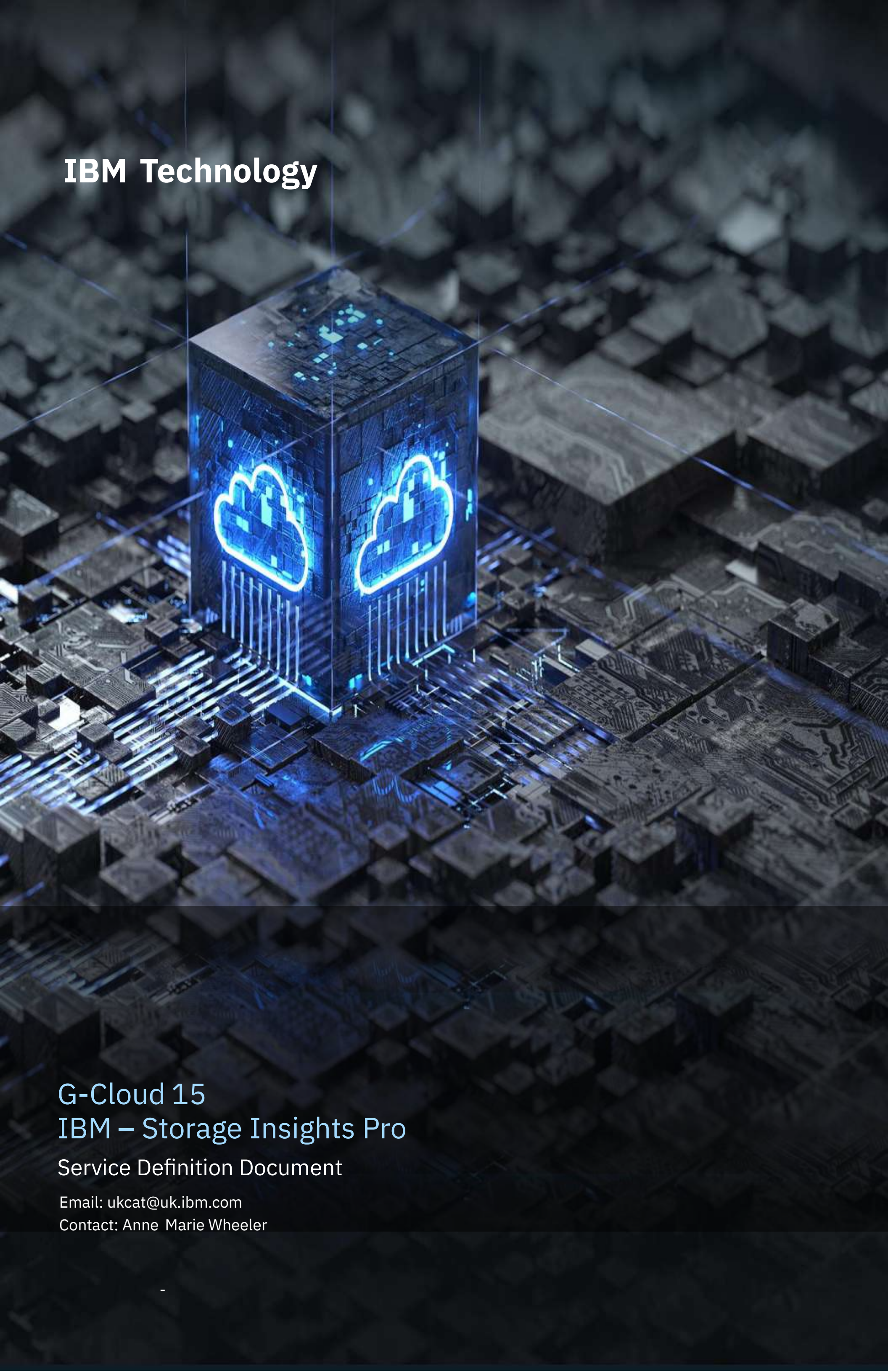




IBM Technology

G-Cloud 15 IBM – Storage Insights Pro Service Definition Document

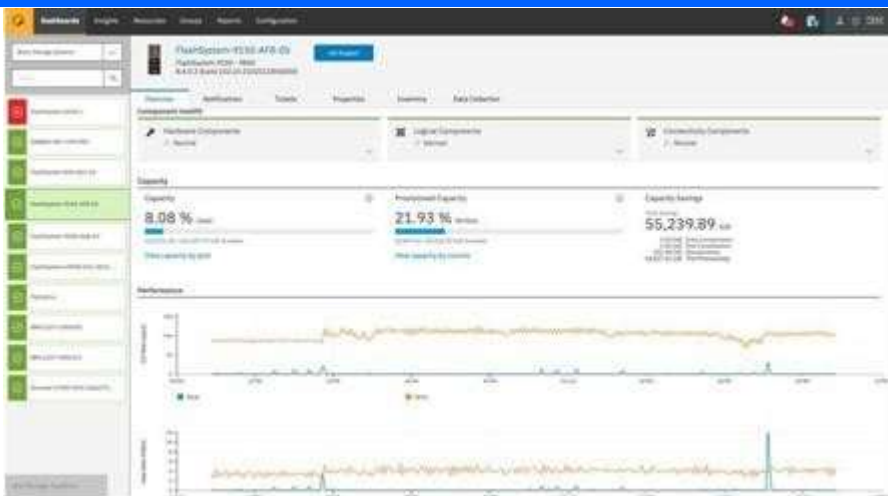
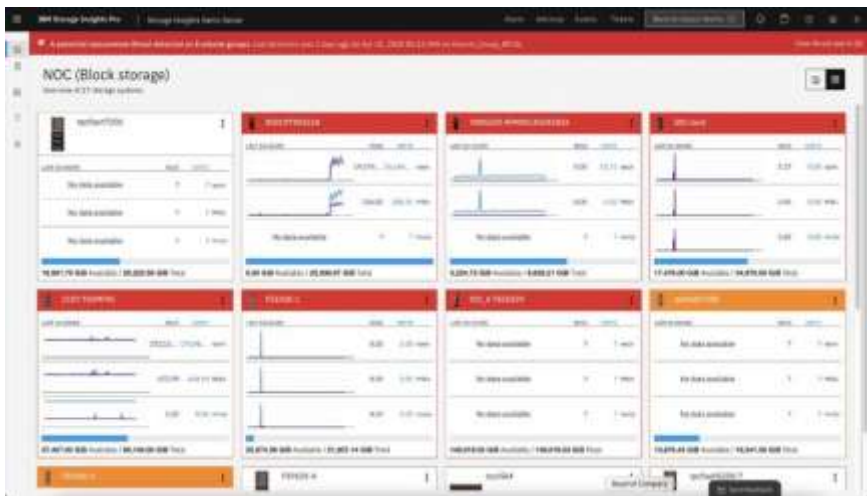
Email: ukcat@uk.ibm.com

Contact: Anne Marie Wheeler

Fact sheet

IBM Storage Insights Pro

- AI/ops powered storage observability platform
- Enterprise monitoring dashboard
- Device event alerting
- Performance checking
- Capacity checking
- Service ticket processing
- Streamlined uploading of diagnostic data
- Integration with Ecosystem services
- Monitor SAN switches from Brocade and Cisco
- Plug-into other vendors such as Dell, NetApp, Pure etc



Storage operations center

With Call Home events and key performance and capacity indicators, you can assess the health of your IBM block storage environment and act quickly to resolve incidents before they affect critical storage operations.

What metadata is collected?

Metadata about your storage devices can include, but is not limited to the following information:

- Inventory and configuration metadata such as name, model, firmware, type, and more
- Inventory and configuration metadata for internal components such as volumes, pools, disks, ports, and more
- Capacity metrics such as capacity, usable capacity, used capacity, compression ratios, and more
- Performance metrics such as read and write data rates, I/O rates, response times, and more

IBM Storage Insights and the collection and use of metadata is governed by the [IBM Cloud Service Agreement](#) and the [IBM Storage Insights Service Description](#). The actual application data that is stored

on your storage devices is never accessed or collected by IBM Storage Insights.

How it works? To monitor IBM Storage Virtualize systems, you can use IBM Call Home with cloud services to send configuration, capacity, and performance metadata to IBM Storage Insights without needing a data collector. For all other storage systems, fabrics, and servers, install a lightweight data collector in your data center to stream the required metadata to your IBM Storage Insights dashboard. The metadata flows in one direction - from your data center to IBM Cloud over HTTPS. In the IBM Cloud, your metadata is protected by physical, organizational, access, and security controls. IBM Storage Insights is ISO/IEC 27001 Information Security Management certified.

Who can access the metadata? Access to metadata is carefully controlled and governed by the [IBM Cloud Service Agreement](#) and the [IBM Storage Insights Service Description](#). Key teams can access metadata. IBM Support, Development, DevOps have a level of access that's needed to help ensure that your day-to-day storage operations run smoothly. The wider IBM Storage Insights team has limited access to improve your product experience and help resolve any issues that you might encounter.

Service Description



IBM Storage Insights Pro

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 Storage Insights Pro

IBM Storage Insights Pro combines analytics leadership and a rich history of storage management expertise with a cloud-based delivery model, enabling a Client to:

- a. Identify and categorize storage assets.
- b. Monitor capacity and performance from the storage Client's perspective including application, department and server views.
- c. Support capacity forecasting precision using historical growth metrics.
- d. Reclaim unused storage to delay future purchases and improve utilization.
- e. Optimize data placement based on historical usage patterns.
- f. Monitor infrastructure and resolve issues by analyzing historical data across most IBM Storage Systems.

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/terms/?id=3219F920B0DF11EAB9117899910938C8>

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:

- Terabyte is 2 to the 40th power bytes processed by, used, stored, or configured in 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 Use of Information

"System Information" is technical information collected by the Cloud Service, and may include, without limitation, diagnostic data, system utilization, performance data, capacity data, system failure logs, configurations, part numbers, machine serial numbers, software versions, maintenance levels, power consumption data, and fixes. System Information does not include Content that Client or its authorized users provides, authorizes access to, or inputs to Client's storage devices.

The use of System Information described by this section shall be solely for the purposes of provision of services, problem determination, assisting with performance and capacity planning, improving IBM products and services, and tailoring user experience, for example, by notifying Client of Client's system status, trouble-shooting suggestions, available solutions, and by making product or service recommendations. Client agrees that IBM may use, modify, aggregate, or transmit the System Information for the purposes of training, developing, testing and tuning foundation models, including using the System Information as seed data to generate synthetic data. Client also agrees that IBM may engage its affiliates and contractors to do any or all of the foregoing, provided IBM shall provide the System Information under terms and conditions at least as restrictive as the terms and conditions set forth herein.

The provisions of this section will survive the termination or expiration of the transaction.

