



## Service Description

### IBM Cloud Identity 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 Cloud Identity Service enables identity as a key security control for securing access across enterprise and cloud applications while reducing the time and cost of deploying and managing an Identity and Access Management (IAM) solution. The IBM Cloud Identity Service is a multi-tenant public cloud SaaS that provides deep functionality across core functions of Identity and Access Management, including web access management, federation, and identity governance and administration. The IBM Cloud Identity Service offers a strategic IAM platform for multi-faceted user populations such as employees, consumers, and partners.

#### 1.1 Offerings

The Client may select from the following available offerings.

##### 1.1.1 IBM Cloud Identity Service

The IBM Cloud Identity Service offers four (4) base subscription packages – Silver, Gold, Platinum, and Blue. Base subscription packages differ by the availability and quantity of features within a subscription package. A Client must have one (1) base subscription package associated to them. Each package has six (6) user tiers indicating the number of total users expected to utilize the IBM Cloud Identity Service. A single tier must be selected within the selected package. For a comparison of base packages, please refer to the table below.

	Silver	Gold	Platinum	Blue
Production Domains	1 Production + 1 DR	1 Production + 1 DR	1 Production +1 DR	1 Production + 1DR
Non-Production Domains	1	1	2	2
Full Non-Production	0	0	0	1
VPN	1	1	2	2
IP Addresses	2	2	4	6
<b>WAM:</b>				
SPNEGO Support	No	Yes (1 AD Domain)	Yes (1 AD Domain)	Yes (1 AD Domain)
Multi-Factor EAI	No	No	Yes	Yes
<b>Identity Management</b>				
Identity Feeds (Standard TAL)	2	10	18	Unlimited
Identity Feeds (Custom TAL)	0	0	2	Unlimited
Self Service (Basic)	Yes	Yes	Yes	Yes
Self Service (Advanced)	No	No	Yes	Yes
<b>Federation:</b>				
FSSO Partners (Quick Connect)	2	15	50	Unlimited
FSSO Partners (Custom)	0	0	2	Unlimited

	Silver	Gold	Platinum	Blue
<b>Audit and Reporting:</b>				
Audit Feed	No	No	Yes (1 Feed)	Yes (1 Feed)
Ad-Hoc Reporting Consold	No	Yes	Yes	Yes
<b>Other:</b>				
API	No	No	Yes	Yes
MPLS Support	No	No	No	Yes
Dedicated Directory	No	No	No	Yes

### **Package Component Definitions**

Component	Description
Production Domains	The primary site for Client's Cloud Identity Service
Non-Production Domains	A logical non-production instance of the Cloud Identity Service – each non-production domain is limited to a maximum of five thousand (5,000) users
Full Non-Production	A non-production domain that allows for Client's full user load (not limited to 5k users)
VPN	Site-to-site VPN connection that permits the Cloud Identity Service to connect to Client's assets over a private network
IP Addresses	Public IP addresses that may be used to route traffic over the WAN to Client's assets
<b>WAM:</b>	
SPNEGO Support	Allows for Integrated Windows Authentication / SPNEGO to be supported for desktop-to-web SSO using Client's AD credentials
Multi-Factor External Authentication Interface (MFA EAI)	Supports integration with Client-owned MFA solutions, such as RSA SecurID
<b>Identity Management:</b>	
Identity Feeds (Standard TAL)	Template Assembly Line (TAL) Identity Feeds support provisioning integration with systems using protocols supported via IDI or ISIM
Identity Feeds (Custom AL)	Assembly lines requiring custom adapters or workflow logic not supported by a TAL
Self Service (Basic)	The complete Self Service suite of applications – limited to one instance of each application
Self Service (Advanced)	Adds multi-instance support to the Self Service suite of applications
<b>Federation:</b>	
FSSO Partners (Quick Connect)	Third parties integrated with the Cloud Identity Service for Federated Single Sign-On (FSSO) using standard protocols.
FSSO Partners (Custom)	Third parties integrated with the Cloud Identity Service for FSSO that require custom or proprietary protocols
<b>Audit and Reporting:</b>	
Audit Feed	Assembly line that transfers raw audit event information of the Cloud Identity Service to Client's owned & operated relational database / SIEM
Ad-Hoc Reporting Console	Reporting console that permits ad-hoc graphical, text, drill-down and scheduled reports utilizing the system's underlying audit repository

Component	Description
<b>Other:</b>	
API	Provides programmatic access via a REST web service to the Cloud Identity Service administrative and self service capabilities
MPLS Support	Allows Client to utilize its provided MPLS circuit for private network communication
Dedicated Directory	Provides a stand-alone LDAP infrastructure within the Cloud Identity Service for Client's identity data

Each package has six (6) user tiers, which are driven by the number of total users expected to utilize the Cloud Identity Service. A single tier must be selected within the selected package that represents a cap for the total allowable users. Two user types exist and must be accounted-for in the subscription, if applicable:

- a. Internal Users – these are defined as employees and contractors of the Client.
- b. External Users – these are defined as Clients, business partners, channel partners, and any other external party.

External users are counted at a rate of 15 to every 1 Internal user. (e.g. 1 Internal User = 15 External Users)

If a Client has both internal and external users, users will be converted fully to either internal or external at the above-mentioned 15:1 ratio in order to calculate the appropriate user tier within a base package (e.g. 1,000 Internal users + 1,500 External users may be converted to 1,100 Internal users or 16,500 External users).

Any and all users that will be interacting with the service must be counted, regardless of whether the user is internal, external, frequent, or infrequent in nature.

User tiers for each of the base packages are listed below:

Silver		Gold		Platinum		Blue	
Internal Users	External Users	Internal Users	External Users	Internal Users	External Users	Internal Users	External Users
1,000	15,000	2,500	37,500	5,000	75,000	25,000	375,000
2,500	37,500	5,000	75,000	10,000	150,000	50,000	750,000
5,000	75,000	10,000	150,000	20,000	300,000	75,000	1,125,000
7,500	112,500	20,000	300,000	35,000	525,000	100,000	1,500,000
10,000	150,000	35,000	525,000	50,000	750,000	125,000	1,875,000
15,000	225,000	50,000	750,000	75,000	1,125,000	150,000	2,250,000

## 1.2 Optional Services

The following Option Packs may be optionally added to the base subscription package as needed for additional features.

### 1.2.1 IBM Cloud Identity Service IDENTITY

This option pack provides Client with two (2) additional Identity Feeds.

### 1.2.2 IBM Cloud Identity Service FEDERATION

This option pack provides Client with fifteen (15) additional FSSO partners.

### 1.2.3 IBM Cloud Identity Service COMBO

This option pack provides Client with two (2) additional Identity Feeds and fifteen (15) additional Federation Partners for FSSO. This pack provides a discount over buying the Identity Feed and FSSO Option Packs separately.

### 1.2.4 IBM Cloud Identity Service DEVELOPER

This option pack provides access to the Cloud Identity Services REST API along with a single audit feed.

### 1.2.5 IBM Cloud Identity Service POWER PACK

This option pack provides an additional non-production domain, use of the Multi-Factor Authentication (MFA) External Authentication Interface (EAI), and an upgrade to the advanced Self Service suite.

### 1.2.6 IBM Cloud Identity Service REPORTING

This option pack provides access to the ad-hoc reporting console of the Cloud Identity Service.

### 1.2.7 Business to Consumer (B2C) Option Packs

This option is designed specifically for Clients who require a large number of External Users, usually in cases of Business-to-Consumer (B2C) scenarios. There are five (5) available B2C Option Packs:

- IBM Cloud Identity Service B2C SILVER (up to two million external users)
- IBM Cloud Identity Service B2C GOLD (up to four million external users)
- IBM Cloud Identity Service B2C PLATINUM (up to five million external users)
- IBM Cloud Identity Service B2C BLUE (up to ten million external users)
- IBM Cloud Identity Service B2C BLUE UNLIM (unlimited external users)

### 1.2.8 Non-Production Domain Option Packs

These option packs provide additional non-production domains. There are three (3) available option packs:

- IBM Cloud Identity Service NPD SILV GOLD  
An additional non-production domain for Silver or Gold package Clients. Each non-production domain is limited to a maximum of five thousand (5,000) users.
- IBM Cloud Identity Service NPD PLAT BLUE  
An additional non-production domain for Platinum or Blue package Clients. Each non-production domain is limited to a maximum of five thousand (5,000) users.
- IBM Cloud Identity Service NPD FULL USER  
An additional non-production domain that allows for the Client's full user load (not limited to 5,000 users).

### 1.2.9 IBM Cloud Identity Service DED DIRECTORY

This option pack provides a stand-alone LDAP infrastructure within the Cloud Identity Services for client identity data.

## 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 if and to the extent the European General Data Protection Regulation (EU/2016/679) (GDPR) applies to personal data contained in Content.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=E3AFA95080CD11E6B5854315721876AE>

## 3. Service Levels and Technical Support

### 3.1 Service Level Agreement

IBM provides the 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 SaaS support overview at

[https://www.ibm.com/software/support/saas\\_support\\_overview.html](https://www.ibm.com/software/support/saas_support_overview.html).

<b>Availability</b>	<b>Credit (% of monthly subscription fee*)</b>
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.

### **3.1.1 Other information about this SLA**

During the first sixty (60) days of Client's term ("Burn-In Period"), Client shall not be entitled to any credit due to failure of the IBM Cloud Identity Service to achieve the minimum 99.9% Uptime Percentage under this Agreement. If prior-to or during the Burn-In Period IBM identifies existing Client configurations, policies, data, or code ("Pre-Existing Components") intended to be migrated to the IBM Cloud Identity Service that would prohibit the IBM Cloud Identity Service from successfully achieving the Uptime Percentage within this Agreement, IBM shall reserve the right to notify Client of such Pre-Existing Components and exempt them at IBM's sole discretion, from the provisions of the SLA. Should IBM notify Client of any exempted Pre-Existing Components, IBM shall be responsible for presenting to Client a remediation plan, to the extent possible, which enables such exempted components to meet the Uptime Percentage of this Agreement. Client shall be solely responsible for the cost of any such remediation unless otherwise agreed-upon by both parties.

### **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:

- Instance is each access to specific configuration of 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 Guest Use**

A Guest User is an Cloud Service User that is authorized by Client to access Cloud Service to exchange data with Client or to use Cloud Service on behalf of Client. All Guest Users must be Authorized Users. Client's Guest Users may be required to execute an online agreement provided by IBM in order to access and use the Cloud Service. Client is responsible for these Guest Users, including but not limited to a) any claims made by the Guest Users relating to the Cloud Service, or b) any misuses of the Cloud Service by these Guest Users.