IBM Cognos Analytics 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

1.1   Offerings

The Client may select from the following available offerings.

1.1.1   IBM Cognos Analytics on Cloud

The Cloud Service is hosted in a SoftLayer data center and Client has access to the most current functionality of IBM Cognos Analytics software. IBM Cognos Analytics on Cloud is the base offering, and Client may create a subscription to the Cloud Service comprised of one or more user accounts, each of which is assigned one of the tiers described below.

1.1.2   IBM Cognos Analytics on Cloud Standard

The IBM Cognos Analytics on Cloud Standard tier allows Client to develop data models, dashboards, and stories, view scheduled reports and consume active reports via a web browser. The Cloud Service provides interactive OLAP exploration. The Cloud Service extends consumption of reports with a broad range of mobile devices including Apple iPhone, Android, and tablets.

1.1.3   IBM Cognos Analytics on Cloud Plus

In addition to the capabilities of the Standard tier, The IBM Cognos Analytics on Cloud Plus tier allows Client to develop custom explorations.

1.1.4   IBM Cognos Analytics on Cloud Premium

In addition to the capabilities of the Plus tier, the IBM Cognos Analytics on Cloud Premium tier allows Client to develop interactive reports, ad-hoc queries, create new reports, and schedule reports for subsequent, and repeated, execution.

1.1.5   IBM Cognos Analytics on Cloud Administration

IBM Cognos Analytics on Cloud Administration is a required no charge addon offering, assigned to users within the subscription, as an administrative role to manage the Client's selected tier offering.

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 to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at http://ibm.com/dpa/dpl apply.

https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=DA295E70A6F611E88A70560C75A2DCDE

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:

- Authorized User is a unique user authorized to access the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.

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 Backup

Backups of the shared folder space and application databases are performed daily. Backups are taken locally and backed up in a separate data center. IBM will retain the last 7 daily backups and an additional four weekly backups. Backups are encrypted at rest on a disk-based backup system and during transmission.