

IBM Technology



G-Cloud 15
IBM - Engineering Workflow
Management SaaS

Service Definition Document

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Service Description

IBM Engineering Lifecycle Management Extended SaaS

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

1. Cloud Service

This IBM Engineering Lifecycle Management (ELM) Extended SaaS offering provides managed services, ongoing maintenance, patching and upgrades for this Cloud Service as part of an application lifecycle management and software and systems engineering solution.

Client's entitlement to any of the available Cloud Services include:

- up to 200 Gigabytes of total data storage; and
- a dedicated Cloud-based LDAP to administer their users.

Clients whose entitlements to any combination of Cloud Services listed in Section 1.1 below that exceed 100 Authorized User or 40 Concurrent User entitlements will be provisioned with the following additional functionality upon request. Please note that when calculating entitlements to IBM Engineering Workflow Management Contributor SaaS, 3 (three) Authorized User or Concurrent User entitlements will be counted as 1 (one) user entitlement to determine total user entitlements across eligible offerings. Client will receive:

- the option to set up at initial provisioning with a site to site IPSec VPN tunnel, to ensure network connectivity in steady state operation;
- a dedicated LDAP to administer their users, with an option to map their existing localized LDAP server accounts to user logins for the Cloud Service; and
- access to a non-production User Acceptance Test service as described in 1.2.6. IBM Engineering Lifecycle Management Base SaaS User Acceptance Test to support upgrades.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Engineering Test Management SaaS

This Cloud Service provides dynamic test plans, governed workflows, lab efficiency, test coverage analysis, and manual test authoring. These features integrate with other lifecycle artifacts such as work items and requirements, and with reporting and dashboards. They provide detailed and highly customized analytics to help monitor the health and progress of a project. Customizable reports provide both real-time views and historical trends of artifacts across the entire lifecycle, including requirements, work items, builds, test cases and test results. Team reports and dashboards help Clients keep tabs on the health of their project. Dashboards provide an at-a-glance view of work item queries, event feeds, reports, and other items critical to understanding progress.

1.1.2 IBM Engineering Workflow Management SaaS

This Cloud Service provides change management, planning, software configuration management, and automation capabilities as described below:

- a. Change Management

The main feature of Change Management is customizable work items, which track and coordinate epics, features, stories, tasks and ordinary defects. Work items and the workflow process can be customized to suit a Client's specific needs to support any process. By separating the process from the underlying architecture, new workflows and process can be added and shared across teams as needs change in the future or new methodologies emerge.

- b. Planning

The Planning capability provides tools to assist with the planning, estimation, ranking and velocity management for entire projects, for teams within those projects, and for individual developers. Plans are accessible to everyone on the team and show the progress on releases and iterations at

any point in time. The planning capability includes visual task boards and Kanban boards to prioritize and optimize the flow of work or quickly address blocked tasks to speed delivery cycle times.

c. **Software Configuration Management**

The component-based source control system provides strong support for parallel development, agile development, and geographically distributed teams. It integrates tightly with defect tracking, builds, and process automation.

d. **Build Automation**

The Build Automation capability provides build management control to the development and test teams. Team members can track build progress, view build alerts and results, request builds, and trace the relationship of builds to artifacts such as change sets and work items.

e. **Reporting**
The Reporting capability provides an easy to use self-serve reporting interface that integrates with visual dashboards to enable web-based project status and visual tracking of work efforts across teams and programs. Both advanced cross project and cross capability reporting are supported as well as trend and historical data analysis. Dashboards communicate to the entire organization key live project data and status allowing teams to move away from "out of date" data status reports.

1.1.3 IBM Engineering Workflow Management Contributor SaaS

This Cloud Service provides a subset of the capabilities of IBM Engineering Workflow Management SaaS. Included in this Cloud Service are the change management, planning and reporting capabilities as described above, but does not include Software Configuration Management or Automation.

1.1.4 IBM Engineering Requirements Management DOORS Next SaaS

This Cloud Service provides support for a range of requirements practices, from light-weight requirements to fully regulated systems engineering tools to capture, organize, and collaboratively review, analyze, and report on requirements, especially in relation to their associated development work items and test artifacts.

1.1.5 IBM Engineering Lifecycle Optimization Engineering Insights SaaS

This Cloud Service provides capabilities to visualize relationships among engineering artifacts across the lifecycle to yield insights into helping to improve project efficiency and product completeness.

1.1.6 IBM Engineering Systems Design Rhapsody Model Manager

This Cloud Service is a web-based application that integrates with IBM Engineering Systems Design Rhapsody and other tools to provide lifecycle traceability for models, wider availability of models to stakeholders by making them available on the web, and source control / configuration management. This Architectural Management (AM) application enables models to be first-class participants in the development lifecycle.

This Cloud Service provides:

- Configuration management built on IBM Engineering Workflow Management SCM (source control and configuration management)
- OSLC linking between architecture elements (IBM Systems Design Rhapsody model elements) and the following types of remote artifacts:
- Requirements in IBM Engineering Requirements Management DOORS Next
- Test artifacts in IBM Engineering Test Management
- Work items in IBM Engineering Workflow Management
- Web views for creating and navigating OSLC traceability
- Participation in OSLC global configurations as a contributor in the Global Configuration Management application
- Simple method to enable IBM Engineering Systems Design Rhapsody – Model for existing projects

1.1.7 IBM Engineering Lifecycle Management Base SaaS

This Cloud Service includes the functionality described above for IBM Engineering Requirements Management DOORS Next SaaS, IBM Engineering Test Management SaaS, and IBM Engineering Workflow Management SaaS, and additionally provides:

- a. Customizable reports with real-time views and historical trends of artifacts across the entire lifecycle, including requirements, work items, builds, test cases and test results.
- b. Team reports and dashboards to help Clients oversee a project, providing an at-a-glance view of work item queries, event feeds, reports, and other items critical to understanding progress.
- c. Strategic re-use through organization of lifecycle engineering artifacts according to re-usable products, systems, subsystems, and components in development.
- d. Configuration Management of IBM Engineering Requirements Management DOORS Next SaaS, IBM Engineering Test Management SaaS, and Global Configuration Management across the lifecycle.

1.1.8 IBM Engineering Lifecycle Management Extended SaaS

This Cloud Service includes the functionality described above for IBM Engineering Requirements Management DOORS Next SaaS, IBM Engineering Test Management SaaS, IBM Engineering Workflow Management SaaS, IBM Engineering Lifecycle Optimization – Engineering Insights SaaS, IBM Engineering Systems Design Rhapsody – Model Manager. In addition, it provides universal access to engineering information from across the lifecycle and enables key engineering competencies:

- a. find and discover relevant information regardless of where the data is stored and managed;
- b. understand and react to engineering change with full visibility across the engineering lifecycle;
- c. visualization and analysis capabilities that help turn insights into predictable outcomes;
- d. tools to create, edit, and share models and designs, integrate design artifacts with other lifecycle resources; and
- e. collaboratively review, analyze, and report on models and designs.

1.1.9 IBM Engineering Lifecycle Optimization Publishing Engine Document Builder SaaS

This Cloud Service automates the generation of document-style reports across organizations' systems and software engineering data, to allow access to documents for:

- a. Ad hoc use
- b. Team or personal offline review
- c. Formal review
- d. Contractual obligations
- e. Regulatory oversight

This Cloud Service allows users to generate documents as a Microsoft Word, Microsoft Excel, PDF, and HTML output format via its web interface. Clients who need to develop publishing templates will need to license the IBM Engineering Lifecycle Optimization – Publishing on premises program separately to develop the PUB templates, or engage with IBM or a third party to develop the necessary publishing templates.

1.2 Optional Services

1.2.1 100 GB Data Storage

The Cloud Services listed below are available, as designated, as a subscription or pay per use service providing Client with additional storage capacity in increments of 100 Gigabytes (GB). When a Client is within 10% of available storage, an additional 100 Gigabytes (GB) will be added to the environment. Either subscription overage or pay per use charges will apply as defined in the quote.

Subscription additional storage offerings:

- a. IBM Engineering Lifecycle Management Extended SaaS Data Storage
- b. IBM Engineering Lifecycle Management Base SaaS Data Storage

Pay per use additional storage offerings:

- a. IBM Engineering Requirements Management DOORS Next SaaS 100 GB Pay Per Use
- b. IBM Engineering Test Management SaaS 100 GB Pay Per Use
- c. IBM Engineering Workflow Management SaaS 100 GB Pay Per Use
- d. IBM Engineering Workflow Management Contributor SaaS Pay 100 GB Per Use
- e. IBM Engineering Systems Design Rhapsody Model Manager 100 GB Pay Per Use
- f. IBM Engineering Lifecycle Optimization Engineering Insights SaaS 100 GB Pay Per Use
- g. IBM Engineering Lifecycle Management Extended SaaS 100 GB Pay Per Use
- h. IBM Engineering Lifecycle Management Base SaaS 100 GB Pay Per Use

1.2.2 IBM Engineering Lifecycle Management Base SaaS VPC

With this Cloud Service, IBM will construct and configure an ELM on Cloud instance as a Virtual Private Cloud (VPC) environment, isolating and allocating resources dedicated to Client use. This is a prerequisite for other Cloud Services when noted.

1.2.3 IBM Engineering Lifecycle Management Base SaaS Configuration Management

This Cloud Service will enable configuration management capability in an Engineering Lifecycle Management (ELM) on Cloud Professional tier deployment. With this service, configuration management capabilities may be enabled for IBM Engineering Requirements Management DOORS Next SaaS, IBM Engineering Test Management SaaS projects, or be enabled for Global Configuration Management capability for IBM Engineering Lifecycle Management Base SaaS. Associated capabilities (such as Lifecycle Query Engine) are also enabled.

1.2.4 IBM Engineering Lifecycle Management Base SaaS Test

This Cloud Service provides a cloned copy of the Client's ELM production environment in a test environment in a separate VPC from the production environment. This service can only be purchased if there is an existing subscription for services described in 1.1.1-1.1.9 and requires a subscription of at least 12 months in duration.

- a. The test environment will be created with the identical topology as the production environment, but with reduced compute resources sufficient to support up to 25 Concurrent Users or 60 Authorized Users.
- b. An SSL VPN will be configured for Client to access the Test environment and this service will not include nor require a site-to-site VPN. A server rename will neither be required nor supported.
- c. The environment will be managed with a change management process to request updates to the test environment. This service will include one refresh per quarter after the initial deployment.

1.2.5 IBM Engineering Lifecycle Management Base SaaS Sandbox

This Cloud Service provides a sandbox environment with the applications included in IBM Engineering Lifecycle Management Base SaaS service in a separate VPC from the production environment. This service can only be purchased if there is an existing subscription for services described in 1.1.1-1.1.9.

- a. This environment does not include a cloned copy of production environment data and is not eligible for refreshes from the production environment.
- b. An SSL VPN will be configured for Client access to this environment. Access permissions will be made available to the Client so they can make changes or updates to this environment, including extensions and customizations, and the ability to restart the applications.
- c. This environment will be created with the minimum set of compute resources to run the applications for up to 10 Concurrent Users.
- d. The environment will be managed with a change management process to request updates and is eligible for 1 upgrade per year. Issues with customizations (e.g. extensions, plug-ins, etc.) will not prevent or impede Sandbox upgrades. Up to 2 customization promotions (install & system restarts) to Production environment are allowed per month.

1.2.6 IBM Engineering Lifecycle Management Base SaaS User Acceptance Test

This Cloud Service provides a cloned copy of the production environment data of the primary Cloud Service application servers for the purpose of validating a major change event. The environment will be made available to the Client for a period of up to 4 weeks per annum after initial provisioning to perform validations and user acceptance testing. This service can only be purchased if there is an existing subscription for services described in 1.1.1-1.1.9. Clients who have acquired more than 100 Authorized User or more than 40 Concurrent User cumulative entitlements to the Cloud Services defined in Section 1.1 above are entitled to access this service once per annum at no additional charge.

- a. This environment will be created in a separate VPC from the production environment with the same components as the production environment.
- b. This environment will be created with the identical topology as the production environment, but with reduced compute resources sufficient to support up to 25 Concurrent Users or 60 Authorized Users.
- c. An SSL VPN will be configured for Client to access this environment and this service will not include nor require a site-to-site VPN. A server rename will neither be required nor supported.
- d. The environment will be managed with a change management process to request updates to the test environment. There will be no refreshes available during the 4 week user acceptance testing availability period.

1.3 Acceleration Services

The following remote services occur post-provisioning and should be completed within 90 days of the SaaS environment provisioning, and is dependent upon Client engagement, Client resource availability, and Client specified activities.

1.3.1 IBM Engineering Lifecycle Management Base SaaS Data Import

With this post provisioning set-up service, IBM will perform a data import after the deployment of an ELM on Cloud Base environment. This import will only be allowed when the source data comes from a supported version of ELM, otherwise additional fees and services will be required. The total amount of data imported is limited to a maximum of 300GB for both the database and storage, otherwise additional fees and services will be required. If the destination environment domain name is different than that of the data source, a data domain name change procedure will also be performed.

1.3.2 IBM Engineering Lifecycle Management Base SaaS VPN

With this post provisioning set-up service, IBM will add, a site to site Virtual Private Network to an ELM on Cloud environment. The VPN provides a secure gateway component to allow users to connect to location applications inside their own firewall. The Client's cloud hosted instance will be hidden from the public internet. The gateway component provides an encrypted connection between the local system and the Cloud Service environment for more secure transmission of data between a local application and the Cloud Service. IBM Engineering Lifecycle Management Base SaaS Virtual Private Cloud (VPC) is a prerequisite for this Cloud Service.

1.3.3 IBM Engineering Lifecycle Management Base SaaS AD/LDAP

This post provisioning set-up service will establish a connection to Client's enterprise Active Directory or LDAP service from an ELM deployment. This integration will enable user authentication against a Client's enterprise LDAP directory service. IBM Engineering Lifecycle Management Base SaaS Virtual Private Cloud (VPC) is a prerequisite for this Cloud Service.

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.

Link(s) to the applicable Data Sheet(s):

IBM Engineering Lifecycle Management Base SaaS	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=8213AF30978911E5822FB609046E1BB4
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IBM Engineering Lifecycle Management Extended SaaS	https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=672799C08E2911E5B5C4086A1F9700C5
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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.

The following Cloud Services are not eligible for SLA Credits:

- IBM Engineering Lifecycle Management Base SaaS Sandbox
- IBM Engineering Lifecycle Management Base SaaS Test
- IBM Engineering Lifecycle Management Base SaaS User Acceptance Test

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/supportguide/>.

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.
- Concurrent User is the number of users simultaneously accessing the Cloud Service in any manner directly or indirectly (for example, through a multiplexing program, device, or application server) at any point in time. A person who is simultaneously accessing the Cloud Service multiple times counts only as a single Concurrent User.
For the purpose of this Cloud Service, usage will be measured against peak concurrent usage during each hour time stamped period during the month.
- Gigabyte (GB) is defined as 2 to the 30th power bytes of data processed by, used, stored or configured in the Cloud Services.
- Connection is a link or association of a database, application, server, or any other type of device which have been or are made available to the Cloud Services.
- Instance is each access to specific configuration of the Cloud Services.

4.2 Remote Services Charges

A remote service will expire 90 days from purchase regardless of whether the remote service has been used.

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 Client Administration Responsibilities

Clients are responsible for application administration, including but not limited to: a.

Coordination and communication to end users

- b. User and project administration
- c. Problem identification and collaboration to resolution
- d. User testing when a fix, requested configuration change, or upgrade has been delivered.
- e. Work Item, work flow and report configuration

5.2 Upgrades

IBM will evaluate and determine the application upgrade schedule for Client deployments with subscriptions with 100 or less Authorized Users or 40 or less Concurrent Users. For deployments of subscriptions with more than 100 Authorized Users or 40 Concurrent Users cumulatively, Clients can request up to 2 upgrades per year.

