



IBM Cloud Services Agreement

IBM Cloud Service Description: IBM Cognos Sales Performance Management on Cloud

The following is the Service Description for your Order:

1. Cloud Service Description

Cloud Service Description for the following Cloud Service offerings that you may order. The offerings that you have ordered are specified in your Order Document. For the purpose of this Cloud Service, the Order Document will consist of the Quotation that IBM presents to you and the Proof of Entitlement (PoE) that you will receive from IBM confirming that the Cloud Service has been provisioned and setting forth the beginning and end date for the term of the Cloud Service.

1.1 IBM Cognos Sales Performance Management on Cloud base offering

IBM Cognos Sales Performance Management is an entirely web-based solution, access being provided for any user via a web browser for functions such as the set-up of crediting rules, organizational hierarchies and report generation and quota management processes as entitled. The base offering includes one production instance, one non-production instance, and up to three years of data history.

1.2 IBM Cognos Territory Management on Cloud

IBM Cognos Sales Performance Management on Cloud automates the process of determining which payees and / or territories will receive credits for sales transactions by evaluating crediting and territory rules.

1.3 IBM Cognos Quota Management on Cloud

IBM Cognos Sales Performance Management on Cloud automates the process of managing the distribution and input of sales based quotas.

1.4 IBM Cognos Sales Performance Management for Active Payees on Cloud

An Active Payee is an Eligible Participant currently engaged, directly or indirectly, with the Client and is managed or tracked by the Cloud Service for the purposes of calculating and/or receiving outputs from the modules processes, including but not limited to credits and transactions.

1.5 IBM Cognos Sales Performance Management for Inactive Payees on Cloud

An Inactive Payee is an Eligible Participant not currently engaged, directly or indirectly, with the Client however which continues to be managed or tracked by the Cloud Service.

1.6 IBM Cognos Sales Performance Management Data Volume on Cloud

Record Lines are the line items within the Record processed using Cloud Service. Sufficient Million Record Line entitlements must be obtained to cover the total number of Record Lines processed during the measurement period.

1.7 IBM Cognos Sales Performance Management Single Tenant Premium On Cloud

A dedicated physical database server instead of logically sharing a server with other parties' databases.

1.8 IBM Cognos Sales Performance Management Additional Production Instance on Cloud

A production and pre-production instance is provided by default, this is an additional production instance.

1.9 IBM Cognos Sales Performance Management Additional Non-Production Instance on Cloud

This offering can 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 IBM Cloud Service offering using published application programming interfaces.

1.10 IBM Cognos Sales Performance Management Data History Premium on Cloud

If the Client is entitled to the Data History Premium, the Cloud Service includes up to seven years of data history.

2. Security Description

The Cloud Service is hosted on Microsoft Corporation's Windows Azure. IBM's security policy and those of its service providers are set out below:

- a. This security addendum provides for policies and practices employed for the IBM Cognos Sales Performance Management on Cloud service (IBM Cognos SPM on Cloud) and applicable cloud-delivered add-ons. References to IBM below shall mean IBM or its subcontractors.

2.2 Defined Terms

"Client Data" – means all data, including all text, sound, or image files that are provided to IBM by, or on behalf of, Client through Client's use of the Cloud Service. For greater certainty, the term "Client" in this definition of "Client Data" includes the End Users of the Cloud Service.

2.3 Security Policy

2.3.1 General practices

IBM has implemented and will maintain for the Cloud Service appropriate technical and organizational measures, internal controls, and information security routines as outlined below intended to protect Client Data against accidental loss, destruction, or alteration; unauthorized disclosure or access; or unlawful destruction. Client is wholly responsible for implementing and maintaining security within any applications provided by Client, or on Client's behalf, for use in the Cloud Service.

- a. IBM maintains privacy and security policies that are published and communicated to its employees through its intranet site.
- b. IBM requires privacy and security education training (and where applicable certification) to individuals worldwide who support the Cloud Service. IBM informs its personnel about relevant security procedures and their respective roles. IBM also informs its personnel of possible consequences of breaching the security rules and procedures. IBM will only use anonymous data in training.
- c. Policies and procedures are reviewed annually and are base-lined with industry standards.
- d. Procedures exist to deal with any policy noncompliance issues.

2.4 Access-Security Control

- a. Access to the Cloud Service is restricted to authorized IBM Cloud Service administration personnel only. A record is maintained of all personnel authorized to access the IBM Cloud Service.
- b. Procedures to grant and terminate access for Cloud administrators have been implemented.
- c. The Cloud Service administrators use encrypted links to access the Cloud network.
- d. Client data is logically segregated. Data partitioning techniques have been implemented to restrict clients to their data.
- e. Regular reviews of access privileges is performed to ensure appropriate access for IBM personnel. Client is responsible for reviewing the access for its users.
- f. Segregation of duties exists for key organizational functions such as development, support, security administration and compliance.
- g. External security scanning is regularly conducted by authorized security personnel and third party vendors to help detect and resolve potential system security weaknesses exposures

2.5 Physical and environmental security

2.5.1 Physical access to facilities

IBM limits access to facilities where information systems that process Client Data are restricted to identified authorized individuals.

2.5.2 Physical access to components

IBM maintains records of the incoming and outgoing media containing Client Data, including the kind of media, the authorized sender/recipients, date and time, the number of media and the types of Client Data they contain.

2.5.3 Protection from disruptions

IBM uses a variety of industry standard systems to protect against loss of data due to power supply failure or line interference.

2.5.4 Component disposal

IBM uses industry standard processes to delete Client Data when it is no longer needed.

2.6 Communications and operations management

2.6.1 Operational policy

IBM maintains security documents describing its security measures and the relevant procedures and responsibilities of its personnel who have access to Client Data.

2.6.2 Data recovery procedures

The Cloud Service includes replication features that facilitate recovery of Client Data in the event a particular machine or cluster within a data center fails.

- a. On an ongoing basis, but in no case less frequently than once a week (unless no Client Data has been updated during that period), IBM maintains multiple copies of Client Data which can be recovered.
- b. IBM stores copies of Client Data and data recovery procedures in a different place from where the primary computer equipment processing the Client Data is located.
- c. IBM has specific procedures in place governing access to copies of Client Data.
- d. IBM reviews data recovery procedures at least every twelve months.
- e. IBM logs data restoration efforts, including the description of the restored data, and where applicable, the person responsible and which data (if any) had to be input manually in the data recovery process.

2.6.3 Malicious software

IBM has anti-malware controls to help avoid malicious software gaining unauthorized access to Client Data, including malicious software originating from public networks.

2.6.4 Data beyond boundaries.

- a. IBM restricts access to Client Data in media leaving its facilities (e.g., through encryption).
- b. Data transmission over public networks is via SSLv3/TLS/sFTP. Minimum 128 bit encryption is used.

2.6.5 Authentication

- a. IBM uses industry standard practices to identify and authenticate users who attempt to access information systems.
- b. Where authentication mechanisms are based on passwords, IBM requires that the passwords are renewed regularly.
- c. Where authentication mechanisms are based on passwords, IBM requires the password to be at least eight characters long.
- d. IBM ensures that de-activated or expired identifiers are not granted to other individuals.
- e. IBM maintains industry standard procedures to deactivate passwords that have been corrupted or inadvertently disclosed.
- f. IBM uses industry standard password protection practices, including practices designed to maintain the confidentiality and integrity of passwords when they are assigned and distributed, and during storage.

2.6.6 Client Data deletion or return

Upon expiration or termination of Client's use of the Cloud Service, Client may extract Client Data and IBM will delete Client Data, each in accordance with the use rights for the Cloud Service.

2.6.7 End User requests

IBM will not independently respond to requests from Client's End Users without Client's prior written consent, except where required by applicable law.

2.6.8 Transfer of Client Data; appointment

Client Data that IBM processes on Client's behalf may be transferred to, and stored and processed in, the United States or any other country in which IBM, or subcontractors maintain facilities. Client appoints IBM to perform any such transfer of Client Data to any such country and to store and process Client Data in order to provide the Cloud Service.

2.6.9 IBM personnel

IBM personnel will not process Client Data without authorization. IBM personnel are obligated to maintain the confidentiality of any Client Data and this obligation continues even after their engagement ends.

2.6.10 Subcontractor; transfer

IBM may hire other companies to provide limited services on its behalf, such as providing customer support. Any such subcontractors will be permitted to obtain Client Data only to deliver the services IBM has retained them to provide, and they are prohibited from using Client Data for any other purpose. IBM remains responsible for its subcontractors' compliance with the obligations of the Cloud Service.

2.7 Network design

IBM has controls to avoid individuals assuming access rights they have not been assigned to gain access to Client Data they are not authorized to access.

2.8 Information security incident management

2.8.1 Incident response process

IBM maintains a record of security breaches with a description of the breach, the time period, the consequences of the breach, the name of the reporter, and to whom the breach was reported, and the procedure for recovering data.

2.8.2 Service Monitoring

IBM security personnel verify logs at least every six months to propose remediation efforts if necessary.

2.9 Certifications and audits

IBM will audit the security of the Cloud Service.

2.10 Client responsibilities

Client must comply with applicable legal requirements for privacy, data protection, and confidentiality of communications related to its use of the Cloud Service. Client is wholly responsible for implementing and maintaining privacy protections and security measures within any applications provided by Client, or on Client's behalf, for use in the Cloud Service.

2.11 Service Integrity & Availability

- a. The Cloud Service has personnel with formally assigned roles and responsibilities.
- b. Formal procedures govern all changes to the Cloud Service. Changes are logged and tested, authorized. Privileges to promote changes to production environment are restricted to authorized personal.
- c. The Cloud Service is monitored 24X7 by Cloud administrators for availability and performance.
- d. The Cloud Service security incidents are handled in accordance with IBM incident response procedures.
- e. Backups are executed regularly. Data recovery tests are also conducted.
- f. Audit logs are maintained for access and changes to hierarchies, user logins, and security changes.

2.12 Compliance

- a. IBM performs the Industry standard audit (SSAE 16 annually).
- b. IBM conducts workforce security education and awareness on an annual basis. During this time period, personnel are required to review and recommit to their responsibility as an IBM employee including meeting ethical business conduct, confidentiality, and security obligations.
- c. Windows Azure manages data centers that are compliant with industry standards such as ISO 27001. Other standards/audits include SSAE 16/ISAE 3402 Attestation.

3. Service Level Commitment

IBM provides the following service level commitment (“SLA”) for the Cloud Service offering specified in your Order:

3.1 Definitions

“**Availability Credit**” – means the remedy IBM will provide for a validated Claim. The Availability Credit will be applied in the form of a credit or discount against a future invoice of subscription charges for the Service.

“**Availability Percentage**” – is calculated as: (a) the total number of minutes in a Contracted Month, minus (b) the total number of minutes of Downtime in a Contracted Month, divided by (c) the total number of minutes in a Contracted Month, with the resulting fraction expressed as a percentage.

“**Claim**” – means a claim submitted by you to IBM pursuant to the SLA that a Service Level has not been met during a Contracted Month.

“**Contracted Month**” – means each full month during the term of the Service measured from 12:00 a.m. Eastern US time on the first day of the month through 11:59 p.m. Eastern US time on the last day of the month.

“**Downtime**” – means a period of time during which production system processing for the Service has stopped and all of your users are unable to use all aspects of the Service for which they have appropriate permissions. Downtime does not include the period of time when the Service is not available as a result of:

- A scheduled outage for the purpose of service maintenance.
- Events or causes beyond IBM’s control (e.g., natural disaster, internet outages, etc.).
- Problems with Client or third party applications, equipment or data.
- Failure to adhere to required system configurations and supported platforms for accessing the Service.
- IBM’s compliance with any designs, specifications, or instructions provided by Client or a third party on Client’s behalf.

“**Event**” – means a circumstance or set of circumstances taken together, resulting in a failure to meet a Service Level.

“**Service Level**” – means the standard set forth below by which IBM measures the level of service it provides in this SLA.

“**Service**” – means the Cloud Service that you have specified in your Order. The SLA applies to each Service individually and not in combination.

3.2 Availability Credits

- a. In order to submit a Claim, you must log a Severity 1 support ticket for each Event with the IBM customer support help desk, within twenty-four (24) hours of your first becoming aware that the Event has impacted your use of the Service. You must provide all necessary detailed information about the Event and reasonably assist IBM with the diagnosis and resolution of the Event.
- b. You must submit your Claim for an Availability Credit no later than three (3) business days after the end of the Contracted Month that is the subject of the Claim.
- c. Availability Credits will be based on the duration of the Downtime measured by IBM from the time you report that you were first impacted by the Downtime. For each valid Claim, IBM will apply the highest applicable Availability Credit based on the achieved Service Level during each Contracted Month, as shown in the table below. IBM will not be liable for multiple Availability Credits for the same Event in the same Contracted Month.
- d. For Services purchased as part of an Enterprise Software and Services Option (ESSO), Software and Services Special Option (SSSO), or Open Infrastructure Offering (OIO) relationship, the Availability Credit will be calculated based on the then-current published Relationship Suggested Volume Price (RSVP) for the Service in effect for the Contracted Month which is the subject of the Claim. You will be eligible for one third (1/3) of the Availability Credit.
- e. For Bundled Services (individual Services packaged and sold together for a single combined price), the Availability Credit will be calculated based on the single combined monthly price for the Bundled

Service, and not the monthly subscription fee for each individual Service. You may only submit Claims relating to one individual Service in a bundle in any Contracted Month, and IBM will not be liable for Availability Credits with respect to more than one Service in a bundle in any Contracted Month.

- f. The total Availability Credits awarded with respect to any Contracted Month shall not, under any circumstance, exceed 10 percent (10%) of one twelfth (1/12th) of the annual charge paid by you to IBM for the Service.

3.3 Service Levels

Availability of Service during a Contracted Month

Availability Percentage during a Contracted Month	Availability Credit (% of Monthly Subscription Fee for Contracted Month that is the subject of a Claim)
99% - 99.75%	2%
95% - 98.99%	5%
Less than 95.0%	10%

Example: 476 minutes total non-scheduled Downtime during Contracted Month

43,200 total minutes in a 30 day Contracted Month 476 minutes of Downtime = 42,724 minutes	= 5% Availability Credit for
<hr style="width: 50%; margin: 0 auto;"/> 43,200 total minutes in a 30 day Contracted Month	98.9% Availability during the Contracted Month

3.4 Other information about this SLA

This SLA is made available only to IBM's clients and does not apply to claims made by your users, guests, and participants of the Service or to any beta or trial services that IBM provides. The SLA only applies to the production Services, so it does not apply to Non-production environments, including but not limited to test, disaster recovery, Q&A, or development. If you have breached any material obligations under your contract for the Service, including without limitation, breach of any payment obligations, you may not make a Claim under this SLA.

4. Entitlement, Billing, Term and Support Information

4.1 Charge Metrics

The Cloud Service offering is sold in accordance with the following metric(s):

- a. Access is the right to use the Cloud Service. Client must obtain a single Access entitlement in order to use the Cloud Service during the measurement period specified in your Order Document.
- b. Authorized User is a unit of measure by which the Cloud Service may be obtained. An Authorized User is a unique person who is given access to Cloud Service. Client must obtain separate, dedicated entitlements for each Authorized User accessing the Cloud Service offering in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means during the measurement period specified in the Order Document. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person. For the purposes of the Cloud Service, Client may provide access to users outside of its enterprise. Such users shall be deemed to be Authorized Users and be entitled appropriately.
- c. Eligible Participant is a unit of measure by which the Cloud Service can be obtained. Eligible Participant is an individual or entity eligible to participate in any service delivery program managed or tracked by the Cloud Service. Sufficient entitlements must be obtained to cover all Eligible Participants managed or tracked within the Cloud Service during the measurement period specified in your Proof of Entitlement (PoE).
- d. Instance is a unit of measure by which the Cloud Service can be obtained. An Instance is access to a specific configuration of the Cloud Service. Sufficient entitlements must be obtained for each

Instance of the Cloud Service made available to access and use during the measurement period specified in the Order Document.

- e. Record is the data that represent any physical or electronic document managed by the Cloud Service including but not limited to call detail records, invoices, plans, purchase orders, quotes, receipts, returns, sales orders, schedules, and shipments. "Record Lines" are the line items within the Record processed using the Cloud Service.

4.2 Charges & Billing

4.2.1 Billing Options

The amount payable for this Cloud Service offering is specified in the Order Document as follows:

- a. Entire commitment amount upfront
- b. Monthly (in arrears)
- c. Quarterly (upfront)
- d. Annually (upfront)

The selected billing option will be valid for the length of the term as specified in the Order Document. The amount payable per billing cycle will be based on the monthly or annual subscription fee and number of billing cycles in a year plus any overage charges.

4.2.2 Partial Month Charges

The Partial Month charge is a pro-rated daily rate that will be charged to you. The Partial Month Charges are calculated based on the remaining days of the partial month starting on the date you are notified by IBM that their access to the Cloud Service offering is available.

4.2.3 Overage Charges

If your actual usage during the measurement period exceeds the your entitlement stated on the POE portion of the Order Document, then Client will be invoiced monthly for the overage at the rate specified in the Order Document.

4.2.4 On-Demand

On-Demand options will be invoiced in the month the on-demand option is ordered by Client at the rate set forth in the Order Document.

4.2.5 Set-up

Set-up charges will be specified in an Order Document

4.3 Term and Renewal Options

4.3.1 Term

The term of the Cloud Service will begin on the date that IBM notifies you that you have access to the portions of the Cloud Service that are described in the Order Document. The PoE portion of the Order Document will confirm the exact date of the start and end of the term, as well as how or whether the term will renew. You are permitted to increase your level of use of the Cloud Service during the term by contacting IBM or an IBM Business Partner. We will include that change in an Order Document.

4.3.2 Cloud Services Term Renewal Options

Your Order Document will set forth whether the Cloud Service will renew at the end of the term, by designating the term as one of the following:

- a. Automatic Renewal

If your Order Document states that your renewal is automatic, you may terminate the expiring Cloud Service term by written request, at least ninety (90) days prior to the expiration date of the term that is set forth in the Order Document. If IBM or an IBM Business Partner does not receive such termination notice by the expiration date, the expiring term will be automatically renewed for either a one year term or the same duration as the original term as set forth in the PoE portion of the Order Document.

- b. Continuous Billing

When the Order Document notes that your billing is continuous, you will continue to have access to the Cloud Service and will be billed for the usage of the Cloud Service on a continuous billing basis. To discontinue use of the Cloud Service and stop the continuous billing process, you will need to

provide IBM or an IBM Business Partner with ninety (90) days written notice requesting that your Cloud Service be cancelled. Upon cancellation of your access, you will be billed for any outstanding access charges through the month in which the cancellation took effect.

c. **Renewal Required**

When the Order Document notes that your renewal type is “terminate”, the Cloud Service will terminate at the end of the term and your access to the Cloud Service will be removed. To continue to use the Cloud Service beyond the end date, you will need to place an order with your IBM sales representative or IBM Business Partner to purchase a new subscription term.

4.4 Technical Support

Technical support is provided during the subscription period. Technical support is the provision to Client with technical assistance with (i) the use of the Cloud Service; (ii) the identification of Cloud Service or Documentation issues; and (iii) the reporting of product defects. Please see the attached link for the technical support guide <http://www-1.ibm.com/software/analytics/varicent/customercenter/saas.html>.

Technical support:

- Responses to questions relating to the Cloud Services, including without limitation isolating problems to the product, data or equipment;
- The development of a temporary solution to or an acceptable work around;
- Corrections and repairs of errors, problems or deficiencies with the Cloud Services, to the extent reasonably feasible; and
- Clarification of Documentation

There are three channels to contact Customer Support. Any authorized user may contact Customer Support.

- E-mail: For logging a ticket via email, customers must use the interim Varicent/IBM address – vsupport@ca.ibm.com.
- Enter a ticket in the Support Portal: Varicent Assist (Authentication required) - <http://support.varicent.com>
- Phone us:1-877-465-5444

The support team is available to provide support via the following channels:

- Support Ticket or E-Mail: Anytime, tickets processed according to assigned severity levels. Severity levels between 2 to 4 will be handled during business hours.
- Phone: Monday-Friday, 9am – 5pm local hours (excluding IBM company observed holidays)
- After hours support (outside of regular operating hours stated above) is available only for Severity 1 issues on business days/evenings, weekends and holidays.
- Support is provided in English.
- Response Time Goals and Response Time Objectives
- Our response time objectives and the associated coverage and escalation are set out in the table below. IBM uses commercially reasonable efforts to meet the response time goals outlined below, however, IBM does not guaranty such goals will be met.

Severity Code	Severity Definition	Response Time Coverage and Objectives	Escalation Path / Resolution
Severity 1 Critical Business Impact/Service Down (Production Only)	Complete inability to use the IBM SaaS as defined by the documentation. Major functionality of the IBM SaaS is not operating in Production. Production is halted and users have no access to the IBM SaaS. Serious performance degradation that significantly impacts users of the IBM SaaS Production system.	24x7 service Within 2 hours	Immediate engagement of a Technical Support Analyst IBM technical support analysts are committed on a full-time basis to resolve problems for our customers and partners. The analysts will work directly with you and utilize support where applicable. Client and/or partner specialists

Severity Code	Severity Definition	Response Time Coverage and Objectives	Escalation Path / Resolution
	<p>IBM SaaS consistently produces material errors in numerical calculations, not related to configuration of the application through delivered configuration tools.</p>		<p>are committed on a full-time basis to work with IBM support, providing all pertinent logs and model data necessary to pursue the investigation for root cause analysis. Emergency patch or release of Software to fix the reported problem once a reproducible scenario in test lab is produced and resolution achieved and tested.</p> <p>Where a workaround is applicable, we will propose the workaround as an option.</p>
<p>Severity 2</p> <p>Significant Business Impact</p>	<p>Major functionality of IBM SaaS is not working as defined by the documentation.</p> <p>The product is usable but incomplete, causing disruptions to normal service and a significant business impact.</p> <p>IBM SaaS performs some of its documented functionality, but there is a serious impact on the client's productivity or service levels.</p>	<p>Monday – Friday business hours</p> <p>Within 2 business hours</p>	<p>Engagement of a Technical Support Analyst.</p> <p>IBM technical support analysts working with you during local business hours to investigate and provide work around or resolution.</p> <p>Any fixes required will be scheduled for the next maintenance release.</p> <p>Further escalation to a developer, as required.</p>
<p>Severity 3</p> <p>Some Business Impact</p>	<p>Issues that affect an isolated component of IBM SaaS that does not affect the ability of IBM SaaS to materially perform in accordance with the documentation.</p> <p>IBM SaaS is usable, but does not perform all documented functions on all devices.</p> <p>Issues that have acceptable workarounds.</p> <p>Assist with IBM SaaS migrations and upgrades.</p>	<p>Monday – Friday business hours</p> <p>Within 2 business hours</p>	<p>Engagement of a Technical Support Analyst.</p> <p>IBM technical support will investigate and provide a suggested work around or resolution. Any fixes required will be scheduled for the next maintenance release.</p>
<p>Severity 4</p> <p>Minimum Business Impact</p>	<p>General inquiries on the use of IBM SaaS.</p> <p>Minor errors, such as issues in layout and formatting, causing minimal impact to business.</p> <p>IBM SaaS is usable with no loss of operational functionality, but needs clarification on the behavior, performance, or documentation.</p> <p>System configuration issues such as localization changes.</p> <p>Documentation issues.</p>	<p>Monday – Friday business hours</p> <p>Within 2 business hours</p>	<p>Engagement of a Technical Support Analyst.</p> <p>IBM Support will review any questions and provide, through email or via the ticketing system, an answer or direct the client to the information requested.</p>

A resolution may be any one of the following:

- An answer to the question (i.e. where a file is found, what Updates are available etc.);
- IBM has provided a viable permanent workaround to the problem; or

- IBM has provided a viable temporary workaround to the problem and agreed to further provide a solution to the problem acting reasonably.

An issue is deemed to be resolved when you have either: (i) responded verbally, via the support ticketing system, or in an email accepted the proffered resolution; or (ii) failed to respond to three emails or other communications from IBM explicitly requesting that you acknowledge the proffered resolution. In some cases, IBM will require certain information from you to diagnose a case, including screen shots or steps to reproduce and approvals to access your model/environment/instance and approvals as necessary to make changes. Failure to provide any requested information or the remote access may limit or prevent a resolution. In such cases, IBM will inform you that the case will be considered closed.

5. Safe Harbor

IBM has not determined compliance of this Cloud Service with the US-EU and US-Swiss Safe Harbor Frameworks.

6. Enabling Software

Access to Cognos Sales Performance Management on Cloud can also include the use of the Cognos Sales Performance Management on Cloud Utility (“SPMoC Utility”), which can be used to import data, execute Report Generation commands and export reports automatically from within your infrastructure. The SPMoC Utility is a command based DOS utility that is a method for running jobs on a scheduled or automated basis, for example overnight without requiring direct user intervention. It is available for download by authorized users directly from the browser being used to access the Cloud Service.

SPMOC Utility may only be used in conjunction with the Cloud Service, and only during the subscription term for the Cloud Service offering.