



Service Description

IBM QRadar Cloud Apps

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings

1.1.1 IBM QRadar Cloud Apps

IBM QRadar Cloud Apps provides a cloud-hosted platform for Client to install and configure apps on and be available for use with the QRadar on Cloud (QRoC) console. As an extension of the QRadar Security Intelligence platform, Client can run both IBM and non-IBM apps on this Cloud Service, gaining the ability to run analytics and integration against enterprise-wide security and compliance data. Client is responsible for the selection, evaluation, and configuration of any apps it chooses to run on the Cloud Service and compliance with any separate terms that may apply.

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=0FFE9FB0457B11E9A023FC8C61764AD5>

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:

- Resource Unit is an independent measure of a resource managed by, processed by, or related to the use of the Cloud Service.

For the purpose of this Cloud Service, the Resource depends on the application from the IBM Security App Exchange which is used by the Client. The Resource and the required number of Resource Units for each application is shown on the application tile on the IBM Security App Exchange.

Supported Resources are:

- (1) Application Instance is a copy of a uniquely named software application program. An Application in multiple environments (such as test, development, staging or production) or multiple instances of an Application within a single environment are considered a separate Application Instances.
- (2) Entity ID is a unique identifier for any entity identified within the Application Instance.

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.