

## Service Description

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### IBM Workload Automation on Cloud

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

#### 1. Cloud Service

##### 1.1 Offerings

The Client may select from the following available offerings.

##### 1.1.1 IBM Workload Automation on Cloud

IBM Workload Automation on Cloud is a service management solution that allows Clients to model the business processes one time to a level of detail that allows defining workflows with automation to allow running them in an unattended manner, then to run these workflows every time they are needed. The reduced need for human intervention allows efficient execution and high-level governance over large quantities of executed processes. Individual process execution elements are called jobs. They describe an activity performed on a system or an application. IBM Workload Automation on Cloud is able to:

- a. combine jobs into flows and attach conditions in any point of the flow;
- b. automate the execution of jobs at the specified moment; and
- c. present jobs and flows in summarized views where they can be monitored and manipulated.

##### 1.2 Optional Services

##### 1.2.1 IBM Workload Automation on Cloud Step up for Existing Customers

IBM Workload Automation on Cloud Step up for existing Customers is an optional way to purchase the Cloud Service for Clients who have previously obtained licenses and Subscription & Support for the IBM Workload Automation program from IBM or an IBM authorized third party.

#### 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.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1386255001176>

#### 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](https://www.ibm.com/software/support/saas_support_overview.html).

<b>Availability</b>	<b>Credit (% of monthly subscription fee*)</b>
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:

- Job is an object within the Cloud Services that cannot be further divided and represents a computing process including all its sub-processes managed or processed by the Cloud Services.

### **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 contains the following Enabling Software:

- IBM Http Server 8.5.5.12

### **5.2 Non-IBM Services (Provided As-Is)**

- SendGrid