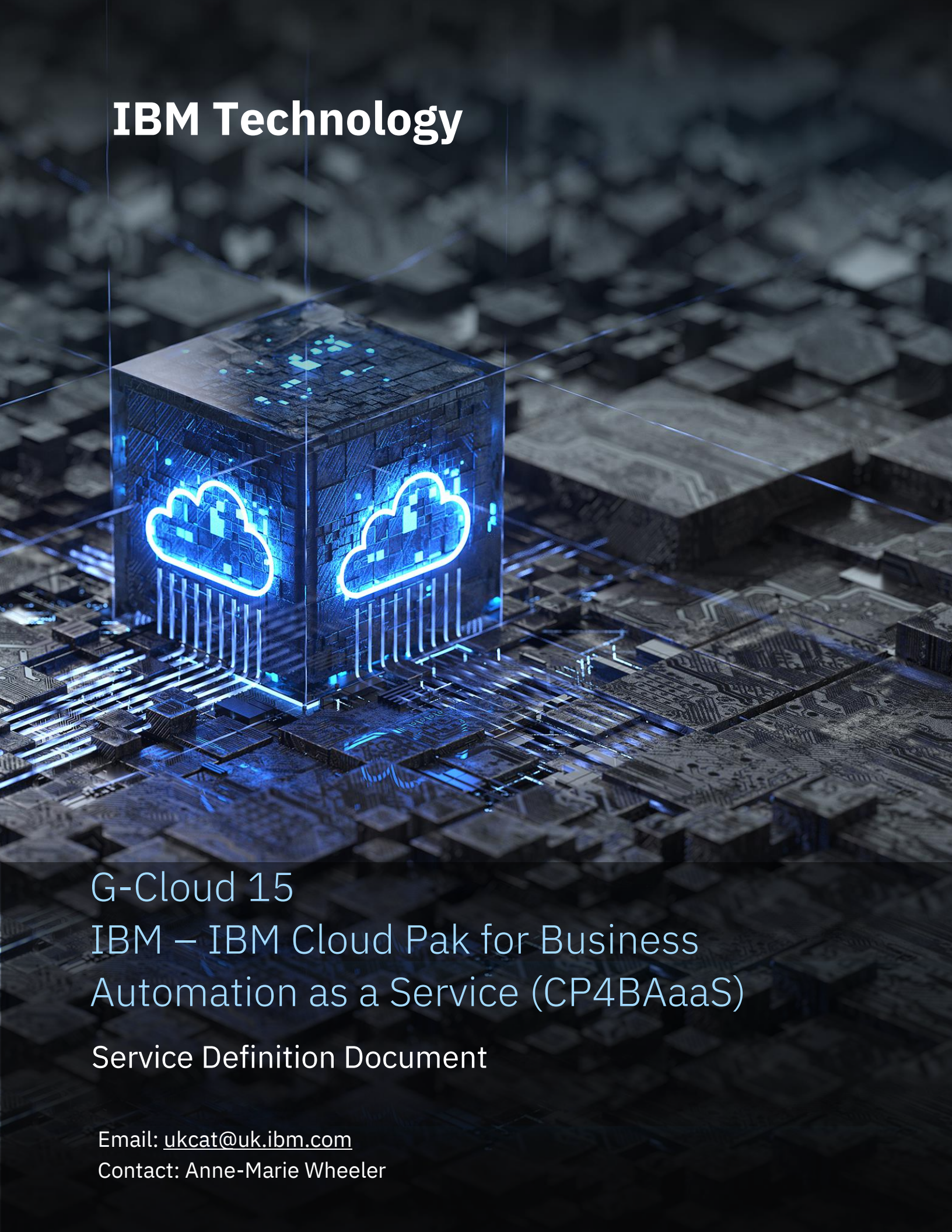


IBM Technology



G-Cloud 15 IBM – IBM Cloud Pak for Business Automation as a Service (CP4BAaaS) Service Definition Document

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Service Description

IBM Cloud Pak for Business Automation as a Service

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.

1. Cloud Service

The IBM Cloud Pak for Business Automation as a Service (CP4BAaaS) offering allows Client to purchase FlexPoint entitlements on a monthly subscription basis that may be allocated and applied to usage of the specified component and bundled Business Automation Cloud Service offerings during the subscription period in accordance with the ratios and conditions below.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Cloud Pak for Business Automation as a Service

The component and bundled offering entitlement ratio tables below outline the number of FlexPoint entitlements required for authorized use of each component or bundled offering. Client may allocate FlexPoint entitlements among components and bundled offerings during the subscription period and may re-allocate FlexPoints between bundled offerings no more than once a month. Allocation changes may be requested by opening a support ticket and providing an updated provisioning form. IBM reserves the right to limit the number of allocation change requests within the subscription period. Express configurations and Enterprise configurations of components and bundled offerings cannot be intermixed within the same instance.

Each bundled offering may be accompanied by, and is subject to, its respective Service Description terms and those terms apply to Client's use of that bundled offering. In the event of conflict, the terms in this Service Description document supersede the bundled offering's terms. The corresponding bundled offering Service Description is identified in the applicable section below. The most recent bundled offering Service Description on the date of the transaction is the one that applies.

The Cloud Service capabilities include:

- SAML single sign-on – supports delegation of user authentication to the Client Identity Provider through SAML.
- User and Group Management – provides REST API's for Clients to manage users and groups that have access to the Cloud Service.
- Cloud Service Web Site – provides a web site for users to access the operating environments and administration capability for configuring and managing the Cloud Service.
- Outbound Virtual Private Network (VPN) – provides an optional single software-based VPN connection for secure and encrypted outbound communication from the Cloud Service to systems external to the Cloud Service. Information about the VPN will be provided upon written request through a support ticket.
- Email Notifications – provides a notification function that notifies users about their Cloud Service access, password changes and will also notify administrators of Cloud Service status and scheduled changes.
- Automated Monitoring and Recovery – 24/7 monitoring of the availability of the Cloud Service and executes a recovery if it becomes unresponsive or unreachable.
- Scheduled Service Updates – Maintenance and feature updates to the Cloud Service occur every 30 to 90 days. IBM will provide a two-week notification to Account Administrators prior to scheduled service updates. For major updates that involve an upgrade of the core product, IBM will coordinate with Clients to upgrade a non-production environment to enable Clients to test the new version before the Production environment is upgraded. Clients are responsible for testing their applications at the new version within the non-production environment and providing feedback to IBM within 30 days on any issues.

- Account Administrator – has a user login and password that provides access to the operating environment for a user to access the operating environment and assigns and deletes user roles. Multiple users may be granted Account Administrator access.

The components include:

a. Automation Application

The Automation Application component consists of three sub-components as follows:

- (1) Business Automation Studio is a component that provides a development environment for the digital automation platform and is the place where users can author low-code applications.
- (2) Automation Application Designer is a low-code application builder where users can build, modify, and refine business automation-based application user interfaces that can take advantage of the capabilities of the platform through iterative development and playback. The focus of the low-code building experience is on page creation that is designed to provide easy-to-use methods for populating pages with UI views and configuration.
- (3) Business Automation Services are automations that have been published so that users using Automation Application Designer can call and reuse automations in a consistent manner. When published, an automation service becomes discoverable across Business Automation Studio to leverage in Client's applications. Deployed workflows running within the Cloud Service can be published as a Business Automation Service.

This component requires a minimum quantity of Business Automation Workflow on Cloud Enterprise as specified in the corresponding section below, and a minimum quantity of Automation Application Concurrent Users. In addition to the general features described above, these specific capabilities are available:

- Operating Environment – provides a dedicated development, test, and application runtime environment with the following characteristics:
 - Non-production development environment – a virtual environment with Business Automation Studio, Automation Application Designer, and a non-production Automation Application runtime. Capacity for this environment is based on the quantity of Concurrent Users purchased for this component.
 - Non-production test environment – a virtual environment with a non-production Automation Application runtime. Capacity for this environment is based on the quantity of Concurrent Users purchased for this component.
 - Production environment – a virtual environment with a production Automation Application runtime. Capacity for this environment is based on the quantity of Concurrent Users purchased for this component.
- Additional Non-Prod Environment – non-production environments can be added to the Cloud Service configuration. Capacity for this environment is based on the quantity of Concurrent Users purchased.
- Additional Prod Environment – production environments can be added to the Cloud Service configuration. Capacity for this environment is based on the quantity of Concurrent Users purchased.

Entitlement Ratio Table

Offering Option	Flexpoints per Month
Concurrent User per Month – Simple Tier	
• Tier 1-49	325 per Concurrent User
• Tier 50-99	281 per Concurrent User
• Tier 100-199	193 per Concurrent User
• Tier 200-299	138 per Concurrent User
• Tier 300-399	110 per Concurrent User
• Tier 400-499	99 per Concurrent User

Offering Option	Flexpoints per Month
• Tier 500-599	88 per Concurrent User
• Tier 600-699	80 per Concurrent User
• Tier 700-799	72 per Concurrent User
• Tier 800-899	66 per Concurrent User
• Tier 900-999	60 per Concurrent User
• Tier 1000-4999	55 per Concurrent User
• Tier 5000 and above	33 per Concurrent User
Additional Non-Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-49	81 per Concurrent User
• Tier 50-99	70 per Concurrent User
• Tier 100-199	48 per Concurrent User
• Tier 200-299	34 per Concurrent User
• Tier 300-399	28 per Concurrent User
• Tier 400-499	25 per Concurrent User
• Tier 500-599	22 per Concurrent User
• Tier 600-699	20 per Concurrent User
• Tier 700-799	18 per Concurrent User
• Tier 800-899	17 per Concurrent User
• Tier 900-999	15 per Concurrent User
• Tier 1000-4999	14 per Concurrent User
• Tier 5000 and above	8 per Concurrent User
Additional Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-49	163 per Concurrent User
• Tier 50-99	141 per Concurrent User
• Tier 100-199	96 per Concurrent User
• Tier 200-299	69 per Concurrent User
• Tier 300-399	55 per Concurrent User
• Tier 400-499	50 per Concurrent User
• Tier 500-599	44 per Concurrent User
• Tier 600-699	40 per Concurrent User
• Tier 700-799	36 per Concurrent User
• Tier 800-899	33 per Concurrent User
• Tier 900-999	30 per Concurrent User
• Tier 1000-4999	28 per Concurrent User
• Tier 5000 and above	17 per Concurrent User

Minimum Allocation Requirements:

- 25 Concurrent Users
- Quantity of Additional Non-Prod and Additional Prod Environments must also meet the minimum Concurrent Users.

b. **Business Automation Insights**

Business Automation Insights (BAI) is a component that provides visual insights to business users from data events emitted from automation components and applications. The events are aggregated into business-relevant metrics and displayed in pre-built or user-configured dashboards to have real-time visibility on the business operations. In addition to the general features described above, this component offers an Express or Enterprise operating environment and includes the following specific capabilities:

- Express Operating Environment – provides a single virtual environment that will be connected to a single production environment within the instance. Business Automation Insights supports data events emitted from automation components and applications in the same instance. The Express configuration supports up to 8 Gigabytes (GB) of event data per Month. The size of each event may vary and will affect the number of events that can be processed per GB of event data. For example, 8 GB of event data is equivalent to 1 million events of average size of 8192 bytes per Month.
 - The Express configuration:
 - provides 100 GB of Elastic Search storage
 - includes a Production environment and requires a prerequisite Express base Tenant (BACSoC / BAWoC or CP4BAaaS). Development and/or Test environments may be acquired for an additional charge.
- Enterprise Operating Environment – provides a single virtual environment that will be connected to a single production environment within the instance. Business Automation Insights supports data events emitted from automation components and applications in the same instance. Capacity for the environment is based on the quantity of Enterprise Gigabytes (GB) of event data purchased for this component. The size of each event may vary and will affect the number of events that can be processed per GB of event data. For example, each GB of event data is equivalent to 131,072 events of average size of 8192 bytes per Month.
 - The Enterprise configuration:
 - provides 500 GB of Elastic Search storage
 - includes a Production environment and requires an Enterprise base Tenant (BACSoC / BAWoC or CP4BAaaS). Development and/or Test environments may be acquired for an additional charge.
- Storage – Additional storage can be added in one Terabyte (TB) increments with the Business Automation Insights Storage purchase option.
- Disaster Recovery – The Cloud Service uses a combination of backups and data replication of configuration and production data to a different data center location in the same global region that can be used for automated recovery of the Cloud Service.
- External Events – Adds support for consuming data events emitted from automation components and applications outside of the instance.

Entitlement Ratio Table

Offering Option	Flexpoints per Month
Business Automation Insights Express Instance per Month	5680
Business Automation Insights Enterprise Event Data Gigabyte per Month – Simple Tier	
• Tier 1-24	1250 per GB
• Tier 25-49	850 per GB
• Tier 50-99	650 per GB
• Tier 100-199	490 per GB
• Tier 200 and above	400 per GB
Business Automation Insights Storage Terabyte per Month	2617

Offering Option	Flexpoints per Month
Business Automation Insights External Events	1000

Minimum Allocation Requirements:

- Business Automation Insights Enterprise – 8 Gigabytes of event data

The bundled offerings include:

c. IBM Blueworks Live

IBM Blueworks Live is a cloud-based business process modeling tool that lets Clients discover and model business processes and decisions for their Client's organization. Using a web browser, Clients can collaborate with local and distributed teams and access the tool from anywhere.

- Public Cloud – Users and teams are provisioned in a multi-tenant instance of IBM Blueworks Live.
- Private Cloud – Users and teams are provisioned in a single tenant instance of IBM Blueworks Live.

Entitlement Ratio Table

Offering Option	Flexpoints per Month
Public Cloud	
Blueworks Live Editor	58
Blueworks Live Contributor	12
Blueworks Live 100 Viewers	233
Private Cloud	
Blueworks Live Editor	117
Blueworks Live Contributor	23
Blueworks Live 100 Viewers	468
Blueworks Live 500 Viewers	2332
Blueworks Live Private Cloud Set Up Instance	2438

Minimum Allocation Requirements:

- 10 Blueworks Live Editor.

Specific Service Description terms for IBM Blueworks Live are found at:

<https://www.ibm.com/terms/?id=i126-6604>

d. IBM Business Automation Workflow on Cloud

IBM Business Automation Workflow on Cloud (BAWoC) is a software-as-a-service solution that integrates the capabilities of business process and case management into a single workflow offering on the cloud. It unites information, process, and users to provide a 360-degree view of work. In addition to process management, workflow uses advanced analytics, business rules, and collaboration to drive more successful, optimized business outcomes. This component includes an Express and Enterprise configuration option.

In addition to the general features described above, this component includes the following specific capabilities:

- IBM Business Automation Workflow on Cloud Non-production Environment - The Cloud Service provides a purchase option for additional test environments for non-production use. Each test environment does not provide high availability. Capacity for this environment is based on the number of Non-production Users purchased. This feature is only available for the Enterprise configuration.
- Automation Workstream Services – an option that helps businesses to complete work efficiently and collaborate effectively by enabling them to configure productivity services at runtime without a dependency on IT. Automation Workstream Services is typically deployed

as part of a production environment. Use of Automation Workstream Services requires a minimum quantity of Concurrent Users purchased. Automation Workstream Services is only supported in an Express tenant.

Entitlement Ratio Table

Offering Option	Flexpoints per Month
Enterprise Concurrent User per Month – Simple Tier	
• Tier 1-49	325 per Concurrent User
• Tier 50-99	281 per Concurrent User
• Tier 100-199	193 per Concurrent User
• Tier 200-299	138 per Concurrent User
• Tier 300-399	110 per Concurrent User
• Tier 400-499	99 per Concurrent User
• Tier 500-599	88 per Concurrent User
• Tier 600-699	80 per Concurrent User
• Tier 700-799	72 per Concurrent User
• Tier 800-899	66 per Concurrent User
• Tier 900-999	60 per Concurrent User
• Tier 1000-4999	55 per Concurrent User
• Tier 5000 and above	33 per Concurrent User
Enterprise Additional Non-Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-49	81 per Concurrent User
• Tier 50-99	70 per Concurrent User
• Tier 100-199	48 per Concurrent User
• Tier 200-299	34 per Concurrent User
• Tier 300-399	28 per Concurrent User
• Tier 400-499	25 per Concurrent User
• Tier 500-599	22 per Concurrent User
• Tier 600-699	20 per Concurrent User
• Tier 700-799	18 per Concurrent User
• Tier 800-899	17 per Concurrent User
• Tier 900-999	15 per Concurrent User
• Tier 1000-4999	14 per Concurrent User
• Tier 5000 and above	8 per Concurrent User
Enterprise Additional Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-49	163 per Concurrent User
• Tier 50-99	141 per Concurrent User
• Tier 100-199	96 per Concurrent User
• Tier 200-299	69 per Concurrent User
• Tier 300-399	55 per Concurrent User
• Tier 400-499	50 per Concurrent User

Offering Option	Flexpoints per Month
• Tier 500-599	44 per Concurrent User
• Tier 600-699	40 per Concurrent User
• Tier 700-799	36 per Concurrent User
• Tier 800-899	33 per Concurrent User
• Tier 900-999	30 per Concurrent User
• Tier 1000-4999	28 per Concurrent User
• Tier 5000 and above	17 per Concurrent User
Express Concurrent User per Month – Simple Tier	
• Tier 1-19	336 per Concurrent User
• Tier 20-29	242 per Concurrent User
• Tier 30-39	228 per Concurrent User
• Tier 40-50	209 per Concurrent User
Automation Workstream Services Concurrent User per Month – Simple Tier	
• Tier 1-49	325 per Concurrent User
• Tier 50-99	281 per Concurrent User
• Tier 100-199	193 per Concurrent User
• Tier 200-299	138 per Concurrent User
• Tier 300-399	110 per Concurrent User
• Tier 400-499	99 per Concurrent User
• Tier 500-599	88 per Concurrent User
• Tier 600-699	80 per Concurrent User
• Tier 700-799	72 per Concurrent User
• Tier 800-899	66 per Concurrent User
• Tier 900-999	60 per Concurrent User
• Tier 1000-4999	55 per Concurrent User
• Tier 5000 and above	33 per Concurrent User
Storage Terabyte per Month	5,280
Content Repository (COS) Terabyte per Month	459
Additional Memory 16 Gigabyte per Month	330

Minimum Allocation Requirements:

- BAWoC Enterprise – 25 Concurrent Users.
- BAWoC Express, Automation Workstream Services – 10 Concurrent Users.
- Quantity of Enterprise Additional Non-Prod, Enterprise Additional Prod, Express Additional Non-Prod Environments must also meet the minimums.

Specific Service Description terms for IBM Business Automation Workflow on Cloud are found at: <https://www.ibm.com/terms/?id=i126-8143>

e. **IBM Business Automation Content Services on Cloud**

IBM Business Automation Content Services on Cloud (BACSoC) is a comprehensive content management cloud service that delivers document management and content lifecycle management capabilities that can be provisioned as a flexible, cost-effective cloud service for new and existing applications. This component includes an Express and Enterprise configuration option.

Entitlement Ratio Table

Offering Option	Flexpoints per Month
Enterprise Concurrent User per Month – Simple Tier	
• Tier 1-99	197 per Concurrent User
• Tier 100-199	190 per Concurrent User
• Tier 200-299	183 per Concurrent User
• Tier 300-399	171 per Concurrent User
• Tier 400-499	151 per Concurrent User
• Tier 500-599	139 per Concurrent User
• Tier 600-699	120 per Concurrent User
• Tier 700-799	106 per Concurrent User
• Tier 800-899	95 per Concurrent User
• Tier 900-999	86 per Concurrent User
• Tier 1000-4999	79 per Concurrent User
• Tier 5000 and above	31 per Concurrent User
Enterprise Additional Non-Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-99	77 per Concurrent User
• Tier 100-199	75 per Concurrent User
• Tier 200-299	72 per Concurrent User
• Tier 300-399	66 per Concurrent User
• Tier 400-499	58 per Concurrent User
• Tier 500-599	54 per Concurrent User
• Tier 600-699	47 per Concurrent User
• Tier 700-799	41 per Concurrent User
• Tier 800-899	37 per Concurrent User
• Tier 900-999	33 per Concurrent User
• Tier 1000-4999	31 per Concurrent User
• Tier 5000 and above	12 per Concurrent User
Enterprise Additional Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-99	156 per Concurrent User
• Tier 100-199	151 per Concurrent User
• Tier 200-299	144 per Concurrent User
• Tier 300-399	135 per Concurrent User
• Tier 400-499	119 per Concurrent User
• Tier 500-599	110 per Concurrent User
• Tier 600-699	95 per Concurrent User
• Tier 700-799	83 per Concurrent User
• Tier 800-899	75 per Concurrent User
• Tier 900-999	68 per Concurrent User

Offering Option	Flexpoints per Month
• Tier 1000-4999	63 per Concurrent User
• Tier 5000 and above	24 per Concurrent User
Express Concurrent User per Month – Simple Tier	
• Tier 1-19	413 per Concurrent User
• Tier 20-29	260 per Concurrent User
• Tier 30-39	209 per Concurrent User
• Tier 40-49	184 per Concurrent User
API Calls Thousand API Calls – Simple Tier	
• Tier 1-199,999	6
• Tier 200,000 and above	1.44
Content Repository Terabyte per Month	1,892
Content Repository (COS) Terabyte per Month	300
Additional Memory 16 Gigabyte per Month	151
IBM Enterprise Records Add On Concurrent User per Month – Simple Tier	
• Tier 1-19	231 per Concurrent User
• Tier 20-29	130 per Concurrent User
• Tier 30-39	107 per Concurrent User
• Tier 40-49	105 per Concurrent User
• Tier 50-99	103 per Concurrent User
• Tier 100-199	99 per Concurrent User
• Tier 200-299	92 per Concurrent User
• Tier 300-399	86 per Concurrent User
• Tier 400-499	76 per Concurrent User
• Tier 500-599	70 per Concurrent User
• Tier 600-699	60 per Concurrent User
• Tier 700-799	53 per Concurrent User
• Tier 800-899	48 per Concurrent User
• Tier 900-999	44 per Concurrent User
• Tier 1000-4999	40 per Concurrent User
• Tier 5000 and above	22 per Concurrent User
IBM Enterprise Records Add On Additional Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-19	183 per Concurrent User
• Tier 20-29	103 per Concurrent User
• Tier 30-39	85 per Concurrent User
• Tier 40-49	83 per Concurrent User
• Tier 50-99	79 per Concurrent User
• Tier 100-199	76 per Concurrent User
• Tier 200-299	73 per Concurrent User

Offering Option	Flexpoints per Month
• Tier 300-399	69 per Concurrent User
• Tier 400-499	60 per Concurrent User
• Tier 500-599	55 per Concurrent User
• Tier 600-699	47 per Concurrent User
• Tier 700-799	42 per Concurrent User
• Tier 800-899	37 per Concurrent User
• Tier 900-999	34 per Concurrent User
• Tier 1000-4999	32 per Concurrent User
• Tier 5000 and above	18 per Concurrent User
IBM Enterprise Records Add On Additional Non-Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-19	91 per Concurrent User
• Tier 20-29	51 per Concurrent User
• Tier 30-39	42 per Concurrent User
• Tier 40-49	41 per Concurrent User
• Tier 50-99	39 per Concurrent User
• Tier 100-199	38 per Concurrent User
• Tier 200-299	37 per Concurrent User
• Tier 300-399	33 per Concurrent User
• Tier 400-499	30 per Concurrent User
• Tier 500-599	28 per Concurrent User
• Tier 600-699	24 per Concurrent User
• Tier 700-799	21 per Concurrent User
• Tier 800-899	19 per Concurrent User
• Tier 900-999	17 per Concurrent User
• Tier 1000-4999	16 per Concurrent User
• Tier 5000 and above	9 per Concurrent User

Minimum Allocation Requirements:

- BACSoC Enterprise – 50 Concurrent Users and 2 API Calls (in thousands).
- BACSoC Express – 10 Concurrent Users and 1 API Calls (in thousands).
- Quantity of Enterprise Additional Non-Prod, Enterprise Additional Prod, Express Additional Non-Prod Environments must also meet the minimum Concurrent Users.
- Quantity of IBM Enterprise Records Concurrent Users and Additional Environments must match the BACSoC Express/Enterprise Concurrent Users and any Additional Environments.

Specific Service Description terms for IBM Business Automation Content Services on Cloud are found at: <https://www.ibm.com/terms/?id=i126-8009>

f. **IBM Operational Decision Manager on Cloud**

IBM Operational Decision Manager on Cloud (ODMoC) is a cloud service that helps Client capture, automate, and manage rule-based business decisions. This component includes an Express and Enterprise configuration option.

Entitlement Ratio Table

Offering Option	Flexpoints per Month
ODMoC – Thousand Managed Decision Artifacts	1,100
ODMoC – Million Rules Decisions – Graduated Tier	
• Tier 1-2	2,750 per Million Decisions
• Tier 3-10	1,100 per Million Decisions
• Tier 11-50	825 per Million Decisions
• Tier 51-100	550 per Million Decisions
• Tier 101 and above	275 per Million Decisions
ODMoC – Additional Environment Instance	2,200
ODMoC Express – Instance	3,300
ODMoC Express – Additional Environment Instance	1,650

Minimum Allocation Requirements:

- ODMoC – 2 Million Rules Decisions and 1 Thousand Managed Decision Artifacts.
- ODMoC Express – 1 Express Instance and 1 Express Additional Environment Instance.

Specific Service Description terms for IBM Operational Decision Manager on Cloud are found at: <https://www.ibm.com/terms/?id=i126-7108>

g. **IBM Process Mining as a Service**

IBM Process Mining as a Service (PMaaS) is a process mining solution that automatically discovers, constantly monitors and optimizes business processes. Process mining uses business system data to create and visualize an end-to-end process that includes all the process activities involved along with the various process paths. Businesses can easily analyze the discovered process to gain actionable insights for process improvement. IBM Process Mining as a Service facilitates process automation by finding the best process candidates for automation, calculating expected ROI, and showing the impact of automation initiatives on the entire process before implementation. IBM Task Mining integrates with IBM Process Mining for a better understanding of how manual processes impact the business process. IBM Task Mining captures and sends real user interaction data to IBM Process Mining to create an augmented process model. The result is deeper insights for automation projects than what process mining alone can provide.

In addition to the general features described above, the IBM Process Mining as a Service Platform includes the following entitlements:

- 20 Gigabyte Storage
- 1 x IBM Process Mining as a Service Analyst User
- 3 x IBM Process Mining as a Service Business User(s)

Entitlement Ratio Table

Offering Option	Flexpoints per Month
IBM Process Mining as a Service Platform	4010
IBM Process Mining as a Service 10 GB Storage	1303
IBM Process Mining as a Service Analyst User	167
IBM Process Mining as a Service Business User	42

Minimum Allocation Requirements:

- One (1) IBM Process Mining as a Service Platform

Specific Service Description terms for IBM Process Mining as a Service are found at: <https://www.ibm.com/terms/?id=i126-9421>

h. **IBM Robotic Process Automation as a Service**

IBM Robotic Process Automation (RPA) as a Service mimics human behavior to perform repetitive business tasks such as data extraction, data transfer, data computation, and data input by integrating with a business application's graphical user interface. Organizations can use RPA as a Service to automate tasks to help make their operations more efficient and employees more productive by enabling them to focus on higher-value activities. IBM Robotic Process Automation as a Service Platform delivers a hosted cloud environment with enabling client software that enables organizations to build, manage and run robotic process automation (RPA) solutions. The platform can be used to schedule unattended bots to automate tasks without having to rely on any human intervention, and by users to trigger attended bots to help them complete their tasks. A low-code authoring environment is used to develop bots which are stored in a secure repository. A web-based user interface is used to manage the cloud environment including bot scheduling and workload management capabilities. Bot credentials can be stored securely for both attended and unattended bots.

In addition to the general features described above, the IBM Robotic Process Automation as a Service Platform includes the following entitlements:

- 1 x IBM Robotic Process Automation as a Service Environment
- Unlimited use of IBM Robotic Process Automation as a Service Studio
- 2 x IBM Robotic Process Automation as a Service Attended Bot Agent
- 1 x IBM Robotic Process Automation as a Service Unattended Bot Agent

Entitlement Ratio Table

Offering Option	Flexpoints per Month
IBM Robotic Process Automation as a Service Platform	882
IBM Robotic Process Automation as a Service Environment	420
IBM Robotic Process Automation as a Service Unattended Bot Agent	525
IBM Robotic Process Automation as a Service Attended Bot Agent	135

Minimum Allocation Requirements:

- One (1) IBM Robotic Process Automation as a Service Platform

Specific Service Description terms for IBM Robotic Process Automation as a Service are found at:

<https://www.ibm.com/terms/?id=i126-8864>

1.2 Optional Services

1.2.1 IBM Cloud Pak for Business Automation as a Service Add-on

This optional service provides an add-on for a Virtual Server to the Cloud Service. The Virtual Server will be managed as part of the Cloud Service. Client may add up to ten Virtual Servers. This option may be used for the following:

- To increase the capacity of the cloud services for the Cloud Service.
- To provide a backup server capability for the Cloud Service.
- Hosting plug-ins or other components required by a Client's application.
- To provide the Cloud Service in a new data center.

1.3 Acceleration Services

1.3.1 IBM Cloud Pak for Business Automation as a Service Add-on Operations

This optional service provides an add-on for operations work. These services are not consulting implementation services. Each Engagement of this one-day service includes up to 8 person-hours of operations activities. This option may be used for the following:

- Client specific business continuity testing.
- Specialized configuration performance tuning.

- Special industry or security certification support.
- Application deployment support.

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

IBM Cloud Pak for Business Automation as a Service

<https://www.ibm.com/terms/?id=EAA87340952811EA831C92536C37223B>

IBM Blueworks Live

<https://www.ibm.com/terms/?id=1413347324489>

IBM Business Automation Workflow on Cloud

<https://www.ibm.com/terms/?id=7E0882307DF011E89D57EFEED3CB8BE9>

IBM Business Automation Content Services on Cloud

<https://www.ibm.com/terms/?id=6207A810166F11E8873F3D2319B8F34B>

IBM Operational Decision Manager on Cloud

<https://www.ibm.com/terms/?id=63981920903B11E49803C6F06C4301C6>

IBM Process Mining as a Service

<https://www.ibm.com/terms/?id=4689E2C0EE2E11EB9FC3B7C0836FD149>

IBM Robotic Process Automation as a Service

<https://www.ibm.com/terms/?id=7D6B3530A02A11EA88F5BE8EBF8F323B>

The following are underlying IBM Cloud services used in the IBM Cloud Pak for Business Automation as a Service offerings:

IBM CIS Enterprise Usage

<https://www.ibm.com/terms/?id=27AA5390ABBE11E88D9B8E4D052A88CE>

IBM Log Analysis

<https://www.ibm.com/terms/?id=BDC5FEF08A9511E89D57EFEED3CB8BE9>

IBM Cloud Monitoring

<https://www.ibm.com/terms/?id=9C941180B04D11E8A455F530A154F82A>

Red Hat OpenShift on IBM Cloud

<https://www.ibm.com/terms/?id=4440E450C2C811E6A98AAE81A233E762>

IBM Cloud Backup

<https://www.ibm.com/terms/?id=08901220CFD611E7AD0EC24C9513D95F>

3. Service Levels and Technical Support

3.1 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 99.9%	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/>.

3.2.1 Optional Support Offerings

Additional support options are available for this Cloud Service. If Client selects to order an optional support offering, the terms defined in the Optional Support Offerings Service Description at <https://www.ibm.com/terms/?id=i126-9789> will apply to the support offering specified in Client's TD.

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:

- FlexPoint is a common unit of value for the specified bundled IBM offerings.
- Virtual Server is comprised of processing units, memory and input/output capabilities that executes requested procedures, commands or applications made available to the Cloud.
- Engagement is a professional or training service related to the Cloud Services.

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.

