

# IBM Technology



## G-Cloud 15 IBM - DB2 Warehouse as a Service Service Definition Document

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## Service Description

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### IBM Db2 Warehouse on Cloud

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

#### 1. Cloud Service

IBM Db2 Warehouse on Cloud Paygo is a managed service that assists in the development of online analytical application processing. The service includes a database that stores user data in a structured format and can be accessed and modeled according to the user's requirements through the service's console. The service's console allows users to create tables, load data into the tables and query the data loaded by the user. Users can scale compute cores and storage capacity independently and manage database backups through the service's console. Core, memory and/or storage values are subject to maximum scalability limits described in the Cloud Service catalogue page or other documentation.

##### 1.1 Offerings

The Client may select from the following available offerings.

###### 1.1.1 IBM Db2 Warehouse on Cloud Flex One

The base Instance provides one database with 6 virtual processor cores (VPCs) and 40GB disk storage.

###### 1.1.2 IBM Db2 Warehouse on Cloud Flex

One database per service Instance on a dedicated cluster. The database server is allocated 16 Cores and 960GB storage.

###### 1.1.3 IBM Db2 Warehouse on Cloud Flex Performance

One database per service Instance on a dedicated cluster. The database server is allocated 48 Cores and 2.4TB storage.

###### 1.1.4 IBM Db2 Warehouse on Cloud Flex for AWS

One database per service Instance on a dedicated cluster. The database server is allocated 14 VPCs and 960GB storage. Snapshot backups are taken daily. The last seven snapshot backups are retained. See Section 6.1, "Terms applicable to Db2 Warehouse on Cloud Offerings for AWS", for more details.

###### 1.1.5 IBM Db2 Warehouse on Cloud Flex Performance for AWS

One database per service Instance on a dedicated cluster. The database server is allocated 48 VPCs and 2400GB storage. Snapshot backups are taken daily. The last seven snapshot backups are retained. See Section 6.1, "Terms applicable to Db2 Warehouse on Cloud Offerings for AWS", for more details.

#### 1.2 Optional Services

##### 1.2.1 IBM Db2 Warehouse on Cloud Flex One Additional Storage

One storage increment consisting of 10GB. Available as a monthly subscription or through Pay Per Use hourly billing.

##### 1.2.2 IBM Db2 Warehouse on Cloud Flex One Additional Compute

One compute increment consisting of 1 VPC. Available as a monthly subscription or through Pay Per Use hourly billing.

##### 1.2.3 IBM Db2 Warehouse on Cloud Flex Additional Storage

One storage increment consisting of 240GB. Available as a monthly subscription or through Pay Per Use hourly billing.

##### 1.2.4 IBM Db2 Warehouse on Cloud Flex Additional Compute

One compute increment consisting of 16 Cores. Available as a monthly subscription or through Pay Per Use hourly billing.

**1.2.5 IBM Db2 Warehouse on Cloud Flex Performance Additional Storage**

One storage increment consisting of 2.4TB. Available as a monthly subscription or through Pay Per Use hourly billing.

**1.2.6 IBM Db2 Warehouse on Cloud Flex Performance Additional Compute**

One compute increment consisting of 24 Cores. Available as a monthly subscription or through Pay Per Use hourly billing.

**1.2.7 IBM Db2 Warehouse on Cloud Additional Backup Capacity**

Allows Clients to retain additional backups to achieve custom data retention periods.

**1.2.8 IBM Db2 Warehouse on Cloud Service Additional Restore Capacity**

Provides Clients with the ability to restore from an additional backup created using the Db2 Warehouse on Cloud Additional Backup Capacity part described in the previous section.

**1.2.9 IBM Db2 Warehouse on Cloud Service Endpoint Connectivity**

Allows a private 1Gbps connection to the Db2 Warehouse on Cloud service using IBM Cloud Service Endpoint technology. The Db2 Warehouse on Cloud service must be provisioned on IBM Cloud.

**1.2.10 IBM Db2 Warehouse on Cloud Service Endpoint Dedicated Connectivity**

Allows a private 10 Gbps connection to the Db2 Warehouse on Cloud service using IBM Cloud Service Endpoint technology. The Db2 Warehouse on Cloud service must be provisioned on IBM Cloud.

**1.2.11 IBM Db2 Warehouse on Cloud Flex for AWS Additional Storage**

One 960GB storage increment. Available as a monthly subscription or through Pay Per Use hourly billing.

**1.2.12 IBM Db2 Warehouse on Cloud Flex for AWS Additional Compute**

One compute increment consisting of 14VPCs. This service is available as a monthly subscription or through Pay Per Use hourly billing.

**1.2.13 IBM Db2 Warehouse on Cloud Flex for AWS Additional Backups**

Provides the ability to retain snapshot backups beyond the seven included in the base plan.

**1.2.14 IBM Db2 Warehouse on Cloud Flex Performance for AWS Additional Storage**

One 2400GB storage increment. Available as a monthly subscription or through Pay Per Use hourly billing.

**1.2.15 IBM Db2 Warehouse on Cloud Flex Performance for AWS Additional Compute**

One compute increment consisting of 24VPCs. This service is available as a monthly subscription or through Pay Per Use hourly billing.

**1.2.16 IBM Db2 Warehouse on Cloud Flex Performance for AWS Additional Backups**

Provides the ability to retain snapshot backups beyond the seven included in the base plan.

**1.2.17 IBM Db2 Warehouse on Cloud Private Connectivity for AWS**

Allows a private connection to the Db2 Warehouse on Cloud service using AWS PrivateLink technology. The Db2 Warehouse on Cloud service must be provisioned on AWS.

**1.2.18 IBM Db2 Warehouse on Cloud Flex for AWS Data Transfer**

Provides the ability to transfer data out from the AWS data center where the Db2 Warehouse on Cloud instance is located.

**1.2.19 IBM Db2 Warehouse on Cloud Flex Performance for AWS Data Transfer**

Provides the ability to transfer data out from the AWS data center where the Db2 Warehouse on Cloud instance is located.

## **1.3 Acceleration Services**

### **1.3.1 IBM Db2 Warehouse on Cloud CloudOps Services Small**

#### **Activity 1 – Conduct Project Kickoff Meeting**

IBM will conduct a kick-off meeting on a mutually agreed to date at the commencement of this Service.

#### **Activity 2 – Solution Planning Advisory and Assistance**

As prioritized and defined in the project kickoff meeting, and as time permits, IBM will conduct and facilitate collaborative working sessions, review documentation and perform identified activities. These activities could include but are not limited to:

- Simulating scenarios agreed upon with Client
- Troubleshooting issues agreed upon with Client
- Initiate disaster recovery scenarios agreed upon with Client
- Validate disaster recovery tests agreed upon with Client

#### **Activity 3 – Final Review**

After completion of the "Solution Planning Advisory and Assistance" activity, IBM will conduct a final review meeting for up to one hour with key stakeholders to ensure agreement and alignment on the solution planning results.

This service provides a maximum of ten (10) resource hours of IBM expertise which may include a solution architect and one or more devops specialists for delivery of the solution planning engagement.

Services are purchased per Engagement. Client should open a support case if they want to purchase this part. This is also how the case will be tracked and documented.

### **1.3.2 IBM Db2 Warehouse on Cloud CloudOps Services Medium**

#### **Activity 1 – Conduct Project Kickoff Meeting**

IBM will conduct a kick-off meeting on a mutually agreed to date at the commencement of this Service.

#### **Activity 2 – Solution Planning Advisory and Assistance**

As prioritized and defined in the project kickoff meeting, and as time permits, IBM will conduct and facilitate collaborative working sessions, review documentation and perform identified activities. These activities could include but are not limited to:

- Simulating scenarios agreed upon with Client
- Troubleshooting issues agreed upon with Client
- Initiate disaster recovery scenarios agreed upon with Client
- Validate disaster recovery tests agreed upon with Client

#### **Activity 3 – Final Review**

After completion of the "Solution Planning Advisory and Assistance" activity, IBM will conduct a final review meeting for up to one hour with key stakeholders to ensure agreement and alignment on the solution planning results.

This service provides a maximum of twenty five (25) resource hours of IBM expertise which may include a solution architect and one or more devops specialists for delivery of the solution planning engagement.

Services are purchased per Engagement. Client should open a support case if they want to purchase this part. This is also how the case will be tracked and documented.

### **1.3.3 IBM Db2 Warehouse on Cloud CloudOps Services Large**

#### **Activity 1 – Conduct Project Kickoff Meeting**

IBM will conduct a kick-off meeting on a mutually agreed to date at the commencement of this Service.

#### **Activity 2 – Solution Planning Advisory and Assistance**

As prioritized and defined in the project kickoff meeting, and as time permits, IBM will conduct and facilitate collaborative working sessions, review documentation and perform identified activities. These activities could include but are not limited to:

- Simulating scenarios agreed upon with Client
- Troubleshooting issues agreed upon with Client
- Initiate disaster recovery scenarios agreed upon with Client
- Validate disaster recovery tests agreed upon with Client

### Activity 3 – Final Review

After completion of the "Solution Planning Advisory and Assistance" activity, IBM will conduct a final review meeting for up to one hour with key stakeholders to ensure agreement and alignment on the solution planning results.

This service provides a maximum of eighty (80) resource hours of IBM expertise which may include a solution architect and one or more devops specialists for delivery of the solution planning engagement.

Services are purchased per Engagement. Client should open a support case if they want to purchase this part. This is also how the case will be tracked and documented.

## 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.

### Db2 Warehouse on Cloud on IBM Cloud

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1411673289475>

### Db2 Warehouse on Cloud on AWS

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=58EE4EA00CB711E6B4A6CF14C90731CD>

## 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](https://www.ibm.com/software/support/saas_support_overview.html).

| Availability    | Credit<br>(% 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:

- Engagement is a professional or training service related to the Cloud Services.
- Instance is each access to a specific configuration of the Cloud Services.
- Gigabyte is defined as 2 to the 30th power bytes of data processed by, used, stored or configured in 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.
- Gigabyte-Month is the monthly average number of Gigabytes, rounded up to the nearest Gigabyte, used, stored or configured in the Cloud Services.
- Terabyte (TB)-Hour is each hour a TB (2 to the 40th power bytes) is analyzed, used, stored, or configured in the Cloud Service.
- Virtual Processor Core is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.
- Virtual Processor Core-Hour is each hour of use, rounded up to the nearest hours for a standard capacity, virtualized processor that is assigned, available to or managed by to 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 Enabling Software

The Cloud Service contains the following Enabling Software:

| Enabling Software                    | Applicable License Terms (if any)                                                                                                                                                                                         |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IBM Data Server Driver Package v11.5 | <a href="http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/087E9D0076300CBC85258426004D5194?OpenDocument">http://www-03.ibm.com/software/sla/sladb.nsf/displaylis/087E9D0076300CBC85258426004D5194?OpenDocument</a> |

## 5.2 Additional Security Terms

### 5.2.1 User Management

When the Cloud Service is provisioned, a single administrative user is created for Client. The Db2 Warehouse on Cloud console provides administrative users the ability to create additional users. Client is wholly responsible for managing the users defined via the console and the level of access assigned to them.

### 5.2.2 Direct access to the Cloud Services data store

Both administrative and regular users can directly access the Cloud Service data store using IBM Db2 client programs run outside the Cloud Service. Client is wholly responsible for ensuring that such access is secured according to Client's requirements. For example, Client may configure the clients such that SSL is used to protect network traffic.

### 5.2.3 Table level access control

The Cloud Service allows Client to manage the access rights associated with some database objects, such as tables. Client is wholly responsible for assigning, managing and reviewing these access rights.

### 5.2.4 Encryption

The Cloud Service databases are automatically encrypted. The encryption uses Advanced Encryption Standard (AES) in Cipher-Block Chaining (CBC) mode with a 256 bits key. Also, database backup images are automatically compressed and encrypted. Backup images are encrypted using AES in CBC mode with 256 bit keys.

## 6. Overriding Terms

### 6.1 Terms Applicable to Db2 Warehouse on Cloud Offerings on AWS

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

If Client's Cloud Service entitlement is specified as "for AWS", the following terms apply:

The Cloud Service application layer (in whole or in part) and Client's data and content are hosted by AWS 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 AWS. 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 AWS 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 AWS 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 AWS. 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 AWS Customer Agreement and its referenced attachments available here: <https://aws.amazon.com/agreement/>.

### 6.2 Content and Data Protection for Healthcare Information

The following prevails over anything to the contrary in the Data Processing and Protection Data Sheet terms between the parties:

Notwithstanding information in the Data Sheet for this Cloud Service regarding the Health Information Portability and Accountability Act of 1996 ("HIPAA") and the permitted use of Health Information and Health data as Types of Personal Data and/or Special Categories of Personal Data (collectively, "Health Data") with this Cloud Service, use of Health Data with this Cloud Service is subject to the following limitations and conditions:

- a. Only the following Db2 Warehouse on Cloud offerings are eligible to be provisioned to implement the controls required under HIPAA Privacy and Security Rule for use with Health Data:
  - IBM Db2 Warehouse on Cloud Flex
  - IBM Db2 Warehouse on Cloud Flex Performance
- b. The above listed offerings are only provisioned to implement the HIPAA Privacy and Security Rule controls for use with Health Data if Client notifies IBM in advance that Client will use Health Data with the Cloud Service and IBM confirms in writing that the Cloud Service will be provisioned for Health Data usage. Accordingly, the Cloud Service may not be used for the transmission, storage or other usage of any Health Data protected under HIPAA unless (i) Client provides IBM such notification; (ii) IBM and Client have entered into an applicable Business Associate Agreement; and (iii) IBM provides Client with express written confirmation that the Cloud Service can be used with Health Data.

In no event shall the Cloud Service be used for processing Health Data as a health care clearinghouse within the meaning of HIPAA.

