

IBM Cloud Additional Service Description

IBM Alert Notification

Except as noted below, the terms of the IBM Cloud Service Description apply.

1. Cloud Service Description

IBM Alert Notification is a simple notification service that allows collaboration among DevOps team members. It gives DevOps staff notification of alerts for issues in your DevOps environment. Since Alert Notification is provided as a service, the required server infrastructure is installed and managed by IBM.

a. Custom DevOps environment monitoring:

Alert Notification offers filtering of alerts, for example, on the severity of problems. You can create custom groups of contacts to reflect the structure of your organization, so that the right notifications reach the right staff.

b. Notification channels:

Define the DevOps subject matter experts who can respond to problems in your environment and store their contact details in Alert Notification so that they can be automatically notified of problems in their area of responsibility. Users can be organized into groups and you can send notifications to several users at once. Notifications can be sent by email, SMS, and voice message.

c. Alert management and notifications:

Policy-based notifications let you define which alerts you want Alert Notification to notify you about. You can create filters based on the alerts that occur in your DevOps environment, customize the filters, and assign users and groups who are notified when matching problems occur. Unacknowledged alerts can be escalated after a set time period to the appropriate contact. Filters such as the severity and status of alerts can be created for your DevOps monitoring requirements.

d. Alert viewer:

Monitor the status of alerts and notifications online, perform actions on alerts. The notification state allows you to track alerts from their receipt by the system through acknowledgment to resolution. You can track changes in the Alert History. You can use predefined and real-time filters to change which alerts you want to see.

2. Content and Data Protection

The Data Sheet applicable for this service and the terms of this section provides the details and terms, including Client responsibilities, around use of this service. The following Data Sheet(s) apply to this service.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=CD67BFE0BFF911E78F8FA93481EF6122>

3. Entitlement and Billing Information

3.1 Charge Metrics

The following charge metric(s) apply to this service:

Authorized User – An Authorized User is a unique person 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. Client will be charged for each Authorized User given access to the Cloud Service during the billing period.

3.2 Partial Monthly Charges

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

4. Availability and Limits

- No guarantee of email/SMS/Voice notification service availability and/or performance.
- SMS and/or Voice may not be available in all geographies. Please use the trial version of this offering to determine geographic availability.
- Client is limited to up to 500 SMS Messages and 250 Voice Messages per Authorized User per month.