

Service Description

IBM Master Data Management on Cloud

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

1. Cloud Service

IBM Master Data Management (MDM) on Cloud manages master data for single or multiple domains – customers, suppliers, locations, products, services offerings, accounts and more – for improving application and business process effectiveness.

Several key features include:

- A services-oriented architecture delivers functionality through intelligent, pre-packaged web services that can be used to seamlessly integrate MDM into existing business processes and technical architectures.
- Pre-built and extensible data models for any domain that are optimized for master data management.
- Business process management capabilities enable Client to implement policies and coordinate multi-step / multi-role workflows for data stewardship and data governance.
- Stewardship Center allows business users, data stewards, and IT teams to collaboratively improve master data quality by resolving data quality tasks and creating master data in compliance with corporate governance policies.
- Matching and search engine employ advanced statistical techniques to automatically resolve and manage data quality issues via probabilistic or deterministic options.

There are various parts available for the Client to choose from, these parts can be categorized as:

- Premium
This is the hosted version of the IBM Master Data Management product with built-in backup feature.
- High Availability
This is the hosted version of IBM Master Data Management product with built-in backup and high availability feature.
- Base (Non-Premium or Non-High Availability)
This is the hosted version of the IBM Master Data Management product.

There are different configurations available to meet the need of the Client:

- Small
Hosted on virtual machines inside the IBM Cloud environment.
- Medium
Hosted on virtual machines inside the IBM Cloud environment.
- Large
Hosted on bare metal virtual machines inside the IBM Cloud environment.

There are Non-Production configurations available for Client development and testing requirement.

The Client has the option to purchase labor based managed add-on services to maintain and manage the infrastructure.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Master Data Management on Cloud Available Configurations

- IBM Master Data Management on Cloud Premium Small
- IBM Master Data Management on Cloud Premium Medium

- IBM Master Data Management on Cloud Premium Large
- IBM Master Data Management on Cloud with High Availability Small
- IBM Master Data Management on Cloud with High Availability Medium
- IBM Master Data Management on Cloud with High Availability Large
- IBM Master Data Management on Cloud Non-Production
- IBM Master Data Management on Cloud Additional MDM Developer
- IBM Master Data Management on Cloud Additional BPM Developer
- IBM Master Data Management on Cloud Additional Virtual Runtime
- IBM Master Data Management on Cloud Small – renewal only, no new purchase
- IBM Master Data Management on Cloud Medium – renewal only, no new purchase
- IBM Master Data Management on Cloud Large – renewal only, no new purchase
- IBM Master Data Management on Cloud Non-Production Additional MDM Environment
- IBM Master Data Management on Cloud Non-Production Additional Client
- IBM Master Data Management on Cloud Add MDM Virtual Runtime Non-Prod

The details of the configurations for the above offerings are available at https://public.dhe.ibm.com/cloud/bluemix/hosted/mdmoncloud_specifications.pdf.

The configurations may undergo revision.

The welcome letter shared with the Client provides the configuration of the offering purchased.

1.2 Optional Services

1.2.1 IBM Master Data Management on Cloud Silver-level Managed Services

Silver level Managed Services are available for the following configurations:

- IBM Master Data Management on Cloud Premium, Small, Silver Level Managed Services
- IBM Master Data Management on Cloud Premium, Medium, Silver Level Managed Services
- IBM Master Data Management on Cloud Premium, Large, Silver Level Managed Services
- IBM Master Data Management on Cloud with High Availability, Small, Silver Level Managed Service
- IBM Master Data Management on Cloud with High Availability, Medium, Silver Level Managed Service
- IBM Master Data Management on Cloud with High Availability, Large, Silver Level Managed Service

Monthly remote consulting for operations and maintenance activities include:

- a. Client success management:
 - Dedicated point of contact aligned for coordination to support Client success.
- b. Patching:
 - Identify, schedule, and apply operating system security patches.
 - Identify, schedule, and apply DBMS installation of fixes and security patches.
 - Identify, schedule, and apply purchased offering PTFs, patches, and security fixes.
- c. Manage backups of file system and databases using the bundled purchased and implemented IBM Spectrum Protect solution:
 - Restore from backups as needed, no more frequently than daily.
- d. Firewall rules regular review:
 - Scheduled review and reporting of what is network accessible and how.

Additional activities, custom solution implementation, configuration, and integration services are available for an additional charge under a Statement of Work (SOW).

This subscription service is purchased per month and expires as specified in the Client's Proof of Entitlement.

1.2.2 IBM Master Data Management on Cloud Gold-level Managed Services

Gold level Managed Services are available for the following configurations:

- IBM Master Data Management on Cloud Premium, Small, Gold Level Managed Services
- IBM Master Data Management on Cloud Premium, Medium, Gold Level Managed Services
- IBM Master Data Management on Cloud Premium, Large, Gold Level Managed Services
- IBM Master Data Management on Cloud with High Availability, Small, Gold Level Managed Service
- IBM Master Data Management on Cloud with High Availability, Medium, Gold Level Managed Service
- IBM Master Data Management on Cloud with High Availability, Large, Gold Level Managed Service

Monthly remote consulting for operations and maintenance activities include:

- a. Client success management:
 - Dedicated point of contact aligned for coordination to support Client success.
- b. Patching:
 - Identify, schedule, and apply operating system security patches.
 - Identify, schedule, and apply DBMS installation of fixes and security patches.
 - Identify, schedule, and apply purchased offering PTFs, patches, and security fixes.
- c. Manage backups of file system and databases using the bundled purchased and implemented IBM Spectrum Protect solution.
- d. Firewall rules regular review:
 - Scheduled review and reporting of what is network accessible and how.
- e. Around-the-clock monitoring and incident response:
 - Install IBM monitoring agent. Confirm alerts are being generated and communicated.
 - Open IBM product offering support requests on the Client's behalf if necessary based on alerts.
 - Report on status through closure.
 - Coordinate development of proposals for additional IBM services if necessary to supplement customer and third-party resolution of implementation/configuration related issues.
- f. Provisioned MDM Database maintenance:
 - Monitor, alert and take corrective action for DBMS space and transaction logs.
 - Perform capacity and performance assessment services, including monitoring physical resources to support Client's planning for performance and growth objectives.
 - Delete or archive unnecessary files.

Additional activities, custom solution implementation, configuration, and integration services are available for an additional charge under a Statement of Work (SOW).

This subscription service is purchased per month and expires as specified in the Client's Proof of Entitlement.

1.3 Acceleration Services

1.3.1 IBM Master Data Management on Cloud Jump Start

This service provides up to 50 hours of remote consulting time for startup activities including:

- a. assistance with use cases;
- b. coaching on proven practices for reports, dashboards and other systems tooling;
- c. guided assistance and advice on preparation, execution and validation for initial data loading; and
- d. other administrative and configuration topics of interest (collectively, "startup activities").

This remotely delivered service is purchased per Engagement and expires 90 days from the date of purchase of entitlement, as specified in Client's Proof of Entitlement, regardless of whether all hours have been used.

1.3.2 IBM Master Data Management on Cloud Accelerator

This service provides up to 50 hours of remote consulting time to be used for performing activities including:

- a. assistance with use cases, including data movement use cases in support of a one-time, point in time, data movement;
- b. coaching on proven practices for reports, dashboards and other systems tooling;
- c. guided assistance and advice on preparation, execution and validation for initial data loading (including set-up of source and target environments and data movement as defined in data movement use case); and
- d. other administrative and configuration topics of interest (collectively, "Activities").

This remotely delivered service is purchased per Engagement and expires 12 months from the date of purchase of entitlement or on the last day of the initial Cloud Service subscription term, whichever is earliest, regardless of whether all hours have been used.

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=FE3BF3202CC511E6BB9940A4D7191A34>

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:

- Engagement is a professional or training service related to the Cloud Services.
- Instance is each access to a specific configuration of the Cloud Services.

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 Non-Production Limitation

If the Cloud Service is designated as "Non-Production", the Cloud Service can only be used as part of Client's development and test environment for internal non-production activities, including but not limited to testing, performance tuning, fault diagnosis, internal benchmarking, staging, quality assurance activity and/or developing internally used additions or extensions to the Cloud Service using published application programming interfaces. Client is not authorized to use any part of the Cloud Service for any other purposes without acquiring the appropriate entitlements.

5.2 Rational Application Developer

IBM Master Data Management on Cloud offerings include Rational Application Developer, Use of IBM Rational Application Developer for WebSphere Software is limited to hosting the Master Data Management Workbench and customizing runtimes included in the Cloud Service.

5.3 Information Server

IBM Master Data Management on Cloud offerings include Information Server. Use of Information Server in the Cloud Service is limited to supporting Master Data Management processes and Master Data Management related data.

5.4 IBM Spectrum Protect (Tivoli Storage Manager), provided for the Premium and High availability services

The Premium and High Availability versions of this Cloud Service include functionality from IBM Spectrum Protect (Tivoli Storage Manager), which may only be used by Client in connection with Client's use of this Cloud Service and may not be used for any other purpose.

5.5 Client Obligations for IBM Master Data Management on Cloud

Client is obligated to install patches for the Cloud Service, Operating System, and other software in a timely manner to avoid defects, avoid security issues, and maintain currency with new functionality.

IBM may request critical security patches to be installed by the Client in a timely manner to avoid impacting not only the Client, but other Clients as well. Failure to do so may result in the suspension of Client's Cloud Service.

Client may install additional third-party packages for use with the Cloud Service. IBM is not obligated to support these packages and is not responsible for impacts to the performance of the Cloud Service (i.e. Master Data Management on Cloud, the operating system, or the hardware platform as a whole) due to these additional packages.

Client is responsible for backing up the solution and for monitoring and recovering the solution.

5.6 Use Restrictions and Limitations

Client is not authorized to use IBM WebSphere eXtreme Scale.

5.7 Business Process Manager

IBM Master Data Management on Cloud offerings include Business Process Manager applications. Use of IBM Process Server, IBM Process Center, and IBM Process Designer included in the Cloud Service is limited to Master Data Governance and Stewardship Processes only. Master Data Governance and Stewardship Processes create, read, update and delete data to improve the master data quality for use by external applications or processes. A Master Data Governance and Stewardship Process may access additional contextual data from other systems to display in read only format within the context of a Master Data Stewardship Process decision. A Master Data Governance and Stewardship Process may only pass quality decisions to other systems for the purpose of master data synchronization.