IBM

IBM Expert Labs Automation Accelerator Services – Non-SaaS

Upon acceptance of Client's order, this Service Description applies to the Acceleration Services to support Client's use of an IBM software program. The applicable order documents provide pricing and additional details about Client's order.

1. Acceleration Service

Acceleration Services are expert services, as described in this SD, and are provided remotely to the Client. For the purpose of this SD, if the base agreement references Cloud Services, then all such references apply to Acceleration Services, as applicable, and that base agreement shall govern the terms of this SD. These Acceleration Services are available for the technology areas within IBM Automation.

- Integration
- Business Automation
- Network Automation
- AIOps
- AIOPs Insights
- Instana
- Application Runtimes
- Turbonomic
- Concert

1.1 Services

The Client may select from the following available services.

1.1.1 IBM Expert Labs Plan

This Service provides a maximum of 8 hours of consultation and delivery per Engagement and may consist of the following Activities:

Activity 1 – Conduct Project Kickoff Meeting

IBM Expert Labs will conduct a kick-off meeting on a mutually agreed to date at the commencement of this consulting service to perform activities such as:

- review Client requirements;
- understand Client objectives;
- define Client and IBM roles and responsibilities; and
- document planned activities, priorities and timelines.

Activity 2 – Consulting Services

As prioritized and defined in Activity 1, and as time permits, IBM Expert Labs will assist in activities such as:

- use case identification and validation;
- delivery proposal development;
- architecture definition or review;
- business value definition;
- migration approach definition;
- Client data assessment;
- use case demonstration and pilots;
- solution validation;
- solution enablement;

- troubleshoot operational issues;

- installation/configuration approach definition; or

- infrastructure, applications and performance for optimization.

Client may obtain multiple units in consultation with a services sales focal based on the scope defined in Activity 1.

1.1.2 IBM Expert Labs Solution Architecture

This Service provides a maximum of 40 hours of architecture consultation per Engagement and consists of the following Activities:

Activity 1 – Conduct Project Kickoff Meeting

IBM will conduct a kick-off meeting on a mutually agreed to date at the commencement of this consulting service to perform the following activities such as:

- review Client requirements;

- understand Client objectives;

- define Client and IBM roles and responsibilities; and

- document planned activities, priorities and timelines.

Activity 2 – Architecture Services

IBM will assist Clients with their solution architecture needs. As prioritized and defined in Activity 1, IBM will perform activities related to one or more of the following topics such as:

- Discovery

- Solution Architecture

- Solution Build

- Integration

- Best Practices

- Migration Assessment

- Modernization

- Operations and Management

- Backup & Recovery

- Production readiness

- Business Continuity

- Hybrid Cloud

- DevOps

- Health Check

Client may obtain multiple units in consultation with a services sales focal based on the scope defined in Activity 1.

Deliverables consist of a presentation slide deck containing high level architectural and planning decisions.

1.1.3 IBM Expert Labs Install

IBM Expert Labs provides this service to setup the solution infrastructure required for an IBM solution based on IBM recommended practices. Each unit of this one-week service includes consultation and delivery of a maximum of forty (40) person-hours

Activity 1 – Conduct Project Kickoff Meeting

IBM Expert Labs will conduct a kick-off meeting on a mutually agreed to date at the commencement of this consulting service to perform activities such as:

- review Client requirements;

- understand Client objectives;

- define Client and IBM roles and responsibilities; and

● document planned activities, priorities and timelines.

Activity 2 – Install

IBM Expert Labs will help setup the infrastructure required for the solution based on IBM recommended practices which could include the following tasks:

● Validate business requirements, operations, security, governance, administration and user experience needs that may impact the solution topology;

● Setup the agreed upon infrastructure to support the solution;

● Integrate with an LDAP compliant user registry (if needed);

● Configure the infrastructure to a point where it can be successfully demonstrated to stakeholders; and

● Conduct a session to introduce the client to the platform and demonstrate the basic functionality of the platform.

Client may obtain multiple units in consultation with a services sales focal based on the scope defined in Project Kickoff Meeting.

Deliverables consist of an installation document for the work completed, delivered in a word processing document or presentation slide format (one pre-agreed format only).

1.1.4   IBM Expert Labs Build

IBM provides this service to help build a solution based on IBM recommended practices in a pre-defined architecture. Each unit of this one-week Service includes consultation and delivery of a maximum of forty (40) person-hours via virtual sessions.

Activity 1 – Conduct Project Kickoff Meeting

IBM will conduct a kick-off meeting on a mutually agreed to date at the commencement of this consulting service to perform activities such as:

● review Client requirements;

● understand Client objectives;

● assess completeness of solution architecture and plan – if required, complete the solution architecture and plan needed to define the Build activities. Deliverables could consist of high level architectural decisions and a list of initial user stories delivered in a word processing document or presentation slide format (one pre-agreed format only);

● define Client and IBM roles and responsibilities; and

● document planned activities, priorities and timelines.

Activity 2 – Build

IBM Expert Labs will help build a solution based on IBM recommended practices.

For larger or more complex solutions, Client may obtain multiple units in consultation with a services sales focal based on the scope defined in Activity 1.

Deliverables will include supporting documents based on the nature of the solution that will be created during the delivery.

1.1.5   IBM Expert Labs Remote Solution Build

IBM provides services to help build a solution based on IBM recommended practices in a pre-defined architecture. Remote in this Service indicates that the services will be delivered from another country with a different time zone. Each unit of this one-week Service includes consultation and delivery of a maximum of forty (40) offshore person-hours via virtual sessions.

Activity 1 – Conduct Project Kickoff Meeting

IBM will conduct a kick-off meeting on a mutually agreed to date at the commencement of this consulting service to perform the following activities such as:

● review Client requirements;

● understand Client objectives;

● assess completeness of the Solution Architecture and Plan – If required, conduct a session to complete the Solution Architecture and Plan needed to define the Solution Build Activities.

Deliverables consist of include High level architectural decisions and a list of initial user stories delivered in a word processing document or presentation slide format (one pre-agreed format only);

● define Client and IBM roles and responsibilities; and

● document planned activities, priorities and timelines.

Activity 2 – Build

As prioritized and defined in Activity 1, and as time permits, IBM help build a solution based on Solution Architecture and IBM recommended best practices.

For larger or more complex solutions, Client may obtain multiple units in consultation with a services sales focal based on the scope defined in Activity 1.

Deliverables consist of supporting documents based on the nature of the solution that will be created during the delivery.

1.1.6   IBM Expert Labs Migrate

IBM Expert Labs will provide up to forty (40) hours of services to conduct a solution migration or upgrade

Activity 1 – Conduct Project Kickoff Meeting

IBM will conduct a kickoff meeting to assess existing application landscape and provide an actionable plan for migrating to their desired architecture/platform. Activities may include:

● Assess existing deployment;

● Discuss sizing and resource requirements for future solution;

● Develop architecture for future solution;

● Assess integration requirements, if any;

● Review existing dashboards and/or other reporting;

● Identify the new dashboards and/or reporting critical to business;

● Review existing access controls, if applicable;

● Review policies and application channels, if applicable;

● Review existing standards; and

● Develop a plan for deployment.

Activity 2 – Execute Migration/Upgrade

IBM Expert Labs will migrate / upgrade a solution based on IBM recommended best practices.

For larger or more complex solutions, Client may obtain multiple units in consultation with a services sales focal based on the scope defined in Activity 1.

Deliverables consist of supporting documents based on the nature of the solution that will be created during the delivery.

1.1.7   IBM Expert Labs Perform Services

These services are available for up to (8 hours) per month for a period of one year. The consultant will assist the Client by providing technical account management and architecture/consulting services for IBM Turbonomic Application Resource Management (ARM) or Instana.

Activity 1 – Conduct Project Kickoff Meeting

IBM will conduct a kick-off meeting on a mutually agreed to date at the commencement of this consulting service to perform the following activities such as:

● review Client requirements;

● understand Client objectives;

● assess completeness of the solution architecture and plan – If required, conduct a session to define the solution architecture and plan needed to define the Solution Build Activities. Deliverables consist of High level architectural decisions and a list of initial user stories delivered in a word processing document or presentation slide format (one pre-agreed format only);

● define Client and IBM roles and responsibilities; and

● document planned activities, priorities and timelines.

Activity 2 – Perform

IBM will spend the remainder of the person-hours of services to help extend a solution based on IBM recommended practices.

For larger or more complex solutions, Client may obtain multiple units in consultation with a services sales focal based on the scope defined in Activity 1.

Deliverables will include supporting documents based on the nature of the solution that will be created during the delivery.

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 applies to IBM's processing of personal data on behalf of Client.

http://www.ibm.com/terms/?id=DPA-EX_SW_Sces

3. Service Levels and Technical Support

No Service Level Agreement or Technical Support is available for this Service Description.

4. Entitlement and Billing Information

4.1 Charge Metrics

The Acceleration Service is available under the charge metric specified in the Transaction Document:

● Engagement is a professional or training service related to the Cloud Services.

4.2 Acceleration Services Charges

Unless the service is designated as a "subscription service", Acceleration Services will expire 90 days from purchase regardless of whether the service has been used.

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 Materials

Materials created by IBM in the performance of these offerings and delivered to Client (excluding any preexisting works on which those materials may be based) are works made for hire, to the extent permitted under applicable law, and are owned by Client. Client grants to IBM an irrevocable, perpetual, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works based on those materials.

5.2 License to IBM Assets

IBM Assets may be used in the course of performing the Acceleration Services and may be delivered or made accessible to Client upon completion.

IBM Assets include but are not limited to toolkits, utilities, and implementation accelerators consisting of pre-built modules, which can be configured and deployed to an IBM Cloud Service or installed for use with an IBM Program.

IBM is the exclusive owner of the IBM Assets, which are IBM pre-existing works.

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