

IBM Technology



G-Cloud 15 IBM – IBM Blueworks Live Service Definition Document

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Service Description

IBM Blueworks Live

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 Blueworks Live

IBM Blueworks Live is a software-as-a-service solution that provides a collaborative environment for capturing, documenting, modeling, and optimizing business processes and decisions.

The Cloud Service is sold based on authorized user access types as follows:

- a. Editor user has access to all product features and functions. Editor users can collaboratively create, diagram and make changes to business process and decision models.
- b. Contributor user can see, comment on and add documentation to business process and decision models. Contributor users cannot create or edit business process models or business decision models.
- c. Viewer user can view shared business process models. Viewer users cannot participate in, comment on, or contribute to work and do not have access to spaces, blogs or activity streams.

Editor and Contributor user entitlements are sold individually. Viewer user entitlements are available in packs of 1,000, 500 and 100. Client must designate at least one Editor user or one Contributor user as the Cloud Service administrator. An administrator will have administrative privileges that include the ability to monitor the amount and type of user entitlements acquired and the total number of entitlements deployed.

An administrator and Editor users can invite new users to access the Cloud Service. Each user designated as either an Editor, Contributor or Viewer will account for one purchased entitlement of that user type. When a user no longer requires access to the Cloud Service, the specific user type entitlement may be permanently assigned to another user requiring the same user access type, or may be assigned at a future date when needed. When all entitlements for a given user type have been assigned, Client must acquire additional entitlements for the applicable user type in order to grant access to a new user. The Cloud Service tracks the number of entitlements for each user type and will not enable access beyond the number of entitlements acquired.

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.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1413347324489>

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 to 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.

