

IBM Technology



G-Cloud 15 IBM watsonx.data integration Service Definition Document

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Service Description

IBM watsonx.data integration as a Service Multicloud

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 watsonx.data integration is a data integration platform with a comprehensive stack of capabilities covering batch, real time streaming and data observability.

1.1 Offerings

Client may select from the following available offerings.

1.1.1 IBM watsonx.data integration

IBM watsonx.data integration is entitled through Resource Units which are allocated across the following included modules. A minimum of 200 Resource Units is required.

a. IBM Data Observability by Databand Premium

IBM Data Observability by Databand is a data observability platform that provides visibility to track, alert, and investigate problems in cloud-native data infrastructure and full-stack multi-layer data pipeline observability and testing. The Premium edition of this Cloud Service includes the following:

- Client's Resource Unit usage is limited by the number of Resource Unit entitlements acquired.
- One (1) SDK – a Python library and the CLI to create pipelines and collect metadata from runs with expanded use of the SDK to support logging custom run metrics.
- Metadata Store – a database that stores pipeline definitions and metadata that enables the system to execute, version, and reproduce pipelines. These definitions include paths to data inputs and outputs, code logic (tasks), environment configurations, and other artifacts necessary for execution.
- A web user interface that provides monitoring and observability on runs and projects. It includes Alert Engine & Anomaly Detection System, an anomaly detection system, executive dashboard, alerts on custom logged metrics, and enterprise-oriented features such as role-based access control, customized integrations and webhooks.

The Premium edition includes a production and non-production environment. The non-production instance of Cloud Service may only be used by Client for internal development and test activities.

b. IBM DataStage

This Cloud Service enables integration of data from one or more data sources to target(s). Data integration flows are designed in a graphical interface with drag-and drop icons. An integrated scheduler provides flexibility to schedule when flows are executed and operational metrics provide additional insights on job execution. Data integration jobs are executed with DataStage parallel engine runtime that can be deployed on the Cloud Service or on a Client-managed remote runtime environment. A Client-managed remote runtime environment provides additional flexibility for Client to execute data integration jobs in their own self-managed remote locations.

c. IBM StreamSets

IBM StreamSets is a cloud-native platform for building and running data pipelines. Build data pipelines for streaming and change data capture (CDC) from different sources and destinations. A pipeline describes the flow of data from origin to destination systems and defines how to process the data along the way. Pipelines can access multiple types of external systems, including cloud data lakes, cloud data warehouses, and storage systems installed on-premises such as relational databases. As a pipeline runs, Client can view real-time statistics and error information about the data as it flows from origin to destination systems.

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.

- IBM Data Observability by Databand Premium:
<http://www.ibm.com/terms/?id=DF010B1003A811EDB604FA25AA6F3E38>
- IBM DataStage: <https://www.ibm.com/terms/?id=135EB735C27649299D915D8E6BB910CC>
 - To view the compliance certification available by region, please consult the documentation:
<https://datapatform.cloud.ibm.com/docs/content/wsj/getting-started/regional-datactr.html?context=cpdaas&audience=wdp>
- IBM StreamSets: <https://www.ibm.com/terms/?id=93A868D3D8EE44C7A7C22180D0633518>
 - Applicable to IBM StreamSets only: IBM does not commit to comply with 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.

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 99.9%	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/>.

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:

- Resource Unit is an independent measure of a resource managed by, processed by, or related to the use of the Cloud Service.

For the purpose of this Cloud Service, the resources measured for Resource Unit (RU) entitlement calculation are as follows:

- A **data pipeline** is represented by a maximum 150 MB of metadata per month collected and analyzed by the Cloud Service.
- **Virtual Processor Core (VPC)** is a standard capacity, virtualized processor that is available to or managed by the Cloud Services.
- **Capacity Unit-Hour (CUH)** is an hour of use of the selected Cloud Services capacity type that will be multiplied by the specified number of required Capacity Units for such capacity type. For this Cloud Service, capacity type refers to the hardware configuration for the DataStage runtime environment, and the hardware configuration is defined by the total number of virtual Central Processing Unit (vCPU) and Gigabytes of memory (RAM). The number of Capacity-Unit Hours used is calculated based on the capacity type and duration that capacity type is used. The calculated CUH used will be rounded up to 400 CUH increments to determine required RUs.

Each module requires the specified number of RU entitlements as defined in the following ratio table:

Module	Ratio
IBM Data Observability by Databand Premium	1 data pipeline : 1 RU
IBM DataStage	1 VPC : 29 RU, or 400 CUH : 29 RU
IBM StreamSets	1 VPC : 42 RU

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:

- IBM Data Observability by Databand Premium Enabling Software:
 - Software Development Kit: DBND
DBND reports pipeline metadata to the application for strage, visualization, analysis, and alerting. The Cloud Service's application interfaces with the DBND open-source library, which must be installed in an environment of the Client's choice.
- IBM StreamSet Enabling Software:
 - SDK
 - Data Collector/Control Hub

5.2 Connectors to access third party offerings

This Cloud Service may provide connectors that help the Cloud Service interact with the APIs of external applications or data sources. Client's connectivity to a non-IBM API via a connector relies on the availability of such an API and an application not provided by the Cloud Service. IBM may modify and/or limit use of a connector as required by the API provider.

5.3 Non-Production Limitation for IBM Data Observability by Databand Premium

Client's development and test activities in their non-productive environment may not exceed the Resource Units acquired for use with the production environment.

5.4 Terms Applicable to Third Party Integration for IBM DataStage

This Cloud Service may enable the ability to connect to, ingest and/or process Client's data residing on Client's separate third party cloud service accounts (e.g., AWS, Google Cloud, Microsoft Azure, etc., each if available) or residing on-premise (collectively the "Third Party Service") remotely through the Cloud Service interface, ("Third Party Integration"). In addition, certain remote runtime components of this Cloud Service may be hosted on, and Client's data and Content may be processed by the Client through the Client's account on the same Third Party Service. IBM does not provide and is not responsible for the Third Party Service or its availability or operation. The Third Party Integration is provided "AS IS", with no

warranties or conditions of any kind, express or implied. Client is responsible for complying with the third party agreements applicable to Client's account and its usage of the Third Party Service in connection with this Cloud Service.

