

IBM Technology



G-Cloud 15
IBM - Watsonx.data
Service Definition Document

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IBM Cloud Additional Service Description

IBM watsonx.data as a Service

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM watsonx.data as a Service

This IBM-Cloud hosted service provides a data management solution combining data lake storage with data warehouse capabilities to enable machine learning, business intelligence and artificial intelligence in a single platform. Watsonx.data will leverage multiple fit-for-purpose query engines, integrated governance and hybrid cloud deployment models to allow Clients to optimize their workloads across their entire ecosystem.

IBM watsonx.data as a Service is offered as the following plans:

- Lite
- Enterprise

1.1.2 IBM watsonx.data as a Service for AWS

This AWS hosted cloud service provides a data management solution combining data lake storage with data warehouse capabilities to enable machine learning, business intelligence and artificial intelligence in a single platform. Watsonx.data will leverage multiple fit-for-purpose query engines, integrated governance and hybrid cloud deployment models to allow Clients to optimize their workloads across their entire ecosystem.

1.1.3 IBM watsonx.data on Client Managed AWS

This AWS hosted cloud service provides a data management solution combining data lake storage with data warehouse capabilities to enable machine learning, business intelligence and artificial intelligence in a single platform. Watsonx.data will leverage multiple fit-for-purpose query engines, integrated governance and hybrid cloud deployment models to allow Clients to optimize their workloads across their entire ecosystem. As a prerequisite to use of IBM watsonx.data on Client Managed AWS, Client must deploy a compute plane on a Client owned AWS account and run their workloads on Client owned and managed AWS infrastructure.

2. Data Processing and Protection Data Sheets

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:

Watsonx.data as a Service on IBM Cloud

<https://www.ibm.com/terms/?id=52EF8B204FEC11ED97548910D8A210BE>

Watsonx.data as a Service on AWS

<https://www.ibm.com/terms/?id=7F9119C1AE0642928D217B7D0B190C97>

Watsonx.data on Client managed AWS

There is no Data Sheet for watsonx.data on Client Managed AWS. See Section 6, "Overriding Terms," for more details regarding data processing associated with this Cloud Service.

3. Service Levels and Technical Support

3.1 Service Level Agreement

The service level agreement set forth in the base IBM Cloud Service Description applies to this service.

3.2 Technical Support

The support terms set forth in the base IBM Cloud Service Description apply to this service.\

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:

- Resource Unit is an independent measure of a resource managed by, processed by, or related to the use of the Cloud Service. For this Cloud Service, the resources measured are compute and support services which are calculated according to the supported engines within IBM Watsonx.data and consumed on a Resource Unit per hour (RU/hour) basis.
 - A compute cluster is a collection of nodes that work together to power a service. Consumption is measured as follows:
 - Consumption of a cluster is measured based upon the following types:
 - The Presto compute cluster comprises of resource manager, coordinator and worker nodes.
 - The Presto C++ compute cluster comprises a resource manager, coordinator and worker nodes.
 - The Milvus compute cluster comprises of access layer, coordinator service and worker nodes.
 - The Spark compute cluster comprises a resource manager, coordinator and worker nodes.
 - The Gluten compute cluster comprises a resource manager, coordinator and worker nodes.
 - Support services include capabilities such as metadata storage and access control.

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 Unused Instance Deletion for watsonx.data as a Service and watsonx.data as a Service on AWS

If no Resource Units are consumed within seven (7) days after an instance is created, the unused instance is deleted, after which a new instance can be re-created.

5.2 Restrictions and Responsibilities for watsonx.data on Client managed AWS

5.2.1 Restrictions

Warranties are provided as described in the Cloud Services Agreement, or equivalent agreement, and only apply to the IBM Cloud Service. Any warranties for the Client managed AWS hosting environment are defined by the terms under which Client acquired access to the Client managed AWS hosting environment.

5.2.2 Responsibilities

- Client will provide accurate account information and required policy permissions for the intended account before the compute plane is provisioned.
- When available, IBM will provide Client access to software updates, patches, and/or fixes ("Updates") for the Cloud Service for Client to apply in its AWS hosting environment. Client is responsible for managing such Update deployment. All such Updates are subject to the terms of this SD.
- Client must maintain required access to the AWS hosting environment while using the Cloud Service. If required access to the AWS hosting environment is removed, the Cloud Service will no longer be available to Client.

- Client is responsible for: all costs associated with their AWS account, support of all backup activities, application of appropriate security and compliance measures, cloud infrastructure monitoring, and any availability and redundancy requirements.

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 Client's Content or that otherwise identify Client. IBM may however use Content and other information that result from Content as part of the Cloud Service for the purpose of managing and improving the Cloud Service.

6.2 Data Terms Applicable to watsonx.data on Client Managed AWS

The following prevails over anything to the contrary in the Cloud Services Agreement (or equivalent), or the IBM Cloud Service Description between the parties:

- a. IBM will not possess, access, or process any Content in connection with this Cloud Service. Client is responsible for all obligations with respect to any information or data that Client inputs, processes, or stores in connection with the software provided as part of this Cloud Service;
- b. The IBM Data Processing Addendum does not apply with respect to this Cloud Service; and
- c. The IBM Data Security and Privacy Principles do not apply with respect to this Cloud Service.

