

Service Description

IBM Expert Labs Data and AI Accelerator Services – SaaS

Upon acceptance of Client's order, this Service Description applies to the Acceleration Services to support Client's Cloud Service. 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 each of the following technology areas:

- Databases
- Data Fabric
- Data Integration
- Data Observability
- Data Lineage
- Analytics & Cognos
- Customer Care
- OpenPages
- Safer Payments
- Financial Transaction Manager
- Cloud Pak for Data
- watsonx.data
- watsonx.ai
- watsonx.governance

1.1 Services

The Client may select from the following available services.

1.1.1 IBM Expert Labs One Day Consulting Services

This Service provides a maximum of 8 hours of consultation and delivery 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 – Consulting Services

As prioritized and defined in Activity 1, and as time permits, IBM will spend the remainder of the hours to perform activities such as:

- use case identification and validation;
- delivery proposal development;
- defining or reviewing architecture;
- defining business value;
- defining migration approach;

- Client data assessment;
- use case demonstration and pilots;
- solution validation;
- solution enablement; or
- troubleshoot operational issues.

1.1.2 IBM Expert Labs Assess

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 spend the remainder of the person-hours of consultation services to 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 Plan

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 spend the remainder of the person-hours of consultation services to 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:

- use case identification and validation;
- delivery proposal development;
- defining or reviewing architecture;
- defining business value;
- defining migration approach;
- Client data assessment;
- use case demonstration and pilots;
- solution validation;
- solution enablement;
- operations and management;
- backup & recovery;
- production readiness; and
- business continuity.

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.

1.1.4 IBM Expert Labs Configure

IBM 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 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 – Solution Infrastructure

As prioritized and defined in Activity 1, and as time permits, IBM will spend the remainder of the person-hours of services to configure the infrastructure required for the solution based on IBM recommended practices including the following tasks:

- Conduct a series of mini sessions to 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.
- Conduct an skills instruction 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).

1.1.5 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 the following activities such as:

- review Client requirements;
- understand Client objectives;
- assess completeness of the solution architecture and plan – If required, conduct a workshop 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 – Solution Build

IBM will spend the remainder of the person-hours of services to 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.

1.1.6 IBM Expert Labs Migrate

IBM provides this service to help migrate or upgrade a technology 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 the following activities such as:

- review Client requirements;
- understand Client objectives;
- assess completeness of the solution architecture and plan – If required, conduct a workshop 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;
- document planned activities, priorities and timelines.

Activity 2 – Migrate

IBM will spend the remainder of the person-hours of services to migrate or upgrade 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.

1.1.7 IBM Expert Labs Remote One Week 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

potentially a 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 workshop 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 – Solution Build

As prioritized and defined in Activity 1, and as time permits, IBM will spend the remainder of the person-hours of services to 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.

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

An acceleration service 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.

The IBM Assets are provided to Client under the terms of the International License Agreement for Non-Warranted Programs (ILAN) (<http://www.ibm.com/terms/?id=i125-5589>) and the license.txt file found in the directory of the IBM Asset.