

Service Description

IBM Enterprise Asset Management on Cloud (Maximo)

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

1. Cloud Service

IBM Enterprise Asset Management on Cloud (Maximo) is an enterprise asset management solution that includes or supports the following processes and functions:

- Enterprise asset management – track and manage asset and location data throughout the asset lifecycle.
- Work management – manage planned and unplanned work activities, from initial request through completion and recording.
- Contract management – support for purchase, lease, rental, warranty, labor rate, software, master, blanket and user-defined contracts.
- Inventory management – track and manage details of asset related inventory, including quantity, location, usage, and value.
- Procurement management – support phases of procurement like direct purchasing and inventory replenishment.
- Service management – define service offerings, establish service level agreements (SLAs), monitor service level delivery and implement escalation procedures.

IBM Enterprise Asset Management on Cloud (Maximo) is delivered with basic content covering reports, templates, user roles, and security groups, enables support for integrations for certain systems, and provides tools to help support application configuration. IBM Enterprise Asset Management on Cloud (Maximo) includes one production Instance and includes one Non-Production Instance. For performance reasons, no more than 30 users can use the non-production Instance simultaneously in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Enterprise Asset Management on Cloud (Maximo)

IBM Enterprise Asset Management on Cloud (Maximo) is an enterprise asset management solution that includes or supports the following processes and functions:

- Enterprise asset management – track and manage asset and location data throughout the asset lifecycle.
- Work management – manage planned and unplanned work activities, from initial request through completion and recording.
- Contract management – support for purchase, lease, rental, warranty, labor rate, software, master, blanket and user-defined contracts.
- Inventory management – track and manage details of asset related inventory, including quantity, location, usage, and value.
- Procurement management – support phases of procurement like direct purchasing and inventory replenishment.
- Service management – define service offerings, establish service level agreements (SLAs), monitor service level delivery and implement escalation procedures.

IBM Enterprise Asset Management on Cloud (Maximo) is delivered with basic content covering reports, templates, user roles, and security groups, enables support for integrations for certain systems, and provides tools to help support application configuration. IBM Enterprise Asset Management on Cloud (Maximo) includes one production instance and includes one Non-Production instance. For performance reasons, no more than 30 users can use the non-production Instance simultaneously in any manner

directly or indirectly (for example: via a multiplexing program, device, or application server) through any means.

1.2 Optional Services

1.2.1 IBM Enterprise Asset Management (Maximo) on Cloud Non-Production

IBM Enterprise Asset Management (Maximo) on Cloud Non-Production provides Clients the ability to provision additional non-production Instances beyond what is included with the base server described in section 1.1.1. For performance reasons, no more than 30 users can use the non-production Instance simultaneously in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means.

1.2.2 IBM Enterprise Asset Management (Maximo) on Cloud Non-Production Capacity Add-On

IBM Enterprise Asset Management (Maximo) on Cloud Non-Production Capacity Add-On is an optional service that increases the size of one IBM Enterprise Asset Management (Maximo) on Cloud Non-Production Instance to allow an additional 30 users to access the instance simultaneously.

1.2.3 IBM Enterprise Asset Management (Maximo) on Cloud Scheduler

IBM Enterprise Asset Management (Maximo) on Cloud Scheduler is an end-to-end work management tool for IBM Maximo Asset Management. It enables planners and schedulers to graphically view work orders and preventive maintenance schedules on a Gantt chart, providing access to critical factors needed for the creation of an accurate and meaningful work schedule. It also accommodates the needs of the supervisors, dispatchers, and the field technicians in an effort to streamline the entire Maximo work management process.

1.2.4 IBM Enterprise Asset Management on Cloud Flex (Maximo)

IBM Enterprise Management on Cloud Flex (Maximo) offers Client customization within the Cloud Service environments and additional support to manage IBM Enterprise Asset Management on Cloud (Maximo). This includes select support of: customizations, third party applications, optional database deployment, back version 7.5.x and higher, custom class deployment and Single Sign-On (SSO).

1.2.5 IBM Enterprise Asset Management on Cloud Flex Full Access Development Environment (Maximo) Non Production Add-On

IBM Enterprise Asset Management on Cloud Flex Full Access Development Environment (Maximo) Non Production Add-On provides Client with a Non-Production instance and enhanced access for development purposes. This includes enhanced level of access to support development tasks, database access and SQL tools, BIRT report development, ability to deploy code as well as rebuild/redeploy the maximo.ear file and Websphere console access.

1.2.6 IBM Enterprise Asset Management (Maximo) on Cloud for Managed Service Provider Add-On

IBM Enterprise Asset Management (Maximo) on Cloud for Managed Service Provider Add-On delivers a suite of service-as-a-business applications, such as those allowing Client to manage customers, customer agreements with billing and price schedules, service delivery, supplier contracts, and customer billing. This add-on supports service as a business and ensures that only authorized users can view information about its customers.

1.2.7 IBM Enterprise Asset Management (Maximo) on Cloud Calibration Add-On

IBM Enterprise Asset Management (Maximo) on Cloud Calibration Add-On provides a solution to manage calibration assets and the standards used to calibrate them, with features such as traceability and reverse traceability, calibration history data, calibration data sheets, and reporting.

1.2.8 IBM Enterprise Asset Management (Maximo) on Cloud Health, Safety and Environment Manager Add-On

IBM Enterprise Asset Management (Maximo) on Cloud Health, Safety and Environment Manager Add-On supports enterprises in improving safety, reliability, and compliance with regulations. This solution provides a central application for reporting incidents spanning work, personnel, safety, health, and environmental areas.

1.2.9 IBM Enterprise Asset Management (Maximo) on Cloud Linear Asset Manager Add-On

IBM Enterprise Asset Management (Maximo) on Cloud Linear Asset Manager Add-On extends the capabilities of IBM Enterprise Asset Management (Maximo) on Cloud to include management of linear assets, enabling the change of characteristics over the span of a linear asset using dynamic segmentation.

1.2.10 IBM Enterprise Asset Management (Maximo) on Cloud Spatial Asset Management Add-On

IBM Enterprise Asset Management (Maximo) on Cloud Spatial Asset Management Add-On allows users to view geographic information systems (GIS) information inside IBM Enterprise Asset Management (Maximo) on Cloud. This add-on provides a geospatial context of work, assets, and land-based features.

1.2.11 IBM Enterprise Asset Management (Maximo) on Cloud Transportation Add-On

IBM Enterprise Asset Management (Maximo) on Cloud Transportation Add-On provides users with enterprise asset management practices for transportation assets including fleets of cars, trucks, buses, locomotives, rail vehicles, aircraft, vessels, and related linear assets, such as power lines and highways.

1.2.12 IBM Enterprise Asset Management (Maximo) on Cloud Aviation Add-On

IBM Enterprise Asset Management (Maximo) on Cloud Aviation Add-On provides aviation organizations with aircraft related scheduling and management features.

1.2.13 IBM Enterprise Asset Management (Maximo) on Cloud Life Sciences Add-On

IBM Enterprise Asset Management (Maximo) on Cloud Life Sciences Add-On provides users with the ability to monitor, track, and manage tools, equipment, facilities, mobile, and IT assets on a single platform.

1.2.14 IBM Enterprise Asset Management (Maximo) on Cloud Nuclear Add-On

IBM Enterprise Asset Management (Maximo) on Cloud Nuclear Add-On provides asset lifecycle management via a single platform.

1.2.15 IBM Enterprise Asset Management (Maximo) on Cloud Oil and Gas Add-On

IBM Enterprise Asset Management (Maximo) on Cloud Oil and Gas Add-On offers users the ability to manage production equipment, facilities, transportation, and infrastructure assets on a single, integrated platform.

1.2.16 IBM Enterprise Asset Management (Maximo) on Cloud Utilities Add-On

IBM Enterprise Asset Management (Maximo) on Cloud Utilities Add-On provides a consolidated solution to manage multiple work and asset management via a single platform and database.

1.2.17 IBM Enterprise Asset Management (Maximo) on Cloud Asset Configuration Manager Add-On

IBM Enterprise Asset Management (Maximo) on Cloud Asset Configuration Manager Add-On provides real-time calculation of an asset's configuration and the component life of the asset.

1.2.18 IBM Enterprise Asset Management Anywhere (Maximo) on Cloud

IBM Enterprise Asset Management Anywhere (Maximo) on Cloud provides Clients without IBM Enterprise Asset Management (Maximo) on Cloud user IDs remote access only from mobile devices to IBM Enterprise Asset Management (Maximo) on Cloud processes, work, and asset management via a customizable interface.

1.2.19 IBM Enterprise Asset Management Anywhere (Maximo) on Cloud Add-On

IBM Enterprise Asset Management Anywhere (Maximo) on Cloud Add-On provides Clients with IBM Enterprise Asset Management (Maximo) on Cloud user IDs remote access from mobile devices to IBM Enterprise Asset Management (Maximo) on Cloud processes, work, and asset management via a customizable interface.

1.2.20 IBM Maximo APM – Asset Health Insights SaaS

IBM Maximo APM – Asset Health Insights SaaS enables reliability engineers and maintenance supervisors to gain a better understanding of the health of their assets. IBM Maximo APM – Asset Health Insights SaaS has capabilities that:

- Provide the capability to define and normalize asset health based on key drivers, such as remaining useful life, maintenance and failure history, overdue preventive maintenance, and condition based on real-time and historical meter and sensor information and weather
- Consolidate information around business asset health for reliability engineers and maintenance supervisors, including asset history and real-time and historical sensor data from the assets
- Provide users with the capability to drill into business assets by location, hierarchy, or asset class to understand the full context of the health of critical assets
- Leverage real-time information and analytics using the IBM Watson Internet of Things Platform, along with other information sources such as current and historical weather

This set of capabilities provides a single view as part of the Maximo system instead of having to use multiple views from several different tools to achieve the same result.

IBM Maximo APM – Asset Health Insights SaaS is delivered with basic content covering reports, templates, user roles, and security groups, enables support for integrations for certain systems, and provides tools to help support application configuration.

1.2.21 IBM Maximo Asset Management Scheduler Plus on Cloud

IBM Maximo Asset Management Scheduler Plus on Cloud is an advanced work management tool for Maximo Asset Management that extends Maximo Scheduler's capabilities to enable users to manage large projects (such as shutdowns, outages, and turnarounds) as well as planned and unplanned maintenance, across either a broad geographic area or where weather plays an important factor in asset availability. With this Maximo embedded solution, end-to-end work management can be accomplished managed using a single system of record.

IBM Maximo Asset Management Scheduler Plus on Cloud capabilities include:

- A Customer Appointment Booking application that enables the Customer Service Representative to schedule appointments by factoring in the customer and technician availability as well as the weather forecast for the day that the appointment is needed.
- Streamlined interface that enables users to model complex work order networks so that dependencies between tasks under different parent work orders or between a task and a different parent work order can easily be managed graphically.

Integration with The Weather Company weather data that enables users to factor weather while planning, scheduling, and assigning work and react to changes based on weather events. This includes the capability to configure the weather data, enabling users to set up the attributes they wish to see in the Graphical Scheduling, Graphical Assignment, and Graphical Appointment Book applications.

1.2.22 IBM Maximo Field Workforce Management on Cloud

IBM Maximo Field Workforce Management on Cloud bundle includes the features and capabilities of IBM Enterprise Asset Management (Maximo) on Cloud Scheduler, IBM Maximo Asset Management Scheduler Plus on Cloud, IBM Enterprise Asset Management (Maximo) on Cloud and IBM Enterprise Asset Management Anywhere (Maximo) on Cloud Add-On as described above.

1.2.23 IBM Enterprise Asset Management on Cloud Flex (Maximo) Adapter for Oracle Applications

This optional service includes the following features:

- Ready-to-run integrations between Maximo and modules in Oracle E-Business Suite that are typically integrated with Maximo such as General Ledger, Purchasing, Inventory, Human Resources and Projects.
- Business scenario based implementation without additional programming. For example, Client can easily configure the adapter to implement integration transactions based on which program is managing purchasing functions.
- Screen driven integration configuration, customization, and deployment facilities for adapting or extending integrations according to client's business requirements.
- Built-in auditing, recovery, notification and management facilities.

This service may only be used in an IBM Enterprise Asset Management on Cloud Flex (Maximo) environment.

1.2.24 IBM Enterprise Asset Management on Cloud Flex (Maximo) Adapter for SAP Applications

IBM Maximo Enterprise Adapter for SAP Applications manages asset and work management processes with Client's SAP system. The adapter handles transaction messages through Java Message Service queues and SAP NetWeaver Process Integration. The adapter also updates the systems when Client changes data on either side of the integration, depending on how client configures and customizes the integration points.

This service may only be used in an IBM Enterprise Asset Management on Cloud Flex (Maximo) environment.

1.2.25 IBM Maximo Network on Blockchain

IBM Maximo Network on Blockchain allows asset and work management processes in Maximo to share data with a network of business participants through a secure, immutable, and comprehensive digital business ledger using IBM Blockchain services.

The service handles Maximo asset and process related transaction messages through secure Java Service queues via the IoT-Blockchain Service and IBM Blockchain Integration. The service updates the systems when Client or participants change data on either side of the integration, depending on how Client configures and customizes the integration points.

IBM Maximo Network on Blockchain includes one IBM IoT Blockchain Service Non-Production instance to be used to develop and build their IBM Maximo Network on Blockchain applications, test connecting devices and solutions, and to run proof of concepts. Each non-production Instance can support up to 400 Digital Messages per month.

Technical prerequisites are IBM Maximo Asset Management 7.6.0.9 (or higher) or IBM Enterprise Asset Management on Cloud (Maximo). IBM Enterprise Asset Management on Cloud (Maximo) may only be used in an IBM Enterprise Asset Management on Cloud Flex (Maximo) environment. IBM Blockchain Platform Service Enterprise Membership is a technical prerequisite to this Cloud Service and can be acquired at <https://console.ibm.com/catalog/services/blockchain>.

1.2.26 IBM Enterprise Asset Management (Maximo) On Cloud Add-on Capacity for Production

Each Add-on Capacity Instance increases the horizontal size of the Production environment by adding an additional UI server with up to 4 cores and up to 32GB of RAM.

1.2.27 IBM Enterprise Asset Management (Maximo) On Cloud Baremetal Server Deployment

All SaaS environments are deployed using Virtual Servers by default. This provides an alternate server configuration option. The default sizing of the Bare Metal Server Deployment is a single, quad-core processor with 32GB of RAM. Multiple quantities can be used to build larger Bare Metal Server Deployments if required.

1.2.28 IBM Enterprise Asset Management (Maximo) On Cloud Add-on Capacity for Flex Enhanced Access Development Environment

Each Add-on Capacity entitlement increases the size of one Enhanced Access Development Environment to allow an additional Java Virtual Machine. Once this additional capacity is configured for an environment, it is not transferable to another environment. This applies only to IBM Enterprise Asset Management on Cloud Flex (Maximo).

1.2.29 IBM Enterprise Asset Management (Maximo) On Cloud Add-on Reporting Database

Each Add-on Reporting Database entitlement adds a Database server to which one of Client's environment databases replicates to, for the purpose of running reporting tools against it.

1.2.30 IBM Enterprise Asset Management (Maximo) On Cloud SFTP Accounts

The Secure File Transfer Protocol (SFTP) server account (SFTP Account) Cloud Service facilitates data access and data transfer over a Secure Shell (SSH) data stream. The SFTP Account can also be used to view log files on Client's environments for troubleshooting and development purposes. Each SFTP Account is a separate Instance. A maximum of 5 SFTP Accounts can be created.

1.2.31 IBM Enterprise Asset Management (Maximo) On Cloud Add-on VPN IPsec Tunnel

An IPsec site-to-site VPN tunnel is used to encrypt traffic between secure IPsec Gateways. The VPN IPsec Tunnel will permit site-to-site traffic between the Client networks and the Cloud Service. This can

be used to support certain integrations, read-only database access, LDAP synchronization and other communications that are unable to run over HTTPS/SSL.

1.2.32 IBM Enterprise Asset Management (Maximo) On Cloud IP Whitelisting

Each IP Whitelisting entitlement provides configured access to a specific environment from a Client defined and approved list of trusted IP addresses or IP ranges only.

1.2.33 IBM Enterprise Asset Management (Maximo) On Cloud Enhanced Disaster Recovery Add-on

This Cloud Service allows Client to have Disaster Recovery configured to support a Recovery Point Objective (RPO) of 1 hour and a Recovery Time Objective (RTO) of 12 hours. The Cloud Service includes an application server and a database server in a secondary data center with data replication enabled from the primary data center.

1.2.34 IBM Enterprise Asset Management (Maximo) On Cloud Availability SLA for Non-Production Systems

Availability SLA for Non-Production Systems allows Client to extend IBM's Service Level Agreement ("SLA") as specified in a PoE and as described in Section 3 to a particular non-production environment. This non-transferable add-on SLA is not a warranty.

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.

IBM Enterprise Asset Management on Cloud (Maximo) Data Sheet:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=91E58490BC4911E499F1528B5A128231>

IBM Maximo Network on Blockchain Data Sheet:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=9EA95BD0A5AB11E88A70560C75A2DCDE>

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:

- Authorized User is a unique user authorized to access to the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.
- Instance is each access to specific configuration of the Cloud Services.
- Concurrent User is the number of users simultaneously accessing the Cloud Service in any manner directly or indirectly (for example, through a multiplexing program, device, or application server) at any particular point in time. A person who is simultaneously accessing the Cloud Service multiple times counts only as a single Concurrent User.
- Item is an occurrence of a specific item that is managed by, processed by, or related to the use of the Cloud Service.
- Asset is a uniquely identified tangible resource or item of value to be accessed or managed by the Cloud Services.
- Digital Message is an electronic communication managed or processed by the Cloud Services.

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 Non-Production Limitation

If the Cloud Service is designated as "Non-Production", the Cloud Service can be used by Client only for internal non-production activities, including testing, performance tuning, fault diagnosis, internal benchmarking, staging, quality assurance activity and/or developing internally-used additions or extensions to the Cloud Service using published application programming interfaces. Client is not authorized to use any part of the Cloud Service for any other purpose without acquiring the appropriate production entitlements.

Users of a Non-Production Instance(s) of the Cloud Service must be entitled to the IBM Enterprise Asset Management on Cloud (Maximo).

IBM Enterprise Asset Management (Maximo) on Cloud Non-Production instances do not include high availability or the same frequency of backup as provided with the production instance. For performance reasons, no more than 30 users can use the non-production Instance simultaneously in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means.

Each IBM Enterprise Asset Management (Maximo) on Cloud Non-Production Capacity Add-On entitlement increases the size of one IBM Enterprise Asset Management (Maximo) on Cloud Non Production instance to allow an additional 30 users to access the instance simultaneously. If Client adds capacity to an IBM Enterprise Asset Management (Maximo) on Cloud Non-Production instance by purchasing the IBM Enterprise Asset Management (Maximo) on Cloud Non-Production Capacity Add-On, that additional capacity cannot be re-assigned to another IBM Enterprise Asset Management (Maximo) on Cloud Non-Production instance at a later date.

With IBM Enterprise Asset Management on Cloud Flex Full Access Development Environment (Maximo) Non Production Add-On, up to 5 users are provided remote access with an enhanced level of control in the environment.

Client must be entitled to the IBM Enterprise Asset Management on Cloud Flex (Maximo) to access an IBM Enterprise Asset Management (Maximo) on Cloud Flex Full Access Development Environment Non Production Add-On instance(s) of the Cloud Service.

5.2 IBM Enterprise Asset Management (Maximo) on Cloud Products Limitation

All entitled users of the following products must also have an entitlement of the same user type to IBM Enterprise Asset Management on Cloud (Maximo).

- IBM Enterprise Asset Management (Maximo) on Cloud Scheduler
- IBM Enterprise Asset Management (Maximo) on Cloud Asset Configuration Manager Add-On
- IBM Enterprise Asset Management (Maximo) on Cloud Aviation Add-On
- IBM Enterprise Asset Management (Maximo) on Cloud Calibration Add-On
- IBM Enterprise Asset Management (Maximo) on Cloud for Managed Service Provider Add-On
- IBM Enterprise Asset Management (Maximo) on Cloud Health, Safety and Environment Manager Add-On
- IBM Enterprise Asset Management (Maximo) on Cloud Life Sciences Add-On
- IBM Enterprise Asset Management (Maximo) on Cloud Linear Asset Manager Add-On
- IBM Enterprise Asset Management (Maximo) on Cloud Nuclear Add-On
- IBM Enterprise Asset Management (Maximo) on Cloud Oil and Gas Add-On
- IBM Enterprise Asset Management (Maximo) on Cloud Spatial Asset Management Add-On
- IBM Enterprise Asset Management (Maximo) on Cloud Transportation Add-On
- IBM Enterprise Asset Management (Maximo) on Cloud Utilities Add-On
- IBM Enterprise Asset Management Anywhere (Maximo) on Cloud Add-On

With IBM Enterprise Asset Management on Cloud Flex (Maximo) Client must acquire user entitlements of an equal number and user type to IBM Enterprise Asset Management on Cloud (Maximo). If using IBM Enterprise Asset Management on Cloud Flex (Maximo) and IBM Maximo Field Workforce Management on Cloud, Client must acquire IBM Enterprise Asset Management on Cloud Flex (Maximo) user entitlements equal to the number of users who are given access to IBM Enterprise Asset Management on Cloud (Maximo).

IBM Maximo APM – Asset Health Insights SaaS and IBM Maximo Asset Management Scheduler Plus on Cloud on Cloud require the prerequisite and separate purchase of the appropriate user entitlements to IBM Enterprise Asset Management on Cloud (Maximo).

Clients that are using the Cloud Service solely for the following purposes or are using only the following functions of the Cloud Service do not require entitlements to the Cloud Service:

- Entering service requests and viewing the status of their service requests.
- Creating and viewing requisitions, viewing templates and viewing drafts via the Desktop Requisitions application.
- Use of the Graphical Appointment Book application in IBM Maximo Asset Management Scheduler Plus.

If the Cloud Service is designated as "Limited Use" the user is only entitled to use up to three (3) modules within the applicable Cloud Service, excluding the Administration, Integration, Security, and System Configuration modules.

If the Cloud Service is designated as "Express Use" the user is only entitled to access the Cloud Service for the purpose of running and viewing reports, read only view of records, changing status of records and updating work orders that have been assigned to the Client.