

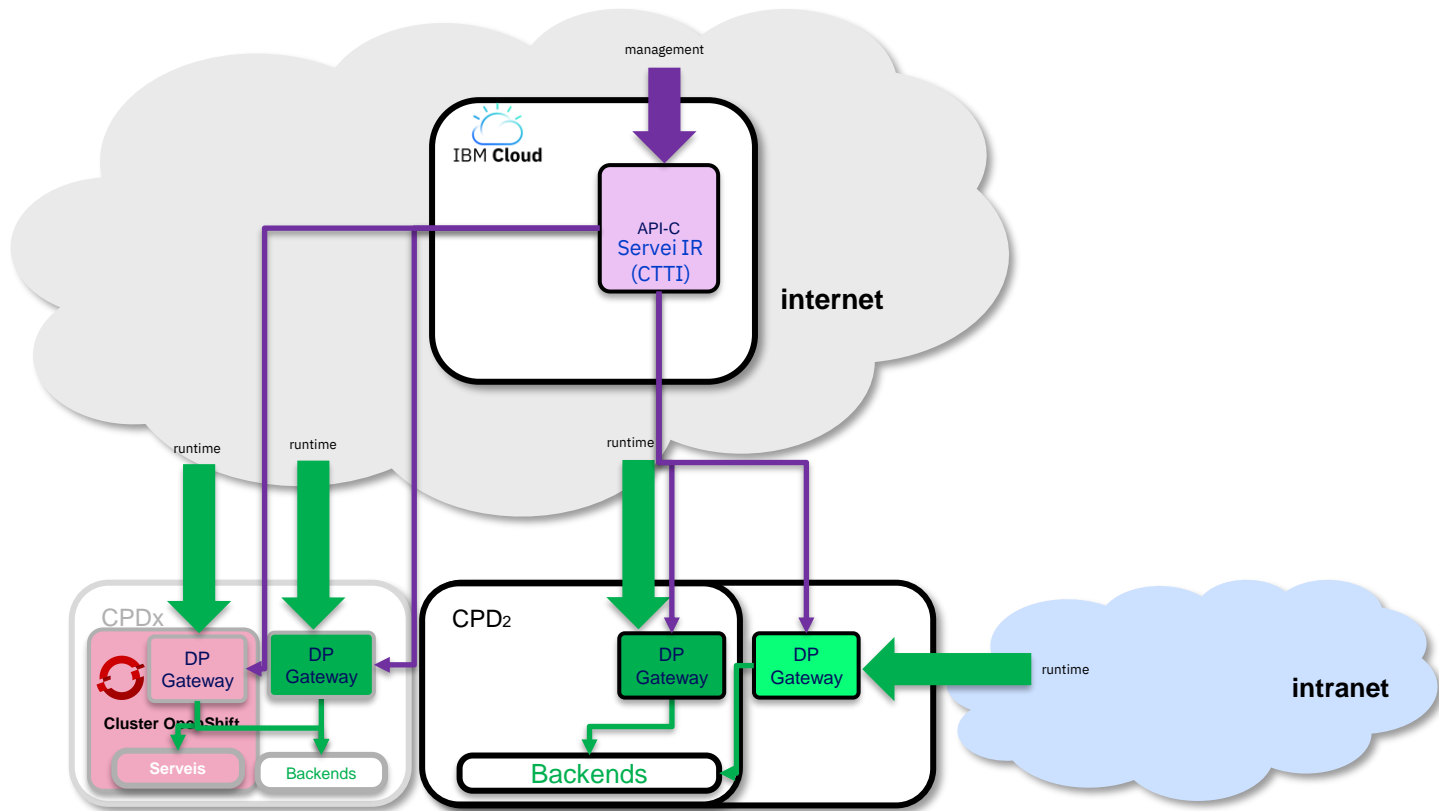
Model de Servei

IBM API Connect RI

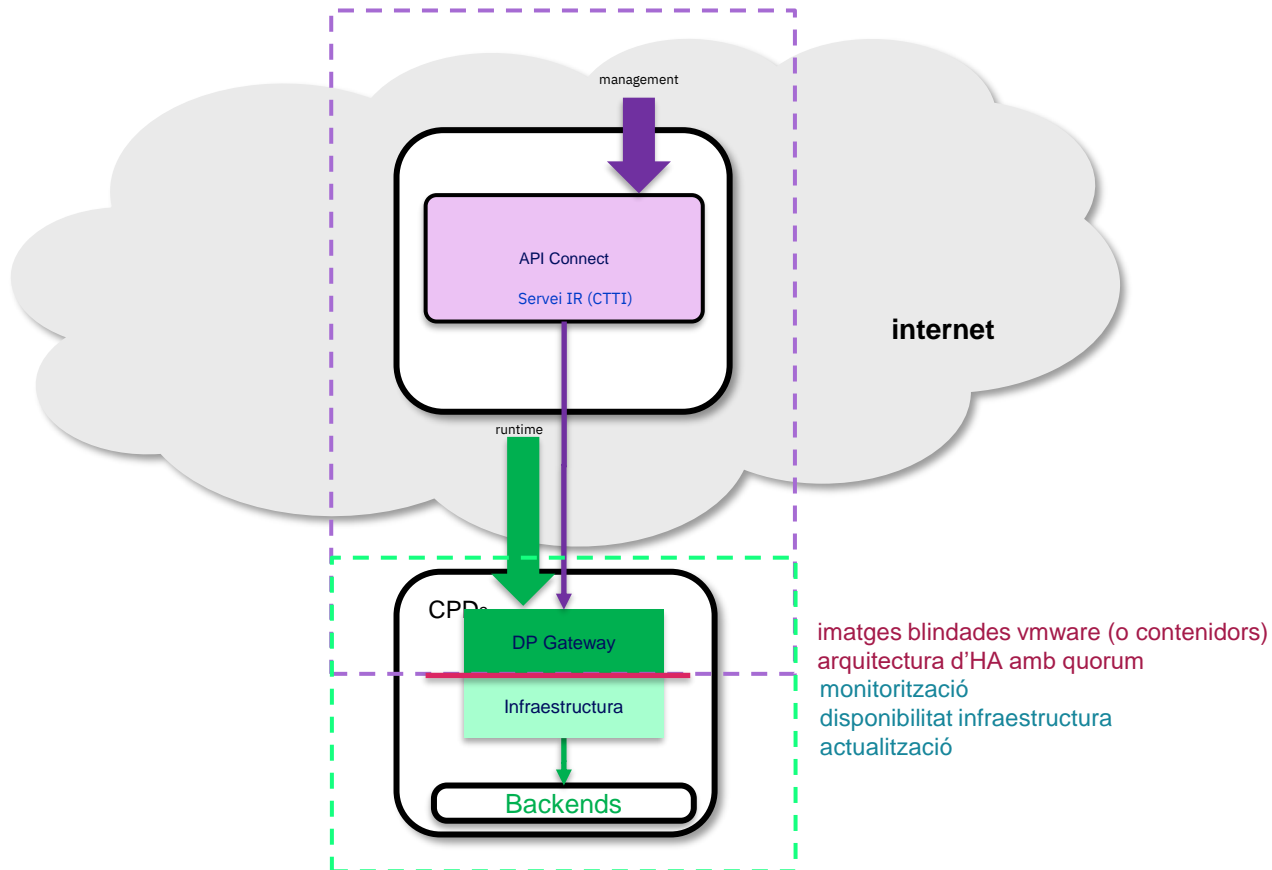
CTTI



Arquitectura



Abast



Model de servei

rols

- **owner_CTTI** : Propietari de la instància reservada. Administrador del compte d'IBM Cloud a on s'ha instanciat el servei de API-Connect RI.
- **administrador CTTI_API**: Administració dels recursos (APIs), usuaris i objectes de la instància reservada.
- **responsable_producte_IBM**: resposta del producte des d'IBM.
- **responsable_gateways**: responsable de la disponibilitat dels gateways als CPDs

Model de servei

acords de nivell de servei, protecció de dades, disaster recovery



Service Description



IBM API Connect Reserved Instance

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM API Connect Reserved Instance

IBM API Connect Enterprise Reserved Instance enables Client to create, run, manage, and secure APIs and microservices allowing API developers and businesses to design APIs with enterprise-grade security policies. The Cloud Service also allows the sharing of APIs across organizational boundaries and environments, while gaining insight into API usage.

The IBM Program included with this Reserved Instance offering is IBM API Connect Enterprise. This single-tenant, multi-zone HA-capable deployment of API Connect leverages IBM Cloud services for common tasks like identity management, monitoring, auditing, and logging. The Cloud Service also includes the management, gateway, analytics, and portal server components, as well as tools for registering and managing existing gateways located on-premises and on third-party clouds.

IBM API Connect Enterprise Reserved Instance includes entitlements to remote gateway services provided through the enabling software in this document.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and the Data Processing and Protection Data Sheet(s) (referred to as data sheet(s) or DPA Exhibit(s)) in the links below provide additional data protection information for the Cloud Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at <http://www.ibm.com/dpa/dpl> apply.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=7A62A7A0CB4111EA92B4FC8223E18670>

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides the Client with the following availability service level agreement (SLA). IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below. The availability percentage is calculated as the total number of minutes in a contracted month, minus the total number of minutes of Service Down in the contracted month, divided by the total number of minutes in the contracted month. The Service Down definition, the claim process and how to contact IBM regarding service availability issues are in IBM's Cloud Service support handbook at https://www.ibm.com/software/support/saas_support_overview.html.

Availability – Highly Available Public or Multiple Dedicated/Local Environments	Availability – Other Environments	Credit (% of monthly subscription fee*)
Less than 99.95%	99.5%	10%
Less than 99.9%	99.0%	25%

* The subscription fee is the contracted price for the month which is subject to the claim.

3.2 Technical Support

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

4. Charges

4.1 Charge Metrics

The charge metric(s) for the Cloud Service are specified in the Transaction Document.

The following charge metrics apply to this Cloud Service:

- API Call is the invocation of the Cloud Services through a programmable interface.

5. Additional Terms

For Cloud Service Agreements (or equivalent base cloud agreements) executed prior to January 1, 2019, the terms available at <https://www.ibm.com/acs> apply.

5.1 Verification

Client will i) maintain, and provide upon request, records, and system tools output, as reasonably necessary for IBM and its independent auditor to verify Client's compliance with the Agreement, and ii) promptly order and pay for required entitlements at IBM's then current rates and for other charges and liabilities determined as a result of such verification, as IBM specifies in an invoice. These compliance verification obligations remain in effect during the term of the Cloud Service and for two years thereafter.

5.2 Enabling Software

The Cloud Service contains the following Enabling Software:

- IBM DataPower Gateway Virtual Edition
- IBM API Connect Analytics Component

5.3 Disaster Recovery

In the event the Cloud Service is not available because of a catastrophic event or cause beyond IBM's control at the data center where IBM provisions Client's Cloud Service, IBM will work to provide the Cloud Service to Client via another IBM data center following these objectives:

- Recovery Plan Objective (RPO) = 12 hours
- Recovery Time Objective (RTO) = 24 hours

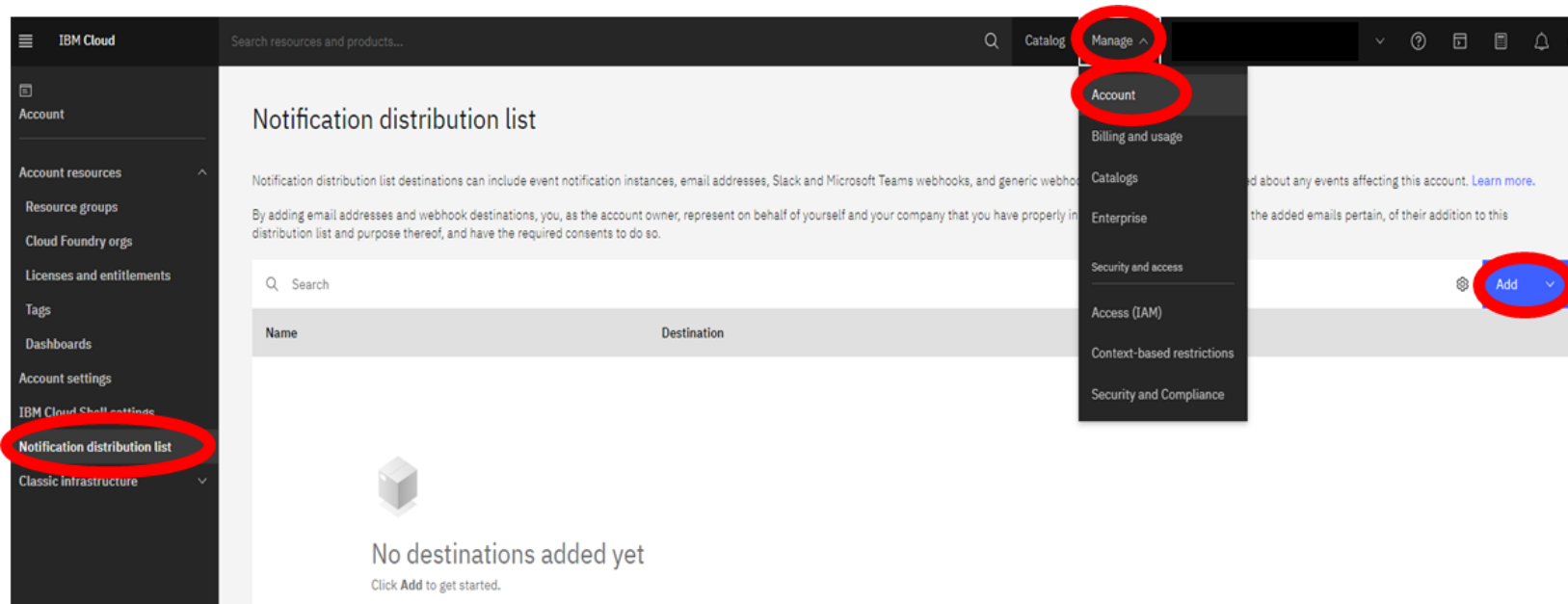
Històric de notificaciones

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Model de servei

notificacions d'IBM Cloud, plataforma

Com afegir destinataris a les notificacions



The screenshot shows the IBM Cloud interface for managing notification distribution lists. The left sidebar contains a navigation menu with the following items: Account, Account resources, Resource groups, Cloud Foundry orgs, Licenses and entitlements, Tags, Dashboards, Account settings, IBM Cloud Shell settings, **Notification distribution list** (highlighted with a red circle), and Classic infrastructure. The main content area is titled "Notification distribution list" and includes a search bar and a table with columns "Name" and "Destination". Below the table, it states "No destinations added yet" and "Click Add to get started." A red circle highlights the "Add" button in the top right corner of the table. Another red circle highlights the "Manage" dropdown menu in the top right corner, which is open and shows options: Account, Billing and usage, Catalogs, Enterprise, Security and access, Access (IAM), Context-based restrictions, and Security and Compliance. The "Account" option is also highlighted with a red circle.

IBM Cloud

Search resources and products...

Notification distribution list

Notification distribution list destinations can include event notification instances, email addresses, Slack and Microsoft Teams webhooks, and generic webhooks. By adding email addresses and webhook destinations, you, as the account owner, represent on behalf of yourself and your company that you have properly informed the distribution list and purpose thereof, and have the required consents to do so.

Search

Name	Destination
No destinations added yet	

Click Add to get started.

Manage

Account

Billing and usage

Catalogs

Enterprise

Security and access

Access (IAM)

Context-based restrictions

Security and Compliance

Add

Model de servei

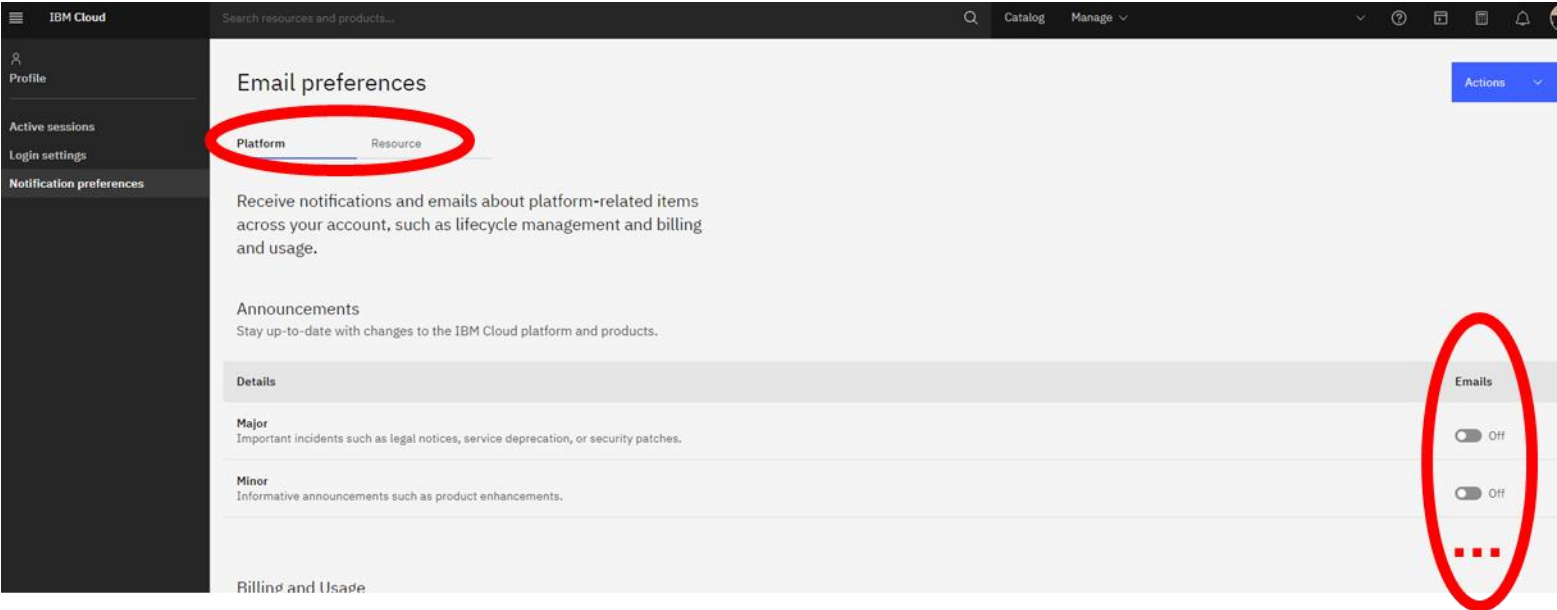
notificacions d'IBM Cloud, plataforma

Aplicar filtres a les notificacions



[View cloud status](#)

[Manage email preferences](#)



Model de servei gestió d'incidències



*Tipus de suport per API-Connect RI: **Advanced Support***

Advanced Support

Prioritized case handling and support experience that is aligned with your business needs for your Pay-As-You-Go, Subscription, or Pay as you go with Committed Use account

24 x 7 access to the IBM Cloud technical support team through cases, phone, and chat

Case severity ranking available

Severity 1: Less than one hour
Severity 2: Less than two hours
Severity 3: Less than four hours
Severity 4: Less than eight hours

Model de servei gestió d'incidències

Obrir un cas

Support Center

Support plan: Basic

Learn more

Recent support cases

View all

Today's notifications

No reported incidents that affect you

View all

Contact Support

Ask your IBM Peers

IBM Cloud Community

on StackOverflow

Call us any time

+1 (866) 403-7638

Chat with a support agent

Chat with IBM

Can't find the help you're looking for?

Create a case

Featured FAQs

Search all docs

How do I upgrade my account?

How do I reset my password?

How do I find out what I have access to?

?

Calendar

Calculator

Notifications

Docs

Support center

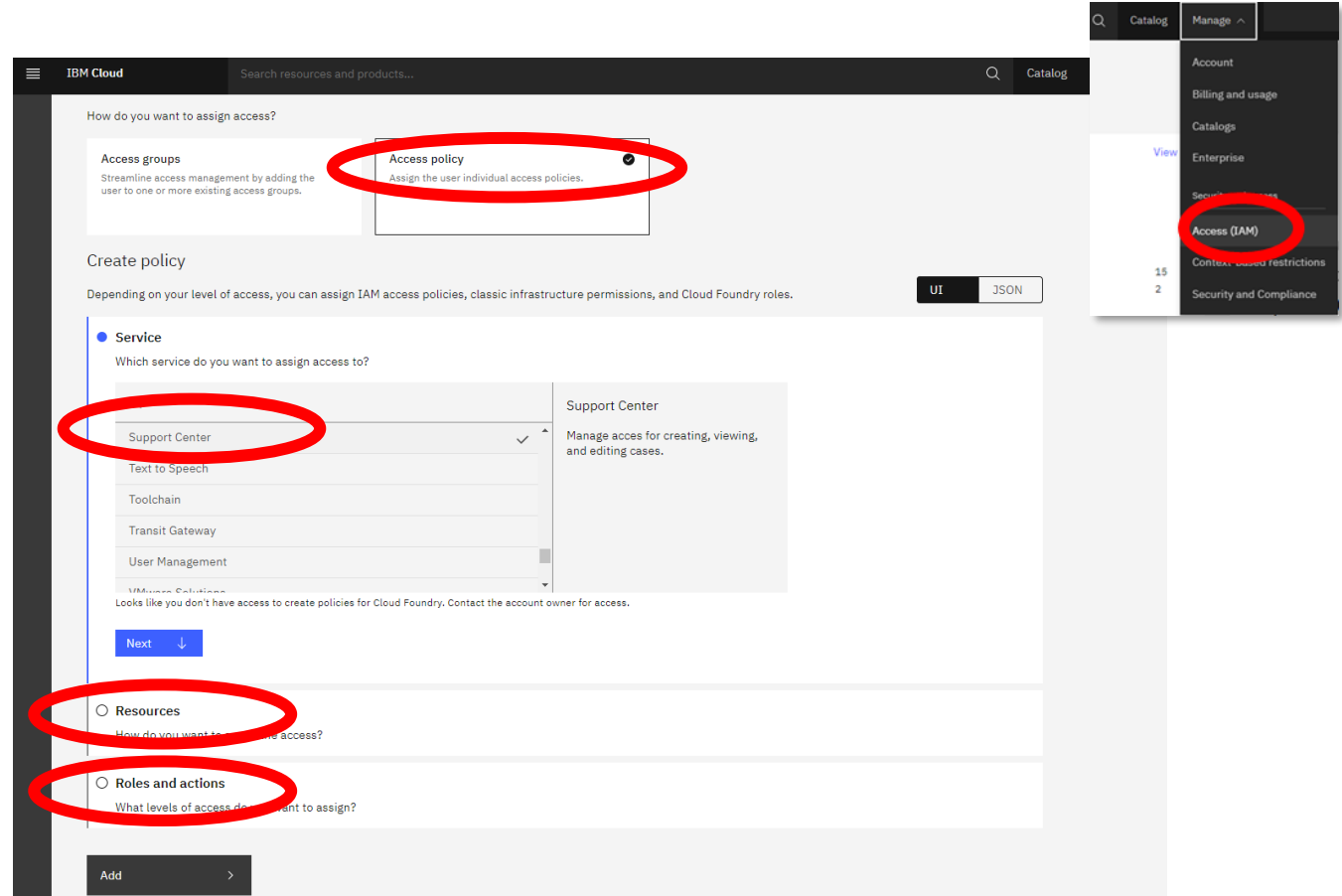
Guided tours

Send feedback

Model de servei gestió d'incidències

*Donar permisos a usuaris
per obrir o consultar incidents
(cases)*

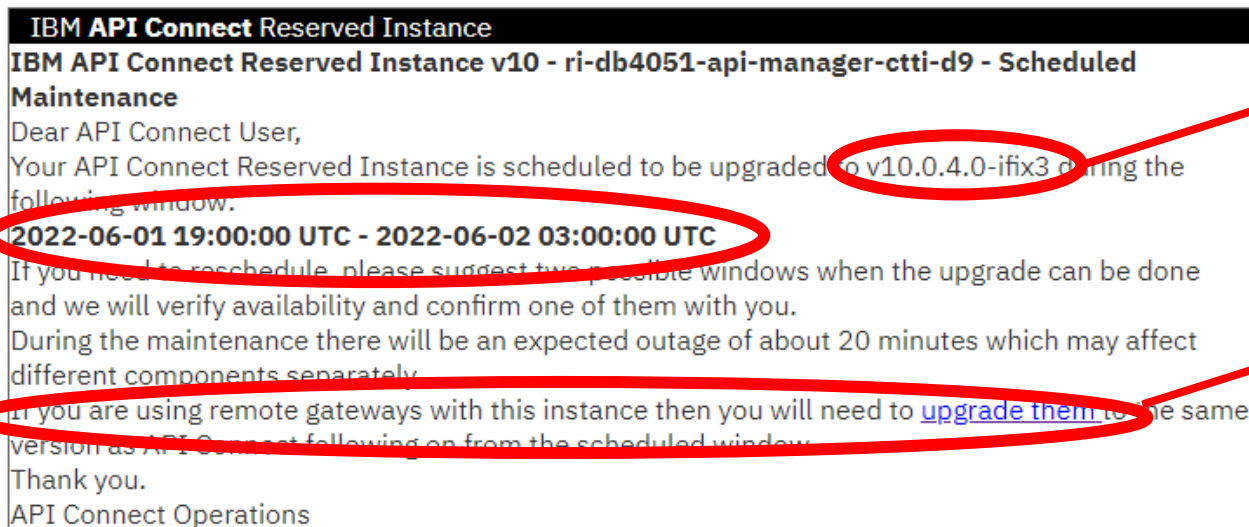
*Access (IAM)
Users -> User
Access
Assign Acces*



Model de servei upgrades de producte.

Habitualment, va aparellat el upgrade de la instància al Cloud amb el upgrade als Gateways

Recepció d'una notificació (owner CTTI)



Data suggerida

Identificació
del fix

Gw

Model de servei canvis (upgrades)

- a) Accedir a [IBM Support](#)
- b) seleccionar [IBM Support: Fix Central](#)
- c) S'entra el producte "IBM DataPower Gateway" i la versió instal·lada
- d) Executar **Browse fixes** i triar la opció d'vmware corresponent (descartar versions especials per entorns TIBCO o Oracle i validar la coherència de la data)

Product selector*

IBM DataPower Gateways >

Installed Version*

10.0.4 v

Platform*


All v


Continue

☐ 2

fix pack: → [IDG-vmware-10.0.4.0sr1-CD-Security-Release](#)

DataPower-10.0.4.0sr1-CD-IDG-vmware

 [Fix list](#)

 [Continuous Delivery](#)

2022/04/04

Download

- e) Fer arribar el fix a **responsible_gateways** i planificar el upgrade.

Model de servei canvis (upgrades)

Troubleshooting:

❗ Some selected fixes encountered errors for this order.

No applicable IBM support agreement found for one or more of the products you selected.

Request help

- Click "Request help" to register your ID with a software support contract, or, if you think you have a support agreement, to request assistance. ⓘ

Vol dir que s'ha de vincular el IBMId amb el contracte de support.

S'ha de fer clic al botó de Request Help i entrar la següent informació al camp de text o de descripció.

I need to download the current fix for the DataPower Gateway.

My ibmid is: XXXXXXXXXX@gencat.cat

*ICN: **049059***

*Site: **114966***

En uns dies faran la comprovació i canviaran els permisos d'aquest usuari.

Model de servei

altres notifikacions

- Canvis de o en els components del producte
- Canvis en l'Arquitectura del producte
- Fixes pendents
 - **owner_CTTI** rebrà correu des d'IBM
o
 - en cas de disposar-se d'informació prèvia a l'anunci el **responsable_producte_IBM** notifica el canvi a l'**owner_CTTI** en que consisteix el canvi i/o impacte.
 - Fixar comitè de treball per estudiar impacte del canvi i accions necessaries si cal.
 - Fixar comitè de seguiment (fixar periodicitat)