

Service Description

IBM Maximo Equipment Maintenance Assistant

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

1. Cloud Service

IBM Maximo Equipment Maintenance Assistant brings the power of cognitive computing to equipment maintenance. It allows users to obtain guidance on the repair and service procedures to perform.

The recommended procedures are derived from applying reasoning and cognitive learning to a wide range of structured and unstructured data associated with repairs, maintenance, procedures, and techniques and to identify the best recommendation for each situation.

Since the recommendations are driven from the Client's unique knowledge base, they are customized to the Client's data and processes.

The Cloud Service allows users to query using natural language through the Cloud Service's APIs or through the offering user interface.

1.1 Offerings

The Client may select from the following available offerings

1.1.1 IBM Maximo Equipment Maintenance Assistant SaaS

Subscription to this Cloud Service enables Clients to create collections, ingest their own data, enrich it with natural language processing and content for query. Users can also create and deploy custom machine learning models for language processing.

1.1.2 IBM Maximo Equipment Maintenance Assistant Non-Production Instance

Subscription to this Cloud Service enables Clients to use a reduced configuration of the Equipment Maintenance Assistant SaaS functions. This Cloud Service will be provisioned for processing up to 50,000 documents and includes 10 Gigabytes of storage limit. A document is defined as a finite volume of data that is enveloped within a document header and trailer record that marks its beginning and end or any electronic representation of a physical document.

The instance includes one Authorized User who can create custom machine learning models and includes the deployment of one custom model for language processing. Client will be charged on a pay per use basis for any additional Authorized Users creating custom models and for deployment of additional custom models. Authorized User entitlements are only required for users who create custom models. This environment is recommended to use in a non-production environment only.

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 to personal data contained in Content, 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://ibm.com/dpa/dpl> apply.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=27DE72A033BF11E8845013686FEEAB8B>

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 99.5%	10%
Less than 99.0%	25%

* 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:

- Authorized User is a unique user authorized to access the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.
- Instance is each access to specific configuration of the Cloud Services.
- Item is an occurrence of a specific item that is managed by, processed by, or related to the use of the Cloud Service.
 - For IBM Maximo Equipment Maintenance Assistant SaaS, an Item is a query to the Cloud Service where a response is returned by the system, either via the User Interface or via a REST API call.
 - For IBM Maximo Equipment Maintenance Assistant Non-Production Instance, an Item is a custom machine learning model deployed for natural language processing.

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.