



## Service Description

### IBM dashDB Enterprise for Transactions SaaS

This Service Description describes the Cloud Service IBM provides to Client. Client means the contracting party and its authorized users and recipients of the Cloud Service. The applicable Quotation and Proof of Entitlement (PoE) are provided as separate Transaction Documents.

IBM Bluemix, IBM's open standards cloud platform for building, running, and managing apps and services, is a technical pre-requisite for the Cloud Service. New users can register for access via the online registration form: <https://console.ng.bluemix.net/registration>.

#### 1. Cloud Service Description

The following IBM Cloud Services are covered by this Cloud Service Description:

##### 1.1 IBM dashDB Enterprise for Transactions SaaS Offerings

The dashDB Enterprise for Transactions SaaS offerings provide a dashDB database that is optimized for online transaction processing (OLTP). The service includes a database that stores user data in a structured format. This database can be accessed and modeled according to the user's requirements through the service's console. The service's console allows users to create tables, load data into the tables and query the data loaded by the user.

###### 1.1.1 IBM dashDB Enterprise for Transactions SaaS High Availability 2.8.500

One SQL database per service Instance on redundant dedicated virtual servers with 8GB RAM and 2 vCPUs. Provides up to 500GB of storage for data and logs.

###### 1.1.2 IBM dashDB Enterprise for Transactions SaaS High Availability 12.128.1400

One SQL database per service Instance on redundant dedicated bare metal servers with 128GB RAM and 12 Cores. Provides up to 1400GB of SSD storage for data and logs.

###### 1.1.3 IBM dashDB Enterprise for Transactions SaaS 2.8.500

One SQL database per service Instance on a dedicated server with 8GB RAM and 2 vCPUs. Provides up to 500 GB of storage for data and logs.

###### 1.1.4 IBM dashDB Enterprise for Transactions SaaS 12.128.1400

One database per service Instance on a dedicated bare metal server with 128GB RAM and 12 Cores. Provides up to 1400GB of SSD storage for data and logs.

#### 1.2 Remote Services

##### 1.2.1 IBM dashDB Enterprise for Transactions SaaS Jump Start

Provides up to 50 hours of remote consulting time for startup activities including (1) assistance with use cases, (2) coaching on best practices for reports, dashboards and other systems tooling, (3) guided assistance and advice on preparation, execution and validation for initial data loading, and (4) other administrative and configuration topics of interest (collectively, "Startup Activities"). Services are purchased per Engagement, and expire 90 days from the date of purchase of entitlement for this Remote Service or from the date Client is notified by IBM that access to the Cloud Service is available, whichever is later, regardless of whether all hours have been used.

##### 1.2.2 IBM dashDB Enterprise for Transactions SaaS Accelerator

Provides up to 50 hours of remote consulting time for performing Startup Activities or other activities specified and scoped at the time of purchase in one or more mutually agreed transaction documents. Services are purchased per Engagement and expire 12 months from the date of purchase of entitlement for this Remote Service or on the last day of the initial Cloud Service subscription term, whichever is earliest, regardless of whether all hours have been used.

#### 2. Security Description

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

This Cloud Service may be used to process content that contains personal data if Client, as the data controller, determines that the technical and organizational security measures are appropriate to the risks presented by the processing and the nature of the data to be protected. Client recognizes that this Cloud Service does not offer features for the protection of sensitive personal data or data subject to additional regulatory requirements. Client acknowledges that IBM has no knowledge of the types of data that have been included in the content, and cannot make an assessment as to the suitability of the Cloud Services or the security protections which are in place.

## **2.1 Security Features and Responsibilities**

The Cloud Service implements the following security features:

When the Cloud Service is provisioned, a single administrative user is created for Client. The dashDB console provides administrative users the ability to create additional users. Client is wholly responsible for managing the users defined via the console and the level of access assigned to them.

Both administrative and regular users are able to directly access the Cloud Service data store using IBM DB2 client programs run outside the Cloud Service. Client is wholly responsible for ensuring that such access is secured according to Client's requirements. For example, Client may configure the clients such that SSL is used to protect network traffic.

The Cloud Service allows Client to manage the access rights associated with some database objects, such as tables. Client is wholly responsible for assigning, managing and reviewing these access rights.

DB2 native encryption is included for all configurations of the DB2 on Cloud Service. DB2 native encryption encrypts Client's DB2 database and provides secure local key management based on Public Key Cryptography Standard #12 (PKCS#12). Client is responsible for the implementation of encryption, including set-up and maintenance.

The Cloud Service does encrypt content during data transmission between the IBM network and Cloud Service endpoint network connection point. The Cloud Service does encrypt content when at rest awaiting data transmission.

This Cloud Service is included in IBM's Privacy Shield certification and applies when Client chooses to have the Cloud Service hosted in a data center located in the United States, and is subject to IBM's Privacy Shield Privacy Policy, available at [http://www.ibm.com/privacy/details/us/en/privacy\\_shield.html](http://www.ibm.com/privacy/details/us/en/privacy_shield.html).

## **2.2 Use of Compiled Data**

IBM may monitor Client's use of the Cloud Service, for the purpose of IBM's internal research, testing and development of improvements or enhancements to the Cloud Service or for the development of new services or to provide Client additional services that provide a more tailored and meaningful experience for users. In doing so, IBM may compile and analyze, in aggregated and anonymized format, summary information reflecting the use of the Cloud Service by Client's authorized users, and may prepare reports, studies, analysis and other work product resulting from this compilation and analysis (collectively the "Compiled Data"). IBM retains ownership rights in and to the Compiled Data.

## **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 that there is a critical business impact and the Cloud Service is not available. 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 seven 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 25 percent of one twelfth (1/12th) of the annual charge for the Cloud Service.

### 3.2 Service Levels for "High Availability" Plans

Availability of the Cloud Service during a contracted month

Availability during a contracted month	Compensation (% of monthly subscription fee* for contracted month that is the subject of a claim)
Greater than or equal to 99.95%	0%
Equal to or greater than 99% but less than 99.95%	10%
Less than 99%	25%

\* 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 the contracted month, divided by the total number of minutes in the contracted month.

Example: 200 minutes total Downtime during contracted month

43,200 total minutes in a 30 day contracted month - 200 minutes Downtime = 43,000 minutes <hr style="width: 30%; margin-left: 0;"/> 43,200 total minutes	= 10% Availability credit for 99.54% availability during the contracted month
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### 3.3 Service Levels for Plans without "High Availability"

Availability of the Cloud Service during a contracted month

Availability during a contracted month	Compensation (% of monthly subscription fee* for contracted month that is the subject of a claim)
Greater than or equal to 99.5%	0%
Equal to or greater than 99% but less than 99.5%	10%
Less than 99%	25%

\* 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 the contracted month, divided by the total number of minutes in the contracted month.

Example: 250 minutes total Downtime during contracted month

43,200 total minutes in a 30 day contracted month - 250 minutes Downtime = 42,950 minutes <hr style="width: 30%; margin-left: 0;"/> 43,200 total minutes	= 10% Availability credit for 99.42% availability during the contracted month
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## 4. Technical Support

IBM Bluemix Advanced support (formerly known as Standard support) is included with the Cloud Service, provided via online forums and an online problem reporting system available on the Client portal at

<https://support.ibmcloud.com>. Included 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	Response Time Coverage
1	<p><b>Critical business impact/service down:</b> 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. Severity 1 issues require that Client is available to help IBM diagnose issues during the 24x7 period otherwise the issue is downgraded to Severity 2.</p>	Within 1 hour	24x7
2	<p><b>Significant business impact:</b> A service feature or function is severely restricted in its use or Client is in jeopardy of missing business deadlines.</p>	Within 2 business hours	M-F business hours
3	<p><b>Minor business impact:</b> Indicates the service or functionality is usable and it is not presenting a critical impact on operations.</p>	Within 4 business hours	M-F business hours
4	<p><b>Minimal business impact:</b> An inquiry or non-technical request.</p>	Within 1 business day	M-F business hours

## 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.
- b. **Engagement** – is a unit of measure by which the services can be obtained. An Engagement consists of professional and/or training services related to the Cloud Service. Sufficient entitlements must be obtained to cover each Engagement.

### 5.2 Partial Monthly Charges

Each Instance is billed on a monthly basis. Partial month deployment/usage will be pro-rated.

### 5.3 Remote Services Charges

Remote Services are purchased using the Engagement charge metric and will be invoiced when ordered.

## 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 Enabling Software

The Cloud Service requires the use of enabling software that Client downloads to Client systems to facilitate use of the Cloud Service. Client may use enabling software only in connection with use of the Cloud Service. Enabling software is provided to Client under the following terms:

Enabling Software	Applicable License Terms (if any)
IBM Data Server Driver Package v11.1	<a href="http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/A13348EC3D451D5F852580890042140B?OpenDocument">http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/A13348EC3D451D5F852580890042140B?OpenDocument</a>
IBM Data Server Manager Enterprise v2.1	<a href="http://www-03.ibm.com/software/sla/sladb.nsf/lilookup/F0B7F3B557A73D4C852580830079A197?OpenDocument">http://www-03.ibm.com/software/sla/sladb.nsf/lilookup/F0B7F3B557A73D4C852580830079A197?OpenDocument</a>
IBM Data Studio v4.1	<a href="http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/8EE7B373D3B303F085257EC40040DDE0?OpenDocument">http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/8EE7B373D3B303F085257EC40040DDE0?OpenDocument</a>
IBM Database Conversion Workbench v4.0	<a href="http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/1DB8E7F370D1B84E85257FA3004F99BF?OpenDocument">http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/1DB8E7F370D1B84E85257FA3004F99BF?OpenDocument</a>
IBM InfoSphere Data Architect v9.1	<a href="http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/2BB03C6D51BC9FC385257EC40040DFC5?OpenDocument">http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/2BB03C6D51BC9FC385257EC40040DFC5?OpenDocument</a>
IBM InfoSphere DataStage v11.5	<a href="http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/B94C06F394B45EA685257ECB007716AB?OpenDocument">http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/B94C06F394B45EA685257ECB007716AB?OpenDocument</a>
IBM InfoSphere DataStage and QualityStage Designer v11.5	<a href="http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/C2AAB3F9A435FC1285257ECB00772255?OpenDocument">http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/C2AAB3F9A435FC1285257ECB00772255?OpenDocument</a>

In the case of IBM InfoSphere DataStage and IBM InfoSphere DataStage and QualityStage Designer, use of that Enabling Software is limited by the following software entitlements and additional limitations described below.

#### IBM InfoSphere DataStage

- Entitlement:  
Restriction of 280 PVU (as defined in the License Information document for InfoSphere DataStage)
- Use Restriction:  
Client may only use InfoSphere DataStage to populate data into the Cloud Service.
- The following are additional Prohibited Components as defined in the License Information document for IBM InfoSphere DataStage:  
Balance optimization feature of DataStage, stand-alone installation of DataStage server, InfoSphere DataClick

#### IBM InfoSphere DataStage and QualityStage Designer

- Entitlement:  
Restriction of 2 concurrent users (as defined in the License Information document for InfoSphere DataStage and QualityStage Designer)
- Use Restriction:  
Client may only use InfoSphere DataStage and QualityStage Designer to populate data into the Cloud Service.
- The following are additional Prohibited Components as defined in the License Information document for IBM InfoSphere DataStage and Quality Stage Designer:  
Balance optimization feature of DataStage, stand-alone installation of DataStage server, InfoSphere DataClick

## **7.2 Backup**

Backups are performed daily for production instances. IBM will retain a backup copy of Client's data for a maximum period of two days. Client is responsible for configuring the Cloud Service security to prohibit individual users from deleting data, and once the data is deleted Client acknowledges and agrees IBM is not obligated to recover the deleted data and, if available, may charge for such effort.

## **7.3 Cloud Service Expiration**

Before expiration or termination of the Cloud Service, Client can use any of the provided reporting or export features of the Cloud Service to extract data. Custom data extraction services are available under a separate agreement.