

IBM Technology



G-Cloud15
IBM – Kubecost

Service Definition Document

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Contents

Contents	2
Cloud Service	3
Data Processing and Protection Data Sheets	4
Service Levels and Technical Support	4
Charges	6
Additional Terms.....	6
Overriding Terms	7

Kubecost



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.

Cloud Service

Offerings

The Client may select from the following available offerings.

IBM Kubecost Cloud

Entitlements for this Cloud Service can be obtained based on either Virtual Processor Core or Average Managed Virtual Server.

IBM Kubecost Cloud is a software as a service (SaaS) solution that helps teams monitor and optimize their Kubernetes cloud spend. It includes.

- Unlimited metric storage: Review cost metrics for an unlimited time
- Cost monitoring: Track current costs and provides insights to help teams optimize infrastructure spending
- Anomaly detection: Detect anomalous spending patterns and identify the root cause to prevent unexpected spending



- Real-time notifications: Send near real-time notifications to help teams catch cost overruns and infrastructure outage risks.
- Governance features: Manage access control with Single Sign-On (SSO) and Role Based Access Control (RBAC)
- Unified view: Provides a unified view of multi-cloud and multi-cluster data

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=B455ADB151744800A1D12AA1E9870A1C>

IBM does not commit to comply with all the requirements included within the IBM Data Security and Privacy Principles, as referenced in the base Cloud Service terms and the Data Processing and Protection Data Sheet

Service Levels and Technical Support

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/support/pages/node/731179>.

Availability	Credit (% of monthly subscription fee*)
Less than 99.5%	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.

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/pages/node/7173827/>

Charges

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:

- Virtual Processor Core is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.
- Average Managed Virtual Server is the measurement period average of the number of virtual servers (either partitioned or unpartitioned physical server) managed by the Cloud Services.

Client must obtain sufficient entitlements based on the average number of either Virtual Processor Cores (VPC) or Managed Virtual Servers (MVS) monitored by the Cloud Service over a running 30-day period. The Cloud Service calculates average based on the number of minutes each VPC / MVS has been running over the 30-day period. For example, 1 VPC / MVS running for 90 minutes will account for 0.0625 of a full day's VPC / MVS count and 0.00208 of a 30-day VPC / MVS count.

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.

Verification

Client will i) maintain, and provide upon request, records, and system tools output, as reasonably necessary for IBM and its independent auditor to verify Client' s compliance with the Agreement, and ii) promptly order and pay for required entitlements at IBM' s then current rates and for other charges and liabilities determined as a result of such verification, as IBM specifies in an invoice. These compliance verification obligations remain in effect during the term of the Cloud Service and for two years thereafter.

Enabling Software

The Cloud Service contains the following Enabling Software.

- Kubernetes version 1.21 or later
- Helm client version 3.1 or later

Overriding Terms

Data Use

The following prevails over anything to the contrary in the Content and Data Protection section of the base Cloud Service terms between the parties: IBM will not use or disclose the results arising from Client's use of the Cloud Service that are unique to Client's Content or that otherwise identify Client. IBM may however use Content and other information that result from Content as part of the Cloud Service for the purpose of managing and improving the Cloud Service. IBM may share threat identifiers and other security information embedded in Client personal data for threat detection and protection.

Terms Applicable to the Cloud Services hosted on Google Cloud Platform (GCP)

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

The Cloud Service application layer (in whole or in part) and Client's data and content are hosted by GCP and are 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 GCP.

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):



- If GCP 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 GCP by providing notice of termination to Client.
- 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.
- 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 GCP. 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, the data protection and technical and operational security measures for the Cloud Service will be no less than those described in the GCP Terms and its referenced attachments available here: <https://cloud.google.com/terms/>.