IBM Technology

G-Cloud 15
IBM - Data Observability by Databand

Service Definition Document

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IBM Data Observability by Databand

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 https://www.ibm.com/terms/csa (or an equivalent agreement for Cloud Services between the parties) applies to Client's use of the Cloud Services.

1. Cloud Service

IBM Data Observability by Databand is a data observability platform that provides visibility to track, alert, and investigate problems in cloud-native data infrastructure and full-stack multi-layer data pipeline observability and testing.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Data Observability by Databand Essentials

IBM Data Observability by Databand SaaS contains services for storing, analyzing, visualizing, and alerting on pipeline metadata. Pipeline metadata includes various run information, like job durations and errors, and data quality metrics, like data counts and completeness.

The following components are included with the base Cloud Service environment:

- Usage of a maximum of 50 Resource Units.
- One (1) SDK – a Python library and the CLI to create pipelines and collect metadata from runs.
- Metadata Store – a database that stores pipeline definitions and metadata that enables the system to execute, version, and reproduce pipelines. These definitions include paths to data inputs and outputs, code logic (tasks), environment configurations, and other artifacts necessary for execution.
- A web user interface that provides monitoring and observability on runs and projects. It includes Alert Engine & Anomaly Detection System.

1.1.2 IBM Data Observability by Databand Standard

The Standard edition of this Cloud Service includes all the features defined in the Essentials edition and includes use of a maximum of 250 Resource Units.

1.1.3 IBM Data Observability by Databand Premium

The Premium edition of this Cloud Service includes all capabilities of the Essentials or Standard Edition, as well as the following:

- Client’s Resource Unit usage is limited by the number of Resource Unit entitlements acquired.
- Expanded use of the SDK to support logging custom run metrics
- An expanded web user interface that includes an anomaly detection system, executive dashboard, alerts on custom logged metrics, and enterprise-oriented features such as role-based access control, customized integrations and webhooks.

The Premium edition includes a production and non-production environment. The non-production instance of the Cloud Service may only be used by Client for internal development and test activities.

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.

http://www.ibm.com/terms/?id=DF010B1003A811EDB604FA25AA6F3E38

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/.

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:

- 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 resource is a data pipeline. One Resource Unit represents a maximum 150 MB of metadata per month collected and analyzed by the Cloud Service.

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 Enabling Software

The Cloud Service contains the following Enabling Software:

- Software Development Kit: DBND

  DBND reports pipeline metadata to the application for storage, visualization, analysis, and alerting.

  The Cloud Service's application interfaces with the DBND open-source library, which must be installed in an environment of the Client's choice.

5.2 Non-Production Limitation

Client's development and test activities in their non-production environment may not exceed the Resource Units acquired for use with the production environment.

6. Overriding Terms

6.1 Terms Applicable to the Cloud Services hosted on Google Cloud Platform (GCP)

The following prevails over anything to the contrary in the base Cloud Service terms between the parties:

The Cloud Service application layer (in whole or in part) and Client's data and content are hosted by GCP and not managed by IBM. The Cloud Service infrastructure, certain aspects of the Cloud Service platform, and related services, including: data center, servers, storage and network; application and data backup; perimeter security and threat detection; and APIs for application deployment, monitoring and operation (collectively, the "Third Party Cloud Services") are hosted and managed by GCP. Accordingly, notwithstanding anything in this Service Description or the base services agreement under which this Cloud Service is provided (e.g., the IBM Cloud Services Agreement):

a. If GCP withdraws or terminates its services or IBM's or Client's access to such services, IBM may (i) provide Client access to a functionally-equivalent IBM-hosted Cloud Service offering; or (ii) terminate the Cloud Service immediately upon the effective date of such termination by GCP by providing notice of termination to Client.

b. IBM makes no warranties or conditions, express or implied, regarding the Third-Party Cloud Services or to the Cloud Service to the extent dependent on the Third-Party Cloud Services. The foregoing disclaimer does not apply to or limit compensation that may be payable under the Service Level Agreement section of this Service Description.

c. The IBM Data Security and Privacy Principles (DSP) and Data Processing Addendum (DPA) do not apply to the Third Party Cloud Services or to the Cloud Service solely to the extent dependent on or under the control of the Third-Party Cloud Services or GCP. With respect to such Third Party Cloud Services and the Cloud Service to the extent dependent on or under the control of the Third Party Cloud Services or AWS, the data protection and technical and operational security measures for the Cloud Service will be no less than those described in the GCP Terms and its referenced attachments available here: https://cloud.google.com/terms/.