

## Service Description

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### IBM Storage Insights for IBM Spectrum Control

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 Storage Insights for IBM Spectrum Control

IBM Storage Insights for IBM Spectrum Control provides a unified view of a storage environment with a diagnostic events feed, key capacity and performance metrics and a comprehensive view of the performance, capacity, and health of storage resources. It provides features such as intelligent capacity planning, storage reclamation, storage tiering, and advanced performance metrics. The storage systems that users can monitor include IBM file, object, software-defined storage (SDS) systems, and non-IBM block and file storage systems, such as EMC storage systems.

This Cloud Service requires Client to have previously acquired appropriate license entitlements to the on-premise program, IBM Spectrum Control.

#### 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=1400519678292>

#### 3. Service Levels and Technical Support

##### 3.1 Service Level Agreement

Not Applicable.

##### 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 Cloud Service is available at no charge.

#### 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 Restricted Use of the Cloud Service

This Cloud Service requires Client to have previously acquired appropriate license entitlements to IBM Spectrum Control (the "Program") and to maintain access to IBM Subscription and Support available for the Program, acquired separately from this Cloud Service. In the event either Client's license to use the

Program or Client's IBM Subscription and Support for the Program is terminated, Client's right to use the Cloud Service will terminate.

## **6. Overriding Terms**

### **6.1 Data Use**

The following prevails over anything to the contrary in the Content and Data Protection section of the base Cloud Service terms between the parties: IBM will not use or disclose the results arising from Client's use of the Cloud Service that are unique to your Content (Insights) or that otherwise identify Client. IBM may however use Content and other information (except for Insights) that results from Content in the course of providing the Cloud Service subject to removing personal identifiers; so that any personal data can no longer be attributed to a specific individual without the use of additional information. IBM will use such data only for research, testing, and offering development.