

IBM Technology

A glowing blue cube is positioned in the center of the image. The cube's faces are covered in a grid of small, glowing blue squares. Two of the visible faces of the cube feature a glowing blue cloud icon. The cube is resting on a complex, dark circuit board with various components and traces. The background is a dark, textured surface with a grid-like pattern.

G-Cloud 15 IBM - Datastage on Cloud Service Definition Document

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Service Description

IBM DataStage as a Service Multicloud

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM DataStage as a Service Premium Multicloud

This Cloud Service enables integration of data from one or more data sources to target(s). Data integration flows are designed in a graphical interface with drag-and-drop icons. An integrated scheduler provides flexibility to schedule when flows are executed and operational metrics provide additional insights on job execution. Data integration jobs are executed with DataStage parallel engine runtime that can be deployed on the Cloud Service or on a Client-managed remote runtime environment. A Client-managed remote runtime environment provides additional flexibility for Client to execute data integration jobs in their own self-managed remote locations.

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.

IBM DataStage on AWS

<https://www.ibm.com/terms/?id=135EB735C27649299D915D8E6BB910CC>

To view the compliance certification available by region, please consult the documentation:

<https://datapatform.cloud.ibm.com/docs/content/wsj/getting-started/regional-datactr.html?context=cpdaas&audience=wdp>

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 (RU) is an independent measure of a resource managed by, processed by, or related to the use of the Cloud Service. The Resources measured related to Client's usage of the Cloud Service is:
 - Virtual Processor Core (VPC) is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.
RU ratio: 1 VPC = 1 RU
 - Capacity Unit-Hour (CUH) is an hour use of the selected Cloud Services capacity type that will be multiplied by the specified number of required capacity units for such capacity type. For this Cloud Service, capacity type refers to the hardware configuration for the DataStage runtime environment, and the hardware configuration is defined by the total number of virtual Central Processing Unit (vCPU) and Gigabytes of memory (RAM). Clients can select the capacity type through the Cloud Service interface. The number of CUH used is determined based on the capacity type and duration that capacity type is used for.
RU Ratio: 400 CUH = 1 RU

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 Terms Applicable to Third Party Integration

This Cloud Service may enable the ability to connect to, ingest and/or process Client's data residing on Client's separate third party cloud service accounts (e.g., AWS, Google Cloud, Microsoft Azure, etc., each if available) or residing on-premise (collectively the "Third Party Service") remotely through the Cloud Service interface, ("Third Party Integration"). In addition, certain remote runtime components of this Cloud Service may be hosted on, and Client's data and Content may be processed by the Client through the Client's account on the same Third Party Service. IBM does not provide and is not responsible for the Third Party Service or its availability or operation. The Third Party Integration is provided "AS IS", with no warranties or conditions of any kind, express or implied. Client is responsible for complying with the third party agreements applicable to Client's account and its usage of the Third Party Service in connection with this Cloud Service.

