

Service Description

IBM Runbook Automation

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

1. Cloud Service

IBM Runbook Automation is a service that helps IT Operations management teams to simplify and automate processes that are currently handled manually.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Runbook Automation

IBM Runbook Automation provides the following capabilities for creating, managing, and executing guided tasks and automated activity:

- a. Simple creation of event-triggered operational guidance and automated tasks:
 - Event-triggered automation and knowledge capture for operations management workflows. Client's operations teams can create, test, and publish operational automation through guided run books to create incremental push button automation up to full hands-off automation.
 - Because IT Operations teams have varying skill sets and resource availability, IBM Runbook Automation is designed to provide flexibility in the way Client can author and enable runbook execution. The default progression of creating runbooks includes manual runbooks, semi-automated runbooks, and fully automated runbooks.
- b. Manual runbooks: A step-by-step runbook that describes the exact manually driven procedures an operator has to follow using standard tools accessed from the environment.
- c. Semi-automated runbooks: Each step describes exactly what an operator has to do, with the added benefit of predefined automated steps that the operator executes.
- d. Fully automated runbooks: The runbook is selected by the system in response to a trigger and executed without operator attention.
- e. Event-triggered automated guidance and actions:
 - Event-triggered automation and knowledge capture for critical operations management workflows to automatically direct operations teams to fix problems.
 - Operations programmers, subject matter experts, or architects are able to configure an event trigger using the Runbook Automation Trigger Service to enable IT Operations events.
- f. Interoperability with management and collaboration tools, both cloud-based and on-premises:
 - Create runbook content and manage in the cloud, and execute automated tasks locally.
- g. Runbook execution tracking statistics:
 - As operations teams use runbooks and follow guided steps, activity is automatically tracked as each step is completed.
 - Once the entire activity is completed, users can click to rate their experience using the runbooks and provide feedback to the runbook authors.
 - Operations managers can see how frequent runbooks are used, how long the runbook tasks take, and the runbook user favorability ratings.
- h. Client using Cloud Based is limited to 4,000 runbook automation executions per instance per month.

1.1.2 IBM Runbook Automation – Private Deployment

IBM Runbook Automation – Private Deployment comes with all the standard features and functions of IBM Runbook Automation and is provisioned in an environment of Client's choice.

Client may execute unlimited number of runbook execution, however may experience performance slow down with larger volumes exceeding 4,000.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and the Data Processing and Protection Data Sheet(s) (referred to as data sheet(s) or DPA Exhibit(s)) in the links below provide additional data protection information for the Cloud Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies if and to the extent the European General Data Protection Regulation (EU/2016/679) (GDPR) applies to personal data contained in Content.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=7875ED8018E511E58E7C5F10B0A7B6E3>

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides the Client with the following availability service level agreement (SLA). IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below. The availability percentage is calculated as the total number of minutes in a contracted month, minus the total number of minutes of Service Down in the contracted month, divided by the total number of minutes in the contracted month. The Service Down definition, the claim process and how to contact IBM regarding service availability issues are in IBM's Cloud Service support handbook at https://www.ibm.com/software/support/saas_support_overview.html.

Availability	Credit (% of monthly subscription fee*)
Less than 99.9%	2%
Less than 99.0%	5%
Less than 95.0%	10%

* The subscription fee is the contracted price for the month which is subject to the claim.

3.2 Technical Support

Technical support for the Cloud Service, including support contact details, severity levels, support hours of availability, response times, and other support information and processes, is found by selecting the Cloud Service in the IBM support guide available at <https://www.ibm.com/support/home/pages/support-guide/>.

4. Charges

4.1 Charge Metrics

The charge metric(s) for the Cloud Service are specified in the Transaction Document.

The following charge metrics apply to this Cloud Service:

- Instance is each access to a specific configuration of the Cloud Services.

5. Additional Terms

For Cloud Service Agreements (or equivalent base cloud agreements) executed prior to January 1, 2019, the terms available at <https://www.ibm.com/acs> apply.

5.1 Maintenance of Runbook Automation – Private Deployment

BM Runbook Automation – Private Deployment has a build-in mechanism that ensures software will cease to provide function after the expiration date defined in the software. Clients must upgrade to a newer release before the expiration dates is reached in order to ensure the availability of the service provided by IBM Runbook Automation.

Upgrading to a newer release of IBM Runbook Automation will ensure that defined configuration and other client data will be usable in the upgraded release as well.

Client can only upgrade the IBM Runbook Automation – Private Deployment release. This service offering does not support any downgrade to a previous release.

Any new version of Runbook Automation – Private Deployment can contain new features and problem fixes that will be explained the associated documentation.

IBM will always provide one current release of IBM Runbook Automation available for download to eligible Clients. A Client is entitled to download and use this version of "IBM Runbook Automation", which is the only supported release IBM Runbook Automation if they have an active subscription

5.2 Client Responsibilities

The following Client responsibilities apply for Runbook Automation:

- a. Client must apply maintenance on their own system, this includes the IBM Runbook Automation updates as well as maintenance to any adjoining software or hardware.
- b. Client must regularly check for updates for their installed IBM Runbook Automation – Private Deployment release in order to get support.
- c. Private Deployment requires the Netcool DASH WebGUI in order for a successful console integration of the Runbook Automation Graphical User Interface (GUI), no other GUI is being provided by IBM Runbook Automation.
- d. This Cloud Service is not designed to support the inclusion of personal, sensitive personal, or regulated data in free form fields where the Client can enter data.
- e. For system requirements – Client must refer to the IBM Runbook Automation IBM knowledge center.
- f. This Cloud Service may include IBM Runbook Automation content examples which are provided "as is" and are not supported by IBM.
- g. IBM will not support Client created Runbook Automations.