IBM Planning Analytics

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

1.   Cloud Service

IBM Planning Analytics is a collaborative, enterprise-scalable budgeting, planning, analytics, profitability, modeling, scorecard and reporting solution. These applications are supported by the TM1 64-bit in-memory OnLine Analytical Processing (OLAP) server that provides on-demand analytics of complex multidimensional data with real-time analysis.

This offering includes the following:

● Administrative clients that enable administrators to model and deploy budgeting, planning, analytics, profitability, modeling, reporting, metrics and scorecard solutions.

● Web Interface that enables end users to contribute, review and approve plans, access reports, key performance indicators and metrics, and perform ad-hoc analysis; and enables administrators to monitor activity.

● Excel plug-in enabling end users with exploration, discovery, reporting, and analysis in Microsoft Excel.

In the event the Cloud Service is not available because of a catastrophic event or cause beyond IBM's control at the data center where IBM provisions Client's Cloud Service, IBM will work to provide the Cloud Service to Client via another IBM data center within 14 calendar days. Please refer to the Service Level Agreement for outages not considered catastrophic or beyond IBM's control.

1.1   Offerings

The Client may select from the following available offerings.

1.1.1   IBM Planning Analytics

IBM Planning Analytics Cloud Service includes:

a.   One (1) IBM Planning Analytics production Instance, including:

● Up to sixty-four gigabytes (64GB) of memory (RAM) for the TM1 database tier

● Two hundred gigabytes (200GB) of shared folder space for the TM1 database tier

b.   One (1) IBM Planning Analytics Non-Production Instance, including:

● Up to sixty-four gigabytes (64GB) of memory (RAM) for the TM1 database tier

● Two hundred gigabytes (200GB) of shared folder space for the TM1 database tier

1.1.2   IBM Planning Analytics Digital Pack

IBM Planning Analytics Digital Pack offers a scaled-down entry point containing the core components of the IBM Planning Analytics Cloud Service.

This Cloud Service includes:

a.   One (1) IBM Planning Analytics Digital Pack production Instance, including:

● Up to thirty-two gigabytes (32GB) of memory (RAM) for the TM1 database tier

● Up to four (4) core processors

● Two hundred gigabytes (200GB) of shared folder space for the TM1 database tier

b.   Five (5) IBM Planning Analytics Digital Users

c.   Three (3) of the five (5) IBM Planning Analytics Digital Users permitted access to Remote Desktop Protocol functionality on which the Cloud Service is deployed. Remote Desktop Protocol functionality includes:

● Create, modify, and/or delete TM1 database objects

● Manage security (users/groups/privileges)

- Execute processes and schedule chores
- Access server performance information (metrics cubes and server logs)
- Create and manage workflow
- A maximum of fifty (50) IBM Planning Analytics Digital Users (inclusive of the five (5) IBM Planning Analytics Digital Users provided with the Cloud Service).

1.1.3 IBM Planning Analytics Hybrid Entitlement

IBM Planning Analytics Hybrid Entitlement includes access to both the IBM Planning Analytics Cloud Service and IBM Planning Analytics Advanced. The IBM Program included in this entitlement is IBM Planning Analytics Advanced.

Each IBM Planning Analytics Hybrid Entitlement Authorized User can be either an IBM Planning Analytics Modeler Authorized User or an IBM Planning Analytics Advanced Authorized User, but only one of these at a given time.

Ten (10) of the IBM Planning Analytics Hybrid Entitlement Authorized Users are permitted access to Remote Desktop Protocol functionality, on which the Cloud Service is deployed. Remote Desktop Protocol functionality includes the ability to:

- Create, modify, and/or delete TM1 database objects
- Manage security (users/groups/privileges)
- Execute processes and schedule chores
- Access server performance information (metrics cubes and server logs)
- Create and manage workflow

1.1.4 IBM Planning Analytics On Demand

IBM Planning Analytics On Demand offers an on-demand entry point using the Planning Analytics Workspace component of the IBM Planning Analytics Cloud Service and enables users to self-service the subscription and provisioning of additional database containers, as required.

This Cloud Service includes one (1) IBM Planning Analytics cloud tenant production Instance, with up to two gigabytes (2GB) of memory (RAM) for the TM1 database container.

1.1.5 User Roles

IBM Planning Analytics Modeler

IBM Planning Analytics Modeler can create, modify and/or delete TM1 database objects; manage security (users/groups/privileges); execute processes and schedule chores; access server performance information (metrics cubes and server logs); create and manage workflow; read data from and write data to an IBM TM1 server on which the Cloud Service is deployed.

IBM Planning Analytics User

IBM Planning Analytics User is permitted to read data from and write data to an IBM TM1 server on which the Cloud Service is deployed, but is not authorized to use any of the following components or functions of the Cloud Service:

- IBM Cognos Performance Modeler
- IBM Cognos TM1 Architect
- IBM Cognos TM1 Perspectives
- IBM Cognos TM1 Turbo Integrator for creating processes
- IBM Cognos TM1 Operations Console
- IBM Cognos TM1 Applications for administration functionality
- IBM Cognos TM1 Applications Workflow for administration functionality; except review and approval of workflows
- Functionality provided via Remote Desktop Protocol

IBM Planning Analytics Explorer

IBM Planning Analytics Explorer is permitted to read data from an IBM TM1 server on which the Cloud Service is deployed, but is not authorized to use any of the following components or functions of the Cloud Service:

● Planning Analytics Workspace for writeback

● IBM Cognos Performance Modeler

● IBM Cognos TM1 Architect

● IBM Cognos TM1 Perspectives

● IBM Cognos TM1 Turbo Integrator for creating processes

● IBM Cognos TM1 Operations Console

● IBM Cognos TM1 Web for writeback

● IBM Cognos TM1 Applications for administration functionality or writeback

● IBM Cognos TM1 Applications Workflow for administration functionality; except review and approval of workflows

● Functionality provided via Remote Desktop Protocol

IBM Planning Analytics Digital User

IBM Planning Analytics Digital User is permitted to:

● Read data from and write data to an IBM Cognos TM1 server on which the Cloud Service is deployed.

● Access all Planning Analytics Workspace capabilities

IBM Planning Analytics Digital User is only available for IBM Planning Analytics Digital Pack.

IBM Planning Analytics On Demand User

IBM Planning Analytics On Demand User provides access to the following functionality:

● Read data from and write data to an IBM Cognos TM1 server on which the Cloud Service is deployed.

● The following Planning Analytics Workspace capabilities:

    ● Create, modify, and/or delete TM1 database objects

    ● Manage subscription settings

    ● Perform database and user administration for on demand tenants

    ● Manage TM1 security (users/groups/privileges)

    ● Execute processes

    ● Read data from and write data to an IBM TM1 server on which the Cloud Service is deployed.

    ● Contribute to plans, budgets & forecasts.

    ● Assemble planning & analysis dashboards.

    ● Explore scenarios with real-time, what-if analysis.

IBM Planning Analytics On Demand User is only available for IBM Planning Analytics On Demand.

1.2 Optional Services

The following Optional Services are not applicable to the IBM Planning Analytics Digital Pack and IBM Planning Analytics On Demand tenants.

1.2.1 IBM Planning Analytics Additional Memory – 128GB Maximum

This offering increases the capacity of an IBM Planning Analytics Instance (64GB) up to one hundred and twenty-eight gigabytes (128GB) of memory (RAM) for the TM1 database tier.

1.2.2 IBM Planning Analytics Premium Instance

This offering increases the capacity of an IBM Planning Analytics Instance (64GB) up to five hundred and twelve gigabytes (512GB) of memory (RAM) for the TM1 database tier, one terabyte (1TB) of shared

folder disk space, and the TM1 database tier is hosted in a single tenant environment with either a managed hypervisor or a dedicated physical server.

1.2.3 IBM Planning Analytics Premium Instance Additional Memory – 1TB Maximum

This offering increases the capacity of an IBM Planning Analytics Premium Instance (512GB) of memory (RAM) for the TM1 database tier up to a total of one terabyte (1TB) of memory (RAM) for the TM1 database tier.

1.2.4 IBM Planning Analytics Premium Instance Additional Memory – 2TB Maximum

This offering increases the capacity of an IBM Planning Analytics Premium Instance (1TB) of memory (RAM) for the TM1 database tier up to a total of two terabytes (2TB) of memory (RAM) for the TM1 database tier. This offering requires an existing subscription to the IBM Planning Analytics Premium Instance Additional Memory – 1TB Maximum Service.

1.2.5 IBM Planning Analytics Additional Production Instance

This offering adds an additional production Instance of IBM Planning Analytics with up to sixty-four gigabytes (64GB) of memory (RAM) for the TM1 database tier and two hundred gigabytes (200GB) of shared folder disk space.

1.2.6 IBM Planning Analytics Additional Non-Production Instance

This offering adds an additional Non-Production Instance of IBM Planning Analytics with up to sixty-four gigabytes (64GB) of memory (RAM) for the TM1 database tier and two hundred gigabytes (200GB) of shared folder disk space.

1.2.7 IBM Planning Analytics Additional Planning Storage

This offering allows Client to designate an additional 250 GB of shared folder disk space on the TM1 database tier to either the Production or a Non-Production Instance of the Cloud Service.

1.2.8 IBM Planning Analytics Premium Reporting Production Instance

This offering allows Authorized Users to access certain functionality of IBM Cognos Analytics to develop dashboards, interactive reports, custom analysis, ad-hoc queries, create new reports, view scheduled reports and consume active reports via a web browser. The IBM Cognos Analytics functionality provides interactive OLAP exploration and allows Client to create and format a wide variety of report types, including lists, cross tabs, charts, and financial statement style. The IBM Cognos Analytics capabilities extend consumption of reports with a broad range of mobile devices including Apple iPhone, Android and tablets. This optional add-on allows for a maximum of 250 GB of storage for user-generated content with the Cognos Analytics capabilities. Client's use of Cognos Analytics must be in support of the IBM Planning Analytics Cloud Service and cannot be used independently.

1.2.9 IBM Planning Analytics Premium Reporting Non-Production Instance

This offering allows Authorized Users to access the features and capabilities of the IBM Planning Analytics Premium Reporting Production Instance but may only be used for Non-Production purposes. Notwithstanding the Non-Production Limitation, Client is not permitted to use this optional add-on for performance tuning.

1.2.10 IBM Planning Analytics Additional Reporting Storage

This offering allows Client to designate an additional 250 GB of storage to either the IBM Planning Analytics Premium Reporting Production Instance or the IBM Planning Analytics Premium Reporting Non-Production Instance for user generated content with the Cognos Analytics capabilities.

1.2.11 IBM Planning Analytics Disaster Recovery Premium

This optional add-on provides that in the event the Cloud Service is not available because of a catastrophic event or cause beyond IBM's control at the data center where IBM provisions Client's Cloud Service, IBM will work to provide the Cloud Service to Client via another IBM data center within three (3) calendar days. Please refer to the Service Level Agreement for outages not considered catastrophic or beyond IBM's control.

1.2.12 IBM Planning Analytics On Demand – Additional 2GB TM1 Database Container

This offering provisions an additional IBM Cognos TM1 database container with a capacity of up to two gigabytes (2GB) of memory (RAM).

This is only available with IBM Planning Analytics On Demand instances.

1.3 Acceleration Services

These Services include Remotely Delivered Services for IBM Planning Analytics and IBM Planning Analytics Digital Pack.

1.3.1 IBM Planning Analytics Jump Start

IBM Planning Analytics Jump Start service provides up to eighty (80) hours of remotely delivered guidance, coaching and assistance for up to five (5) users, including, but not limited to, the following:

- Help identifying Client's business challenges related to a mutually agreed use-case
- Assistance with source data configuration and secure gateway setup in the cloud environment
- Advice and guidance on Planning Analytics proven practices for reports and dashboards
- Advice and guidance on Planning Analytics administration

IBM Planning Analytics Jump Start services are purchased per Engagement and expire ninety (90) days from purchase regardless of whether all hours have been used.

1.3.2 IBM Planning Analytics Jump Start Plus

IBM Planning Analytics Jump Start Plus provides up to eighty-eight (88) hours of services, for up to five (5) users, including, but not limited to, the following:

a. Access to the following Self-Paced Virtual Classes (SPVCs) and workshops including:
- IBM Planning Analytics Workspace – Guided Learning Workshop
- IBM Cognos TM1 – Analyze and Share Data (SPVC code J1257G)
- IBM Cognos TM1 – Design and Develop Models in Performance Modeler (SPVC code J1252G) or IBM Cognos TM1 – Design and Develop Models in Architect (SPVC code J1261G)
- Access to IBM standard course manuals, which are provided to students online
- Access to the SPVC web-based training lab, accessible 24 hours a day, 7 days a week, within a thirty (30)-day period
- The thirty (30)-day period begins once the access code provided in an enrollment email has been applied.

b. Thirty-two (32) hours of remotely delivered, online, instructor-led training to be used in conjunction with the SPVCs.

c. Fifty-six (56) hours of remotely delivered guidance, coaching and assistance including:
- Identifying Client's business challenges related to a mutually agreed use-case
- Assistance with source data configuration and secure gateway setup in the cloud environment
- Advice and guidance on Planning Analytics proven practices for reports and dashboards
- Advice and guidance on Planning Analytics Administration

IBM Planning Analytics Jump Start Plus services are purchased per Engagement and expire ninety (90) days from purchase regardless of whether all hours have been used.

1.3.3 IBM Planning Analytics Digital Jump Start

IBM Planning Analytics Digital Jump Start provides the following remote consulting assistance and learning within the following framework:

- Twenty-five (25) hour blocks of remotely delivered expertise
- A project kickoff meeting is held to verify and plan how to utilize purchased services.
- Five (5) access codes are provided to self-paced training (Web Based Training or Guided eLearning), hosted by IBM. Training is accessible 24 hours a day, 7 days a week, within a thirty (30)

day period. The thirty (30) day period begins once the access code, which is provided in an enrollment email, has been applied.

IBM Planning Analytics Digital Jump Start services are purchased per Engagement and expire ninety (90) days from purchase regardless of whether all hours have been used.

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 to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at http://www.ibm.com/dpa/dpl apply.

https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1413345793248

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides 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 the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.
- Engagement is a professional or training service related to the Cloud Services.
- Instance is each access to specific configuration of the Cloud Services.
- Gigabyte (GB) is defined as 2 to the 30th power bytes of data processed by, used, stored or configured in 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 Planning Analytics for Microsoft Excel
- IBM Cognos Integration Server
- IBM Cognos Command Center

The IBM Planning Analytics Digital Pack Cloud Service contains the following Enabling Software:

- IBM Planning Analytics for Microsoft Excel

The Enabling Software does not apply to IBM Planning Analytics Digital Tier Cloud Services.

5.2 Set-Up Charges

A one-time setup fee will be billed at the rate specified in the Transaction Document for each setup service ordered.

5.3 Minimum Entitlement Requirements

For the IBM Planning Analytics Cloud Service offering, excluding IBM Planning Analytics Hybrid Entitlement, Client is required to have a minimum entitlement to one (1) IBM Planning Analytics Modeler and to have minimum entitlements of twenty-one (21) Authorized Users in total which may be comprised of either IBM Planning Analytics Modeler(s) or IBM Planning Analytics User(s).

5.4 Non-Production Limitation

If the Cloud Service is designated as "Non-Production", the Cloud Service can only be used as part of the Client's non-production activities, including but not limited to testing, performance tuning, fault diagnosis, benchmarking, staging, quality assurance activity and/or developing internally used additions or extensions to the Cloud Service using published application programming interfaces.

5.5 Backup

Backups of the shared folder space and application databases are performed daily. Backups are taken locally and replicated to another database in a separate data center. IBM will retain data backups for the last twenty-eight (28) days as follows: Seven (7) daily backups of the most recent days, and four (4) weekly backups of the most recent weeks. Backups are encrypted at rest on a disk-based backup system and during transmission. For the IBM Planning Analytics On Demand Cloud Service, IBM will retain data backups for the last twenty-eight (28) days as follows: Three (3) daily backups of the most recent days, and two (2) weekly backups of the most recent weeks and one (1) backup of the most recent 28 days.

5.6 Client-Provided Materials – ODBC Drivers

To the extent Client provides IBM with Client or third party ODBC drivers, and associated files that Client asks IBM to use in Client's Cloud Service environment (collectively "Client-Provided Materials"): Client hereby grants IBM a fully-paid, non-exclusive, nontransferable, worldwide, limited license (without the right to sublicense), under Client's applicable intellectual property rights to use the Client-Provided Materials for the sole purpose of providing the Cloud Service to Client. IBM has sole discretion whether to use such Client-Provided Materials and may cease using Client-Provided Materials at its sole discretion at any time for any reason.

Client represents and warrants on an ongoing basis that (a) it has the necessary rights to give Client-Provided Materials to IBM, (b) IBM may lawfully use the Client-Provided Materials in providing the Cloud Service to Client, and (c) Client-Provided Materials do not contain harmful code. Client must promptly inform IBM if Client loses the right to allow IBM to use the Client-Provided Materials or Client learns it contains harmful code.

5.7 Access to IBM Planning Analytics Data Sources

Client's IBM Cognos Analytics Dedicated Cloud Service Authorized Users are permitted to use that Service to access data within the IBM Planning Analytics Cloud Service.