IBM Runbook Automation

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 Runbook Automation is a service that helps IT Operations management teams to simplify and automate processes that are currently handled manually.

Runbook Automation provides the following capabilities for creating, managing, and executing guided tasks and automated activity:

a. Simple creation of event triggered operational guidance and automated tasks:
   - Event-triggered automation and knowledge capture for operations management workflows. Your operations teams can create, test, and publish operational automation through guided runbooks to create incremental push button automation up to full hands-off automation.
   - Since IT Operations teams have varying skill sets and resource availability, Runbook Automation is designed to provide flexibility in the way you can author and enable runbook execution. The default progression of creating runbooks includes manual runbooks, semi-automated runbooks, and fully automated runbooks.

b. Manual runbooks: A step-by-step runbook that describes the exact manually driven procedures an operator has to follow using standard tools accessed from the environment.

c. Semi-automated runbooks: Each step describes exactly what an operator has to do, with the added benefit of predefined automated steps that the operator executes.

d. Fully automated runbooks: The runbook is selected by the system in response to a trigger and executed without operator attention.

e. Event-triggered automated guidance and actions:
   - Event-triggered automation and knowledge capture for critical operations management workflows to automatically direct operations teams to fix problems.
   - Operations programmers, subject matter experts, or architects are able to configure an event trigger using the Runbook Automation Trigger Service to enable IT Operations events.

f. Interoperability with management and collaboration tools, both cloud-based and on-premises:
   - Create runbook content and manage in the cloud, and execute automated tasks locally.

g. Runbook execution tracking statistics:
   - As operations teams use runbooks and follow guided steps, activity is automatically tracked as each step is completed.
   - Once the entire activity is completed, users can click to rate their experience using the runbooks and provide feedback to the runbook authors.
   - Operations managers can see how frequent runbooks are used, how long the runbook tasks take, and the runbook user favorability ratings.

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:

- Names of individuals,
- Email address
- Phone number
- User IDs/login names / Passwords
- IP addresses / MAC addresses
- Profiles about individuals, such as purchasing patterns
- Browsing history or device usage data
This Cloud Service is not designed to any specific security requirements for sensitive personal information, which the Client can enter in the free form fields. 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 IBM SaaS 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. 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>Less than 99.8%</td>
<td>2%</td>
</tr>
<tr>
<td>Less than 98.8%</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: 432 minutes total Downtime during contracted month

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\text{Availability credit for 99.0% availability during the contracted month} = \frac{43,200 \text{ total minutes} - 432 \text{ minutes Downtime}}{43,200 \text{ total minutes}} = 2\%
\]
4. Technical Support

Technical support for the Cloud Service is provided via email, 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.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Severity Definition</th>
<th>Response Time Objectives During Support Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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.</td>
<td>Within 1 hour</td>
</tr>
<tr>
<td>2</td>
<td>Significant business impact: A service feature or function is severely restricted in its use or Client is in jeopardy of missing business deadlines.</td>
<td>Within 2 business hours</td>
</tr>
<tr>
<td>3</td>
<td>Minor business impact: Indicates the service or functionality is usable and it is not presenting a critical impact on operations.</td>
<td>Within 4 business hours</td>
</tr>
<tr>
<td>4</td>
<td>Minimal business impact: An inquiry or non-technical request.</td>
<td>Within 1 business day</td>
</tr>
</tbody>
</table>

5. Entitlement and Billing Information

5.1 Charge Metrics

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

a. 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 Client's PoE or Transaction Document.

For this Cloud Service, an Instance is an administrative subscription with a unique domain of control empowering configuration control of Runbook Automation content, authoring, access and execution.

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. Additional Terms

7.1 Examples and User Created Automation
- This Cloud Service may include Runbook Automation content examples which are provided as is, and are not supported by IBM.
- IBM will not support Client created Runbook Automations.
- Client is limited to up to 4000 runbook automation runtime executions per Instance per month.

7.2 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.