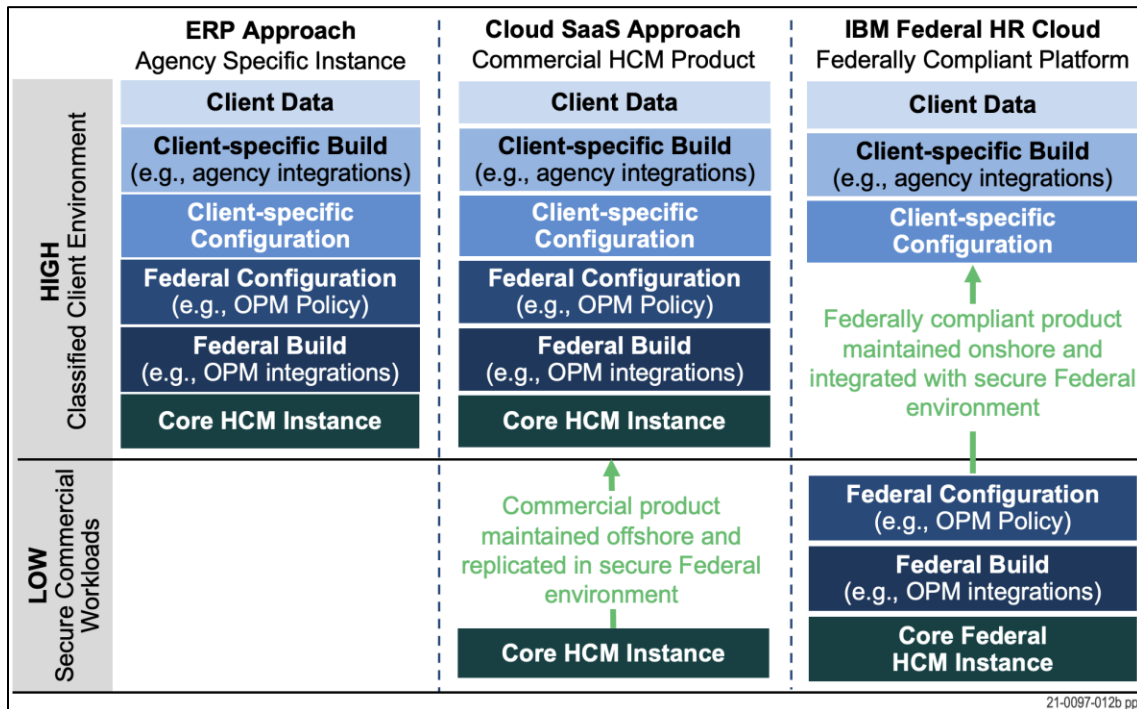# IBM Federal HR Cloud Software as a Service Description

1.1 Overview

IBM's Federal HR Cloud solution offers a configurable human capital management SaaS solution, allowing us to meet agency-specific needs and accelerate baseline deployment even in highly classified client environments. As illustrated in Figure 1 below, IBM's core SaaS solution is maintained in a secure GovCloud environment and is maintained to provide ongoing compliance with changing Federal HR requirements.

Figure 1: IBM's Federal HR Cloud

Services provided as part of the Federal HR Cloud SaaS solution are detailed in the following service description.

1.2 SaaS Service Description

In the IBM Federal HR Cloud subscription, IBM provides ongoing support of the SaaS solution, including maintaining the hardware and software hosting environment, performing application maintenance and security upgrades, and providing ongoing compliance with new and changing Federal Government regulations.

Services that are part of the IBM SaaS offering, include:

- **Change Governance and Release Management:** IBM provides governance for changes to the base SaaS platform resulting from HCM software patches, upgrades, and routine configuration changes. IBM also provides a release management structure to deploy software releases containing prioritized fixes, enhancements, and upgrades.

- **Federal Compliance Updates:** IBM manages ongoing configuration updates needed for Federal regulatory, legislative, audit, or other changes. These also include annual locality and pay schedule increases, changes in Federal leave types, and support of unplanned changes including Federal furlough, shutdowns, and retro processing.
- **HCM Hosting Maintenance:** IBM performs routine preventive and regular maintenance on the HCM hosting environment, administering appropriate patches and upgrades to ensure high-performance service delivery consistent with industry standards.
- **HCM Application Upgrades:** IBM upgrades the system with software updates and new releases provided by COTS software providers. IBM analyzes and optimizes capacity to enable the production environment to handle current and projected future data processing demand. IBM manages ongoing availability of the system and provides standard maintenance windows for applying releases.
- **Premier Technical Support:** IBM provides technical support services to address issues escalated from the Agency support desk, including highly specialized and experienced SMEs to diagnose and resolve the most complex technical issues.
- **Audit Support:** IBM provides specialized data extracts and documentation to support internal Sponsor system audits, including providing documentation or creating custom extracts to satisfy the requirements of the audit request.

Using the IBM Federal HR Cloud, customers can benefit from the continuous innovation and convenience of a SaaS solution while getting the adaptability of a traditional ERP solution.