



## Service Description

---

### IBM Intelligent Operations Center for Emergency Management on Cloud

This Service Description describes the Cloud Service IBM provides to Client. Client means the company and its authorized users and recipients of the Cloud Service. The applicable Quotation and Proof of Entitlement (PoE) are provided as separate Transaction Documents

#### 1. Cloud Service

IBM Intelligent Operations Center for Emergency Management on Cloud is an incident and emergency management solution utilized for daily operations and for emergency or crisis situations. It integrates and correlates many information sources to create a dynamic, geospatial, common operating picture and analytic-based insights that can help incident commanders and emergency managers understand and adapt to rapidly changing situations.

By combining knowledge of current operational status with consequence analysis functionality and presenting information in a near real-time geospatial framework, Intelligent Operations Center for Emergency Management on Cloud helps provide command and control functionality to first responders, incident commanders, security leaders, various key stakeholders, and managing executives or government leaders.

Base Capabilities:

- Intelligent Operations Center console allows Cloud Service users to view events and event status, geo-spatial information (requires integration to a Geographic Information System - GIS server, not provided with the Cloud Service), and publish reports for managing Key Performance Indicators (KPIs) / Missions.
- Allows Cloud Service users to view correlations based on time and location of events or other data processed by the Cloud Service on a map
- Allows Cloud Service users to raise events based on thresholds on the data that is processed by the Cloud Service
- Allows Cloud Service users to view reports about events or other data captured in the IOC console
- Allows Cloud Service users to view KPIs/ Missions based on events or other data captured in the IOC console
- Cloud Service users can execute Standard Operating Procedures (SOPs) / Workflows that help to automate a standard response to an event, KPI / Mission threshold or a condition defined in a report
- Use of an executive dashboard which is a specialized interface that allows Cloud Service users with at-a-glance summary information across all events in a city
- Use of the workstation client which is a specialized Command Center interface that provides Cloud Service users with rich Graphical User Interface (GUI) functionalities for situational awareness and incident/emergency management and supports the use of multiple screens and video wall display.
- Cloud Service users can process notifications of alerts (any noteworthy report or occurrence transmitted to the software over its data feeds) and display those alerts on the canvas in their geospatial contexts. The user can also manually insert an alert and the related information in its proper location on the canvas.
- The Cloud Service allows users to group related alerts into incidents: an alert represents a report of a single piece of information, while an incident represents an on-going occurrence that should be tracked in the system. The Cloud Service can help users set the operational status of an incident, provide additional notes and attach documents of interest. This allows multiple Cloud Service users to collaborate and expand the details of an incident as it unfolds.
- If more than one incident has been designated, the Cloud Service allows a user to link those incidents, to discern whether or not a pattern exists, by creating an Event Status View.
- The Cloud Service provides a rule-based process that runs in the background to help identify potential emerging threats/opportunities based on the occurrence of precursor activities.
- The Event File tool enables the Cloud Service user to designate a collection of event related information, such as assets, documents and links.

- The threat monitor panel helps the Cloud Service user to identify all features and assets that have proximate alerts meeting criteria established by the user. Multiple threat profiles may be created based on specific features or assets, alert types, areas of interest and proximity of the alert in relation to a feature of interest.
- The Mission Readiness tool enables the Cloud Service user to create and monitor the status of multiple objectives created by the user. With the Mission Readiness tool, the user can receive immediate notification of any change to an asset that would have an adverse impact upon the likelihood of success of the overall objective. The tool allows the user to drill down through the mission dependencies to find at-risk tasks and assets and the nature of their impairments.
- Use of the Tactical Data Layer collaboration tool to create and share layers of markups such as drawings, annotations, or comments using the map as the canvas.
- Provides the capability of maintaining a common operating picture in real time, while at the same time running a separate “what-if” simulation based on the “live state” common operating picture.
- Use of the Consequence Analysis Tool to switch to a what-if state and simulate various emergency or disaster events such as bomb explosion, storm surge, and high wind. Users can use the built-in simulation engine to evaluate the impact of emergency or disaster events.
- Use of the Decision Support Tool to help better understand and optimize the recovery process. Recovery simulations can be run based on resources availability and positioning as well as recovery priorities.
- Use of Line of Sight Analysis Tool (requires 3D mapping that is not provided by the Cloud Service) to determine locations that are within a specific distance and in a direct line of sight from any given point.

#### **1.1 IBM Intelligent Operations Center for Emergency Management Standard User on Cloud**

Standard users have access to all Base Capabilities as stated above.

#### **1.2 IBM Intelligent Operations Center for Emergency Management Premium User on Cloud**

Premium Users have access to all Base Capabilities as stated above as well as access to the following Premium User capabilities:

- Create and modify KPIs / Missions and reports for their environment
- Create and modify Asset infrastructure and their interdependencies and reports for their environment
- Create and modify SOPs and workflows related to their environment
- Create and modify tabs, views and other visual presentations
- IT administration staff can administer the Cloud Service via administrative interfaces
- Import data from Client’s and third parties’ systems via integration APIs
- Configure analytics that identify correlations, based on time and location, of events and assets
- Define and manage interfaces

#### **1.3 IBM Intelligent Operations Center for Emergency Management Consumer User on Cloud**

Consumer Users have the ability to view read only data / reports, submit service requests, and view the status of their request. Consumer Users do not have any access to Base Capabilities or any Standard User or Premium User capabilities

#### **1.4 IBM Intelligent Operations Center for Emergency Management Mobile User on Cloud**

Mobile Users do not have access to Base Capabilities or any capabilities of the Standard or Premium Users with the follow exceptions:

- A mobile HTML5 interface is provided for Mobile Users to collaborate bidirectionally with command center personnel or other Mobile Users and share a common operating picture.
- Mobile Users can add text information, videos, and photos into the system via mobile devices.
- When an incident has been created, Mobile Users from their mobile device can quickly add information collected directly to the incident log.

- Mobile Users can turn on and off various map based layers to customize their visual view. Views can include real time weather, location of alerts and incidents, public safety locations, public safety resources (i.e. fire hydrants), and other critical infrastructure
- Tactical Data Layers can be reviewed by Mobile Users in real time as they are being created and updated.
- Mobile Users can select an asset and review related critical information such as emergency plans and blueprints. Asset status changes are viewable for the mobile user
- Mobile Users can select and view live images from available cameras
- Mobile Users can access and view forms and documents from global virtual binder.

## 2. Security Description

This Cloud Service follows IBM's data security and privacy principles for IBM SaaS which are available at <https://www.ibm.com/cloud/resourcecenter/content/80> and any additional terms provided in this section. Any change to IBM's data security and privacy principals will not degrade the security of the Cloud Service.

### 2.1 Compliance with Laws

Each party is responsible for complying with: i) laws and regulations applicable to its business and content, and ii) import, export and economic sanction laws and regulations, including those of the United States that prohibit or restrict the export, re-export, or transfer of products, technology, services or data, directly or indirectly, to or for certain countries, end uses or end users.

For purposes of US government export regulations, this product has been determined to be eligible under License Exception ENC (740.17(b)(2)) formerly ENC Restricted. This product may be sold to nongovernment end users in all except the embargoed/terrorist countries. This product may not be sold to government end users outside the US, Canada, Australia, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, Sweden, Switzerland, Turkey, and the United Kingdom, without prior US government export approval.

### 2.2 Regulated Content

This Cloud Service is not designed to any specific security requirements for regulated content, such as personal information or sensitive personal information. Client is responsible to determine if this Cloud Service meets Clients needs with regard to the type of content Client uses in connection with the Cloud Service.

### 2.3 Data Collection

Client is aware and agrees that IBM may, as part of the normal operation and support of the Cloud Service, collect personal information from Client (your employees and contractors) related to the use of the Cloud Service, through tracking and other technologies. IBM does so to gather usage statistics and information about effectiveness of our Cloud Service for the purpose of improving user experience and/or tailoring interactions with Client. Client confirms that it will obtain or have obtained consent to allow IBM to process the collected personal information for the above purpose within IBM, other IBM companies and their subcontractors, wherever we and our subcontractors do business, in compliance with applicable law. IBM will comply with requests from Client's employees and contractors to access, update, correct or delete their collected personal information.

## 3. Service Level Objective

The service level objectives for this Cloud Service are:

- 99.5% availability outside of regularly scheduled maintenance windows.
- Maximum 5 second response time indicating web page activity is occurring.

Service level objectives are a goal and do not constitute a warranty to Client. There is no refund, credit, or other remedy available to Client in the event IBM does not meet the service level objectives

## 4. Technical Support

Technical support for the Cloud Service is provided via IBM Client Success Portal: <https://support.ibmcloud.com>. IBM will make available the IBM Software as a Service Support Handbook

which provides technical support contact information and other information and processes. Technical support is offered with the Cloud Service and is not available as a separate offering.

Severity	Severity Definition	Response Time Objectives During Support Hours
1	Critical business impact/service down: Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.	Within 1 hour
2	Significant business impact: A service feature or function is severely restricted in its use or Client is in jeopardy of missing business deadlines.	Within 2 business hours
3	Minor business impact: Indicates the service or functionality is usable and it is not presenting a critical impact on operations.	Within 4 business hours
4	Minimal business impact: An inquiry or non-technical request.	Within 1 business day

## 5. Entitlement and Billing Information

### 5.1 Charge Metrics

The Cloud Service is available under the charge metric specified in the Transaction Document:

- a. Concurrent User is a unit of measure by which the Cloud Service can be obtained. A Concurrent User is a person who is accessing the Cloud Service at any particular point in time. Regardless of whether the person is simultaneously accessing the Cloud Service multiple times, the person counts only as a single Concurrent User. Client must obtain an entitlement for each simultaneous Concurrent User accessing the Cloud Service 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 Client's Proof of Entitlement (PoE) or Transaction Document.
- b. Eligible Participant is a unit of measure by which the IBM SaaS can be obtained. Each individual or entity eligible to participate in any service delivery program managed or tracked by the Cloud Service is an Eligible Participant. Sufficient entitlements must be obtained to cover all Eligible Participants managed or tracked within the Cloud Service during the measurement period specified in Client's Proof of Entitlement (PoE) or Transaction Document.

### 5.2 Partial Month Charges

A partial month charge as specified in the Transaction Document may be assessed on a pro-rated basis.

### 5.3 Overage Charges

If actual usage of the Cloud Service during the measurement period exceeds the entitlement specified in the PoE, Client will be charged for the overage as specified in the Transaction Document.

## 6. Term and Renewal Options

The term of the Cloud Service begins on the date IBM notifies Client of their access to the Cloud Service, as documented in the PoE. The PoE will specify whether the Cloud Service renews automatically, proceeds on a continuous use basis, or terminates at the end of the term.

For automatic renewal, unless Client provides written notice not to renew at least 90 days prior to the term expiration date, the Cloud Service will automatically renew for the term specified in the PoE.

For continuous use, the Cloud Service will continue to be available on a month to month basis until Client provides 90 days written notice of termination. The Cloud Service will remain available to the end of the calendar month after such 90 day period.