



IBM Cloud Additional Service Description

IBM Master Data Management on Cloud Paygo

Except as noted below, the terms of the IBM Cloud Service Description apply.

1. Cloud Service Description

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 & 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 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.

1.1 IBM Master Data Management on Cloud Premium Small paygo

IBM Master Data Management on Cloud Premium Small plan offers MDM installed into a virtual server configuration and is suitable as a production or pre-production operational MDM Hub. In addition, it also has a backup server.

The hardware configuration is as follows:

System Type	Virtual Private 2GHz
Application Server	
• Number of Nodes	2
• Cores per Node	4
• RAM (GB) per Node	16
• Hard Disk	2 Disks (100GB + 300GB SAN)
DB Server	
• Number of Nodes	1
• Cores per Node	4
• RAM (GB) per Node	32
• Hard Disk	100GB + 1 SAN Disk (1TB)
BPM Server	
• Number of Nodes	1
• Cores per Node	8
• RAM (GB) per Node	32
• Hard Disk	100GB + 1 SAN Disk (1TB)

System Type	Virtual Private 2GHz
Information Server	
● Number of Nodes	1
● Cores per Node	8
● RAM (GB) per Node	32
● Hard Disk	2 SAN Disks (100GB + 500GB)
Backup Server	
● Number of Nodes	1
● Cores per Node	8
● RAM (GB) per Node	64
● Hard Disk	100GB SAN (OS) 1 TB Performance (4000 IOPS) Tivoli Database and database logs 4 TB SAN Storage Pool and temp object storage

1.2 IBM Master Data Management on Cloud Premium Medium paygo

IBM Master Data Management on Cloud Medium plan offers MDM installed into a virtual server configuration and is suitable as a production or pre-production operational MDM Hub. In addition, it also has a backup server.

The hardware configuration is as follows:

System Type	Virtual Private 2GHz
Application Server	
● Number of Nodes	2
● Cores per Node	8
● RAM (GB) per Node	32
● Hard Disk	2 Disks (100GB + 300GB SAN)
DB Server	
● Number of Nodes	1
● Cores per Node	8
● RAM (GB) per Node	64
● Hard Disk	100GB + 1 SAN Disk (2TB)
BPM Server	
● Number of Nodes	1
● Cores per Node	8
● RAM (GB) per Node	64
● Hard Disk	100GB + 1 SAN Disk (2TB)
Information Server	
● Number of Nodes	1
● Cores per Node	8
● RAM (GB) per Node	32
● Hard Disk	2 SAN Disks (100GB + 500GB)

System Type	Virtual Private 2GHz
Backup Server	
• Number of Nodes	1
• Cores per Node	8
• RAM (GB) per Node	64
• Hard Disk	100GB SAN (OS) 1 TB Performance (6000 IOPS) Tivoli Database and database logs 8 TB SAN Storage Pool and temporary object storage

1.3 IBM Master Data Management on Cloud Premium Large paygo

IBM Master Data Management on Cloud Large plan offers MDM installed into a bare metal server configuration and is suitable as a production or pre-production operational MDM Hub. In addition, it also has a backup server.

The hardware configuration is as follows:

System Type	Xeon E5 2620 Dual Core
Application Server	
• Number of Nodes	2
• Cores per Node	12
• RAM (GB) per Node	64
• Hard Disk	2 TB SATA + Raid Controller + RAID 1, Effective Disk Size – 1TB
DB Server	
• Number of Nodes	1
• Cores per Node	12
• RAM (GB) per Node	256
• Hard Disk	5 x 1.7TB SSD + Raid Controller + RAID 5, Effective Disk Size – 6TB
BPM Server	
• Number of Nodes	1
• Cores per Node	16
• RAM (GB) per Node	64
• Hard Disk	5 x 1.7TB SSD + Raid Controller + RAID 5, Effective Disk Size – 6TB
Information Server	
• Number of Nodes	1
• Cores per Node	8
• RAM (GB) per Node	32
• Hard Disk	5 x 1.7TB SSD + Raid Controller + RAID 5, Effective Disk Size – 6TB

System Type	Xeon E5 2620 Dual Core
Backup Server	
• Number of Nodes	1
• Cores per Node	12
• RAM (GB) per Node	128
• Hard Disk	6 x 1.7TB SSD + Raid Controller, RAID 5, Effective Disk Size – 8.5TB OS, Tivoli Database, database logs and Storage pool 8 TB SATA Temp object storage and extra storage pool

1.4 IBM Master Data Management on Cloud with High Availability Small paygo

IBM Master Data Management on Cloud Premium Small plan offers MDM installed into a virtual server configuration and is suitable as a production or pre-production operational MDM Hub. In addition, it also has a backup server.

The hardware configuration is as follows:

System Type	Virtual Private 2GHz
Application Server	
• Number of Nodes	2
• Cores per Node	4
• RAM (GB) per Node	16
• Hard Disk	2 Disks, 100GB + 300GB SAN Disk
DB Server	
• Number of Nodes	2
• Cores per Node	4
• RAM (GB) per Node	32
• Hard Disk	100GB + 1 SAN Disk (1TB)
BPM Server	
• Number of Nodes	2
• Cores per Node	8
• RAM (GB) per Node	32
• Hard Disk	100GB + 1 SAN Disk (1TB)
Information Server	
• Number of Nodes	1
• Cores per Node	8
• RAM (GB) per Node	32
• Hard Disk	2 SAN Disks (100GB + 500GB)

System Type	Virtual Private 2GHz
Backup Server	
• Number of Nodes	1
• Cores per Node	8
• RAM (GB) per Node	64
• Hard Disk	100GB SAN (OS) 1 TB Performance (4000 IOPS) Tivoli Database and database logs 4 TB SAN Storage Pool and temp object storage

1.5 IBM Master Data Management on Cloud with High Availability Medium paygo

IBM Master Data Management on Cloud Medium plan offers MDM installed into a virtual server configuration and is suitable as a production or pre-production operational MDM Hub. In addition, it also has a backup server.

The hardware configuration is as follows:

System Type	Virtual Private 2GHz
Application Server	
• Number of Nodes	2
• Cores per Node	8
• RAM (GB) per Node	32
• Hard Disk	2 Disks (100GB + 300GB SAN)
DB Server	
• Number of Nodes	2
• Cores per Node	8
• RAM (GB) per Node	64
• Hard Disk	100GB + 1 SAN Disk (2TB)
BPM Server	
• Number of Nodes	2
• Cores per Node	8
• RAM (GB) per Node	64
• Hard Disk	100GB + 1 SAN Disk (2TB)
Information Server	
• Number of Nodes	1
• Cores per Node	8
• RAM (GB) per Node	32
• Hard Disk	2 SAN Disks (100GB + 500GB)

System Type	Virtual Private 2GHz
Backup Server	
• Number of Nodes	1
• Cores per Node	8
• RAM (GB) per Node	64
• Hard Disk	100GB SAN (OS) 1 TB Performance (6000 IOPS) Tivoli Database and database logs 8 TB SAN Storage Pool and temporary object storage

1.6 IBM Master Data Management on Cloud with High Availability Large paygo

IBM Master Data Management on Cloud Large plan offers MDM installed into a bare metal server configuration and is suitable as a production or pre-production operational MDM Hub. In addition, it also has a backup server.

The hardware configuration is as follows:

System Type	Xeon E5 2620 Dual Core
Application Server	
• Number of Nodes	2
• Cores per Node	12
• RAM (GB) per Node	64
• Hard Disk	Effective Disk Size – 2 TB SATA + Raid Controller + RAID 1, Effective Disk Size – 1TB
DB Server	
• Number of Nodes	2
• Cores per Node	12
• RAM (GB) per Node	256
• Hard Disk	5 x 1.7TB SSD + Raid Controller + RAID 5, Effective Disk Size – 6TB
BPM Server	
• Number of Nodes	2
• Cores per Node	16
• RAM (GB) per Node	64
• Hard Disk	5 x 1.7TB SSD + Raid Controller + RAID 5, Effective Disk Size – 6TB
Information Server	
• Number of Nodes	1
• Cores per Node	8
• RAM (GB) per Node	32
• Hard Disk	5 x 1.7TB SSD + Raid Controller + RAID 5, Effective Disk Size – 6TB

System Type	Xeon E5 2620 Dual Core
Backup Server	
● Number of Nodes	1
● Cores per Node	12
● RAM (GB) per Node	128
● Hard Disk	6 x 1.7TB SSD + Raid Controller, RAID 5, Effective Disk Size – 8.5TB OS, Tivoli Database, database logs and Storage pool 8 TB SATA Temp object storage and extra storage pool

1.7 IBM Master Data Management on Cloud Premium, Silver Level Managed Services paygo

Silver level managed Services is available for the following configurations:

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

Monthly remote consulting for operations and maintenance activities including:

- a. Customer success management:
Dedicated point of contact aligned for coordination to support customer 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 product temporary fix (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.

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

1.8 IBM Master Data Management on Cloud Premium, Gold Level Managed Services paygo

Gold level managed Services is available for the following configurations

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

- IBM Master Data Management on Cloud with High Availability, Medium, Gold Level Managed Services paygo
- IBM Master Data Management on Cloud with High Availability, Large, Gold Level Managed Services paygo
- IBM Master Data Management on Cloud, Non-Production, Gold Level Managed Services paygo

Monthly remote consulting for operations and maintenance activities including:

- a. Customer success management:
Dedicated point of contact aligned for coordination to support customer 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 product temporary fix (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.

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

1.9 IBM Master Data Management on Cloud Additional MDM Developer paygo

IBM Master Data Management on Cloud Additional MDM Developer provides an additional MDM Developer Instance for development and customization of the MDM Hub and related processes.

The hardware configuration is as follows:

System Type	Virtual Private 2GHz
Number of Nodes per Developer	1
Cores per Node	8
RAM (GB)	32
Hard Disk	600GB SAN Disk

1.10 IBM Master Data Management on Cloud Additional BPM Developer paygo

IBM Master Data Management on Cloud Additional BPM Developer provides an additional BPM Developer Instance for development and customization of MDM Data Governance and Stewardship processes.

The hardware configuration is as follows:

System Type	Xeon E3 1270 V3 3.5GHz
Number of Nodes per Developer	1
Cores per Node	4
RAM (GB)	16
Hard Disk	600GB SAN Disk

1.11 IBM Master Data Management on Cloud Add MDM Virtual Runtime Non-Prod paygo

IBM Master Data Management on Cloud Additional Virtual Runtime provides an additional MDM Virtual Runtime Instance in the IBM Master Data Management on Cloud Non-Production plan.

The hardware configuration is as follows:

System Type	Virtual Private 2GHz
Application Server	
• Number of Nodes (per virtual runtime)	1
• Cores per Node	4
• RAM (GB) per virtual runtime	16
• Hard Disk (per virtual runtime)	500GB SAN Disk
DB Server	
• Number of Nodes (per virtual runtime)	1
• Cores per Node	4
• RAM (GB) per virtual runtime	16
• Hard Disk	500GB SAN

1.12 IBM Master Data Management on Cloud Accelerator Remotely Delivered paygo

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.

1.13 IBM Master Data Management on Cloud Jump Start Remotely Delivered paygo

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.

2. Content and Data Protection

The Data Sheet applicable for this service and the terms of this section provides the details and terms, including Client responsibilities, around use of this service. The following Data Sheet(s) apply to this service.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=FE3BF3202CC511E6BB9940A4D7191A34>

2.1 Security Features and Responsibilities

2.1.1 Management of Cloud Service

Client is responsible for managing administration, operation, maintenance and security of the application including underlying middleware.

2.1.2 Service Integrity and Availability

IBM will forward to the Client all network intrusion notifications detected for this Cloud Service. It is the Client's responsibility to ascertain the impact of each notification reported.

2.1.3 Activity Logging

Client is responsible for activity logging of OS/System and Database/Applications, as needed.

2.1.4 Encryption

Advanced Encryption Standard (AES) in Cipher-Block Chaining (CBC) mode with a 256 bits key is included for all configurations of this Cloud service. Disk level encryption is enabled for critical partitions. Encryption for the Windows client is not available. Client is responsible for implementation of encryption, including set-up and maintenance. SSL is not enabled for the communication between primary and secondary Database nodes configured for High Availability Disaster Recovery.

2.2 Business Continuity and Disaster Recovery

It is the Client's responsibility to maintain Business Continuity, Disaster Recovery and data backup policy and procedures for this Cloud Service.

3. Service Level Agreement

SLA credits are not offered with this Cloud Service.

4. Entitlement and Billing Information

4.1 Charge Metrics

The following charge metric(s) apply to this service:

Instance – An Instance is access to a specific configuration of the Cloud Service. Client will be charged for each Instance of the Cloud Service that exists during each month during the billing period.

4.2 Partial Monthly Charges

Each Instance is billed on a monthly basis. Partial month deployment/usage will be pro-rated, however, the minimum charge will be 30 days.

5. Additional Terms

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 Use Restrictions and Limitations

Client is not authorized to use IBM WebSphere eXtreme Scale.

5.2.1 Business Process Manager

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 these master data quality decisions to other systems for the purpose of master data synchronization.

5.2.2 Rapid Application Developer

Master Data Management on Cloud offerings include Rapid 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.

5.2.3 Information Server

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.

5.2.4 IBM Spectrum Protect

The Premium and High Availability versions of this Cloud Service include IBM Spectrum Protect (Tivoli Storage Manager) as enabling software. IBM Spectrum Protect (Tivoli Storage Manager) 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.

5.3 Client Obligations for 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.