



Service Description

IBM Cloud Identity Service

This Service Description describes the Cloud Service IBM provides to Client. Client means the contracting party 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

The IBM Cloud Identity Service enables identity as a key security control for securing access across enterprise and cloud applications while reducing the time and cost of deploying and managing an Identity and Access Management (IAM) solution. The IBM Cloud Identity Service is a multi-tenant public cloud SaaS that provides deep functionality across core functions of Identity and Access Management, including web access management, federation, and identity governance and administration. The IBM Cloud Identity Service offers a strategic IAM platform for multi-faceted user populations such as employees, consumers, and partners.

1.1 IBM Cloud Identity Service

The IBM Cloud Identity Service offers four (4) base subscription packages – Silver, Gold, Platinum, and Blue. Base subscription packages differ by the availability and quantity of features within a subscription package. A Client must have one (1) base subscription package associated to them. Each package has six (6) user tiers indicating the number of total users expected to utilize the IBM Cloud Identity Service. A single tier must be selected within the selected package. For a comparison of base packages, please refer to the table below.

	Silver	Gold	Platinum	Blue
Production Domains	1 Production + 1 DR	1 Production + 1 DR	1 Production +1 DR	1 Production + 1DR
Non-Production Domains	1	1	2	2
Full Non-Production	0	0	0	1
VPN	1	1	2	2
IP Addresses	2	2	4	6
WAM:				
SPNEGO Support	No	Yes (1 AD Domain)	Yes (1 AD Domain)	Yes (1 AD Domain)
Multi-Factor EAI	No	No	Yes	Yes
Identity Management				
Identity Feeds (Standard TAL)	2	10	18	Unlimited
Identity Feeds (Custom TAL)	0	0	2	Unlimited
Self Service (Basic)	Yes	Yes	Yes	Yes
Self Service (Advanced)	No	No	Yes	Yes
Federation:				
FSSO Partners (Quick Connect)	2	15	50	Unlimited
FSSO Partners (Custom)	0	0	2	Unlimited

Audit and Reporting:				
Audit Feed	No	No	Yes (1 Feed)	Yes (1 Feed)
Ad-Hoc Reporting Consold	No	Yes	Yes	Yes
Other:				
API	No	No	Yes	Yes
MPLS Support	No	No	No	Yes
Dedicated Directory	No	No	No	Yes

Package Component Definitions

Component	Description
Production Domains	The primary site for Client's Cloud Identity Service
Non-Production Domains	A logical non-production instance of the Cloud Identity Service – each non-production domain is limited to a maximum of five thousand (5,000) users
Full Non-Production	A non-production domain that allows for Client's full user load (not limited to 5k users)
VPN	Site-to-site VPN connection that permits the Cloud Identity Service to connect to Client's assets over a private network
IP Addresses	Public IP addresses that may be used to route traffic over the WAN to Client's assets
WAM:	
SPNEGO Support	Allows for Integrated Windows Authentication / SPNEGO to be supported for desktop-to-web SSO using Client's AD credentials
Multi-Factor External Authentication Interface (MFA EAI)	Supports integration with Client-owned MFA solutions, such as RSA SecurID
Identity Management:	
Identity Feeds (Standard TAL)	Template Assembly Line (TAL) Identity Feeds support provisioning integration with systems using protocols supported via IDI or ISIM
Identity Feeds (Custom AL)	Assembly lines requiring custom adapters or workflow logic not supported by a TAL
Self Service (Basic)	The complete Self Service suite of applications – limited to one instance of each application
Self Service (Advanced)	Adds multi-instance support to the Self Service suite of applications
Federation:	
FSSO Partners (Quick Connect)	Third parties integrated with the Cloud Identity Service for Federated Single Sign-On (FSSO) using standard protocols.
FSSO Partners (Custom)	Third parties integrated with the Cloud Identity Service for FSSO that require custom or proprietary protocols
Audit and Reporting:	
Audit Feed	Assembly line that transfers raw audit event information of the Cloud Identity Service to Client's owned & operated relational database / SIEM
Ad-Hoc Reporting Console	Reporting console that permits ad-hoc graphical, text, drill-down and scheduled reports utilizing the system's underlying audit repository

Component	Description
Other:	
API	Provides programmatic access via a REST web service to the Cloud Identity Service administrative and self service capabilities
MPLS Support	Allows Client to utilize its provided MPLS circuit for private network communication
Dedicated Directory	Provides a stand-alone LDAP infrastructure within the Cloud Identity Service for Client's identity data

Each package has six (6) user tiers, which are driven by the number of total users expected to utilize the Cloud Identity Service. A single tier must be selected within the selected package that represents a cap for the total allowable users. Two user types exist and must be accounted-for in the subscription, if applicable:

- a. Internal Users – these are defined as employees and contractors of the Client.
- b. External Users – these are defined as Clients, business partners, channel partners, and any other external party.
External users are counted at a rate of 15 to every 1 Internal user. (e.g. 1 Internal User = 15 External Users)

If a Client has both internal and external users, users will be converted fully to either internal or external at the above-mentioned 15:1 ratio in order to calculate the appropriate user tier within a base package (e.g. 1,000 Internal users + 1,500 External users may be converted to 1,100 Internal users or 16,500 External users).

Any and all users that will be interacting with the service must be counted, regardless of whether the user is internal, external, frequent, or infrequent in nature.

User tiers for each of the base packages are listed below:

Silver		Gold		Platinum		Blue	
Internal Users	External Users	Internal Users	External Users	Internal Users	External Users	Internal Users	External Users
1,000	15,000	2,500	37,500	5,000	75,000	25,000	375,000
2,500	37,500	5,000	75,000	10,000	150,000	50,000	750,000
5,000	75,000	10,000	150,000	20,000	300,000	75,000	1,125,000
7,500	112,500	20,000	300,000	35,000	525,000	100,000	1,500,000
10,000	150,000	35,000	525,000	50,000	750,000	125,000	1,875,000
15,000	225,000	50,000	750,000	75,000	1,125,000	150,000	2,250,000

1.2 Optional Features

The following Option Packs may be optionally added to the base subscription package as needed for additional features.

1.2.1 IBM Cloud Identity Service IDENTITY

This option pack provides Client with two (2) additional Identity Feeds.

1.2.2 IBM Cloud Identity Service FEDERATION

This option pack provides Client with fifteen (15) additional FSSO partners.

1.2.3 IBM Cloud Identity Service COMBO

This option pack provides Client with two (2) additional Identity Feeds and fifteen (15) additional Federation Partners for FSSO. This pack provides a discount over buying the Identity Feed and FSSO Option Packs separately.

1.2.4 IBM Cloud Identity Service DEVELOPER

This option pack provides access to the Cloud Identity Services REST API along with a single audit feed.

1.2.5 IBM Cloud Identity Service POWER PACK

This option pack provides an additional non-production domain, use of the Multi-Factor Authentication (MFA) External Authentication Interface (EAI), and an upgrade to the advanced Self Service suite.

1.2.6 IBM Cloud Identity Service REPORTING

This option pack provides access to the ad-hoc reporting console of the Cloud Identity Service.

1.2.7 Business to Consumer (B2C) Option Packs

This option is designed specifically for Clients who require a large number of External Users, usually in cases of Business-to-Consumer (B2C) scenarios. There are five (5) available B2C Option Packs:

- IBM Cloud Identity Service B2C SILVER (up to two million external users)
- IBM Cloud Identity Service B2C GOLD (up to four million external users)
- IBM Cloud Identity Service B2C PLATINUM (up to five million external users)
- IBM Cloud Identity Service B2C BLUE (up to ten million external users)
- IBM Cloud Identity Service B2C BLUE UNLIM (unlimited external users)

1.2.8 Non-Production Domain Option Packs

These option packs provide additional non-production domains. There are three (3) available option packs:

- IBM Cloud Identity Service NPD SILV GOLD
An additional non-production domain for Silver or Gold package Clients. Each non-production domain is limited to a maximum of five thousand (5,000) users.
- IBM Cloud Identity Service NPD PLAT BLUE
An additional non-production domain for Platinum or Blue package Clients. Each non-production domain is limited to a maximum of five thousand (5,000) users.
- IBM Cloud Identity Service NPD FULL USER
An additional non-production domain that allows for the Client's full user load (not limited to 5,000 users).

1.2.9 IBM Cloud Identity Service DED DIRECTORY

This option pack provides a stand-alone LDAP infrastructure within the Cloud Identity Services for client identity data.

2. Content and Data Protection

The Data Processing and Protection data sheet (Data Sheet) provides information specific to the Cloud Service regarding the type of Content enabled to be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. Any details or clarifications and terms, including Client responsibilities, around use of the Cloud Service and data protection features, if any, are set forth in this section. There may be more than one Data Sheet applicable to Client's use of the Cloud Service based upon options selected by Client. The Data Sheet may only be available in English and not available in local language. Despite any practices of local law or custom, the parties agree that they understand English and it is an appropriate language regarding acquisition and use of the Cloud Services. The following Data Sheet(s) apply to the Cloud Service and its available options. Client acknowledges that i) IBM may modify Data Sheet(s) from time to time at IBM's sole discretion and ii) such modifications will supersede prior versions. The intent of any modification to Data Sheet(s) will be to i) improve or clarify existing commitments, ii) maintain alignment to current adopted standards and applicable laws, or iii) provide additional commitments. No modification to Data Sheet(s) will materially degrade the data protection of a Cloud Service.

Link(s) to the applicable Data Sheet(s):

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=E3AFA95080CD11E6B5854315721876AE>

Client is responsible to take necessary actions to order, enable, or use available data protection features for a Cloud Service and accepts responsibility for use of the Cloud Services if Client fails to take such actions, including meeting any data protection or other legal requirements regarding Content.

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and DPA Exhibit(s) apply and are referenced in as part of the Agreement, if and to the extent the European General Data Protection Regulation (EU/2016/679) (GDPR) applies to personal data contained in Content. The applicable Data Sheet(s) for this Cloud Service will serve as the DPA Exhibit(s). If the DPA applies, IBM's obligation to provide notice of changes to Subprocessors and Client's right to object to such changes will apply as set out in DPA.

3. Service Level Agreement

IBM provides the following availability service level agreement ("SLA") for the Cloud Service as specified in a PoE. The SLA is not a warranty. The SLA is available only to Client and applies only to use in production environments.

3.1 Availability Credits

Client must log a Severity 1 support ticket with the IBM technical support help desk within 24 hours of first becoming aware that there is a critical business impact and the Cloud Service is not available. Client must reasonably assist IBM with any problem diagnosis and resolution.

A support ticket claim for failure to meet an SLA must be submitted within 3 business days after the end of the contracted month. Compensation for a valid SLA claim will be a credit against a future invoice for the Cloud Service based on the duration of time during which production system processing for the Cloud Service is not available ("Downtime"). Downtime is measured from the time Client reports the event until the time the Cloud Service is restored and does not include time related to a scheduled, announced, or emergency maintenance outage; causes beyond IBM's control; problems with Client or third party content or technology, designs or instructions; unsupported system configurations and platforms or other Client errors; or Client-caused security incident or Client security testing. Emergency maintenance may include (i) a vulnerability that may have the potential for exploitation, with the risk of causing significant damage to the Cloud Identity Services environment, including Client data, accessibility, and integrity of the system's functionality; (ii) a significant functional issue within the Cloud Identity Services infrastructure causing, or having the potential to cause, unavailability or severe degradation of services; (iii) an actual or potential security incident, including, but not limited to, a breach of security, response to a security threat (e.g., attack), and/or cooperation with law enforcement authorities to mitigate, investigate, or respond to an actual or potential security incident; and the like.

IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service during each contracted month, as shown in the table below. The total compensation with respect to any contracted month cannot exceed 10 percent of one twelfth (1/12th) of the annual charge for the Cloud Service.

For bundled Cloud Services (individual Cloud Service offerings packaged and sold together as a single offering for a single combined price), the compensation will be calculated based on the single combined monthly price for the bundled Cloud Service, and not the monthly subscription fee for each individual Cloud Service. Client may only submit claims relating to one individual Cloud Service in a bundle at a given time.

3.2 Service Levels

Availability of the Cloud Service during a contracted month

Availability during a contracted month	Compensation (% of monthly subscription fee* for contracted month that is the subject of a claim)
Less than 99.9%	2%
Less than 99%	5%
Less than 95%	10%

* If the Cloud Service was acquired from an IBM Business Partner, the monthly subscription fee will be calculated on the then-current list price for the Cloud Service in effect for the contracted month which is the subject of a claim, discounted at a rate of 50%. IBM will make a rebate directly available to Client.

Availability, expressed as a percentage, is calculated as: the total number of minutes in a contracted month minus the total number of minutes of Downtime in a contracted month divided by the total number of minutes in the contracted month.

3.3 Other information about this SLA

During the first sixty (60) days of Client's term ("Burn-In Period"), Client shall not be entitled to any credit due to failure of the IBM Cloud Identity Service to achieve the minimum 99.9% Uptime Percentage under this Agreement. If prior-to or during the Burn-In Period IBM identifies existing Client configurations, policies, data, or code ("Pre-Existing Components") intended to be migrated to the IBM Cloud Identity Service that would prohibit the IBM Cloud Identity Service from successfully achieving the Uptime Percentage within this Agreement, IBM shall reserve the right to notify Client of such Pre-Existing Components and exempt them at IBM's sole discretion, from the provisions of the SLA. Should IBM notify Client of any exempted Pre-Existing Components, IBM shall be responsible for presenting to Client a remediation plan, to the extent possible, which enables such exempted components to meet the Uptime Percentage of this Agreement. Client shall be solely responsible for the cost of any such remediation unless otherwise agreed-upon by both parties.

4. Technical Support

Technical support for the Cloud Service is provided via chat, email, telephone, and an online problem reporting system. IBM's software as a service support guide available at https://www.ibm.com/software/support/saas_support_guide.html provides technical support contact and other information and processes. Technical support is offered with the Cloud Service and is not available as a separate offering.

5. Entitlement and Billing Information

5.1 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.

5.2 Billing Frequency

Based on selected billing frequency, IBM will invoice Client the charges due at the beginning of the billing frequency term, except for overage and usage type of charges which will be invoiced in arrears.

5.3 Verification

Client will i) maintain, and provide upon request, records, and system tools output, as reasonably necessary for IBM and its independent auditor to verify Client's compliance with the Agreement, and ii) promptly order and pay for required entitlements at IBM's then current rates and for other charges and liabilities determined as a result of such verification, as IBM specifies in an invoice. These compliance verification obligations remain in effect during the term of the Cloud Service and for two years thereafter.

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. Renewals are subject to an annual price increase as specified in a quote. In the event the automatic renewal is after receipt of an IBM notice of a withdrawal of the Cloud Service, the renewal term will end the earlier of the end of the current renewal term or the announced withdrawal date.

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.

7. Additional Terms

7.1 General

Client agrees IBM may publicly refer to Client as a subscriber to the Cloud Services in a publicity or marketing communication.

Client may not use Cloud Services, alone or in combination with other services or products, in support of any of the following high risk activities: design, construction, control, or maintenance of nuclear facilities, mass transit systems, air traffic control systems, automotive control systems, weapons systems, or aircraft navigation or communications, or any other activity where failure of the Cloud Service could give rise to a material threat of death or serious personal injury.

7.2 Lawful Use of Cloud Service

The Cloud Service is designed to help Client improve its security environment and data. Use of the Cloud Service may implicate various laws or regulations, including those related to privacy, data protection, employment, and electronic communications and storage. The Cloud Service may be used only for lawful purposes and in a lawful manner. Client agrees to use the Cloud Service pursuant to, and assumes all responsibility for complying with, applicable laws, regulations and policies. Client represents that it will obtain or has obtained any consents, permissions, or licenses required to enable its lawful use of the Cloud Service.

7.3 Guest Use

A Guest User is an Cloud Service User that is authorized by Client to access Cloud Service to exchange data with Client or to use Cloud Service on behalf of Client. All Guest Users must be Authorized Users. Client's Guest Users may be required to execute an online agreement provided by IBM in order to access and use the Cloud Service. Client is responsible for these Guest Users, including but not limited to a) any claims made by the Guest Users relating to the Cloud Service, or b) any misuses of the Cloud Service by these Guest Users.