IBM Planning Analytics

This Service Description describes the Cloud Service IBM provides to Client. Client means the company and its authorized users and recipients of the Cloud Service. The applicable Quotation and Proof of Entitlement (PoE) are provided as separate Transaction Documents.

1. Cloud Service

IBM Planning Analytics is a collaborative, enterprise-scalable budgeting, planning, analytics, profitability, modeling, scorecard and reporting solution. These applications are supported by a 64-bit in-memory online analytical processing (OLAP) server, which provides on-demand analytics of complex multidimensional data with real-time analysis.

This offering includes the following:

- Administrative clients that enables administrators to model and deploy budgeting, planning, analytics, profitability, modeling, reporting, metrics and scorecard solutions.
- Web Interface that enables end users to contribute, review and approve plans, access reports, key performance indicators and metrics, and perform ad-hoc analysis; and enables administrators to monitor IBM Cognos TM1 activity.
- Excel plug-in enabling end users with exploration, discovery, reporting, and analysis of IBM Cognos TM1 data in Microsoft Excel.
- Interoperability with the IBM Cognos TM1 Mobile Contributor app available from the Apple App Store allowing end users to contribute, review and approve plans on an Apple iPad.
- Distributed client that enables end users to perform data entry, access reports, key performance indicators and metrics, and perform ad-hoc analysis.

This Cloud Service offering includes IBM Cognos Analysis for Excel, IBM Cognos Integration Server, and IBM Cognos Command Center as Enabling Software and may include other enabling software.

The Cloud Service offering includes access to certain functionality of IBM Cognos Business Intelligence to develop dashboards, interactive reports, custom analysis, ad-hoc queries, create new reports, view scheduled reports and consume active reports via a web browser. The IBM Cognos Business Intelligence functionality provides interactive OLAP exploration and allows a customer to create and format a wide variety of report types, including lists, cross tabs, charts, and financial statement style. The IBM Cognos Business Intelligence capabilities extends consumption of reports with a broad range of mobile devices including Apple iPhone, Android and tablets. The Cloud Service allows for a maximum of 250 GB of storage for user generated content with the Cognos Business Intelligence capabilities. Client is not permitted to use the IBM Cognos Business Intelligence capabilities with any other data source.

The Cloud Service delivers a unified analytics experience on the cloud and helps users focus on the drivers that impact their business through the capabilities of IBM Watson Analytics. By automating the steps of data access and predictive analysis, the Cloud Service identifies and explains hidden patterns and relationships to accelerate understanding of why things happened.

The Cloud Service offering includes the following capabilities:

- Engaging User Experience – presentation of data and insights in a format which allows users to understand and interact with their data
- Data Discovery – visually explore and interact with data to find patterns and derive insights
- Guided Analytic Discovery – embedded predictive analytics that automatically performs statistical correlations and key driver analysis
- Natural Language Dialogue – Interact with data through a keyword-driven English language interface using familiar business terms
- Data Access – automatically accesses and then uniquely scores the readiness of Client’s data for analysis, highlighting potential data issues that could compromise results
- Load .xls, .xlsx or csv files containing no more than 10,000,000 rows and 500 columns
- Total storage of 100 GB where data storage includes source files loaded into the cloud environment and content created within the application.
- Export to PPT file format.
- Storytelling:
  Storytelling is a set of capabilities available within Watson Analytics that allows a user to bring analyses created in Watson Analytics together into an assembled narrative. Within a story a user can use existing content or build directly new content and then work with text, images, webpages, media and animation to create rich interactive presentations. This feature is currently offered as a “Beta Function”.
- Infographics.
- Connections to: DropBox, Box, and Microsoft OneDrive.
- Connection to Cognos 10 Reports.

This offering includes one (1) Production Instance, one (1) Non-Production Instance, up to sixty-four gigabytes (64GB) of memory (RAM) for the TM1 database tier and two hundred gigabytes (200GB) of shared folder space, unless otherwise indicated in this document.

1.1 User Roles

1.1.1 IBM Planning Analytics Enterprise Modeler

IBM Planning Analytics Enterprise Modeler can create, modify and/or delete TM1 database objects; manage security (users/groups/privileges); execute processes and schedule chores; access server performance information (metrics cubes and server logs); create and manage workflow; read data from and write data to an IBM Cognos TM1 server on which the Cloud Service is deployed.

IBM Planning Analytics Enterprise Modeler can access functionality provided via the Remote Desktop Protocol.

1.1.2 IBM Planning Analytics Enterprise User

a. IBM Planning Analytics Enterprise User is permitted to read data from and write data to an IBM Cognos TM1 server on which the Cloud Service is deployed.

b. IBM Planning Analytics Enterprise User is not authorized to use any of the following components or functions of the Cloud Service.

- IBM Cognos Performance Modeler
- IBM Cognos TM1 Architect
- IBM Cognos TM1 Perspectives
- IBM Cognos TM1 Turbo Integrator for creating processes
- IBM Cognos TM1 Operations Console
- IBM Cognos TM1 Applications for administration functionality
- IBM Cognos TM1 Applications Workflow for administration functionality; except review and approval of workflows
- Functionality provided via Remote Desktop Protocol

1.2 IBM Planning Analytics Jump Start

IBM Planning Analytics Jump Start set up service includes up to 80 hours of coaching and assistance including facilitated identification of an initial IBM Planning Analytics use case, coaching on project planning and initiation of IBM Planning Analytics implementation, coaching on proven practices for creating IBM Planning Analytics reports, and coaching on maintenance and administration of IBM Planning Analytics. Service are purchased per Engagement and expire 90 days from purchase regardless of whether all hours have been used.

1.3 Optional Add-Ons

The following Add-Ons are available to Clients entitled to the IBM Planning Analytics Enterprise offerings only.
1.3.1 IBM Planning Analytics Single Tenant
This offering increases the capacity of IBM Planning Analytics offering up to five hundred and twelve gigabytes (512GB) of memory (RAM) for the TM1 database tier, five hundred gigabytes (500GB) of shared folder space and the database tier is hosted in a single tenant environment with either a managed hypervisor or a dedicated physical server.

1.3.2 IBM Planning Analytics Additional Production Instance
This offering adds additional Production instances of IBM Planning Analytics.

1.3.3 IBM Planning Analytics Additional Non-Production Instance
This offering adds additional Non-Production instances of IBM Planning Analytics. It can only be used as part of the Client’s non-production activities, including but not limited to testing, performance tuning, fault diagnosis, benchmarking, staging, quality assurance activity and/or developing internally used additions or extensions to the offering using published application programming interfaces.

1.3.4 IBM Planning Analytics Additional Planning Storage
This offering allows Client to designate an additional 250 GB of shared folder disk space to either the production or non-production instance of the Cloud Service.

1.3.5 IBM Planning Analytics Additional Reporting Storage
This offering allows Client to designate an additional 250 GB of storage to either the production or non-production instance of the Cloud Service for user created content with the Cognos Business Intelligence capabilities.

1.4 Personal Information Processing
The Cloud Service will enable Client to input and manage content containing information which may be considered personal and sensitive personal information under applicable privacy laws:

- Contact information (e.g. address, phone and cell numbers, email)
- Sensitive personal information (e.g. government identification number, date of birth, citizenship, passport number, etc)
- Employment information (e.g. education, job history, work location, compensation and benefits, job history, and performance)

The Cloud Service is not designed to any specific security requirements for regulated content, such as personal information or sensitive personal information. Client is responsible to determine if this Cloud Service meets Client’s needs with regard to the type of content Client uses in connection with the Cloud Service.

2. Security Description
IBM’s data security policies are published on ibm.com (https://www.ibm.com/cloud/resourcecenter/content/80) and apply to this Cloud Service except as noted below. Any change to IBM’s data security policies will not degrade the security of the Cloud Service. This Cloud Service is US-EU Safe Harbor certified.

3. Service Level Agreement
IBM provides the following availability service level agreement (“SLA”) for the Cloud Service as specified in a PoE. The SLA is not a warranty. The SLA is available only to Client and applies only to use in production environments.

3.1 Availability Credits
Client must log a Severity 1 support ticket with the IBM technical support help desk within 24 hours of first becoming aware of an event that has impacted the Cloud Service availability. Client must reasonably assist IBM with any problem diagnosis and resolution.

A support ticket claim for failure to meet an SLA must be submitted within three business days after the end of the contracted month. Compensation for a valid SLA claim will be a credit against a future invoice for the Cloud Service based on the duration of time during which production system processing for the Cloud Service is not available ("Downtime"). Downtime is measured from the time Client reports the event until the time the Cloud Service is restored and does not include time related to a scheduled or announced maintenance outage; causes beyond IBM’s control; problems with Client or third party content...
or technology, designs or instructions; unsupported system configurations and platforms or other Client errors; or Client-caused security incident or Client security testing. IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service during each contracted month, as shown in the table below. The total compensation with respect to any contracted month cannot exceed 10 percent of one twelfth (1/12th) of the annual charge for the Cloud Service.

3.2 Service Levels

Availability of the Cloud Service during a contracted month

<table>
<thead>
<tr>
<th>Availability during a contracted month</th>
<th>Compensation (% of monthly subscription fee* for contracted month that is the subject of a claim)</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.0% - 99.75%</td>
<td>2%</td>
</tr>
<tr>
<td>95.0% - 98.99%</td>
<td>5%</td>
</tr>
<tr>
<td>Less than 95.0%</td>
<td>10%</td>
</tr>
</tbody>
</table>

* If the Cloud Service was acquired from an IBM Business Partner, the monthly subscription fee will be calculated on the then-current list price for the Cloud Service in effect for the contracted month which is the subject of a claim, discounted at a rate of 50%. IBM will make a rebate directly available to Client.

Availability, expressed as a percentage, is calculated as: the total number of minutes in a contracted month minus the total number of minutes of Downtime in a contracted month divided by the total number of minutes in the contracted month.

Example: 476 minutes total Downtime during contracted month

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\begin{align*}
\text{Availability credit} & = \frac{\text{43,200 total minutes in a 30 day contracted month} - \text{476 minutes Downtime}}{\text{43,200 total minutes}} \\
& = 5\% \\
\end{align*}
\]

4. Technical Support

During the subscription period, technical support is provided for the Cloud Service as set forth in the IBM SaaS Support Handbook at [http://www.ibm.com/software/support/handbook.html](http://www.ibm.com/software/support/handbook.html) or a subsequent URL provided by IBM. Technical support is included with the Cloud Service and is not available as a separate offering.

5. Entitlement and Billing Information

5.1 Charge Metrics

The Cloud Service is available under the charge metric specified in the Transaction Document:

a. Authorized User is a unit of measure by which the Cloud Service can be obtained. Client must obtain separate, dedicated entitlements for each unique Authorized User given access to the Cloud Service in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means. Sufficient entitlements must be obtained to cover the number of Authorized Users given access to the Cloud Service during the measurement period specified in Client’s Proof of Entitlement (PoE) or Transaction Document.

b. Instance is a unit of measure by which the Cloud Service can be obtained. An Instance is access to a specific configuration of the Cloud Service. Sufficient entitlements must be obtained for each Instance of the Cloud Service made available to access and use during the measurement period specified in the Transaction Document.

c. Engagement is a unit of measure by which the services can be obtained. An Engagement consists of professional and/or training services including but not limited to a training event, business analysis, or a deliverable-based services event. Sufficient entitlements must be obtained to cover each Engagement.
d. Gigabyte is a unit of measure by which the Cloud Service can be obtained. A Gigabyte is defined as 2 to the 30th power bytes of data (1,073,741,824 bytes). Sufficient entitlements must be obtained to cover the total number of Gigabytes processed by the Cloud Service during the measurement period specified in Client's Proof of Entitlement (PoE) or Transaction Document.

5.2 Partial Month Charges
A partial month charge as specified in the Transaction Document may be assessed on a pro-rated basis.

5.3 Overage Charges
If actual usage of the Cloud Service during the measurement period exceeds the entitlement specified in the PoE, Client will be charged for the overage as specified in the Transaction Document.

6. Term and Renewal Options
The term of the Cloud Service begins on the date IBM notifies Client of their access to the Cloud Service, as documented in the PoE. The PoE will specify whether the Cloud Service renews automatically, proceeds on a continuous use basis, or terminates at the end of the term.

For automatic renewal, unless Client provides written notice not to renew at least 90 days prior to the term expiration date, the Cloud Service will automatically renew for the term specified in the PoE.

For continuous use, the Cloud Service will continue to be available on a month to month basis until Client provides 90 days written notice of termination. The Cloud Service will remain available to the end of the calendar month after such 90 day period.

7. Enabling Software
This Cloud Service includes enabling software, which may be used only in connection with Client’s use of the Cloud Service and only for the Cloud Service term.

8. General
8.1 Minimum Entitlement Requirements
Client is required to have a minimum entitlement to one (1) IBM Planning Analytics Enterprise Modeler and to ten (10) IBM Planning Analytics Enterprise User.

8.2 Non-Production Limitation
If the Cloud Service is designated as “Non-Production”, the Cloud Service can only be used as part of the Client’s non-production activities, including but not limited to testing, performance tuning, fault diagnosis, benchmarking, staging, quality assurance activity and/or developing internally used additions or extensions to the Cloud Service using published application programming interfaces.

8.3 Content Backup
The Cloud Service includes Content backup of the shared folder space only. Backups are taken daily locally and replicated to another database in a separate data centre, in the event of a Force Majeur event in the primary location. IBM will retain the last seven (7) daily backups and an additional four (4) weekly backups. Backups are encrypted at rest on a disk-based backup system and during transmission. References to “days” or “daily” means calendar days.

8.4 Disaster Recovery
In the event the Cloud Service is not available because of a catastrophic event or cause beyond IBM’s control, IBM will provide the hardware, software and network infrastructure in IBM’s data center network to permit Client to resume Client’s access to the Cloud Service within 14 calendar days.

8.5 No Guarantee of Compliance
Client is responsible for Client’s use of the Content and for the results obtained from the use of the Cloud Service. The Cloud Service is a tool that can be used to help Client meet Client’s compliance obligations, but use of this Cloud Service does not mean that Client will be compliant with laws, regulations, standards or practices that apply to Client.

8.6 Microsoft No High Risk Use
Client may not use the Microsoft products in the Cloud Service in any application or situation where the Cloud Service failure could lead to death or serious bodily injury of any person, or to severe physical or environmental damage (“High Risk Use”). Examples of High Risk Use include, but are not limited to: aircraft or other modes of human mass transportation, nuclear or chemical facilities, life support systems,
implantable medical equipment, motor vehicles, or weaponry systems. High Risk Use does not include utilization of Cloud Service for administrative purposes, to store configuration data, engineering and/or configuration tools, or other non-control applications, the failure of which would not result in death, personal injury, or severe physical or environmental damage. These noncontrolling applications may communicate with the applications that perform the control, but must not be directly or indirectly responsible for the control function.

8.7 Prohibited Uses

Client may not use or authorize others to use the Cloud Service or any part of the Cloud Service, alone or in combination with other products, in support of any of the following High Risk Activities: design, construction, control, or maintenance of nuclear facilities, mass transit systems, air traffic control systems, weapons systems, or aircraft navigation or communications, or any other activity where program failure could give rise to a material threat of death or serious personal injury.

8.8 Cookies

Client is aware and agrees that IBM may, as part of the normal operation and support of the Cloud Service, collect personal information from Client (your employees and contractors) related to the use of the Cloud Service, through tracking and other technologies. IBM does so to gather usage statistics and information about effectiveness of our Cloud Service for the purpose of improving user experience and/or tailoring interactions with Client. Client confirms that it will obtain or have obtained consent to allow IBM to process the collected personal information for the above purpose within IBM, other IBM companies and their subcontractors, wherever we and our subcontractors do business, in compliance with applicable law. IBM will comply with requests from Client’s employees and contractors to access, update, correct or delete their collected personal information.

8.9 Destruction of Content

IBM will destroy Client’s data or content upon the expiration or cancellation of the Cloud Service, or earlier upon Client’s request.

8.10 Beta Functions in IBM Planning Analytics

Beta Functions provided with the Cloud Service are not part of the Cloud Service. Beta Functions are provided under the same terms as the Cloud Service, except as provided below. Some or all of the Beta Functions may not be made generally available by IBM as or in a product or offering. Client is permitted to use the Beta Functions only for internal use for evaluation purposes and not for use in a production environment. Client may use the Beta Functions until IBM withdraws them or terminates access to it. IBM provides the Beta Functions without obligation of support and “AS IS,” WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE WARRANTY OF TITLE, NON-INFRINGEMENT OR NON-INTERFERENCE AND ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Client should take precautions to avoid any loss of data that might result when the Beta Functions can no longer be used.

Client agrees IBM may use all feedback and suggestions provided.