

## Service Description

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### IBM Facilities and Real Estate Management on Cloud (TRIRIGA)

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

#### 1. Cloud Service

IBM Facilities and Real Estate Management on Cloud (TRIRIGA) is a solution to manage the lifecycle of facilities and real estate that includes or supports the following processes and functions:

- **Real estate management**  
Provide a solution for transaction management, lease administration and lease accounting; use business analytics to identify performance of real estate assets, leases, providers and processes.
- **Capital projects**  
Enable capital project planning; identify funding priorities within capital programs; provide integrated processes and analytics.
- **Space management**  
Identify opportunities for better facility utilization and occupancy management; enable department accountability for space use; view uploaded floor plans; assist with relocation processes; analyze strategic space planning; space and asset reservation management; track budgets, costs and schedules.
- **Facility maintenance**  
Use condition-based facility assessments; provide financial and environmental impact analysis to help with capital planning; manage facilities maintenance service requests; automate facility maintenance services; use business analytics to identify performance of facilities, assets, resources and facility maintenance processes.
- **Energy management**  
Manage enterprise carbon accounting and environmental investment analysis; provide financial and environmental impact analysis to improve capital planning; use financial and environmental impact analysis to improve capital planning; use analytics to identify potential work tasks for equipment.
- **Application administration**  
Manage the underlying real estate, facility and asset portfolio data; manage user access; extend applications using technology platform; interface via Web Service over a VPN connection.

IBM Facilities and Real Estate Management on Cloud (TRIRIGA) 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. This Cloud Service includes one production instance and 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 Facilities and Real Estate Management on Cloud (TRIRIGA) Self Service User

Create requests, create reservations, search knowledge base, input timecards, respond to bid requests, respond to emails with offline forms (up to 25), search locations, people, and assets. Client must be entitled to the IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Enterprise Users to obtain entitlements to IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Self Service Users. Client with Enterprise User entitlement do not need Self-Service User entitlement to create Service Requests.

### **1.1.2 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Anywhere User**

Create and access work tasks from a mobile device using the IBM TRIRIGA Anywhere mobile application. Client must be entitled to the IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Enterprise Users to obtain entitlements to IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Anywhere Users.

### **1.1.3 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Approvals and Reporting User**

Participate in approval processes, monitor performance metrics, view reports with read only access to data and functions of Self Service. Client must be entitled to the IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Enterprise Users to obtain entitlements to IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Approvals and Reporting Users.

### **1.1.4 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Occasional Enterprise User**

Participate in all implemented business processes and administrative functions with the exception of application builder tools for up to 60 hours per month.

### **1.1.5 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Occasional User**

Participate in limited processes, limited to tasks, surveys, invoices and requests for payment, document management. Includes functions of Self Service, Anywhere, and Approvals and Reporting users. Client must be entitled to the IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Enterprise Users to obtain entitlements to IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Occasional Users.

### **1.1.6 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Enterprise User**

Authorized Users may participate in all implemented business processes and administrative functions, including the ability for an unlimited number of users to submit service requests at no additional charge. Concurrent Users may participate in all implemented business processes and administrative functions with the exception of self-service reservations, offline, and application builder tools.

### **1.1.7 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Connector for Watson Analytics**

Helps enable facilities and real estate managers to discover powerful insights into the performance of their operations.

### **1.1.8 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Field Services User**

Provides advanced user experience for technicians via TRIRIGA Work Task Services perceptive web application. The application enables technicians to access and update details of their assigned work tasks from multiple devices. Client must be entitled to the IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Enterprise Users to obtain entitlement to IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Field Services Users.

## **1.2 Optional Services**

### **1.2.1 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Non-Production**

IBM Facilities and Real Estate Management on Cloud (TRIRIGA) 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.

### **1.2.2 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Non-Production Capacity Add-On**

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

### **1.2.3 IBM Facilities and Real Estate Management on Cloud Flex (TRIRIGA) Offerings**

IBM Facilities and Real Estate Management on Cloud Flex Enterprise User (TRIRIGA) and IBM Facilities and Real Estate Management on Cloud Flex Occasional User (TRIRIGA) are optional add-ons which offer Client customization within the Cloud Service environments and additional support to manage IBM Facilities and Real Estate Management on Cloud (TRIRIGA).

### **1.2.4 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) 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.

### **1.2.5 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Bare Metal 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.

### **1.2.6 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) 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.

### **1.2.7 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) 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.

### **1.2.8 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Add-on VPN IPsec Tunnel Setup**

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.

### **1.2.9 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) 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.

### **1.2.10 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) 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.

### **1.2.11 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) 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.

### **1.2.12 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Occasional Enterprise User Additional Capacity Add-On Pay Per Use**

This service provides additional use entitlement on a pay per use basis when Client exceeds the 60 hour per month limitation associated with the IBM Facility and Real Estate Management on Cloud (TRIRIGA) Occasional Enterprise User. This entitlement is required for all IBM Facilities and Real Estate management on Cloud (TRIRIGA) Occasional Enterprise Use Users.

### 1.3 Acceleration Services

#### 1.3.1 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) for As-Shipped Applications On-Demand Set-up

This set-up service establishes the Cloud Service in which IBM will maintain the environment and apply platform, technology and application updates as required, at IBM's discretion, for all Cloud Service Clients.

#### 1.3.2 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) for Fully Configurable Applications On-Demand Set-up

This set-up service establishes the Cloud Service for a Client maintained platform environment. Client is responsible for applying application updates to the Cloud Service and must do so according to instructions provided with the applicable update.

#### 1.3.3 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Occasional Enterprise User Additional Capacity Add-On Pay Per Use

This service provides additional use entitlement on a pay per use basis when Client exceeds the 60 hour per month limitation associated with the IBM Facility and Real Estate Management on Cloud (TRIRIGA) Occasional Enterprise User. This entitlement is required for all IBM Facilities and Real Estate management on Cloud (TRIRIGA) Occasional Enterprise Use Users.

## 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=1410822896601>

## 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](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.

## 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:

- TRIRIGA CAD Integrator
- TRIRIGA Outlook plug-in
- TRIRIGA Anywhere
- TRIRIGA Connector for BIM

### 5.2 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 Facilities and Real Estate Management on Cloud (TRIRIGA).

IBM Facilities and Real Estate Management on Cloud (TRIRIGA) 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 Facilities and Real Estate Management on Cloud (TRIRIGA) Non-Production Capacity Add-On entitlement increases the size of one IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Non-Production Instance to allow an additional 30 users to access the Instance simultaneously. If Client adds capacity to an IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Instance by purchasing the IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Non-Production Capacity Add-On that additional capacity cannot be re-assigned to another IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Non-Production Instance at a later date.

### 5.3 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Products Limitation

All entitled users of IBM Facilities and Real Estate Management on Cloud Flex (TRIRIGA) must also have an entitlement of the same user type to IBM Facilities and Real Estate Management on Cloud (TRIRIGA).

All entitled users of the following products must also have an entitlement of the same user type to IBM Facilities and Real Estate Management on Cloud (TRIRIGA).

- IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Non-Production Capacity Add-on

#### **5.4 IBM Facilities and Real Estate Management on Cloud Flex (TRIRIGA) Entitlement Requirements**

- All entitled users of IBM Facilities and Real Estate Management on Cloud Flex Enterprise User (TRIRIGA) must be covered by an entitlement to the IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Enterprise User.
- All entitled users of IBM Facilities and Real Estate Management on Cloud Flex Occasional User (TRIRIGA) must be covered by an entitlement to the IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Occasional User.
- All entitled users of IBM Facilities and Real Estate Management on Cloud Flex Occasional Enterprise User (TRIRIGA) must be covered by an entitlement to the IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Occasional Enterprise User.

#### **5.5 IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Configuration Limitation**

Cloud Service Clients cannot access or change configuration parameters below the application layer, such as database or middleware configurations. The Cloud Service is configurable at the application layer using the IBM TRIRIGA Application Builder tools included with the Cloud Service or by creating integrations using the IBM TRIRIGA Connector for Business Application tools included with the Cloud Service.

Cloud Service utilizes a continuous delivery model, with different rules for platform and technology updates and for application updates. Platform and technology updates are performed by IBM periodically and at IBM's sole discretion for all Cloud Service Clients. When applied, application updates will override a Client's application configurations with the Cloud Service as-shipped application functionality. However, application updates will not be applied for Cloud Service Clients who do not specifically select the IBM Facilities and Real Estate Management on Cloud (TRIRIGA) Setup for As-Shipped Applications or for Cloud Service Clients who select the IBM Facilities and Real Estate Management on Cloud (TRIRIGA) On-Demand Setup for Fully Configurable Applications.