IBM Engineering Lifecycle Management Extended SaaS

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

1. Cloud Service

This IBM Engineering Lifecycle Management Extended SaaS offering provide managed services, ongoing maintenance, patching and upgrades for this Cloud Service, an application lifecycle management and software and systems engineering solution.

Client's cumulative entitlement described in 1.1.1-1.1.9 determines the configuration of the environment provisioned. "Professional Tier" aligns with Clients who have obtained up to 100 Authorized Users or up to 40 Concurrent User entitlements. "Enterprise Tier" aligns with Clients who have acquired more than 100 Authorized User or more than 40 Concurrent User entitlements. Every 3 Authorized or Concurrent User entitlements of IBM Engineering Workflow Management Contributor SaaS count as 1 user to determine tier classification.

The Tiers provide the following features:

Professional Tier are provided with:

- up to 100 Gigabytes of data storage at no charge; and
- a dedicated LDAP to administer their users.

Enterprise Tier is:

- deployed to a virtual private cloud environment;
- optionally set up at initial provisioning with a site to site IPSec VPN tunnel, to ensure network connectivity in steady state operation;
- provided with up to 200 Gigabytes of data storage at no charge;
- provided a dedicated LDAP to administer their users, with an option to map their existing localized LDAP server accounts to user logins for the Cloud Service; and
- required to subscribe to a User Acceptance Test (UAT) instance for a minimum of one month annually.

IBM Rational Quality Assistant is a separate Cloud Service, and the above features are not applicable.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Engineering Test Management SaaS

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.

1.1.2 IBM Engineering Workflow Management SaaS

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 customizable work items, which track and coordinate epics, features, stories, tasks and ordinary defects. Work items and the workflow process can be customized to suit a Client's specific needs to support any process. By separating the process from

the underlying architecture, new workflows and process can be added and shared across teams as needs change in the future or new methodologies emerge.

b. Planning

The Planning capability provides tools to assist with the planning, estimation, ranking and velocity management 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. The planning capability includes visual task boards and Kanban boards to prioritize and optimize the flow of work or quickly address blocked tasks to speed delivery cycle times.

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. Build Automation

The Build 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.

e. Reporting

The Reporting capability provides an easy to use self-serve reporting interface that integrates with visual dashboards to enable web-based project status and visual tracking of work efforts across teams and programs. Both advanced cross project and cross capability reporting are supported as well as trend and historical data analysis. Dashboards communicate to the entire organization key live project data and status allowing teams to move away from "out of date" data status reports.

1.1.3 IBM Engineering Workflow Management Contributor SaaS

This Cloud Service provides a subset of the capabilities of IBM Engineering Workflow Management SaaS. Included in this Cloud Service are the change management, planning and reporting capabilities as described above, but does not include Software Configuration Management or Automation.

1.1.4 IBM Engineering Requirements Management DOORS Next SaaS

This Cloud Service provides support for a range of requirements practices, from light-weight requirements to fully regulated systems engineering tools to capture, organize, and collaboratively review, analyze, and report on requirements, especially in relation to their associated development work items and test artifacts.

1.1.5 IBM Engineering Lifecycle Optimization Engineering Insights SaaS

This Cloud Service provides capabilities to visualize relationships among engineering artifacts across the lifecycle to yield insights into helping to improve project efficiency and product completeness. The Cloud Service offering can only be purchased within the IBM Engineering Lifecycle Management Extended SaaS bundle, or with the IBM Engineering Lifecycle Management Base SaaS offering in the Enterprise tier.

1.1.6 IBM Engineering Systems Design Rhapsody Model Manager

This Cloud Service is a web-based application that integrates with IBM Engineering Systems Design Rhapsody and other tools to provide lifecycle traceability for models, wider availability of models to stakeholders by making them available on the web, and source control / configuration management. This Architectural Management (AM) application enables models to be first-class participants in the development lifecycle.

This Cloud Service offering can only be purchased within the IBM Engineering Lifecycle Management Extended SaaS bundle, or in the Enterprise tier. This Cloud Service provides:

- Configuration management built on IBM Engineering Workflow Management SCM (source control and configuration management)
- OSLC linking between architecture elements (IBM Systems Design Rhapsody model elements) and the following types of remote artifacts:
    - Requirements in IBM Engineering Requirements Management DOORS Next
    - Test artifacts in IBM Engineering Test Management

    - Work items in IBM Engineering Workflow Management
- Web views for creating and navigating OSLC traceability
- Participation in OSLC global configurations as a contributor in the Global Configuration Management application
- Simple method to enable IBM Engineering Systems Design Rhapsody – Model for existing projects

1.1.7 IBM Engineering Lifecycle Management Base SaaS

This Cloud Service includes the functionality described above for IBM Engineering Requirements Management DOORS Next SaaS, IBM Engineering Test Management SaaS, and IBM Engineering Workflow Management SaaS, and additionally provides:

a. Customizable reports with real-time views and historical trends of artifacts across the entire lifecycle, including requirements, work items, builds, test cases and test results.

b. Team reports and dashboards to help Clients oversee a project, providing an at-a-glance view of work item queries, event feeds, reports, and other items critical to understanding progress.

c. When this Cloud Service is subscribed at the Enterprise tier, the service includes the option of:

d. Strategic re-use through organization of lifecycle engineering artifacts according to re-usable products, systems, subsystems, and components in development.

e. Configuration Management of IBM Engineering Requirements Management DOORS Next SaaS, IBM Engineering Test Management SaaS, and Global Configuration Management across the lifecycle.

1.1.8 IBM Engineering Lifecycle Management Extended SaaS

This Cloud Service is only available in the Enterprise tier, and includes the functionality described above for IBM Engineering Requirements Management DOORS Next SaaS, IBM Engineering Test Management SaaS, IBM Engineering Workflow Management SaaS, IBM Engineering Lifecycle Optimization – Engineering Insights SaaS, IBM Engineering Systems Design Rhapsody – Model Manager. Clients who purchase this service can optionally request to replace the IBM Engineering Systems Design Rhapsody – Model Manager with IBM Engineering Systems Design Rhapsody – Design Manager prior to provisioning. In addition, it provides universal access to engineering information from across the lifecycle and enables key engineering competencies:

a. find and discover relevant information regardless of where the data is stored and managed;

b. understand and react to engineering change with full visibility across the engineering lifecycle;

c. visualization and analysis capabilities that help turn insights into predictable outcomes;

d. tools to create, edit, and share models and designs, integrate design artifacts with other lifecycle resources; and

e. collaboratively review, analyze, and report on models and designs.

1.1.9 IBM Engineering Lifecycle Optimization Publishing Engine Document Builder SaaS

This Cloud Service automates the generation of document-style reports across organizations' systems and software engineering data, to allow access to documents for:

a. Ad hoc use

b. Team or personal offline review

c. Formal review

d. Contractual obligations

e. Regulatory oversight

This Cloud Service allows users to generate documents as a Microsoft Word, Microsoft Excel, PDF, and HTML output format via its web interface. Clients who need to develop publishing templates will need to license the IBM Engineering Lifecycle Optimization – Publishing on premises program separately to develop the PUB templates, or engage with IBM or a third party to develop the necessary publishing templates.

This Cloud Service offering can only be purchased within the Enterprise tier, or in the Professional tier with the IBM Engineering Lifecycle Management Base SaaS VPC optional service as a pre-requisite.

1.1.10 IBM Engineering Requirements Quality Assistant for DOORS Next

This Cloud Service provides a solution that works with the IBM Engineering Requirements Management DOORS Next SaaS or on-premises, requirements management tool. Requirement authors can access Watson's expertise to improve the quality of their requirements, as they write them. With a pre-trained AI built-in by design, IBM Engineering Requirements Quality Assistant for DOORS Next provides 11 quality indicators out-of-the-box. With IBM Engineering Requirements Quality Assistant for DOORS Next, companies can accelerate their requirements review process, increase overall product quality and reduce training costs for junior requirements engineers. This Cloud Service can be acquired on an Authorized User or Concurrent User basis. Each Authorized User entitlement includes 10,000 Items per month and each Concurrent User includes 25,000 Items per month. The Items are aggregated and can be shared between users.

1.1.11 IBM Engineering Requirements Quality Assistant for DOORS

This Cloud Service provides a solution that works with the IBM Engineering Requirements Management DOORS on premises requirements management tool. Requirement authors can access Watson's expertise to improve the quality of their requirements, as they write them. With a pre-trained AI built-in by design, IBM Engineering Requirements Quality Assistant for DOORS provides 11 quality indicators out-of-the-box. With IBM Engineering Requirements Quality Assistant for DOORS, companies can accelerate their requirements review process, increase overall product quality and reduce training costs for junior requirements engineers. This Cloud Service can be acquired on an Authorized User or Concurrent User basis. Each Authorized User entitlement includes 10,000 Items per month and each Concurrent User includes 25,000 Items per month. The Items are aggregated and can be shared between users.

1.1.12 IBM Engineering Requirements Management DOORS Next with Quality Assistant

This Cloud Services includes the functionality described above for IBM Engineering Requirements Management DOORS Next SaaS and IBM Engineering Requirements Quality Assistant for DOORS Next, each with their own user authentication, but having the ability to integrate the Cloud Services together for a comprehensive solution. This Cloud Service can be acquired on an Authorized User or Concurrent User basis. When counting Authorized or Concurrent Users, counts of IBM Engineering Requirements Management DOORS Next SaaS users will establish the maximum Authorized or Concurrent Users. Each Authorized User entitlement includes 10,000 Items per month and each Concurrent User includes 25,000 Items per month. The Items are aggregated and can be shared between users. When counting Items, IBM Engineering Requirements Quality Assistant for DOORS Next will establish the maximum Items.

1.2 Optional Services

1.2.1 IBM Engineering Requirements Quality Assistant Items

This Cloud Service is offered on a pay per use basis and is used to charge the Client for excess use of the Cloud Service beyond what is included in Client's base Engineering Requirements Quality Assistant entitlement. Client may alternatively acquire a subscription for additional Items as required. Item entitlements can be acquired in pack sizes of 1,000 for each of the following offerings:

a. IBM Engineering Requirements Quality Assistant for DOORS Next

b. IBM Engineering Requirements Quality Assistant for DOORS

c. IBM Engineering Requirements Management DOORS Next with Quality Assistant

1.2.2 100 GB Data Storage

The Cloud Services listed below are available, as designated, as a subscription or pay per use service providing Client with additional storage capacity in increments of 100 Gigabytes (GB). When a Client is within 10% of available storage, an additional 100 Gigabytes (GB) will be added to the environment. Either subscription overage or pay per use charges will apply as defined in the quote.

Subscription additional storage offerings:

a. IBM Engineering Lifecycle Management Extended SaaS Data Storage

b. IBM Engineering Lifecycle Management Base SaaS Data Storage

Pay per use additional storage offerings:

a. IBM Engineering Requirements Management DOORS Next SaaS 100 GB Pay Per Use
b. IBM Engineering Test Management SaaS 100 GB Pay Per Use
c. IBM Engineering Workflow Management SaaS 100 GB Pay Per Use
d. IBM Engineering Workflow Management Contributor SaaS Pay 100 GB Per Use
e. IBM Engineering Systems Design Rhapsody Model Manager 100 GB Pay Per Use
f. IBM Engineering Lifecycle Optimization Engineering Insights SaaS 100 GB Pay Per Use
g. IBM Engineering Lifecycle Management Extended SaaS 100 GB Pay Per Use
h. IBM Engineering Lifecycle Management Base SaaS 100 GB Pay Per Use

1.2.3 IBM Engineering Lifecycle Management Base SaaS VPC

With this Cloud Service, IBM will construct and configure a CLM on Cloud Professional tier deployment into a Virtual Private Cloud environment, isolating and allocating resources dedicated to Client use. This is a prerequisite for other Cloud Services when noted.

1.2.4 IBM Engineering Lifecycle Management Base SaaS Configuration Management

This Cloud Service will enable configuration management capability in an Engineering Lifecycle Management (ELM) on Cloud Professional tier deployment. With this service, configuration management capabilities may be enabled for IBM Engineering Requirements Management DOORS Next SaaS, IBM Engineering Test Management SaaS projects, or be enabled for Global Configuration Management capability for IBM Engineering Lifecycle Management Base SaaS. Associated capabilities (such as Lifecycle Query Engine) are also enabled. IBM Engineering Lifecycle Management Base Virtual Private Cloud (VPC) is a pre-requisite for this Cloud Service.

1.2.5 IBM Engineering Lifecycle Management Base SaaS Test

This Cloud Service provides a cloned copy of the production environment data in the same VPC as the ELM production environment. A server rename will be performed on the environment to ensure no URL conflicts with production. Access to the environment and user authentication will be provided the same as the production environment. The test environment will be created with the same configuration and server topology as the ELM production environment, though with a minimal set of compute resources required to run the applications to support up to 25 concurrent users. The environment will be managed with a change management process to request updates to the test environment. One major change (upgrade, major patch, ifix) is included monthly. Resource monitoring is not included, thus, service level objectives are neither applicable nor provided. Backup services are provided. There are no Severity 1 support tickets on this non-production instance.

1.2.6 IBM Engineering Lifecycle Management Base SaaS Sandbox

This Cloud Service provides a sandbox environment in the same VPC as the ELM production environment, with the same components, access to the environment, and user authentication, but does not include a cloned copy of production environment data. The Client will be provided access permission necessary to make changes or updates to this environment, including extensions and customizations, and the ability to restart the applications (if requested). This environment will be created with the minimum set of servers, and compute resources to run the applications for up to 10 concurrent users. Resource monitoring is not included, thus, service level objectives are neither applicable nor provided. Backup services are provided. There are no Severity 1 or Severity 2 support tickets on this non-production instance.

1.2.7 IBM Engineering Lifecycle Management Base SaaS User Acceptance Test

This Cloud Service provides a cloned copy of the production environment data of the primary Cloud Service application servers. This environment will be created in a different VPC than production. The cloned environment will be the identical server topology as production, though with a minimal set of compute resources to run the applications for up to 25 concurrent users. The service will include one upgrade/major change monthly and allow Client to perform user acceptance testing (UAT). This offering runs on a monthly basis with a minimum of one month for testing. The environment will not include a site-to-site VPN, though one can be provided at an additional cost. If a site to site is added, users will need to modify their /etc/hosts file to ensure they are accessing the UAT environment, as it will have the same URL as Production. No domain change is done. Server rename will neither be required nor supported.

User access to the UAT environment is through SSL VPN connectivity to a cloud based LDAP. Backup services are provided. Resource monitoring is not provided, thus service level objectives are neither applicable, nor provided. There are no Severity 1 or 2 support tickets on this non-production instance.

1.3 Acceleration Services

The following remote services occur post provisioning, and should be completed within 90 days of the SaaS environment provisioning, and is dependent upon Client engagement, Client resource availability, and Client specified activities.

1.3.1 IBM Engineering Lifecycle Management Base SaaS Data Import

With this post provisioning set-up service, IBM will perform a data import after the deployment of a ELM on Cloud Base environment. This import will only be supported from versions of CLM 5.0.2 or later, otherwise additional fees and services will be required. The total amount of data imported is limited to a maximum of 300GB for both the database and storage otherwise additional fees and services will be required. If the destination environment domain name is different than that of the data source, a data domain name change procedure will also be performed.

1.3.2 IBM Engineering Lifecycle Management Base SaaS VPN

With this post provisioning set-up service, IBM will add, manage and operate a site to site Virtual Private Network to a ELM on Cloud Base Professional tier. The VPN provides a secure gateway component to allow users to connect to location applications inside their own firewall. The Client's cloud hosted instance will be hidden from the public internet. The gateway component provides an encrypted connection between the local system and the Cloud Service environment for more secure transmission of data between a local application and the Cloud Service. IBM Engineering Lifecycle Management Base SaaS Virtual Private Cloud (VPC) is a prerequisite for this Cloud Service.

1.3.3 IBM Engineering Lifecycle Management Base SaaS AD/LDAP

This post provisioning set-up service will establish a connection to Client's enterprise Active Directory or LDAP service from a ELM from a Professional tier deployment. This integration will enable user authentication against a Client's enterprise LDAP directory service. IBM Engineering Lifecycle Management Base SaaS Virtual Private Cloud (VPC) is a prerequisite for this Cloud Service.

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.

Link(s) to the applicable Data Sheet(s):

IBM Engineering Lifecycle Management Base SaaS	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=8213AF30978911E5822FB609046E1BB4
IBM Engineering Lifecycle Management Extended SaaS	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=672799C08E2911E5B5C4086A1F9700C5
IBM Engineering Requirements Quality Assistant	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=FC5D21D02D4711E880086ABC559AD03E

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.
- Concurrent User is the number of users simultaneously accessing the Cloud Service in any manner directly or indirectly (for example, through a multiplexing program, device, or application server) at any point in time. A person who is simultaneously accessing the Cloud Service multiple times counts only as a single Concurrent User.

  For the purpose of this Cloud Service, usage will be measured against peak concurrent usage during each hour time stamped period during the month.
- Gigabyte (GB) is defined as 2 to the 30th power bytes of data processed by, used, stored or configured in the Cloud Services.
- Connection is a link or association of a database, application, server, or any other type of device which have been or are made available to the Cloud Services.
- Instance is each access to specific configuration of the Cloud Services.
- Item is an occurrence of a specific item that is managed by, processed by, or related to the use of the Cloud Service.

  For the IBM Engineering Requirements Quality Assistant for DOORS and for DOORS Next Cloud Services, an Item is any requirement artifact analyzed by the Cloud Service.

4.2 Remote Services Charges

A remote service will expire 90 days from purchase regardless of whether the remote service has been used.

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 Client Administration Responsibilities

Clients are responsible for application administration, including but not limited to:

a. Coordination and communication to end users

b. User and project administration

c. Problem identification and collaboration to resolution

d. User testing when a fix, requested configuration change, or upgrade has been delivered.

e. Work Item, work flow and report configuration

f. Whitelisting for purposes of integrating an IBM Engineering Lifecycle Management environment with IBM Engineering Requirements Quality Assistant

5.2 Upgrades and Patches

For IBM Engineering Lifecycle Management Extended SaaS Cloud Service, upgrades and patches are normally executed within a scheduled maintenance window on the third Friday of each Month. For Professional Tier Clients, the Cloud Service will be brought down at 6 P.M and brought back up by 9 P.M of the data center time zone. The Cloud Service provides proactive customer communications about planned maintenance and outages. Upgrades typically occur within 60 days of the generally available version of the on-premise offering.

For the IBM Engineering Requirements Quality Assistant for DOORS and for DOORS Next Cloud Services, upgrades and patches are normally executed within a scheduled maintenance window on Thursday of each week. If the Cloud Service needs to be brought down during the maintenance window, it will be brought down at 4 P.M. and brought back up by 6 P.M. of the data center time zone.

5.3 Enabling Software

The IBM Requirements Quality Assistant Cloud Service contains the following Enabling Software:

a. IBM Requirements Quality Assistant for DOORS Next enabling software is a plug-in that is added by a Client to their IBM DOORS Next Generation product through a Client-specific URL. The plug-in's front end UI displays the quality score and guidance to the end user.

b. IBM Requirements Quality Assistant for DOORS enabling software is a plug-in installed on the DOORS client, and connected to the Cloud service through a Client-specific URL. The plug-in's front end UI displays the quality score and guidance to the end user. This Cloud Service works with DOORS 9.6.1.6+, supporting Windows 10.

5.4 Offering Configuration

Client can instruct IBM not to use Client Content for the purposes outlined in Section 1.1.9 by disabling the "Teach Watson" feature in the Cloud Service control panel. If Client disables the "Teach Watson" feature, IBM will follow such instruction for the future provision of the Cloud Service and will not use Client's Content associated with that submission except as otherwise authorized under the IBM Cloud Service Description.

5.5 Secure Gateway Restrictions

Use of the optional secure gateway component is at Client's own risk. Client agrees to hold IBM harmless from its damages and against any third-party claim arising out of or relating to Client using this component or choosing to use unencrypted or insecure communication between other applications and the Cloud Service.

5.6 Feedback

Client may suggest that IBM enhance IBM Watson ("Feedback"). Client is under no obligation to provide Feedback and IBM is free to use all Feedback that Client provides.

6. Overriding Terms

6.1 Data Use

The following prevails over anything to the contrary in the Content and Data Protection section of the base Cloud Service terms between the parties for the IBM Engineering Requirements Quality Assistant Cloud Service:

IBM will not use or disclose the results arising from Client's use of the Cloud Service that are unique to Client's Content (Insights) or that otherwise identify Client. IBM will however use Content and other information that result from Content as part of the Cloud Service that has been anonymized so that the

data is rendered into a form that no longer constitutes personal data. IBM will use such data only for research, testing, and offering development. The provisions of this section will survive the termination or expiration of the transaction.