

IBM Emptoris Service Level Offering

IBM recognizes that our customer's time is valuable. Accordingly, IBM's Customer Support processes and systems are highly communicative in order to set realistic customer expectations and enable customer resource planning. IBM's Service Level Objectives (SLO) are not a contractual commitment but rather a set of goals that IBM's Customer Support team strives to meet or exceed through high-caliber process, technology and people. These objectives apply to customer support service levels and production system uptime.

Production system uptime Service Level Objectives

Metric	Metric Category	Definition	Threshold Metric	Metric Formula
Production Availability	Up Time	<p>Uptime is the period of time during which the production system processing for the Service is available for all users of the Service for which they have appropriate permissions.</p> <p>Uptime does not include the period of time when the Service is not available as a result of: planned system downtime, Force Majeure, problems with customer or third party applications, equipment or data, customer or third party acts or omissions, failure to adhere to required system configurations and supported platforms, IBM's compliance with any designs, specifications, or instructions provided by customer or a third party on customer's behalf</p>	Up time = % of Attainment of Goal	Minutes Service is Available During Month / Minutes in Month less Uptime exclusions

SLO REQUIREMENT FOR MEETING UPTIME

Metric Category	SLO Threshold Metric
Up Time	Avg. 99.00% per month

Customer support Service Level Objectives

Initial Response

Initial Response is defined as contact by either email or phone by a Customer Support Engineer to gather additional information about a case, collect diagnostics, suggest workaround, obtain reproduction data and/or gather configuration information.

CUSTOMER PROBLEM REPORTING	SEVERITY	INITIAL RESPONSE
Customers Have Fulfilled Customer Responsibilities	1	2 Hours *
	2	2 Business Hours
	3	2 Business Hours
	4	2 Business Hours

** This applies on a 7x24x365 basis*

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