

## Service Description

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### IBM Business Automation Workflow 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 Workflow on Cloud is a software-as-a-service solution that integrates the capabilities of business process and case management into a single workflow offering on the cloud. It unites information, process, and users to provide a 360-degree view of work. In addition to process management, workflow uses advanced analytics, business rules, and collaboration to drive more successful, optimized business outcomes.

The following 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. 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 – monitors 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 two weeks notification to Account Administrators prior to scheduled service updates. For major updates that involve an IBM Business Process Manager version upgrade, IBM will coordinate with Clients to upgrade the development environment to enable Clients to test the new version before the process runtime environment is upgraded. Clients are responsible for testing any process application at the new version within the development environment and providing feedback to IBM within 30 days on any issues.
- h. Account Administrator – has a user login and password which provides access to the operating environment in order to manage a user's access to the operating environment and assign and delete user roles. Multiple users may be granted Account Administrator access.

#### 1.1 Offerings

The Client may select from the following available offerings.

##### 1.1.1 IBM Business Automation Workflow on Cloud Express

This configuration is based on purchase of Express Users. 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 and workflow runtime environment with the following characteristics:
  - Development environment – a virtual environment with no high availability for non-production use. Capacity for this environment is based on the quantity of Express Users purchased for the Cloud Service instance.
  - Workflow runtime environment – a virtual environment with no high availability. Capacity for this environment is based on the quantity of Express Users 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 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.

### 1.1.2 IBM Business Automation Workflow on Cloud Enterprise

This configuration is based on purchase of Enterprise Users. 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 workflow runtime environment with the following characteristics:
  - 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 purchased for the Cloud Service instance.
  - 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 purchased for the Cloud Service instance.
  - Workflow Runtime environment – a highly available production ready virtual environment. Capacity for this environment is based on the quantity of Enterprise Users 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 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.

## 1.2 Optional Services

### 1.2.1 IBM Business Automation Workflow on Cloud Non-production Environment

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

### 1.2.2 IBM Business Automation Workflow on Cloud Production Environment

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

### 1.2.3 IBM Business Automation Workflow 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 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.

### 1.2.4 IBM Business Automation Workflow on Cloud Additional Cloud Object Storage

The Cloud Service provides a purchase option for Cloud Object Storage. Cloud Object 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. Cloud Object Storage can be purchased in one TB increments. This feature is available for the Express or Enterprise configuration.

### 1.2.5 IBM Business Automation Workflow 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 purchased. For example, deploying multiple applications, processing large documents, 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.

### 1.2.6 IBM Business Automation Workflow 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.

## 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=7E0882307DF011E89D57EFEED3CB8BE9>

## 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](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
- Terabyte is 2 to the 40th power bytes processed by, used, stored, or configured in the Cloud Service.

- Gigabyte is 2 to the 30th power bytes of data processed by, analyzed, used, stored, or configured in the Cloud Services.
- 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.

## 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 Enabling Software

Enabling software is provided to Client under the following terms:

Enabling Software	Applicable License Terms (if any)
IBM Process Designer	<p>Client may access and download the Enabling Software IBM Process Designer to develop process applications. The Enabling Software runs on a Client desktop system and remotely connects to the Cloud Service. The IBM Process Designer use is limited to the number of users that have access to the development environment.</p> <p><a href="https://www-03.ibm.com/software/sla/slabd.nsf/displaylis/2405D4B3CAF1F85D852582C100738768?OpenDocument">https://www-03.ibm.com/software/sla/slabd.nsf/displaylis/2405D4B3CAF1F85D852582C100738768?OpenDocument</a></p>
IBM Integration Designer	<p>Client may access and download the Enabling Software IBM Integration Designer to develop process applications. The Enabling Software runs on a Client desktop system and remotely connects to the Cloud Service. IBM Integration Designer is only available for the Enterprise configuration. The Cloud Service allows up to five (5) Cloud Service users to access and use the IBM Integration Designer Enabling Software. Additional user access can be purchased with an IBM Integration Designer entitlement.</p> <p><a href="https://www-03.ibm.com/software/sla/slabd.nsf/displaylis/114275E9B45C8CC485258304007F34E7?OpenDocument">https://www-03.ibm.com/software/sla/slabd.nsf/displaylis/114275E9B45C8CC485258304007F34E7?OpenDocument</a></p>

### 5.2 External User Access

Client may choose to give external users access to the Cloud Service. Client is responsible for these external users, including but not limited to a) any claims made by the external users relating to the Cloud Service, or b) any misuses of the Cloud Service by these external users.

### 5.3 Benchmarking

Client may disclose the results of any benchmark test of the Cloud Service or its subcomponents to any third party provided that Client (A) publicly discloses the complete methodology used in the benchmark test (for example, hardware and software setup, installation procedure and configuration files), (B) performs Client's benchmark testing running the Cloud Service in its Specified Operating Environment using the latest applicable updates, patches and fixes available for the Cloud Service from IBM or third parties that provide IBM products ("Third Parties"), and (C) follows any and all performance tuning and "best practices" guidance available in the Program's documentation and on IBM's support web sites for the Program. If Licensee publishes the results of any benchmark tests for the Cloud Service, then notwithstanding anything to the contrary in any agreement between Client and IBM or Third Parties, IBM and Third Parties will have the right to publish the results of benchmark tests with respect to Client's products provided IBM or Third Parties complies with the requirements of (A), (B) and (C) above in its testing of Client's products.