

Service Description

IBM Intelligent Operations Center 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 Intelligent Operations Center Standard User on Cloud

Standard users have the following capabilities:

- Intelligent Operations Center (IOC) console – main interface that allows user to view events and event status, geospatial information (this requires integration to a GIS service, which is not provided with the IBM Cloud Service), and view reports for historic trend analysis, optimizing resource deployment and on Key Performance Indicators chosen by the user (KPIs).
- Allows users to view results from analytics based on time and location of events or other data processed by the IBM Cloud Services on a map.
- Allows users to pull up events based on data processed by the IBM Cloud Service.
- Allows users to view reports about events or data captured in the IOC console.
- Allows users to execute Standard Operating Procedures that can help automate a standard response to an event, KPI threshold, or condition defined in a report.
- Allow users to have an "at-a-glance" summary of information across all events in a city.

1.1.2 IBM Intelligent Operations Center Mobile User on Cloud

Mobile Users do not have access to any Capability of the Standard Users with the follow exceptions:

- Mobile users may access the Intelligent Operations Center console for read-only access, except that Mobile users have the following read/write access to the Standard Operating Procedures:
 - Using the Intelligent Operations Center console, Mobile users may start, stop or skip Standard Operating Procedure steps and may add comments or references to a step in an active Standard Operating Procedure.
- Mobile Users may access Application Programming Interfaces defined in the Intelligent Operations Center Programming Guide through IBM provided or third party alternative interfaces such as a native mobile application.

1.1.3 IBM Intelligent Operations Center Consumer User on Cloud

- Consumer Users have the ability to submit service requests, and view the status of their request
- Consumer Users do not have access to any capability of the Standard User

1.1.4 IBM Intelligent Operations Center Managed Object on Cloud

- A Client must obtain at least one Standard User as a prerequisite to obtaining Managed Object on Cloud.
- An IBM Intelligent Operations Center Managed Object allows the system to ingest data and optionally take action against a tangible object that is individually identified in the program.
- The tangible object types that the IBM Intelligent Operations Center Managed Object on Cloud will cover for a specific Client will be specified in a Transaction document as a "Managed Object".
- IBM Intelligent Operations Center Managed Object on Cloud may track non-Managed Object data sources as well which will not be subject to a separate charge.

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=1363255019613>

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 SaaS support overview 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.
- 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.
- Eligible Participant is an individual or entity eligible to participate in any service delivery program managed or tracked by the Cloud Services.
- Item is an occurrence of a specific item that is managed by, processed by, or related to the use of the Cloud Service.

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 Third Party GIS Service Integration

IBM intelligent Operations Center on Cloud connects to Geographic Information System (GIS) server to enable base map and geocoding services. The Client is responsible for obtaining the GIS server license from the GIS server provider, and will provide license information to IBM. Contact IBM for a list of all supported GIS servers. The Client is also responsible for maintaining connectivity to the GIS server.

6. Overriding Terms

6.1 Data Use

The following prevails over anything to the contrary in the Content and Data Protection section of the base Cloud Service terms between the parties: IBM will not use or disclose the results arising from Client's use of the Cloud Service that are unique to your Content (Insights) or that otherwise identify Client. IBM may however use Content and other information (except for Insights) that results from Content in the course of providing the Cloud Service subject to removing personal identifiers; so that any personal data can no longer be attributed to a specific individual without the use of additional information. IBM will use such data only for research, testing, and offering development.