

IBM Cloud Pak for Security 1.10 enhances IBM Security QRadar SOAR with SOAR notifications capability, brings playbook import and export functionality, and introduces domain-specific options to improve ordering flexibility

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At a glance

IBM Cloud Pak^(R) for Security 1.10 enhancements and innovations deliver an open approach to IBM Security^(R) QRadar^(R) SOAR:

- SOAR notifications feature enables Case notifications to be viewed across all of the Cloud Pak for Security applications. This includes a search functionality.
- Playbook cancellation feature provides capability to cancel criteria for playbook while the playbook is running.
- Sub-playbook support provides capability to define sub-playbooks for reusing playbook flows in different contexts.
- Manual playbooks provide capability to define an activation form for manual playbooks.
- Initial managed security service provider (MSSP) support for SOAR on Cloud Pak for Security offers global case management capabilities and central configuration for service providers in Cloud Pak for Security.
- Privacy module (add-on) provides exposed timeframes in UI for regulatory tasks to differentiate soft deadlines from hard deadlines.
- New software and SaaS package options are available for order:
 - QRadar XDR Package
 - Guardium^(R) Package (software only)
 - Verify Package (SaaS only)

Overview

As organizations move their businesses to the cloud, security data is being spread across different tools, clouds, and on-premises IT environments. This creates process gaps that can cause threats to be missed and require complex and costly integrations to close the gaps. Cloud Pak for Security is an integrated security platform that enables your organization to gain insights into threats and risks and respond faster with automation.

Cloud Pak for Security helps you work smarter by generating deeper insights, mitigating risks, and accelerating response. By working from a unified dashboard, automating manual tasks, and following guided workflows, your team can be more

efficient and collaborative, more proactive than reactive. With an open security platform built for zero trust, you can optimize your existing investments while leaving your data where it is.

Threat management capabilities in Cloud Pak for Security are powered by IBM Security QRadar XDR, a modular security suite in Cloud Pak for Security, that delivers robust, open, process-wide visibility, detection, investigation, and response. This platform offers native security information and event management (SIEM), security orchestration, automation, and response (SOAR), and network detection and response (NDR), with unified analyst workflows across tools. These solutions unify, enrich, and augment data from your existing security solutions, resulting in a significant increase in visibility of relevant threat information for security teams that leads to accelerated investigations and responses to stop threats faster.

Data security capabilities in Cloud Pak for Security are powered by IBM Security Guardium Insights, a hub that is designed to help meet data privacy and compliance goals, as well as centralize data security visibility to understand how users are interacting across a distributed hybrid multicloud environment. IBM Security Guardium Insights can analyze and prioritize data risks, and help streamline and automate compliance and auditing, resulting in removing silos between data security and security operations centre (SOC) teams so that data critical to an investigation can be shared.

New security analyst benefits in Cloud Pak for Security 1.10:

- SOAR notifications enable security analysts to view SOAR notifications across all of the Cloud Pak for Security applications. Additionally, security analysts can configure notifications based on events in Cases and view them in email or in the UI.
- Playbook import and export feature enables security analysts to share automation content to improve collaboration. The individual playbooks and their associated content can be imported and exported.
- New software and SaaS package options are available for order and are aligned with client purchase preferences and business needs:

These packages simplify the ordering process and offer ordering flexibility:

- Clients have access to all capabilities in the package and pay for only what they use.
- Pricing options are based on their enterprise infrastructure or on usage-based metrics.
- On-prem, hybrid, or SaaS deployment options are available.
- Flexible licensing options are available and include perpetual and subscription options.

New software and SaaS package options are available for order with the following capabilities:

- IBM Security QRadar XDR Package
 - IBM Security Operations and Response (SOAR)
 - IBM Security Operations and Response (SOAR) Breach Response
 - IBM Security QRadar Event Analytics
 - IBM Security QRadar Flow Analytics
 - IBM Security QRadar Data Store
 - IBM Security Risk manager
- IBM Security Guardium Package (software only)
 - IBM Security Operations and Response (SOAR)
 - IBM Security Operations and Response (SOAR) Breach Response
 - IBM Security Guardium Data Protection
 - IBM Security Guardium Vulnerability Assessment

- IBM Security Guardium Insights
- IBM Security Risk Manager
- IBM Security Verify Package (SaaS only)
 - IBM Security Operations and Response (SOAR)
 - IBM Security Risk manager
 - IBM^(R) MaaS360^(R) Essential Suite
 - IBM MaaS360 Deluxe Suite
 - IBM MaaS360 Premier Suite
 - IBM MaaS360 Enterprise
 - IBM Trusteer^(R) Pinpoint Detect
 - IBM Trusteer Pinpoint Assure
 - IBM Security Verify

Key requirements

- Workstation with a supported operating system
- Supported web browser

Planned availability date

June 28, 2022

Availability within a country is subject to local legal requirements.

Accessibility by people with disabilities

Accessibility Compliance Reports (previously known as a VPAT) containing details on accessibility compliance to standards, including the Worldwide Consortium Web Content Accessibility Guidelines, European Standard EN 301 349, and US Section 508, can be found on the [IBM Accessibility Conformance Reports](#) website.

Reference information

For more information about IBM Cloud Pak for Security as a Service, see:

- Software Announcement [A21-0646](#), dated December 7, 2021
- Software Announcement [A21-0173](#), dated May 11, 2021

Program number

Program number	VRM	Program name
5900-AQE	1.10	IBM Security Guardium Package SW
5900-AQF	1.10	IBM Security QRadar XDR Package SW
5737-L74	1.10	IBM Cloud Pak for Security
5737-L74	1.10	IBM Security Data Explorer
5737-L74	1.10	IBM Security Threat Intelligence Insights
5725-I12	Not applicable	IBM Security Guardium Data Security and Compliance

Program number	VRM	Program name
5725-V56	Not applicable	IBM Security Guardium for Files
5737-L66	Not applicable	IBM Security Guardium Insights
5900-AH9	Not applicable	IBM Security Guardium Expert Lab Services
5737-A52	Not applicable	IBM Security QRadar SOAR, formerly IBM Security SOAR
5737-B52	Not applicable	IBM Security QRadar Software
5737-B54	Not applicable	IBM Security QRadar Event Capacity
5737-B54	Not applicable	IBM Security QRadar Flows Capacity
5737-D10	Not applicable	IBM Security QRadar Software Node
5737-B35	Not applicable	IBM Security QRadar Network Insights Software
5737-D34	Not applicable	IBM Security QRadar Data Store
5900-A8T	Cloud service	IBM Security Expert Labs for IBM Cloud ^(R) , formerly IBM Expert Labs for IBM Cloud Pak for Security
5900-AM4	Cloud service	IBM Security Threat Investigator
5900-AGL	Cloud service	IBM Cloud Pak for Security as a Service
5900-AQI	Cloud service	IBM Security QRadar XDR Package (SaaS)
5900-AQK	Cloud service	IBM Security Verify Package (SaaS)

Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the [IBM training](#) website.

Offering Information

Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage^{\(R\)}](#) and [Passport Advantage Express](#) website.

Publications

Publications about Cloud Pak for Security 1.10 is available in [IBM Documentation](#) beginning June 24, 2022.

Services

IBM Systems Lab Services

Systems Lab Services offers infrastructure services to help build hybrid cloud and enterprise IT solutions. From servers to storage systems and software, Systems Lab

Services can help deploy the building blocks of a next-generation IT infrastructure to empower a client's business. Systems Lab Services consultants can perform infrastructure services for clients on-line or onsite, offering deep technical expertise, valuable tools, and successful methodologies. Systems Lab Services is designed to help clients solve business challenges, gain new skills, and apply best practices.

Systems Lab Services offers a wide range of infrastructure services for IBM Power^(R) servers, IBM Storage systems, IBM Z^(R), and IBM LinuxONE. Systems Lab Services has a global presence and can deploy experienced consultants on-line or onsite around the world.

For assistance, contact Systems Lab Services at ibmsls@us.ibm.com.

To learn more, see the [IBM Systems Lab Services](#) website.

IBM Consulting

As transformation continues across every industry, businesses need a single partner to map their enterprise-wide business strategy and technology infrastructure. IBM Consulting is the business partner to help accelerate change across an organization. IBM specialists can help businesses succeed through finding collaborative ways of working that forge connections across people, technologies, and partner ecosystems. IBM Consulting brings together the business expertise and an ecosystem of technologies that help solve some of the biggest problems faced by organizations. With methods that get results faster, an integrated approach that is grounded in an open and flexible hybrid cloud architecture, and incorporating technology from IBM Research^(R) and IBM Watson^(R) AI, IBM Consulting enables businesses to lead change with confidence and deliver continuous improvement across a business and its bottom line.

For additional information, see the [IBM Consulting](#) website.

IBM Technology Support Services (TSS)

Get preventive maintenance, onsite and remote support and gain actionable insights into critical business applications and IT systems. Speed developer innovation with support for over 240 open-source packages. Leverage powerful IBM analytics and AI-enabled tools to enable client teams to manage IT problems before they become emergencies.

TSS offers extensive IT maintenance and support services that cover more than one niche of a client's environment. TSS covers products from IBM and OEMs, including servers, storage, network, appliances, and software, to help clients ensure high availability across their data centre and hybrid cloud environment.

For details on available services, see the [Technology support for hybrid cloud environments](#) website.

IBM Expert Labs

Expert Labs can help clients accelerate their projects and optimize value by leveraging their deep technical skills and knowledge. With more than 20 years of industry experience, these specialists know how to overcome the biggest challenges to deliver business results that can have an immediate impact.

Expert Labs' deep alignment with IBM product development allows for a strategic advantage as they are often the first in line to get access to new products, features, and early visibility into roadmaps. This connection with the development enables them to deliver First of a Kind implementations to address unique needs or expand a client's business with a flexible approach that works best for their organization.

For additional information, see the [IBM Expert Labs](#) website.

IBM Security Expert Labs

With extensive consultative expertise on IBM Security software solutions, Security Expert Labs helps clients and partners modernize the security of their applications, data, and workforce. With an extensive portfolio of consulting and learning services, Expert Labs provides project-based and premier support service subscriptions.

These services can help clients deploy and integrate IBM Security software, extend their team resources, and help guide and accelerate successful hybrid cloud solutions, including critical strategies such as zero trust. Remote and on-premises software deployment assistance is available for IBM Cloud Pak for Security, IBM Security QRadar on Cloud, IBM Security QRadar SOAR, IBM i2[®], IBM Security Verify, IBM Security Guardium, and IBM Security MaaS360.

For more information, contact Security Expert Labs at sel@us.ibm.com.

For additional information, see the [IBM Security Expert Labs](#) website.

Technical information

Specified operating environment

Software requirements

Information about software requirements is available in [IBM Documentation](#).

Such information is provided subject to the following terms. IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, misappropriated, or misused, or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service, or security measure can be completely effective in preventing improper use or access. IBM systems, products, and services are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

IBM Support

[IBM Support](#) is your gateway to technical support tools and resources that are designed to help you save time and simplify support. IBM Support can help you find answers to questions, download fixes, troubleshoot, submit and track problem cases, and build skills. Learn and stay informed about the transformation of IBM Support, including new tools, new processes, and new capabilities, by going to the [IBM Support Insider](#).

Additional IBM support

IBM Client Engineering for Systems

Client Engineering for Systems is a framework for accelerating digital transformation. It helps you generate innovative ideas and equips you with the practices, technologies, and expertise to turn those ideas into business value in weeks. When you work with Client Engineering for Systems, you bring pain points into focus. You empower your team to take manageable risks, adopt leading technologies, speed up solution development, and measure the value of everything you do. Client Engineering for Systems has experts and services to address a broad array of use cases, including capabilities for business transformation, hybrid cloud, analytics and AI, infrastructure systems, security, and more. Contact Client Engineering for Systems at sysgarage@ibm.com.

Planning information

Packaging

This offering is delivered through the internet. There is no physical media.

Ordering information

For ordering information, consult your IBM representative or go to the [Passport Advantage](#) website.

Passport Advantage

IBM Security Guardium Package SW (5900-AQE)

Part description	Part number
IBM Security Guardium Package (Software) per 100 Resource Units License + SW Subscription & Support 12 Months	D0A2GZX
IBM Security Guardium Package (Software) per 100 Resource Units Subscription License	D0A2JZX
IBM Security Guardium Package (Software) per 100 Resource Units SW Subscription & Support Reinstatement 12 Months	D0A2KZX
IBM Security Guardium Package (Software) per 100 Resource Units Annual SW Subscription & Support Renewal	E0A2FZX
IBM Security Guardium Package (Software) per 100 Resource Units for IBM Z License + SW Subscription & Support 12 Months	D0A2NZX
IBM Security Guardium Package (Software) per 100 Resource Units for IBM Z Subscription License	D0A2RZX
IBM Security Guardium Package (Software) per 100 Resource Units for IBM Z SW Subscription & Support Reinstatement 12 Months	D0A2SZX
IBM Security Guardium Package (Software) per 100 Resource Units Trade Up From Eligible Program Trade Up License + SW Subscription & Support 12 Months	D0A2EZX
IBM Security Guardium Package (Software) per 100 Resource Units for IBM Z Trade Up From Eligible Program Trade Up License + SW Subscription & Support 12 Months	D0A2LZX
IBM Security Guardium Package (Software) per 100 Resource Units for IBM Z Annual SW Subscription & Support Renewal	E0A2MZX

IBM Security QRadar XDR Package SW (5900-AQF)

Part description	Part number
IBM Security QRadar XDR Package Software 100 Resource Unit License + SW Subscription & Support 12 Months	D0AE4ZX
IBM Security QRadar XDR Package Software 100 Resource Unit Subscription License	D0AE7ZX
IBM Security QRadar XDR Package Software 100 Resource Unit SW Subscription & Support Reinstatement 12 Months	D0AE8ZX

Part description	Part number
IBM Security QRadar XDR Package Software 100 Resource Unit Annual SW Subscription & Support Renewal	E0AE3ZX
IBM Security QRadar XDR Package Software for IBM Z 100 Resource Unit SW Subscription & Support Reinstate 12 Months	D0AEFZX
IBM Security QRadar XDR Package Software for IBM Z 100 Resource Unit License + SW Subscription & Support 12 Months	D0AEBZX
IBM Security QRadar XDR Package Software for IBM Z 100 Resource Unit Subscription License	D0AEEZX
IBM Security QRadar XDR Package Software for IBM Z 100 Resource Unit Annual SW Subscription & Support Renewal	E0AEAZX
IBM Security QRadar XDR Package Software Disaster Recovery 100 Resource Unit License + SW Subscription & Support 12 Months	D0AEIZX
IBM Security QRadar XDR Package Software Disaster Recovery 100 Resource Unit Subscription License	D0AELZX
IBM Security QRadar XDR Package Software Disaster Recovery 100 Resource Unit SW Subscription & Support Reinstate 12 Months	D0AEMZX
IBM Security QRadar XDR Package Software Disaster Recovery 100 Resource Unit Annual SW Subscription & Support Renewal	E0AEHZX
IBM Security QRadar XDR Package Software Disaster Recovery for IBM Z 100 Resource Unit License + SW Subscription & Support 12 Months	D0AEQZX
IBM Security QRadar XDR Package Software Disaster Recovery for IBM Z 100 Resource Unit Subscription License	D0AETZX
IBM Security QRadar XDR Package Software Disaster Recovery for IBM Z 100 Resource Unit SW Subscription & Support Reinstate 12 Months	D0AEUZX
IBM Security QRadar XDR Package Software Disaster Recovery for IBM Z 100 Resource Unit Annual SW Subscription & Support Renewal	E0AEPZX
IBM Security QRadar XDR Package Software 100 Resource Unit Trade Up from Eligible Program Trade Up License + SW Subscription & Support 12 Months	D0AE2ZX
IBM Security QRadar XDR Package Software 100 Resource Unit Trade Up from IBM Cloud Pak for Security Gen 2 Trade Up License + SW Subscription & Support 12 Months	D0AMIZX
IBM Security QRadar XDR Package Software 100 Resource Unit Trade Up from IBM Cloud Pak for Security Gen 1 Trade Up License + SW Subscription & Support 12 Months	D0AMJZX
IBM Security QRadar XDR Package Software for IBM Z 100 Resource Unit Trade Up from Eligible Program Trade Up License + SW Subscription & Support 12 Months	D0AE9ZX

Part description	Part number
IBM Security QRadar XDR Package Software for IBM Z 100 Resource Unit Trade Up from IBM Cloud Pak Security Gen 1 Trade Up License + SW Subscription & Support 12 Months	D0AMKZX
IBM Security QRadar XDR Package Software for IBM Z 100 Resource Unit Trade Up from IBM Cloud Pak Security Gen 2 Trade Up License + SW Subscription & Support 12 Months	D0AMLZX
IBM Security QRadar XDR Package Software Disaster Recovery 100 Resource Unit Trade Up from Eligible Program Trade Up License + SW Subscription & Support 12 Months	D0AEGZX
IBM Security QRadar XDR Package Software Disaster Recovery 100 Resource Unit Trade Up from IBM Cloud Pak for Security Gen 2 Trade Up License + SW Subscription & Support 12 Months	D0AMNZX
IBM Security QRadar XDR Package Software Disaster Recovery for IBM Z 100 Resource Unit Trade Up from Eligible Program Trade Up License + SW Subscription & Support 12 Months	D0AENZX
IBM Security QRadar XDR Package Software Disaster Recovery for IBM Z 100 Resource Unit Trade Up from IBM Cloud Pak for Security Gen 2 Trade Up License + SW Subscription & Support 12 Months	D0AMQZX

IBM Security QRadar XDR Package (SaaS) (5900-AQI)

Part description	Part number
IBM Security QRadar XDR Package SaaS Resource Unit per Month	D0A7RZX
IBM Security QRadar Event Analytics for IBM Security QRadar XDR Package (SaaS) per 100 EPS per Month	D0A7SZX
IBM Security QRadar Flow Analytics for IBM Security QRadar XDR Package SaaS per 10K FPM per Month	D0A7TZX
IBM Security QRadar Data Capacity for IBM Security QRadar XDR Package (SaaS) per 100 EPS per Month	D0A8JZX
IBM Security QRadar Temporary Upgrade for IBM Security QRadar XDR Package (SaaS) per 1K Events Per Second Month	D0A8LZX
IBM Security QRadar Flows Additional Log Archival for IBM Security QRadar XDR Package SaaS per 10K Flows Per Minute Month	D0A8ZZX
IBM Security QRadar Flows Additional Data Capacity for IBM Security QRadar XDR Package (SaaS) per 10K Flows Per Minute Month	D0A8YZX
IBM Security QRadar Event Analytics for IBM Security QRadar XDR Package (SaaS) for Non-Production Environment Per 100 Events Per Second per Month	D0A8WZX
IBM Security QRadar XDR package SaaS for Non- Production Environment Resource Unit per Month	D0A8SZX
IBM Security QRadar Log Archival for IBM Security QRadar XDR Package SaaS per 100 EPS per Month	D0B9XZX

Part description	Part number
IBM Security QRadar Log Archival for IBM Security QRadar XDR Package SaaS Incremental Add-On Per Request On Demand Setup	D0B9YZX

IBM Security Verify Package (SaaS) (5900-AQK)

Part description	Part number
IBM Security Verify package (SaaS) Resource Unit per Month	D0A9AZX
IBM Security Verify package (SaaS) Resource Unit for Non Production Environment per Month	D0A9BZX

Charge metric for licensed products

The charge metrics for this licensed product can be found in the following License Information documents:

Program identifier	License Information document title	License Information document number
5737-L74	IBM Cloud Pak for Security (Gen3) 1.10	L-GBLK-CEYGU9
5737-L74	IBM Cloud Pak for Security Disaster Recovery (Gen3) 1.10	L-GBLK-CBWCEK
5737-L74	IBM Cloud Pak for Security (Gen2) 1.10	L-GBLK-CBWCNN
5737-L74	IBM Cloud Pak for Security Disaster Recovery (Gen2) 1.10	L-GBLK-CBWCUP
5737-L74	IBM Cloud Pak for Security 1.10	L-GBLK-C8WDL4
5737-L74	IBM Cloud Pak for Security 1.10 Disaster Recovery	L-GBLK-CBWDTS
5900-AQF	IBM Security QRadar XDR Package SW	L-GBLK-CDVDS3
5900-AQF	IBM Security QRadar XDR Package SW DR	L-GBLK-CEABSG
5900-AQE	IBM Security Guardium Package SW	L-GBLK-CDVHGZ

Select your language of choice and scroll down to the Charge Metrics section. Follow-on releases, if any, may have updated terms. See the [License Information documents](#) website for more information.

Charge metric for cloud services

Definitions of the charge metrics for this cloud service can be found in the following Service Description document:

Program identifier	Service Description document title	Service Description document number
5900-AGL	IBM Cloud Pak for Security as a Service	i126-9228
5900-AQI	IBM Security QRadar XDR Package (SaaS)	i126-9440-01
5900-AQK	IBM Security Verify XDR Package (SaaS)	i126-9441-01

Select your language of choice and scroll down to the Charge Metrics section.

Follow-on levels of this cloud service, if any, may have updated charge metrics. See the [Cloud Services terms](#) website. Search using the four-digit base Service Description number and scroll down to the Charge Metric section.

Terms and conditions

Terms and conditions for the licensed product

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

This product is available only through Passport Advantage.

Licensing

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use. Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

Software Maintenance

Licenses under the IBM International Program License Agreement (IPLA) provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available. Two charges apply: a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

License Information number

The following License Information documents apply to the offerings in this announcement:

Program identifier	License Information document title	License Information document number
5737-L74	IBM Cloud Pak for Security (Gen3) 1.10	L-GBLK-CEYGU9
5737-L74	IBM Cloud Pak for Security Disaster Recovery (Gen3) 1.10	L-GBLK-CBWCEK
5737-L74	IBM Cloud Pak for Security (Gen2) 1.10	L-GBLK-CBWCNN
5737-L74	IBM Cloud Pak for Security Disaster Recovery (Gen2) 1.10	L-GBLK-CBWCUP
5737-L74	IBM Cloud Pak for Security 1.10	L-GBLK-C8WDL4
5737-L74	IBM Cloud Pak for Security 1.10 Disaster Recovery	L-GBLK-CBWDTS
5900-AQF	IBM Security QRadar XDR Package SW	L-GBLK-CDVDS3
5900-AQF	IBM Security QRadar XDR Package SW DR	L-GBLK-CEABSG
5900-AQE	IBM Security Guardium Package SW	L-GBLK-CDVHGZ

Follow-on releases, if any, may have updated terms. See the [License Information documents](#) website for more information.

Limited warranty applies

Yes

Limited warranty

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, see the [IBM Support Guide](#).

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

Program technical support

Technical support of a program version or release of a specific program within this offering will be available as long as:

- The program is still supported
- Your Software Subscription and Support for this offering is in effect

Program technical support terms

- Technical support of a program product version or release is available for a minimum of one year from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect. This enables you to obtain assistance (by telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program.
- Software Subscription and Support (Software Maintenance) also provides you with access to versions, releases, and updates of the program.
- You will be notified, through an announcement letter, of discontinuance of support with six months' notice.

For additional information on this support lifecycle, see the [IBM Cloud Pak for Security Support Lifecycle Policy](#) website.

Money-back guarantee

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

Software Subscription and Support applies

Yes. Software Subscription and Support, also referred to as Software Maintenance, is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software, and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance by telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support centre. (This assistance is not available to your users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, see the [IBM Support Guide](#). Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

Unless specified otherwise in a written agreement with you, IBM does not provide support for third-party products that were not provided by IBM. Ensure that when contacting IBM for covered support, you follow problem determination and other instructions that IBM provides, including in the [IBM Support Guide](#).

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, go to the [Passport Advantage and Passport Advantage Express](#) website.

IBM Technology Support Services - Support Line for IBM Z

No

Other support

Appliance support under Passport Advantage.

Variable charges apply

No

Educational allowance available

Not applicable.

Terms and conditions for the cloud service

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction for the acquisition of cloud services from IBM consist of either the IBM Cloud Services Agreement and the applicable offering Service Description or the IBM International Passport Advantage Agreement or the International Passport Advantage Express Agreement and the IBM Terms of Use - General Terms for Cloud Offerings and the applicable offering Service Description.

Technical support

Technical support is provided for cloud services and enabling software, as applicable, during the subscription period. Any enhancements, updates, and other materials provided by IBM as part of any such technical support are considered to be part of the cloud service, as applicable, and therefore governed by the applicable agreement as defined in client's quote or transaction document. Technical support is included with the cloud service and is not available as a separate offering.

Additional technical support information for this cloud service offering may be found in the [IBM Support Guide](#) or in service-specific documentation.

Service Description

The following Service Description document applies to the offering in this announcement.

Program identifier	Service Description document title	Service Description document number
5900-AGL	IBM Cloud Pak for Security as a Service	i126-9228
5900-AQI	IBM Security QRadar XDR Package (SaaS)	i126-9440-01
5900-AQK	IBM Security Verify Package (SaaS)	i126-9441-01

Follow-on levels of this cloud service, if any, may have updated terms. See the [Cloud Services terms](#) website and search using the four-digit base Service Description number.

Limited warranty

See the warranty defined in the applicable agreement governing client's acquisition for this offering.

Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

Other support

Appliance support under Passport Advantage

Educational allowance available

No.

Statement of good security practices

IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered

completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

Prices

Prices are subject to change without notice.

GST, QST, and sales taxes, where applicable, are extra.

For additional information and current prices, contact your local IBM representative.

Passport Advantage

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