



Service Description

IBM Maximo Application Suite Managed Service

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

1. Cloud Service

The IBM Maximo Application Suite Managed Service (MAS MS) Cloud Service hosts and manages IBM Maximo Application Suite in the IBM Cloud.

IBM manages the infrastructure (network, storage and compute resources), applies fixes to the application and maintains the IBM software, infrastructure and applicable security and privacy controls.

This Cloud Service includes:

- Support for the following applications which are part of IBM Maximo Application Suite (MAS) in the IBM Cloud with Red Hat OpenShift.
 - Manage
 - Monitor
- One production environment and one nonproduction environment for each deployed application. Additional nonproduction (Dev) environments may be purchased for each application.

Client must have acquired software license entitlements to IBM Maximo Application Suite, as a pre-requisite to this service. IBM Maximo Application Suite software entitlements used in the MAS MS may not be used simultaneously in other environments.

Application Environment Sizing Parameters

	Dev	Small	Medium	Large
Manage	Up to 2 Users	Up to 100 users	101 – 250 users	251 – 500 users
Monitor	Up to 10 I/O points	1,000 I/O points	50,000 I/O points	300,000 I/O points

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Maximo Application Suite Managed Service Capacity Unit

This base service establishes the managed service environment to support the various applications deployed from the Maximo Application Suite. The capacity unit includes prerequisite core applications, middleware, and databases. Client must acquire the appropriate number of Capacity Unit entitlements based on the application being provisioned and the size of the environment. The size of the largest deployed application in the Maximo Application Suite environment is used to determine the required number of capacity units required, as follows:

Capacity Units Required

Dev	Small	Medium	Large
1	7	9	12

1.1.2 IBM Maximo Application Suite Managed Service Virtual Processor Cores (VPC)

In addition to the required Capacity Units to establish the MAS MS environment, Client will be required to obtain additional VPCs to complete the environment's configuration depending on which application in the application suite deployed as follows:

Virtual Processor Cores Required

	Dev	Small	Medium	Large
Monitor	24	24	32	213
Manage	8	8	24	48

Additional VPC entitlements may be acquired should Client require more compute capacity than what is included in the application's basic configuration. VPCs are deployed in multiples of 16.

1.1.3 IBM Maximo Application Suite Managed Service Data

In addition to the required Capacity Unites to establish the MAS MS environment, Client will be required to obtain additional Gigabytes to complete the environment's configuration depending on which application in the application suite deployed as follows:

Gigabytes Required

	Dev	Small	Medium	Large
Monitor	1024	1024	2048	8192
Manage	2800	500	1200	2800

Additional Gigabyte entitlements may be acquired should Client require more data storage capacity than what is included in the application's basic configuration.

The standard Dev, Small and Medium Monitor Application can support a maximum of 4000 GB of Client storage. The standard Large Monitor Application can support a maximum of 96000GB of Client storage.

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://www.ibm.com/dpa/dpl> apply.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=3F0E2B305E7111EABE1C939145D7672E>

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:

- Capacity Unit is an independent measure of capacity related to the use of the Cloud Services.
- Virtual Processor Core is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.
- 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 Retention Period

The following retention periods apply to incoming device data to the Monitor functionality which is part of the IBM Maximo Application Suite:

- 7 days for a non-production environment
- 3 months for a production environment