

IBM Technology



G-Cloud 15

IBM – Enterprise Application Service -
Java SaaS

Service Definition Document

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Service Description

IBM Enterprise Application Service for Java

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

IBM Enterprise Application Service for Java is a fully-managed, single-tenant application delivery Cloud Service. It includes build and deploy pipelines and a managed runtime that dynamically scales based on workload demand.

Enterprise Application Service for Java also includes entitlement to Application Modernization Accelerator and Mono2Micro tools helping to simplify and aid with cost-effective efforts to modernize existing enterprise applications to the Cloud and microservices.

The Cloud Service is available in the following hosting environments as identified by the cloud service offering name:

- Hosted in the IBM Cloud – IBM Enterprise Application Service for Java
- Hosted in AWS – IBM Enterprise Application Service for Java on Hyperscalers

Unless stated otherwise, the name Enterprise Application Service for Java is used to generally refer to the Cloud Service regardless of the hosting environment.

1.1 Offerings

The Client may select the following available offerings. To use the service, Client must have entitlement to both the Compute offering and the Network offerings, or the Trial offering.

1.1.1 IBM Enterprise Application Service for Java for Compute / IBM Enterprise Application Service for Java on Hyperscalers Compute

The IBM Enterprise Application Service for Java offering provides a single-tenant environment where all application workloads and builds are run on dedicated virtualized infrastructure. Application workloads are automatically distributed across three (3) availability zones for resiliency.

1.1.2 IBM Enterprise Application Service for Java for Protected Network / IBM Enterprise Application Service for Java on Hyperscalers for Protected Network

The IBM Enterprise Application Service for Java offering provides a single-tenant environment where all application workloads and builds are run on dedicated virtualized infrastructure. Inbound network communications include DDoS network protection.

1.1.3 IBM Enterprise Application Service for Java on Hyperscalers Trial

Client is authorized to use this Trial Cloud Service during the specified trial period for the purpose of evaluating its functionality and technology. This Trial Cloud Service provides the set of features and function under the limitations listed below. Use in a production environment or for commercial purposes is not recommended or supported. Any such use is solely at Client's own risk. The generally available cloud service may be ordered at any time. Client may only participate in a trial for this Trial Cloud Service one time. If Client wishes to continue with the Trial Cloud Service upon expiration of the trial period, Client will need to submit an order for the generally available Cloud Service offering. IBM is under no obligation to offer migration capabilities or services.

The Enterprise Application Service for Java on Hyperscalers Trial offering provides all the features of Enterprise Application Service for Java on Hyperscalers with the following usage limitations:

- Compute: Two thousand (2,000) Virtual Processor Core-Hours
- Protected Network: One (1) Terabyte
- Duration: Thirty (30) days
- Instances: Two (2) application instances per deployment
- VPCs per instance: Two (2) Virtual Processor Cores per application instance

- Tenancy: Multi-tenant where Client application workloads and builds are run on shared virtualized infrastructure

Reaching the compute, protected network, or duration limits result in the Trial Cloud Service and all workloads being stopped. The Trial Cloud Service instance will subsequently be deleted.

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.

Enterprise Application Service for Java

<https://www.ibm.com/terms/?id=0DF8BFC963D64141932250C568277CFC>

Enterprise Application Service for Java on Hyperscalers

<https://www.ibm.com/terms/?id=F8672646A00A42849EF61D7186DC093A>

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 99.95%	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:

- Virtual Processor Core-Hour is each hour a Virtual Processor Core is available to or managed by the Cloud Service. A Virtual Processor Core is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.
- Gigabyte Transmitted is each GB (2 to the 30th power bytes) of data transmitted to and from the Cloud Services.

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 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.

5.2 Enabling Software

Enabling Software may only be used with IBM Enterprise Application Service for Java Plans and is provided to Client under the following terms. IBM may update the license terms associated with the Enabling Software referenced in the table. Client may review the most current License Information terms found at: <https://www.ibm.com/support/customer/csol/terms/licenses#license-search>.

Enabling Software	Applicable License Terms (if any)
IBM Application Modernization Accelerator	https://www.ibm.com/terms/?id=L-UZDR-J82CTJ
IBM Application Modernization Accelerator Developer Tools	https://www.ibm.com/terms/?id=L-PMKJ-4ADC94
IBM Mono2Micro	https://www.ibm.com/terms/?id=L-FTXP-H7CM6W
IBM WebSphere Application Server	https://www.ibm.com/terms/?pid=5724-J08 For use on a Developer Machine only for development and unit test purposes.

5.3 Additional Trial Terms

The Trial Cloud Service is available as a no charge offering and is not eligible for SLA credits or technical support.

5.3.1 Term

Client may use the Trial Cloud Service for the period IBM specifies or until IBM withdraws or terminates the Trial Cloud Service.

Client may terminate use of the Trial Cloud Service at any time by notifying IBM. Client is responsible to remove any Content Client wishes to retain prior to expiration or termination of the Trial Cloud Service.

IBM may at any time suspend, revoke, limit or refuse participation in or use of the Trial Cloud Service. Content will be destroyed upon the expiration or cancellation of the Trial Cloud Service unless specific migration to the related generally available Trial Cloud Services is available.

5.3.2 Changes

IBM may in its reasonable discretion, change these terms, modify the computing environment, or withdraw the Trial Cloud Service, in whole or in part by providing notice. Continued use is Client's acceptance of any such change. If Client does not accept a change, Client is responsible to terminate Client's use.

6. Overriding Terms

6.1 Support Deviations

The following prevails over anything to the contrary regarding Technical Support as defined in Section 3.2 above and applies only to IBM Enterprise Application Service for Java hosted in the IBM Cloud:

- An European Union (EU) Supported case management option is not provided. If Client orders one of the above listed plans in Section 1.1 of this Service Description on an account that Client selects EU Supported case management, the cases will be worked by the IBM software support teams worldwide.
- The response time objectives for the above listed plans are as follows:
 - For Premium Support
 - Severity 1 cases, the response time objective is 15 minutes (24 x 7 x 365)
 - Severity 2 cases, the response time objective is 1 hour (24 x 5 x 365)*

- (c) Severity 3 cases, the response time objective is 2 hours (24 x 5 x 365)*
 - (d) Severity 4 cases, the response time objective is 4 hours (24 x 5 x 365)*
- (2) For Advanced Support
 - (a) Severity 1 cases, the response time objective is 1 hour (24 x 7 x 365)
 - (b) Severity 2 cases, the response time objective is 2 hours (24 x 5 x 365)*
 - (c) Severity 3 cases, the response time objective is 4 hours (24 x 5 x 365)*
 - (d) Severity 4 cases, the response time objective is 8 hours (24 x 5 x 365)*
- (3) For Basic Support
 - (a) Only Severity 4 cases can be opened and there is no response time objective provided.

*24 x 5 x 365 is defined as Sunday 8:00 PM ET (Eastern Time zone in the US) to Friday 8:00 PM ET. No coverage between Friday 8:00 PM ET, to Sunday 8:00 PM ET.
- c. For the above listed plans, 24 x 7 x 365 support case management will only be provided for Severity 1 cases from Clients with Premium or Advanced support tiers. For Severity 2, Severity 3, and Severity 4 cases, Client will receive updates during weekdays 24 x 5 x 365 and may experience delays in responses after Friday 8:00 PM ET, to Sunday 8:00 PM ET.
- d. Chat support is not provided.
- e. Phone support is not provided.

