

MIBB Statement of Work

Statement of Work and Service Description

Support Insights

This Statement of Work and Service Description is a Transaction Document under the Client Relationship Agreement, Cloud Services Agreement, or equivalent agreement in effect between the parties (Agreement) and describes the Support Insights Cloud Service. For agreements executed prior to January 1, 2019, the terms at <https://www.ibm.com/acs> apply and are incorporated by reference. The applicable order documents provide pricing and additional details about Client's order. MIBB will provide the Services through its subcontractors and affiliates.

1. Support Insights Cloud Service

IBM Support Insights is a cloud based service that helps clients identify issues and plan preventive maintenance for Eligible Products under active IBM warranty or MIBB maintenance. Client may select from the following available offerings.

1.1 Support Insights (standard)

IBM Support Insights analyzes Client's inventory to identify potential issues due to lapse in support coverage, end of support events, vendor notifications and known security vulnerabilities (CVEs). It highlights risks that could lead to security issues as well as service and support disruptions. Support Insights capabilities depend on the data provided by Client. Basic inventory data can be sourced from MIBB contract systems or Client may deploy on-premise collectors to provide more detailed data to generate additional insights. The service provides risk scores for individual assets as well as relative scores for full inventory (the latter being calculated using aggregated anonymous data from all Clients using the service).

1.2 IBM Support Insights Pro

In addition to capabilities of the standard version, IBM Support Insights Pro enables Client to further analyze and plan actions to address the issues identified by Support Insights (standard). For example, Client can further analyze dimensions of inventory, including known security vulnerabilities (CVEs), hardware end of support events and other information to make decisions about how to prioritize and remediate potential issues.

2. Technical Support

Technical support for Support Insights, including support contact details, severity levels, support hours of availability, response times, and other support information and processes, is found in the IBM support guide available at <https://www.ibm.com/support/home/pages/support:guide/>.

3. Charges

3.1 Charge Metrics

IBM Support Insights (standard) is provided free of charge for all assets that are under warranty or maintenance contracts with MIBB.

IBM Support Insights Pro is charged based on the number of Assets being analyzed by the Service. An Asset is a uniquely identified tangible resource or item of value (e.g., a machine) to be analyzed by Support Insights.

4. Enabling Software

A Client using Support Insights may choose to use the following Enabling Software to collect additional information from their environment:

IBM Technical Support Appliance

IBM CMDB Connector

Enabling Software is provided to Client under the following terms:

Enabling Software	Applicable License Terms if an
IBM Technical Support Appliance	https://vmw.ibm.com/support/customer/csol/terms/?id=L-MDAS-C66P2S&lc=en
IBM CMDB Connector	https://www.ibm.com/support/customer/csoWterms/?id=L-CFER-C66K3L&lc=en

(Client may also use the Cisco Common Services Platform Collector which Client may obtained directly from Cisco).

5. Overriding Terms

5.1 Data Use

The following prevails over anything to the contrary in the Content and Data Protection section of the base Cloud Service terms between the parties: MIBB will not use or disclose the results arising from your use of the Cloud Service that are unique to your Content or that otherwise identify Client. MIBB may however use Content and other information that results from Content as part of the Cloud Service for the purpose of managing and improving the Cloud Service.

6. Termination and Withdrawal

MIBB may withdraw the Service upon 90 days ' written notice to Client. A prorated credit will apply for any prepaid Service not provided.

Client may terminate the Service on written notice to MIBB, at any time of the contract term.

This Statement of Work and Service Description, applicable Schedules and order documents, applicable Attachments, and the Agreement in effect between the parties are the complete agreement regarding the Services and replace any prior oral or written communications between the parties. Accordingly, in entering into this Statement of Work and Service Description, neither party is relying upon any representation not specified in the complete agreement. If there is a conflict among the terms in the various documents, the terms of the Schedule and order documents prevail over those of this Statement of Work and Service Description and the Agreement.