

IBM Technology



G-Cloud 15

IBM – Cloud Kubernetes Service

Service Definition Document

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IBM Cloud Kubernetes Service and Red Hat OpenShift on IBM Cloud

Except as noted below, the terms of the IBM Cloud Service Description apply.

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings

1.1.1 IBM Cloud Kubernetes Service

IBM Cloud Kubernetes Service is a managed offering leveraging Kubernetes as the orchestration engine for automating deployment, scaling, and operations of application containers across clusters. Each cluster provides native Kubernetes capabilities and world-class user experience while supporting IBM added capabilities – Vulnerability Advisor, monitoring, logging, service binding, networking, volume service for persistent data, and easy integration with IBM value-added capabilities such as Watson, IoT, and Analytics. Kubernetes is the orchestrator of choice for enterprise-grade container deployments and allows portability between multi-cloud environments.

1.1.2 Red Hat OpenShift on IBM Cloud

IBM Cloud users are also able to provision Red Hat® OpenShift® as their base container platform when utilizing the managed Kubernetes service. Red Hat OpenShift is a comprehensive enterprise-grade application platform, built for containers with Kubernetes and lets Client build, develop, and deploy cloudnative applications in the IBM Cloud.

2. Data Processing and Protection Data Sheets

The Data Sheet applicable for this service and the terms of this section provides the details and terms, including Client responsibilities, around use of this service. The following Data Sheet(s) apply to this service.

- IBM Cloud Kubernetes Service
<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=4440E450C2C811E6A98AAE81A233E762>
- Red Hat OpenShift on IBM Cloud
<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=4440E450C2C811E6A98AAE81A233E762>
- Red Hat OpenShift on IBM Cloud (Satellite)
<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=23E077B0E5B411ECB38D80D9B503538C>

3. Service Levels and Technical Support

3.1 Service Level Agreement

The service level agreement set forth in the base IBM Cloud Service Description applies to this service.

3.2 Technical Support

The support terms set forth in the base IBM Cloud Service Description apply to this service.

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:

- Instance is each access to a specific configuration of the Cloud Services.
- Instance-Hour is each hour of access to a specific configuration of the Cloud Service.
- Virtual Processor Core-Hour is each hour a Virtual Processor Core is available to or managed by the Cloud Service. A Virtual Processor Core is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.
- Gigabyte (GB) – Hour is each hour a GB (2 to the 30th power bytes) is analyzed, used, stored, or configured in the Cloud Service.
- Virtual Server-Hour is each hour a Virtual Server is made available or managed by the Cloud Service. A Virtual Server is comprised of processing units, memory and input/output capabilities that executes requested procedures, commands or applications.

4.2 Partial Monthly Charges

Each Instance is billed on a monthly basis. Partial month deployment/usage will be pro-rated.

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:

- IBM Cloud Kubernetes Service includes an IBM Cloud cli extension (ibmcloud ks).

5.2. IBM Cloud Kubernetes Service and Red Hat OpenShift on IBM Cloud

These terms only apply to the IBM Cloud Kubernetes Service and Red Hat OpenShift on IBM Cloud services, and not to software contents of the container Client may manage through the Cloud Service. Client must ensure they have sufficient license rights to any software content included in the container images built or managed through this Cloud Service.

IBM will delete all worker nodes from a deployed cluster if an IBM Cloud account is deactivated. Thirty (30) days after deactivation of the IBM Cloud account, the master node will be deleted. All data within the cluster will not be recoverable.

IBM will delete all worker and master nodes from a deployed cluster if the IBM Cloud account is deleted. All data within the cluster will not be recoverable.

Reservations allows a user to make an advanced commitment to IBM Cloud Kubernetes Service or Red Hat OpenShift on IBM Cloud worker nodes for a discounted rate compared to on-demand hourly pricing. Reservations are purchased per the terms and conditions outlined in the agreement. Capacity is provided on a best effort and failure to deploy clusters from the Client's reserved instance pool may result in a credit based on the percentage of used reserved instance capacity through IBM Cloud. Charges for Reservations are applied for each month in the term. The Client is billed each month for the discounted cost, regardless of worker node usage.

5.3 Satellite Deployment

Deployment of Red Hat OpenShift on IBM Cloud (Satellite) is subject to the Enabling Software terms as defined under the IBM Cloud Additional Service Description for IBM Cloud Satellite found: <https://www.ibm.com/support/customer/csol/terms/?id=i126-8913>.