

IBM Technology



G-Cloud 15 IBM – Hyper Protect Virtual Server Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

IBM Cloud Hyper Protect Virtual Servers

Except as noted below, the terms of the IBM Cloud Service Description apply.

1. Cloud Service

IBM Cloud Hyper Protect Virtual Servers is an offering available on IBM Cloud under the Compute portfolio. Similar to other Infrastructure-as-a-Service offerings, IBM Cloud Hyper Protect Virtual Servers is self-managed by Client. The Client has the ability to select data centers and availability zones, and the Client can then deploy, configure and manage services according to the Client's requirements and subject to the applicable laws.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Cloud Hyper Protect Virtual Servers

Hyper Protect Virtual Servers is a LinuxOne based virtual server that the Clients may customize and purchase on IBM Cloud. IBM manages the underlying infrastructure up to the operating system deployment, and the Client manages the operating system of the virtual server and beyond. Only the Client that has provisioned the virtual server using public SSH keys has access to that virtual server.

2. Data Processing and Protection Data Sheets

The Data Sheet applicable for this service and the terms of this section provides the details and terms, including Client responsibilities, around use of this service. The following Data Sheet(s) apply to this service:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=165C6EF0FFDA11E8BABD512A6952EE1F>

3. Service Levels and Technical Support

3.1 Service Level Agreement

The service level agreement set forth in the base IBM Cloud Service Description applies to this service.

3.2 Technical Support

- Functionality that is provided as a technical preview (experimental) is identified as such in the documentation of the service. Such functionality is provided for proof of concept evaluation purposes and should not be used in a production environment. IBM does not provide technical support for functionality that is marked as technical preview (experimental).
- For other functionalities, the support terms set forth in the base IBM Cloud Service Description apply to this service.

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 specific service configuration of 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 Open Source Licenses

The Cloud Service contains open source packages which are described in the 'IBM Cloud docs' (documentation). The 'IBM Cloud docs' contains a list of open source packages as well as links to the applicable license. These links and associated licenses will be updated as needed and it is Client's responsibility to monitor the 'IBM Cloud docs' for updates.

5.2 Client Responsibilities

Client is responsible for their own backups as the service has limited business continuity and disaster recovery. There is no standard High Availability support available and the client is responsible for setting up their application with multiple instances (if required) in a hosting appliance setup. Client is also responsible for vulnerability management of base image in instances. Because IBM cannot update the instances of Clients in this offering, it is the responsibility of clients to install necessary updates including security fixes, when available.



