

Service Description

IBM Cloud Management Console for Power Systems

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.

1. Cloud Service

Cloud Management Console for Power Systems gives Client a consolidated view of the performance, inventory, and logging information of the Power Systems in Client's enterprise. Client is given access to the offering, which is securely accessed in the IBM Cloud and consists of the following features:

- a. Inventory aggregation
 - Enterprise views of Power servers, HMCs, LPARs, and resources associated with these components
 - Health status and state of Client's Power Systems Enterprise servers
 - Hardware inventory
 - Grouping of resources using customer-supplied names
- b. Performance monitoring
 - Aggregated performance views providing resource consumption and performance for Power servers, LPARs, and I/O components
 - Energy monitoring
 - Guest operating systems performance metrics
- c. Logging and auditing
 - System log aggregation across the Power Systems Enterprise
 - Log telemetry

2. Security Description

This Cloud Service follows IBM's data security and privacy principles for Cloud Services 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.

Client recognizes this Cloud Service does not offer features for the protection of content that contains personal data, sensitive personal data or data subject to additional regulatory requirements. If Client includes such data in its content, it instructs IBM to process such data in accordance with this Agreement after determining 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 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 in place.

The Cloud Service does encrypt content during data transmission between the IBM network and Client's data center. The Cloud Service does not encrypt content when at rest awaiting data transmission.

3. Technical Support

Technical support for the Cloud Service is provided via 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.

3.1 Access to Client Data

IBM will access Client data for the purposes of providing the Cloud Service, diagnosing and fixing defects, or to provide support for the Cloud Service.

4. Entitlement and Billing Information

4.1 Charge Metrics

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

- **Managed Server** – is a unit of measure by which the Cloud Service can be obtained. A Server is a physical computer that is comprised of processing units, memory and input/output capabilities, and that executes requested procedures, commands or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (such as a blade or a rack-mounted device) that has the required components is considered itself a separate Server. Sufficient entitlements must be obtained to cover every Server managed by the Cloud Service during the measurement period specified in Client's PoE or Transaction Document.

4.2 Overage Charges

If actual usage of the Cloud Service during the measurement period exceeds the entitlement specified in the PoE, an overage charge will be billed at the rate specified in the Transaction Document in the month following such overage.

5. 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.

6. Additional Terms

6.1 General

Client agrees IBM may publicly refer to Client as a subscriber to the Cloud Services in a publicity or marketing communication.