

Service Description

IBM IoT Continuous Engineering on Cloud and IBM Collaborative Lifecycle Management on Cloud

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

1.1 Data Storage

Clients with a subscription of 200 users or less are provisioned with 25 Gigabytes of data and Clients with a subscription of more than 200 users are provisioned with 50 Gigabytes of data.

1.2 IBM Quality Manager on Cloud

This Cloud Service provides dynamic test plans, governed workflows, lab efficiency, test coverage analysis, and manual test authoring. These features integrate with other lifecycle artifacts such as work items and requirements, and with reporting and dashboards. They provide detailed and highly customized analytics to help monitor the health and progress of a project. Customizable reports provide both real-time views and historical trends of artifacts across the entire lifecycle, including requirements, work items, builds, test cases and test results. Team reports and dashboards help Clients keep tabs on the health of their project. Dashboards provide an at-a-glance view of work item queries, event feeds, reports, and other items critical to understanding progress.

1.3 IBM Team Concert on Cloud

This Cloud Service provides change management, planning, software configuration management, and automation capabilities as described below:

- a. Change Management. The main feature of Change Management is work items, which track and coordinate stories, defects, plan items, and ordinary tasks. Work items and the workflow process they follow can be customized to suit Client's project.
- b. Planning. The Planning capability provides tools to assist with the planning, tracking, and workload balancing for entire projects, for teams within those projects, and for individual developers. Plans are accessible to everyone on the team, and show the progress on releases and iterations at any point in time.
- c. Software Configuration Management. The component-based source control system provides strong support for parallel development, agile development, and geographically distributed teams. It integrates tightly with defect tracking, builds, and process automation.
- d. Automation. The Automation capability provides build management control to the development and test teams. Team members can track build progress, view build alerts and results, request builds, and trace the relationship of builds to artifacts such as change sets and work items

1.4 IBM DOORS Next Generation on Cloud

This Cloud Service provides tools to capture, organize, and collaboratively review, analyze, and report on requirements, especially in relation to their associated development work items and test artifacts.

1.5 IBM Engineering Lifecycle Manager on Cloud

This Cloud Service offering can only be purchased outside of the IBM IoT Continuous Engineering on Cloud bundle in conjunction with the IBM Collaborative Lifecycle Management on Cloud offering and provides capabilities to visualize relationships among engineering artifacts across the lifecycle to yield insights into helping to improve project efficiency and product completeness.

1.6 IBM IoT Continuous Engineering on Cloud

This Cloud Service includes the functionality described above for IBM DOORS Next Generation on Cloud, IBM Quality Manager on Cloud, IBM Team Concert on Cloud, and IBM Engineering Lifecycle Manager on Cloud as well as:

- Universal access to engineering information from across the lifecycle and enables key engineering competencies across the IBM DOORS Next Generation on Cloud.
- IBM Rhapsody Design Manager on Cloud, IBM Quality Manager on Cloud, and IBM Team Concert on Cloud tools:
 - find and discover relevant information regardless of where the data is stored and managed
 - understand and react to engineering change with full visibility across the engineering lifecycle
 - visualization and analysis capabilities that help turn insights into predictable outcomes
 - re-use through organization of lifecycle engineering artifacts according to re-usable products, systems, subsystems, and components in development
 - tools to create, edit, and share models and designs, integrate design artifacts with other lifecycle resources
 - collaboratively review, analyze, and report on models and designs.
- Customizable reports provide both real-time views and historical trends of artifacts across the entire lifecycle, including requirements, work items, builds, test cases and test results.
- Team reports and dashboards help Clients oversee a project.
- Dashboards provide an at-a-glance view of work item queries, event feeds, reports, and other items critical to understanding progress.

1.7 IBM Collaborative Lifecycle Management on Cloud

This SaaS offering includes the functionality described above for IBM DOORS Next Generation on Cloud, IBM Quality Manager on Cloud, and IBM Team Concert on Cloud.

1.8 Personal Information

The Cloud Services are 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 Clients needs with regard to the type of content Client uses in connection with the Cloud Service.

2. Security Description

This Cloud Service follows IBM's data security and privacy principles for Cloud Service which are available at <https://www.ibm.com/cloud/resourcecenter/content/80> and any additional terms provided in this section. Any change to IBM's data security and privacy principals will not degrade the security of the Cloud Service.

3. Technical Support

Technical support for the Cloud Service is provided via telephone, online forums, and an online problem reporting system. IBM will make available the IBM Software as a Service Support Handbook which provides technical support contact information and other information and processes. Technical support is offered with the Cloud Service and is not available as a separate offering.

Severity	Severity Definition	Response Time Objectives During Support Hours
1	Critical business impact/service down: Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.	Within 1 hour
2	Significant business impact: A service feature or function is severely restricted in its use or Client is in jeopardy of missing business deadlines.	Within 2 Monday – Friday business hours
3	Minor business impact: Indicates the service or functionality is usable and it is not presenting a critical impact on operations.	Within 4 Monday-Friday business

		hours
4	Minimal business impact: An inquiry or non-technical request.	Within 1 Monday – Friday business day

4. Entitlement and Billing Information

4.1 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 PoE or Transaction Document.
- b. 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 PoE or Transaction Document.

4.2 Partial Month Charges

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

4.3 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.

4.4 Pay Per Use Charges

Client will be charged in increments of 100 GBs when Client exceeds the storage allotment included with the Cloud Service offering.

5. 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.