

IBM Technology



G-Cloud 15 IBM – IBM Instana Observability SAAS Service Definition Document

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Contents

TABLE OF CONTENTS	2
OVERVIEW	3
Service Description	3

Service Description

Instana Observability SaaS

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

1. Cloud Service

Instana Observability SaaS offers an application performance monitoring and observability solution with capabilities to manage the performance of complex and modern cloud-native applications, no matter where they reside.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 Instana Observability SaaS Application Performance Monitoring

An enterprise-grade observability platform for IBM with multi-cloud capabilities that supports cloud native infrastructure and full-stack application visibility.

1.1.2 Instana Observability SaaS Infrastructure Quality Monitoring

Infrastructure Quality Monitoring discovers all relevant components with their configuration and ensures that the data is current. This offering provides monitoring for cloud and infrastructure components, including platforms, databases, custom metrics, cloud services, and container monitoring. This offering excludes application performance management, tracing, end user management, and unbounded analytics.

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.

Please note that despite offering name differences, the Data Sheets linked below apply equally to the corresponding named Data Sheet as identified in this SD.

Instana Observability SaaS Application Performance Monitoring

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=E7505A603A3611EBA94E77C5BC708D24>

Instana Observability SaaS Infrastructure Quality Monitoring

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=241998003A9411EBA94E77C5BC708D24>

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/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:

- Managed Virtual Server is comprised of processing units, memory and input/output capabilities that executes requested procedures, commands or applications managed by 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.

5.1 Serverless Monitoring

Support for monitoring of serverless function workloads is included in Instana Observability SaaS Application Performance Monitoring. If the environment to be monitored is comprised only of serverless functions, then entitlement for a minimum of 50 Managed Virtual Server (MVS) is required to use serverless functions monitoring.

The serverless functions supported are listed below. Details of the support is described in the IBM Observability by Instana documentation:

- AWS Lambda
- ASW Fargate (AWS ECS with the launch type Fargate)
- Google Cloud Run

5.2 Consuming data from existing, deployed offerings

Support for ingesting IBM Cloud Application Performance Management (Cloud APM) resource metric monitoring data is supported. As a technical preview, support for ingesting IBM Tivoli Monitoring (ITM) and IBM Tivoli Composite Application Manager for Applications (ITCAM for Applications) resource metric monitoring data is also supported. Entitlement for a minimum of 50 Managed Virtual Servers (MVS) of Instana Observability SaaS Application Performance Monitoring is required to use the ingesting capability. Current subscription entitlement to Cloud APM SaaS is required if ingesting data from Cloud APM SaaS. Current Subscription and Support entitlement to on-prem Cloud APM, ITM and ITCAM for Applications is also required. Details of the support is described in the IBM Observability by Instana documentation.

5.3 Enabling Software

The Cloud Service contains the following Enabling Software:

- Host Agent
- Instana Cloud Service Agents



- Instana Serverless Agents
- Instana Web and Mobile Agents

