

Service Description

IBM Security Secret Server SaaS

This Service Description describes the Cloud Service IBM provides to Client. Client means the contracting party and its authorized users and recipients of the Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

1. Cloud Service

IBM Security Secret Server SaaS is a solution that allows Clients to:

- Establish a Secure Vault – Store privileged credentials in an encrypted centralized vault.
- Discover Privileges – Identify all services, applications, administrators and root accounts.
- Manage Secrets – Provision and deprovision, ensure password complexity and rotate credentials.
- Delegate Access – Set up RBAC, workflow for access requests and approvals for third parties.
- Control Sessions – Implement session launching, proxies, monitoring and recording.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Secret Server SaaS for Business Users

IBM Secret Server SaaS for Business Users offering is used to manage accounts not considered privileged. These accounts can include individual or team application accounts and credentials. Examples of accounts not considered privileged include email login, social media password, or productivity software credentials.

1.1.2 IBM Secret Server SaaS for Privileged Users

IBM Secret Server SaaS for Privileged Users offering is used to manage privileged accounts; such as database server credentials, security appliance passwords, Cloud Service root keys, or any other IT infrastructure credentials.

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=4B8D1F20C00511E9908EB999AAEAE31E>

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:

- Authorized User is a unique user authorized to access to the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.

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.