IBM Analytics for Apache Spark

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 Analytics for Apache Spark provides a managed Spark environment accessible on-demand. With this service, Clients get access to Apache Spark's next-generation capabilities. Users can start with a small amount of capacity for experimentation, increase capacity for development and then scale to production, all within the same environment. The service is immediately ready for analysis, skipping setup hurdles thus providing a quick start to Client's Spark efforts.

The Cloud Service defines capacity in the form of a fixed quantity of Spark Executors. Each Spark Executor is allocated a slice of computing resources by the Spark cluster, with maximum specifications of 12.5GB of memory and 1 physical CPU core (or equivalent) of processor. Capacity can be increased by adding multiple instances of the Cloud Service.

IBM Bluemix is a technical pre-requisite for utilizing the Analytics for Apache Spark service. New users can register for access via the online registration form: https://console.ng.bluemix.net/registration/.

The IBM Analytics for Apache Spark Reserved Enterprise offering includes a maximum of 30 Spark Executors.

2. Setup Services

2.1 IBM Analytics for Apache Spark, Jump Start Remotely Delivered

This setup service provides up to 50 hours of remote consulting time for startup activities including (1) assistance with use cases, (2) coaching on best practices for reports, dashboards and other systems tooling, (3) guided assistance and advice on preparation, execution and validation for initial data loading, and (4) other administrative and configuration topics of interest (collectively, "startup activities"). This remotely delivered setup service is purchased per Engagement, and expires 90 days from the date of purchase of entitlement for this offering or from the date Client is notified by IBM that access to the Cloud Service is available, whichever is later, regardless of whether all hours have been used.

2.2 IBM Analytics for Apache Spark, Accelerator Remotely Delivered

This setup service provides up to 50 hours of remote consulting time to be used for performing activities including (1) assistance with use cases, including data movement use cases in support of a one-time, point in time, data movement (2) coaching on best practices for reports, dashboards and other systems tooling, (3) guided assistance and advice on preparation, execution and validation for initial data loading (including setup of source and target environments and data movement as defined in data movement use case) and (4) other administrative and configuration topics of interest (collectively, "Activities"). This remotely delivered setup service is purchased per Engagement and expires 12 months from the date of purchase of entitlement or on the last day of the initial Cloud Service subscription term, whichever is earliest, regardless of whether all hours have been used.

3. Security Description

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

3.1 Personal Information and Regulated Data

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.

4. Service Level Objectives

IBM provides the following service level objective ("SLO") for the Cloud Service, after IBM makes the Cloud Service available to Client.

IBM will provide an SLO of 99.9% service availability measured by the following:

a. The ability to deploy an application either through the portal or command line

b. The ability to connect to an application service

c. The availability of an individual service instance

There are no service level credits or reporting offered at this time.

5. Technical Support

Technical support for the Cloud Service is provided via online forums and an online problem reporting system which is available on the Client portal at 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	Response Time Coverage
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. Severity 1 issues require that Client is available to help IBM diagnose issues during the 24X7 period otherwise the issue is downgraded to Severity 2.	Within 1 hour	24x7
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	M-F 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	M-F business hours
4	Minimal business impact: An inquiry or non-technical request.	Within 1 business day	M-F business hours

6. Entitlement and Billing Information

6.1 Charge Metrics

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

●   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 Client's PoE or Transaction Document.

●   Engagement is a unit of measure by which the services can be obtained. An Engagement consists of professional and/or training services related to the Cloud Service. Sufficient entitlements must be obtained to cover each Engagement.

6.2 Partial Month Charges

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

6.3 Setup Services Charges

Setup services are purchased on a per Engagement basis and will be billed at the rate specified in the Transaction Document.

7. 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.

8. Cloud Service Offering Additional Terms

8.1 Cookies

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 the 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.