Managed Cloud Service Configuration and Change Request Process:

- Configuration Changes or any other change request required to be made to the managed cloud service will require the submission of a support ticket, instructions for opening tickets for the appropriate cloud service are provided in the Welcome Letter sent to clients on environment readiness. All associated configuration change files and any associated instructions for the application of the change need to be included with that ticket.
- Submission of a Configuration Change request ticket will need to provide a preferred two (2) hour date/time window for application of the change, as well as all relevant change files (CBAs, DB2 Scripts, JAR files, development artifacts), including any additional instructions for applying the changes. All required instructions and change files must be uploaded to the support ticket prior to IBM processing change request ticket.
- As part of the change request ticket, clients may include a list of client names for notification of change status and/or events.
- For non-critical updates, a Severity 4 ticket should be used and will be required to be submitted 36 hours prior to specified change date/time. IBM will respond within 24 hours of receiving the change request and will update the ticket with the expected impact to the service including if the service will need stopped to apply the change and what the estimated time for "applying" the change would be. For larger changes (e.g. changes requiring DB and/or Data changes) the client is responsible for estimating the time required for the change process to run.
- For critical updates, a Severity 1 ticket can be utilized, and IBM will respond within 2 hours with the updates to the ticket. IBM will update the ticket with the expected impact to the service including if the service will need stopped to apply the change and what the estimated time for "applying" the change would be. For larger changes (typically requiring DB and/or Data changes) client is responsible for estimating the time required for the change process to run. Additionally, IBM will propose an associated change activity start time no later than 6 hours from the original ticket submission time.
- Prior to the start of change activities, a notification will be sent informing the Client that the change request activities have begun.
- After successful completion of the change request activities, an additional notification will be sent informing the client that the change was successfully completed, and the environment is ready for use/testing. If issues are encountered with the application of the change, IBM will back out any provided changes and attempt to reset the system to its original state. At the end of this activity, a notification will be sent out with the status of the change activities and the associated environment.
- Clients will then have 12 hours to evaluate the change and potentially ask IBM to back out the change via updates to the original change request ticket. Within 2 hours of receiving the ticket update, IBM will start the backout activities.
- IBM will notify the client of any required Configuration Change window where the cloud service will be unavailable. Client will be responsible for suspending use of the MDM Cloud Service during change activities including both System integration activities and user activity.

Sample configuration change file input requirements:

1. Changes to MDM AE/SE functionality: CBA file
2. Changes to MDM Batch Scheduler: Batch Jobs and/or associated instructions
3. Changes to BPM functionality: JAR file
4. Changes to IIS functionality: IIS Project/Job file
5. Changes to DB2 functionality: DB2 modification scripts, DB2 back out and restore script or instructions and change application instructions.

Note - Changes that involve DB2 configuration and/or actual DB2 content may require additional steps and/or time. Clients may choose to provide IBM with a change backout script that will be run should the client decide to back out the DB2 changes. Alternatively, Clients can request that IBM take a DB2 backup of the current DB prior to the start of the change activities. If the Client chooses

the second option (DB2 backup), the client will lose any database changes that occur between the backup and the request to backout the DB2 change.