IBM IoT Continuous Engineering on Cloud and
IBM Collaborative Lifecycle 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**

1.1 **Data Storage**

Clients with a subscription of 200 users or less are provided with 25 Gigabytes of data and Clients with a subscription of more than 200 users are provided with 200 Gigabytes of data.

1.2 **IBM Rational Quality Manager on Cloud**

This Cloud Service provides dynamic test plans, governed workflows, lab efficiency, test coverage analysis, and manual test authoring. These features integrate with other lifecycle artifacts such as work items and requirements, and with reporting and dashboards. They provide detailed and highly customized analytics to help monitor the health and progress of a project. Customizable reports provide both real-time views and historical trends of artifacts across the entire lifecycle, including requirements, work items, builds, test cases and test results. Team reports and dashboards help Clients keep tabs on the health of their project. Dashboards provide an at-a-glance view of work item queries, event feeds, reports, and other items critical to understanding progress.

1.3 **IBM Team Concert on Cloud**

This Cloud Service provides change management, planning, software configuration management, and automation capabilities as described below:

a. **Change Management.** The main feature of Change Management is customizable work items, which track and coordinate epics, features, stories, tasks and ordinary defects. Work items and the workflow process can be customized to suit a Client’s specific needs to support any process. By separating the process from the underlying architecture, new workflows and process can be added and shared across teams as needs change in the future or new methodologies emerge.

b. **Planning.** The Planning capability provides tools to assist with the planning, estimation, ranking and velocity management for entire projects, for teams within those projects, and for individual developers. Plans are accessible to everyone on the team, and show the progress on releases and iterations at any point in time. The planning capability includes visual taskboards and Kanban boards to prioritize and optimize the flow of work or quickly address blocked tasks to speed delivery cycle times.

c. **Software Configuration Management.** The component-based source control system provides strong support for parallel development, agile development, and geographically distributed teams. It integrates tightly with defect tracking, builds, and process automation.

d. **Automation.** The Automation capability provides build management control to the development and test teams. Team members can track build progress, view build alerts and results, request builds, and trace the relationship of builds to artifacts such as change sets and work items.

e. **Reporting.** The Reporting capability provides an easy to use self-serve reporting interface that integrates with visual dashboards to enable web based project status and visual tracking of work efforts across teams and programs. Both advanced cross project and cross capability reporting are supported as well as trend and historical data analysis. Dashboards communicate to the entire organization key live project data and status allowing teams to move away from “out of date” data status reports.

1.4 **IBM Track and Plan on Cloud**

This Cloud service provides a subset of the capabilities of IBM Rational Team Concert. Included in IBM Track and Plan on Cloud are the change management, planning and reporting capabilities as described above. IBM Track and Plan on Cloud does not include Software Configuration Management or Automation.
1.5 IBM DOORS Next Generation on Cloud
This Cloud Service provides tools to capture, organize, and collaboratively review, analyze, and report on requirements, especially in relation to their associated development work items and test artifacts.

1.6 IBM Engineering Lifecycle Manager on Cloud
This Cloud Service offering can only be purchased outside of the IBM IoT Continuous Engineering on Cloud bundle in conjunction with the IBM Collaborative Lifecycle Management on Cloud offering and provides capabilities to visualize relationships among engineering artifacts across the lifecycle to yield insights into helping to improve project efficiency and product completeness.

1.7 IBM IoT Continuous Engineering on Cloud
This Cloud Service includes the functionality described above for IBM DOORS Next Generation on Cloud, IBM Rational Quality Manager on Cloud, IBM Team Concert on Cloud, and IBM Engineering Lifecycle Manager on Cloud as well as:
- Universal access to engineering information from across the lifecycle and enables key engineering competencies across the IBM DOORS Next Generation on Cloud.
- IBM Rhapsody Design Manager on Cloud, IBM Rational Quality Manager on Cloud, and IBM Team Concert on Cloud tools:
  - find and discover relevant information regardless of where the data is stored and managed
  - understand and react to engineering change with full visibility across the engineering lifecycle visualization and analysis capabilities that help turn insights into predictable outcomes
  - re-use through organization of lifecycle engineering artifacts according to re-usable products, systems, subsystems, and components in development
  - tools to create, edit, and share models and designs, integrate design artifacts with other lifecycle resources
  - collaboratively review, analyze, and report on models and designs.
- Customizable reports provide both real-time views and historical trends of artifacts across the entire lifecycle, including requirements, work items, builds, test cases and test results.
- Team reports and dashboards help Clients oversee a project.
- Dashboards provide an at-a-glance view of work item queries, event feeds, reports, and other items critical to understanding progress.

1.8 IBM Collaborative Lifecycle Management on Cloud
This SaaS offering includes the functionality described above for IBM DOORS Next Generation on Cloud, IBM Rational Quality Manager on Cloud, and IBM Team Concert on Cloud.

1.9 Personal Information
The Cloud Services are 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 Client's needs with regard to the type of content Client uses in connection with the Cloud Service.

2. Security Description
This Cloud Service follows IBM's data security and privacy principles for Cloud Services 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 principals will not degrade the security of the Cloud Service.

3. Technical Support
Technical support for the Cloud Service is provided via telephone, online forums, and an online problem reporting system. 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.
<table>
<thead>
<tr>
<th>Severity</th>
<th>Severity Definition</th>
<th>Response Time Objectives During Support Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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.</td>
<td>Within 1 hour</td>
</tr>
<tr>
<td>2</td>
<td>Significant business impact: A service feature or function is severely restricted in its use or Client is in jeopardy of missing business deadlines.</td>
<td>Within 2 Monday – Friday business hours</td>
</tr>
<tr>
<td>3</td>
<td>Minor business impact: Indicates the service or functionality is usable and it is not presenting a critical impact on operations.</td>
<td>Within 4 Monday–Friday business hours</td>
</tr>
<tr>
<td>4</td>
<td>Minimal business impact: An inquiry or non-technical request.</td>
<td>Within 1 Monday – Friday business day</td>
</tr>
</tbody>
</table>

4. **Entitlement and Billing Information**

4.1 **Charge Metrics**

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

a. Authorized User is a unit of measure by which the Cloud Service can be obtained. Client must obtain separate, dedicated entitlements for each unique Authorized User given access to the Cloud Service in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means. Sufficient entitlements must be obtained to cover the number of Authorized Users given access to the Cloud Service during the measurement period specified in Client’s PoE or Transaction Document.

b. Gigabyte is a unit of measure by which the Cloud Service can be obtained. A Gigabyte is defined as 2 to the 30th power bytes of data (1,073,741,824 bytes). Sufficient entitlements must be obtained to cover the total number of Gigabytes processed by the Cloud Service during the measurement period specified in Client’s PoE or Transaction Document.

4.2 **Partial Month Charges**

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

4.3 **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.

4.4 **Pay Per Use Charges**

Client will be charged in increments of 100 GBs when Client exceeds the storage allotment included with the Cloud Service offering.

5. **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.