

IBM Technology

A glowing blue cube is positioned in the center of the image. The cube has two faces visible, each featuring a glowing blue cloud icon. The cube is resting on a complex, dark circuit board with various components and traces. The background is a blurred, dark surface, possibly another circuit board or a textured surface. The overall lighting is dark with a strong blue glow from the cube.

G-Cloud 15

IBM – Noname Advanced API Security as a
Service for IBM

Service Definition Document

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Table of Contents

1.	<i>Cloud Service</i>	3
1.1	<i>Offerings</i>	3
1.2	<i>Optional Services</i>	3
2.	<i>Data Processing and Protection Data Sheets</i>	4
3.	<i>Service Levels and Technical Support</i>	4
3.1	<i>Service Level Agreement</i>	4
3.2	<i>Technical Support</i>	4
4.	<i>Charges</i>	4
4.1	<i>Charge Metrics</i>	4
5.	<i>Additional Terms</i>	5
5.1	<i>Obfuscation of Sensitive Information / PII</i>	5

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 an 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 Noname Advanced API Security as a Service for IBM

This service provides additional security capabilities for APIs, which complement and extend the traditional security capabilities provided by API gateways and web app firewalls. This solution provides posture management, API discovery and behavioral threat detection with AI. Clients can: discover unmanaged APIs, using data classification and context-aware analysis; analyze and assess APIs for misconfigurations, vulnerabilities, and alignment to best practices, with suggested remediation steps; and detect abnormal API traffic in real-time and intelligently block malicious traffic. Each Instance of this Cloud Service includes 50 Managed Endpoints.

1.1.2 Noname Advanced API Security as a Service for IBM Active Testing

While in a test environment, this service ensures that APIs configured are tested for key vulnerabilities. APIs will only be published if they have been cleared of security vulnerabilities. Access to this Cloud Service includes 50 Managed Endpoints.

1.2 Optional Services

1.2.1 Noname Advanced API Security as a Service for IBM Managed Endpoint

This service provides additional Managed Endpoints for Noname Advanced API Security as a Service for IBM.



1.2.2 Noname Advanced API Security as a Service for IBM Active Testing Managed Endpoint

This service provides Clients with the ability to acquire additional Active Testing Managed Endpoint entitlements. For Clients with entitlement to Noname Advanced API Security as a Service for IBM, Client may acquire entitlement to activate the Active Testing capability.

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/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=6229D216258F4A90A94C6191F63E2204>

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/support/pages/node/731179>.

Availability	Credit (% of monthly subscription fee*)
Less than 99.9%	2%
Less than 99.0%	5%
Less than 98.5%	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:

- Instance is each access to a specific configuration of the Cloud Services.
- Access is the right to access functionality of the Cloud Services.
- Resource Unit is an independent measure of a resource managed by, processed by, or related to the use of the Cloud Service. One Resource is a Managed Endpoint. One Managed Endpoint is the combination of a Method, a Host, and a Uniform Resource Identifier (URI). A Method is the operation used to invoke the API, such as an HTTP GET. A Host is defined to be the hostname of the API gateway through which the API is exposed. A URI is the path by which the API is referenced.

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 Obfuscation of Sensitive Information / PII

The Cloud Service provides the capability to obfuscate sensitive information that it might process, including PII; however, these capabilities are not enabled by default and require configuration by the Client in order to be used. Client agrees to enable the obfuscation capability in the Cloud Service, as required by applicable regulations or laws.

