# IBM IoT Continuous Engineering on Cloud

## Introduction

IBM IoT Continuous Engineering on Cloud is a subscription service that provides you with a single-tenant cloud environment to aid your development and engineering teams with applications to grow your business. IBM cloud team configures and implements IBM software products and delivers ongoing infrastructure, application, and support. IBM cloud team deploys the products into a secure IBM SoftLayer data center, and then monitors the solution for 24x7 availability.

You can choose from the following products that are available as part of this offering:

- IBM IoT Continuous Engineering on Cloud
    - IBM Team Concert on Cloud
    - IBM Quality Manager on Cloud
    - IBM DOORS Next Generation on Cloud
    - IBM Engineering Lifecycle Manager on Cloud
    - IBM Rhapsody Design Manager on Cloud
- IBM Collaborative Lifecycle Manager on Cloud
    - IBM Team Concert on Cloud
    - IBM Quality Manager on Cloud
    - IBM DOORS Next Generation on Cloud
- IBM Team Concert on Cloud
- IBM Quality Manager on Cloud
- IBM DOORS Next Generation on Cloud
- IBM Track and Plan on Cloud

The IBM cloud service provides 99.9% service-level objective (SLO) availability, the ability to easily scale up service to thousands of users. IBM provides all infrastructure-related support, which includes patch installation and upgrades.

Clients pay for service on a monthly per user basis. There is a minimum of 5 users and no maximum number of users subscribed, except for IBM IoT Continuous Engineering on Cloud where minimum starts with 201 users. Clients can subscribe from 1 month up to 60 months. Standard SaaS cancellation terms apply.

# Service Benefits

- **Get up and running fast**: No hardware, provisioning, or installation needed to host the solutions.

- **Optimize operation costs**: Reduce the upfront capital costs typically associated with Information Technology (IT) infrastructure investments.

- **Easily scale up service** with subscription-based service.

- **Reliable and secure:** IBM data center facilities are certified against SAS-70 Type II and SSAE 16 Type II and have built-in high availability, redundancy and failover supporting infrastructure.

# Feature Highlights

## Installation and product configuration

IBM provisions the infrastructure for the service, including network, hardware, and software that is necessary to support the IBM software products. IBM monitors the application and infrastructure 24 x 7 using industry-leading system monitors for availability. IBM subscribes each professional tier environment to IBM Cloud Data Encryption Services to ensure encryption of data at rest, and in flight.

## Cloud Hosting Services

### Alerts and Notifications
The IBM on Cloud offerings provide proactive customer communications about application changes, planned maintenance and outages.

### Project Entitlement
Project entitlements are unlimited, meaning there is no limitation on the number of users that can be supported in the cloud environment.

### User Authentication
The customer gets dedicated LDAP to administer their users. For large and enterprise tiered customers, they have an option to map their existing LDAP accounts to user logins for IBM solution tools by mapping the solution tool instances to the customer's localized LDAP server. LDAP was established to meet password enforcement best practices as defined by IBM.

### Availability Service Level Objective
Designed for an availability service level objective of 99.9%, starting on the *go-live date*, the date when users access the production environment with production data.

The service level objective does not apply to performance issues caused by or resulting from:

- Overall Internet congestion, slowdown, or unavailability.
- Unavailability of generic Internet services (such as DNS Servers) due to virus or hacker attacks, and so on.

- *Force majeure* events as described in the Terms.
- Actions or inactions of the customer (unless undertaken at the express direction of IBM) or third parties beyond the control of IBM.
- The customer's equipment or third-party computer hardware, software, or network infrastructure not within the sole control of IBM.
- Scheduled Cloud Infrastructure maintenance.
- Downtime to implement major version upgrades.

## Data Backup & Retention Policy

Nightly backups are taken Monday - Friday (all incremental) with synthetic full backups taken on Saturdays and Sundays. Each environment includes a minimum of 5 recovery points with 1 recovery point daily. Additional restore points and additional backup targets (onsite or offsite) are available at an additional fee. As an IBM standard, all disk-based backups are stored off the production arrays and are not stored on the same SAN as the primary data storage. All file systems run on redundant virtualized Storage Area Networks.

## Capacity and Performance Management

All tiers of the hosting infrastructure are proactively monitored for capacity and performance. Our architecture allows for additional capacity to applications, databases, and storage which is increased as required by the utilization of the products.

## Change Management

IBM follows a set of standardized methods and procedures for efficient and prompt handling of all changes to the infrastructure and application, in order to enable beneficial changes to be made, with minimum disruption to the service.

## Software Upgrades

Product upgrades, patches, and fixes are part of the service when an upgrade version is made generally available. Upgrades occur typically within 45 days of the ga version of the on premise product.

## Subscription Tier Feature Comparison

| Feature | Professional | Enterprise |
|---|---|---|
| **SaaS Offerings** | | |
| DNG, RTC, RQM, RELM, Track and Plan on Cloud | ✓ | ✓ |
| CLM on Cloud | ✓ | ✓ |
| IoT Continuous Engineering on Cloud | | ✓ |
| **Security compliance** | | |
| FedRAMP data center | ✓ | ✓ |

| Feature | Professional | Enterprise |
|---|---|---|
| Privacy Shield-certified | ✓ | ✓ |
| Choice of *approved* data centers | ✓ | ✓ |
| Data Encryption at rest/in motion | ✓ | ✓ |
| IPSEC site-to-site VPN connection | Add-on | ✓ |
| Operations ISO27002 Attestation | ✓ | ✓ |
| **SaaS hosted image set-up** | | |
| Scaling included in the base | ✓ | ✓ |
| Creation & provisioning of hosted image | ✓ | ✓ |
| Capable of integrating with IBM and 3rd party tools that are deployed on premises | With VPN add-on | ✓ |
| **Setup services** | | |
| Dedicated LDAP for user authentication | | ✓ |
| Use of customer LDAP for user authentication | | ✓ |
| Configuration Management in DNG, RQM | Add on | Add on |
| Global Configuration Management | Add on | Add on |
| Online assistance to getting started | ✓ | ✓ |
| User on-boarding assistance | ✓ | ✓ |
| Customer provided URLs and certificates | | ✓ |
| **Infrastructure & hosted image support** | | |
| Data Storage | 25 GB | 200 GB |
| 24x7 support (sev 1 outages) | ✓ | ✓ |
| 24x5 support (sev 2 or less) | ✓ | ✓ |
| Availability SLO - 99.9% | ✓ | ✓ |
| Monitoring services and gathering metrics for capacity planning | ✓ | ✓ |
| Patch and upgrade installation | ✓ | ✓ |
| Daily back-up and recovery | ✓ | ✓ |
| Patch and upgrade installation on customer schedule | | ✓ |
| **Client Management** | | |
| Client Engagement Management | ✓ | ✓ |

# Assumptions and Dependencies

- Customer is responsible for maintaining the list of authorized users who may access the system, including creation of usernames and passwords, assigning users to the applicable license for their use, and keeping the lists current, accurate and confidential according to Customer's internal policies.

- Customer performs validation activities related to implementation and external application setup during the service initiation and on-going phases. This includes validation after service packs or emergency product patches have been applied to each of the Customer's instances according to the change schedule.