IBM Digital Experience Managed Hosted for Federal offers the market-leading IBM Digital Experience platform hosted in an IBM federal data center

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Overview

IBM® Digital Experience Managed Hosted for Federal offers the powerful, secure, and scalable IBM Digital Experience platform in an IBM data center that meets US federal hosting standards. This enables US federal agencies to take advantage of the Digital Experience platform.

About the Digital Experience platform

The Digital Experience platform is a comprehensive, full-featured, and modern platform for quickly building and deploying engaging intranets, extranets, and public-facing web and mobile web digital experiences. Capabilities of the robust and scalable cloud, designed with security in mind, include:

• One cohesive, integrated platform: A single, integrated solution offers a single point of control to access and manage web portal applications, and create and update web content.
• IT infrastructure and cost reduction: Avoid owning and managing an expensive IT infrastructure. A cloud-based solution offers greater business value through reduced spending on data center infrastructure, improved IT staff efficiency, and increased availability.
• Simple, intuitive platform: Empower business and content owners to create, assemble, and publish new websites. The ability of users to utilize the platform with limited IT knowledge or assistance speeds the time to build and deploy sites, and helps users be more productive.
• Configure and customize your platform implementation: Integrate with existing data sources and on-premises applications to leverage existing corporate knowledge and data.
• Empower line-of-business owners with the tools needed to own and manage the user experience: Author, manage, and host multiple digital experience sites with highly contextual and relevant social and rich-media content. Key capabilities include reusable components and design elements, content integration capability, an advanced rich text editor to update content in place, as well as live previewing.

To find out more about the Digital Experience platform, see the following resources:

• Create, deliver and manage engaging omni-channel digital experiences
• IBM Digital Experience Developer Center
• IBM Digital Experience Managed Hosted for Federal
About IBM federal data centers

IBM federal data centers offer cloud hosting services tailored to the needs of US agencies. Among the largest managed hosting vendors, IBM has delivered IT solutions and services to the public sector for 100 years. IBM federal data centers meet key US federal hosting needs, including data center requirements for disaster recovery, connectivity, and security, IT personnel qualifications, and policy compliance that includes Federal Risk Authorization Management Program (FedRAMP) and Federal Information Security Management Act (FISMA).

To learn more, see the following information about IBM Cloud solutions for the US federal government

- Innovate for efficiency with cloud services designed for the US Federal government
- Cloud for the government
- Cognitive computing helps government protect, defend and service citizens

Key prerequisites

Digital Experienced Managed Hosted for Federal is a managed cloud service and requires an internet connection and a supported browser to access the Digital Experience platform.

For additional information, see the Technical information section.

Planned availability date

November 7, 2017

Description

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT), containing details about accessibility compliance, can be found on the IBM Accessibility website.

Product positioning

Digital Experience Managed Hosted for Federal is part of the IBM Watson™ Customer Engagement portfolio that also includes Digital Experience and IBM Watson Content Hub. Organizations across industries are looking at how they interact with customers, employees, and partners to deliver on high expectations for all digital interactions in order to enable a consistent, personalized experience. IBM Digital Experience offerings help organizations create, deliver, and manage engaging omnichannel digital experiences.

Program number

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<td>5900-A12</td>
<td>Cloud Service</td>
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Education support
IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers can be found on the IBM Training and Skills website.

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

Contact your IBM representative for course information.

**Offering Information**

Product information is available on the IBM Offering Information website.

More information is also available on the Passport Advantage® and Passport Advantage Express™ website.

**Publications**

Documentation for Digital Experience can be accessed in IBM Knowledge Center.

**Services**

**Software Services**

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services, contact your Lab Services Sales or Delivery Leader.

**Technical information**

**Specified operating environment**

**Software requirements**

Digital Experienced Managed Hosted for Federal is a single-tenant, managed cloud service and requires an internet connection and a supported browser to access the Digital Experience platform.

The Digital Experience platform is offered as a platform as a service model. IBM manages and maintains the servers and supporting hardware and network infrastructure, as well as operating system and supporting applications. Organizations manage their Digital Experience platform applications: IBM WebSphere® Portal and IBM Web Content Manager.

Support is offered with the cloud service as part of the subscription service.

The program’s specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.
Planning information

Packaging
This offering is accessed through the internet. There is no physical media or electronic deliverable.

Security, auditability, and control
Digital Experience Managed Hosted for Federal provides the security and auditability features required for remotely accessed software. IBM’s data security and privacy principles for Cloud Service are available at the Cloud Service terms website.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

This product is only available through Passport Advantage. It is not available as shrinkwrap.

These products may only be sold directly by IBM or by authorized IBM Business Partners for Channel Value Rewards.

More information can be found on the IBM Channel Value Rewards website.

To locate IBM Business Partners for Channel Value Rewards in your geography for a specific Channel Value Rewards portfolio, go to the Find a Business Partner page.

Product group: Digital Experience

Product: IBM Digital Experience Managed Hosted for Federal

Product category: Digital Experience

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Instance
Instance is a unit of measure by which the Cloud Service can be obtained. An Instance is access to a specific configuration of the Cloud Service. Sufficient entitlements must be obtained for each Instance of the Cloud Service made available to access and use during the measurement period specified in Client’s PoE or Transaction Document.

Terms and conditions

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.

This product is only available through Passport Advantage. It is not available as shrinkwrap.

**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 Handbook or in service-specific documentation.

**Terms of Use**

Cloud Service offering-specific terms are available on the Cloud Service terms website.

**Limited warranty**

Refer to 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.

**Usage restrictions**

Yes

This offering is subject to usage restrictions.

See the Cloud Service terms for details.

**Software Subscription and Support applies**

No

**IBM Operational Support Services - SoftwareXcel**

No

**Variable charges apply**


No

**Educational allowance available**

Not applicable.

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**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.

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**Prices**

**Business Partner information**

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBMid and password are required to access the IBM Passport Advantage website.

**Passport Advantage**

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Channel Value Rewards. Additional information is also available on the Passport Advantage and Passport Advantage Express website.

**IBM Global Financing**

IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or go to the IBM Global Financing website for more information.

IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer’s credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

Financing from IBM Global Financing helps you preserve cash and credit lines, enables more technology acquisition within current budget limits, can help accelerate implementation of economically attractive new technologies, offers payment and term flexibility, and can help match project costs to projected benefits. Financing is available worldwide for credit-qualified customers.
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