

Service Description

IBM Bluemix Managed Hosting

These terms are in addition to the IBM Bluemix Service Description and apply to Bluemix Infrastructure Services managed hosting service Client orders. Upon return of the Client approval of the quote, an assisted order will be placed and Client will receive notice in Bluemix UI portal that the managed hosting services are enabled.

1. Cloud Service Description

Managed hosting services assist Client in its management of Client ordered Infrastructure Services computing environments with approved configurations. Supported configurations are available upon request. A technical account manager (TAM) will be assigned to Client to serve as the initial escalation point if support processes are not sufficient to assist in communications, service requests, and delivery issue resolution.

Client is responsible for selection of services and ongoing management of the enabled computing environments, security of such environments to protect workloads and all content (including Client software), data integrity, encryption, back-up and restore, and the performance of such workloads. The following managed hosting services can be provided based upon Client specific requests as agreed by IBM and documented in a Client approved services quote.

1.1 Server Management

Selected server management services assist Client by providing monitoring and management of the specified computing environment:

- a. monitoring of servers 24x7x365 using agents that can provide daily operations reporting and interaction using on-line real-time dashboards and monthly activity reports providing availability, trouble ticket, performance, and capacity information and various performance and trend metrics. Monitoring can provide as mutually agreed:
 - up to six TCP ports (HTTP, HTTPS, SMTP, POP3, etc.) per server for service availability;
 - status events on servers and network devices including network availability, process status, file system, and capacity; and
 - key performance metrics for the operating system, select applications, and databases;
- b. notification via email or tickets to Client for monitored items when established, agreed thresholds are reached;
- c. incident management to assist with issue resolution, Client server restart, and execution of Client-provided application restart scripts;
- d. problem management to resolve infrastructure only issues and assistance to resolve recurring problems that impact infrastructure, including working with Client to develop scripts to mitigate problems when thresholds are exceeded;
- e. configuration management to assist with Client initiated configuration changes, including enabling recording of hardware configuration details in the support ticketing system, and running Client provided scripts to generate information on operating system, database, or other software configuration details (these services do not provide a configuration management database for the operating system);
- f. patch management services provide deployment and loading of Client approved patches based upon Client determined scheduling for both non-production test systems and production systems once testing is completed by Client; and
- g. TAM and system administrator may from time to time provide recommendations for Client consideration and implementation to enhance performance, capacity, and utilization based upon available data and general IT experience.

1.2 Security Management

Selected security management services assist Client by providing:

- a. set up, monitoring, and restore of Vyatta gateways, VLANS, and VPN tunnels based upon Client provided settings;
- b. monitoring of VPN concentrators (not individual VPNs) and configuration of an automated alert if a Client-provided test URL cannot be accessed; and
- c. implementation of Client specified updates to firewall rules and routing tables.

Actions taken by managed hosting support personnel documented in support tickets are performed in consultation with Client’s authorized user. Client retains responsibility for logging at the operating system, including access by Client approved users, to reconcile Cloud Service system logs and service tickets.

1.3 Storage Management

Selected storage management services for local attached drives assist Client by providing monitoring of disks and scheduled replacement upon failure. These services proactively perform checks of and monitor the health of local storage drives and arrays, and provide notice of problems and scheduled replacement in the Bluemix UI portal. If Client adds additional storage to the approved computing environment and wants storage management services, Client must submit a support ticket to identify such storage devices for IBM approval. Storage management services are not available if content contains protected health or other regulated data.

2. Service Level Agreement

Managed hosting support is available 24x7x365. Client may request support by opening a support ticket via <https://console.bluemix.net> or by calling Client’s TAM. Response times for a support request made via ticket or telephone will be within the following response timeframes:

Support Type	Description	Response Time Service Level
Ticket Response	Acknowledge Client questions made in tickets	Within 1 hour
Restore Request	Restore system begins if destination location is available and requested data is available in the backup repository	Within 2 hours

All responses to Client support requests will be made via support ticket, telephone call, or both, depending upon the severity of a situation and consistent with any procedures established with Client for Client’s account. Resolution times are dependent on the particular circumstances and are not guaranteed. The above response time commitments do not apply to support requests made via email.

For failure to meet any of the above response time service levels in any monthly service period, Client will receive a service level credit of \$250 per event, up to 100% of the monthly recurring charges for the affected hosted system.

3. Charges

The monthly charges for managed hosting services for the approved computing environment configurations, specified in the Client approved quote loaded in Client’s account profile, will be billed in advance and begin upon enablement of such services.