

Service Description

IBM Business Automation Content Services on Cloud

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

1. Cloud Service

IBM Business Automation Content Services on Cloud is a comprehensive content management cloud service that delivers document management, collaboration and content lifecycle management capabilities and is provisioned as a flexible, cost-effective cloud service for new and existing applications.

The Cloud Service capabilities include:

- a. SAML single sign-on – supports delegation of user authentication to the Client Identity Provider through SAML.
- b. User and Group Management – provides REST API's for Clients to manage users and groups that have access to the Cloud Service.
- c. Cloud Service Web Site – provides a web site for users to access the operating environments and administration capability for configuring and managing the Cloud Service.
- d. Outbound Virtual Private Network (VPN) – provides an optional single software-based VPN connection for secure and encrypted outbound communication from the Cloud Service to systems external to the Cloud Service. Information about the VPN will be provided upon written request through a support ticket.
- e. Email Notifications – provides a notification function that notifies users about their Cloud Service access, password changes and will also notify administrators of Cloud Service status and scheduled changes.
- f. Automated Monitoring and Recovery – 24/7 monitoring of the availability of the Cloud Service and executes a recovery if it becomes unresponsive or unreachable.
- g. Scheduled Service Updates – Maintenance and feature updates to the Cloud Service occur every 30 to 90 days. IBM will provide a two-week notification to Account Administrators prior to scheduled service updates. For major updates that involve an upgrade of the core product, IBM will coordinate with Clients to upgrade a non-production environment to enable Clients to test the new version before the Production environment is upgraded. Clients are responsible for testing their applications at the new version within the non-production environment and providing feedback to IBM within 30 days on any issues.
- h. Account Administrator – has a user login and password that provides access to the operating environment for a user to access the operating environment and assigns and deletes user roles. Multiple users may be granted Account Administrator access.

The Cloud Service is offered in two configurations based on purchase of either Express Users or Enterprise Users and API Calls.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Business Automation Content Services on Cloud Express

This configuration is based on purchase of Express Users and API Calls. In addition to the general features described above, this configuration includes the following specific capabilities:

- Operating Environment – provides a single instance with a single virtual environment that can be used for production or non-production uses. This environment is not provided with high availability. Capacity for the environment is based on the quantity of Express Users and API Calls purchased for the Cloud Service instance.
- Disaster Recovery – Cloud Service performs a daily backup of the configuration and production data that can be used for automated recovery of the Cloud Service. The backup is encrypted and stored at a different data center location in the same global region.

- Object stores – Client is limited to one object store.
- Storage – The Cloud Service provides 500GB of content storage. Client can add more storage with the Additional Storage purchase option.

1.1.2 IBM Business Automation Content Services on Cloud Enterprise

This configuration is based on purchase of Enterprise Users and API Calls. In addition to the general features described above, this configuration includes the following specific capabilities:

- Operating Environment – provides a single instance with a dedicated development, test, and production environment with the following characteristics:
 - Non-production development environment – a virtual environment with no high availability for non-production use. Capacity for this environment is based on the quantity of Enterprise Users and API Calls purchased for the Cloud Service instance.
 - Non-production test environment – a virtual environment with no high availability for non-production use. Capacity for this environment is based on the quantity of Enterprise Users and API Calls purchased for the Cloud Service instance.
 - Production environment – a highly available production ready virtual environment. Capacity for this environment is based on the quantity of Enterprise Users and API Calls purchased for the Cloud Service instance.
- Disaster Recovery – Cloud Service uses a combination of backups and data replication of configuration and production data to a different data center location in the same global region that can be used for automated recovery of the Cloud Service.
- Object stores – Multiple object stores are supported. Purchase of Additional memory may be required if multiple object stores are leveraged in the Cloud Service.
- Storage – The Cloud Service provides content storage depending on the total quantity of Concurrent User entitlements purchased. Clients can add more storage with the Additional Storage purchase option.

Enterprise Concurrent Users	Amount of Production Content Storage
50 or greater	500GB
100 or greater	1 TB
200 or greater	1 TB
300 or greater	2 TB
400 or greater	2 TB
500 or greater	3 TB
1,000 or greater	3 TB
2,000 or greater	4 TB
5,000 or greater	5 TB

1.2 Optional Services

1.2.1 IBM Business Automation Content Services on Cloud VPN

The Cloud Service provides a purchase option for a software-based VPN connection for secure and encrypted inbound communication to the Cloud Service. Information about the VPN will be provided upon written request through a support ticket. This feature is available for the Express or Enterprise configuration.

1.2.2 IBM Business Automation Content Services on Cloud Additional Storage

The Cloud Service provides a purchase option for additional storage for cases where the requirements go beyond the capacity provided for the quantity of users and API calls purchased. The quantity of storage (1TB increments) can be applied to a single environment or across multiple environments within the Cloud Service instance. This feature is available for the Express or Enterprise configuration.

1.2.3 IBM Business Automation Content Services on Cloud Archive Storage

The Cloud Service provides a purchase option for archival storage. Archival storage provides a cost-effective alternative for data requiring less frequent access. This option is meant to complement, not replace, the standard storage option which is targeted for more current, higher access, data storage. Archival storage can be purchased in one TB increments. This feature is available for the Express or Enterprise configuration.

1.2.4 IBM Business Automation Content Services on Cloud Additional Memory

The Cloud Service provides a purchase option for additional memory for cases where the memory requirements of the solution go beyond the computing capacity provided for the quantity of users and API calls purchased. For example, deploying multiple applications or increasing the number of object stores can require more memory. The quantity of memory (16GB increments per virtual machine) can be applied to a single environment or across multiple environments (in 16GB increments per virtual machine) within the Cloud Service instance. This feature is only available for the Enterprise configuration.

1.2.5 IBM Business Automation Content Services on Cloud Additional Prod Environment

The Cloud Service provides a purchase option for additional production environments for production or non-production use. Each additional Production environment provides high availability. Capacity for this environment is based on the number of Prod Users purchased. This feature is only available for the Enterprise configuration.

1.2.6 IBM Business Automation Content Services on Cloud Additional Non-Prod Environment

The Cloud Service provides a purchase option for additional environments for non-production use. Each non-production environment does not provide high availability. Capacity for this environment is based on the number of Non-Prod Users purchased. This feature is only available for the Enterprise configuration.

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 i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at <http://www.ibm.com/dpa/dpl> apply.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=6207A810166F11E8873F3D2319B8F34B>

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides 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:

- Concurrent User is the number of users simultaneously accessing the Cloud Service in any manner directly or indirectly (for example, through a multiplexing program, device, or application server) at any particular point in time. A person who is simultaneously accessing the Cloud Service multiple times counts only as a single Concurrent User.
- API Call is the invocation of the Cloud Services through a programmable interface.
- Connection is a link or association of a database, application, server, or any other type of device which have been or are made available to the Cloud Service.
- Terabyte is 2 to the 40th power bytes processed by, used, stored, or configured in the Cloud Service.
- Gigabyte (GB) is 2 to the 30th power bytes of data processed by, analyzed, used, stored, or configured in 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 External User Access

Client may choose to give external users (e.g., customers, vendors, agents, partners) access to the Cloud Service. Client is responsible for these external users, including but not limited to, any claims made by the external users.