

IBM Technology



G-Cloud15 IBM - Targetprocess- Strategic Portfolio Management

Service Definition Document

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Targetprocess - Strategic Portfolio Management

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client' s order. Upon acceptance of Client' s order, this Service Description and the Cloud Services Agreement found at <http://www.ibm.com/terms/csa> (or equivalent agreement for Cloud Services between the parties) applies to Client' s use of the Cloud Services.

Cloud Service

Offerings

The Client may select from the following available offerings.

IBM Targetprocess

IBM Targetprocess is a software platform for agile portfolio and work management that helps organizations align strategy to key business outcomes, product management, and execution of development work. With the Cloud Service, authorized users in the organizations can manage work resource demand and capacity to optimize cost, and track business value of investments.

The Cloud Services enables both IT and Business users to:

- Visualize and manage the relationship between work item entities to show dependencies and blockers across all teams from ideation through delivery to the Client

- Align portfolio, product management and software delivery teams
- Leverage built-in support for Scrum, Kanban, SAFe and other custom frameworks
- Analyze data at the team, program, portfolio levels.
- Understand portfolio performance to more frequently allocate investments

Optional Services

IBM Targetprocess Connected User

IBM Targetprocess Connected User requires IBM Targetprocess.

Connected User is a member of Client's Personnel who, directly or indirectly, uses one or more of Client's teamwork management applications connected to the Cloud Service. "Personnel" includes Client's employees (whether full-time or part-time) and contingent staff (e.g., contractors, consultants, temps, interns)

An IBM Targetprocess Connected User is therefore a member of any work management application, including but not limited to teamwork management applications (e.g., Jira and Azure DevOps, and others) who are enabled within Targetprocess.

An IBM Targetprocess Connected User does not access the Targetprocess directly but inputs data into it via the solutions that are enabled in it.

IBM Targetprocess PI Planning Event

IBM Targetprocess PI Planning Event requires IBM Targetprocess and Targetprocess Connected User. During quarterly prioritization planning events, Targetprocess Connected Users are given temporary access to IBM Targetprocess that they can use like a virtual “whiteboard” . Access is removed after the Program Increment Planning Event is complete.

IBM Targetprocess Limited User

IBM Targetprocess Limited Users are Authorized Users who are given limited access to IBM Targetprocess for the following use cases:

IBM Cloudability Financial Planning is a public cloud financial planning and analysis solution designed to help organizations generate cloud budgets and forecasts. This solution develops financial plans either by creating a new budget or leveraging historical budgets as a starting point, allowing users to adjust forecasts based upon anticipated cost events or drivers. In addition, users can collaborate by sharing plan data, analyzing variance to plan, and forecasting costs as plans are adjusted.

The entitlement to IBM Cloudability Financial Planning enables organizations to:

- **PI Planning Events:** During periodic prioritization planning events, Limited Users are given temporary access to IBM Targetprocess that they can use like a virtual “whiteboard” .
- **Timesheet Users:** Timesheet users have continuous access to IBM Targetprocess but are limited to only the areas of the platform necessary for time tracking



- Read-only Users: Read-only users have continuous access to IBM Targetprocess but are limited to viewing the platform and the various reports and dashboards. They do not have the ability to make changes to or otherwise interact with the platform

IBM Targetprocess Private Cloud

IBM Targetprocess Private Cloud requires IBM Targetprocess.

This is a dedicated offering for organizations with specific security and compliance requirements.

IBM Targetprocess Private Cloud is a dedicated instance used solely by Client for the IBM Targetprocess Cloud Service.

IBM Targetprocess Additional Environment

This Cloud Service provides Client with a non-production environment of IBM Targetprocess which can only be used for non-production purposes, including testing and archival purposes. This environment does not have functionality that will migrate data or elements into a production environment. Client must have entitlement to IBM Targetprocess as a prerequisite to this additional IBM Targetprocess nonproduction environment.

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 applies to IBM's processing of personal data on behalf of Client.



<https://www.ibm.com/terms/?id=67685A3A3E3D48B08478E214BC7A1109>

Service Levels and Technical Support

Service Level Agreement

IBM provides the 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/support/pages/node/731179>.

Availability	Credit
	(% of monthly subscription fee*)
Less than 99.5%	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.

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/>.

Charges

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:

- Instance is each access to specific configuration of the Cloud Services
- Targetprocess User is an individual authorized to use the Targetprocess Cloud Service through the assignment of a current, unique user ID. Client may make unlimited changes to the individuals assigned.
- Connected User is a member of Client's Personnel who uses, directly or indirectly, one or more of Client's team work management applications connected to the Cloud Service. "Personnel" includes Client's employees (whether full-time or part-time) and contingent staff (e.g., contractors, consultants, temps, interns).



- PI Planning Event permits Client's Connected Users temporary (e.g. 2-3 days) Targetprocess User level access to the Targetprocess Cloud Service for each PI Planning Event
- 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
- A "Private Cloud" is a dedicated instance used solely by Client for the Targetprocess Cloud Service and subject to the charge metrics related to the Targetprocess subscription(s).

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.