

Service Description

IBM dashDB Enterprise

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.

IBM Bluemix, IBM's open standards cloud platform for building, running, and managing apps and services, is a technical pre-requisite for the Cloud Service. New users can register for access via the online registration form: <https://console.ng.bluemix.net/registration>.

1. Cloud Service Description

The following IBM Cloud Services are covered by this Cloud Service Description:

- a. IBM dashDB Enterprise
 - (1) IBM dashDB Enterprise 64.1
 - (2) IBM dashDB Enterprise 256.4
 - (3) IBM dashDB Enterprise 256.12
- b. IBM dashDB Enterprise MPP.4

IBM dashDB is a managed service which assists in the development of online analytical application processing. The service includes a database that stores user data in a structured format. This database can be accessed and modeled according to the user's requirements through the service's console. The service's console allows users to create tables, load data into the tables and query the data loaded by the user. Tools and environments to help develop, store and share analytical reports are included with the service. The service includes samples and documentation to help create the online analytical applications.

IBM dashDB Enterprise MPP is a clustered configuration of the IBM dashDB service, comprising a set of independent database nodes managed together as a single system. Database operations are parallel processed across all the database nodes. IBM will configure the associated nodes into one cluster.

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 principles will not degrade the security of the Cloud Service.

2.1 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 Client's needs with regard to the type of content Client uses in connection with the Cloud Service. The Cloud Service may not be used for the transmission or storage of any Protected Health Information (PHI) protected under the Health Information Portability and Accountability Act of 1996 (HIPAA) unless (a) IBM and Client have entered into an applicable Business Associate Agreement, and (b) IBM provides Client with express written confirmation that the Cloud Service can be used with PHI.

2.2 User Management

When the Cloud Service is provisioned, a single administrative user is created for Client. The dashDB console provides administrative users the ability to create additional users. Client is wholly responsible for managing the users defined via the console and the level of access assigned to them.

2.3 Direct access to the Cloud Services data store

Both administrative and regular users are able to directly access the Cloud Service data store using IBM DB2 client programs run outside the Cloud Service. Client is wholly responsible for ensuring that such access is secured according to Client's requirements. For example, Client may configure the clients such that SSL is used to protect network traffic.

2.4 Table level access control

The Cloud Service allows Client to manage the access rights associated with some database objects, such as tables. Client is wholly responsible for assigning, managing and reviewing these access rights.

2.5 Audit Reports

Monitoring reports are made available to Client through the dashDB console. Client is wholly responsible for accessing and interpreting the reports to determine if the activity they reflect is authorized.

2.6 Encryption

The Cloud Service databases are automatically encrypted. The encryption uses Advanced Encryption Standard (AES) in Cipher-Block Chaining (CBC) mode with a 256 bits key. Also, database backup images are automatically compressed and encrypted. Backup images are encrypted using AES in CBC mode with 256 bit keys.

3. Service Level Objective

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.

4. 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	<p>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.</p> <p>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.</p>	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

5. Entitlement and Billing Information

5.1 Charge Metrics

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

- a. 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.
- b. 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.

5.2 Entitlement Requirements

For IBM dashDB Enterprise MPP, each cluster must comprise a minimum of three (3) nodes, and Client must acquire one (1) Instance entitlement per node.

5.3 Partial Monthly Charges

Each Instance is billed on a monthly basis. Partial month deployment/usage will be pro-rated.

5.4 Remote Services Charges

Remote Services are purchased using the Engagement charge metric and will be invoiced when ordered.

- a. IBM dashDB Enterprise Jump Start Remotely Delivered
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"). Services are purchased per Engagement, and expire 90 days from the date of purchase of entitlement for this Remote Service 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.
- b. IBM dashDB Enterprise Accelerator Remotely Delivered
Provides up to 50 hours of remote consulting time for performing Startup Activities or other activities specified and scoped at the time of purchase in one or more mutually agreed transaction documents. Services are purchased per Engagement and expire 12 months from the date of purchase of entitlement for this Remote Service or on the last day of the initial Cloud Service subscription term, whichever is earliest, regardless of whether all hours have been used.

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.

7. Enabling Software

This Cloud Service includes enabling software, which may be used only in connection with Client's use of the Cloud Service and only for the Cloud Service term.

The following IBM software entitlements are included as enabling software under the terms of their applicable IBM program licenses, in addition to the limitations below:

InfoSphere DataStage

Entitlement: 280 PVUs (as defined in the License Information document for InfoSphere DataStage)

Use Restriction: Client may only use InfoSphere DataStage to populate data into the Cloud Service.

InfoSphere DataStage and QualityStage Designer

Entitlement: 2 Concurrent Users (as defined in the License Information document for InfoSphere DataStage and QualityStage Designer)

Use Restriction: Client may only use InfoSphere DataStage and QualityStage Designer to populate data into the Cloud Service.

8. Additional Information

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 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.

8.2 Beta Functions

Some functions, features or components of the Cloud Service are early release or preview technology, and may be identified within the Cloud Service as "Beta" ("Beta Functions"). These Beta Functions may be used as part of Client's permitted use of the Cloud Service, subject to the limitations and conditions of this section. Use of Beta Functions is at Client's own risk and provided without obligation of support of any kind. Beta Functions are provided "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE WARRANTY OF TITLE, NON-INFRINGEMENT OR NON-INTERFERENCE AND ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Beta Functions may not be made generally available by IBM as or in any product or offering. IBM may withdraw or terminate access to Beta Functions at any time, without notice. Client should take precautions to avoid any loss of data that might result when the Beta Functions can no longer be used. Any feedback or suggestions regarding the Beta Functions provided by Client to IBM may be freely used, copied, modified, and incorporated in the development, distribution, deployment and sale of IBM's products and services.