documentation.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and the Data Processing and Protection Data Sheet(s) (referred to as data sheet(s) or DPA Exhibit(s)) in the links below provide additional data protection information for the Cloud Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies if and to the extent the European General Data Protection Regulation (EU/2016/679) (GDPR) applies to personal data contained in Content.

Link(s) to the applicable Data Sheet(s):

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1413346926904>

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides the Client with the following availability service level agreement (SLA). IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below. The availability percentage is calculated as the total number of minutes in a contracted month, minus the total number of minutes of Service Down in the contracted month, divided by the total number of minutes in the contracted month. The Service Down definition, the claim process and how to contact IBM regarding service availability issues are in IBM's Cloud Service support handbook at https://www.ibm.com/software/support/saas_support_overview.html.

Availability	Credit (% of monthly subscription fee*)
Less than 99.9%	2%
Less than 99.0%	5%
Less than 95.0%	10%

* The subscription fee is the contracted price for the month which is subject to the claim.

3.2 Technical Support

Technical support for the Cloud Service, including support contact details, severity levels, support hours of availability, response times, and other support information and processes, is found by selecting the Cloud Service in the IBM support guide available at <https://www.ibm.com/support/home/pages/support-guide/>.

4. Charges

4.1 Charge Metrics

The charge metric(s) for the Cloud Service are specified in the Transaction Document.

The following charge metrics apply to this Cloud Service:

- Average Managed Virtual Server is the measurement period average of the number of virtual servers (either partitioned or unpartitioned physical server) managed by the Cloud Services.
- Million Items is a unit of measure by which the Cloud Service can be obtained. An Item is an occurrence of a specific item that is processed by, managed by, or related to the use of the Cloud Service. Sufficient entitlements must be obtained to cover every Item processed by, managed by, or related to the use of the Cloud Service, rounded to the next one Million, during the measurement period specified in a Proof of Entitlement (PoE) or Transaction Document.

For the purposes of this Cloud Service, Items are called "Data Points". Data Points are calculated as follows: if **T** synthetic monitoring tests are executed from **L** locations, every **M** minutes, number of Data Points per month = $T * L * ((60/M) * 24 * 30)$. For simple tests (HTTP calls to APIs and web URLs) 1 simple test instance = 1 Data Point. For advanced tests (web page loads, scripted browser user flows using Selenium, scripted REST API sequences) 1 advanced test instance = 100 Data

Points. Client can use its Million Data Points bundle toward a combination of simple and advanced tests.

4.2 Remote Services Charges

A remote service will expire 90 days from purchase regardless of whether the remote service has been used.

5. Additional Terms

For Cloud Service Agreements (or equivalent base cloud agreements) executed prior to January 1, 2019, the terms available at <https://www.ibm.com/acs> apply.

5.1 Enabling Software

The Cloud Service requires the use of enabling software that Client downloads to Client systems to facilitate use of the Cloud Service. Client may use enabling software only in connection with use of the Cloud Service. Enabling software is provided "AS-IS".