

Service Description

IBM Security QRadar Expert Lab Services

Upon acceptance of Client's order, this Service Description applies to the Acceleration Services to support Client's use of an IBM software program or 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 Client. For the purpose of this SD, if Client's 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.

1.1 Services

The Client may select from the following available services.

These remotely delivered services, for purposes of this Service Description, are referred to as the "Service". The Service provides Client access to subject matter expertise (SME) resources and supporting information for the IBM Security QRadar product family.

The Service is designed to assist Client in the following disciplines and subject areas:

- Vision and planning
- Development of use cases, personas and workflows
- Architecture and Design
- Deployment and configuration
- Environment Review, Tuning and Optimization
- Performance and scalability
- Staff augmentation
- Skills Building and mentoring
- Troubleshooting
- Operations

Through coaching, mentoring and knowledge transfer, the Service is designed to aid Client in the construction and management of business solutions built using QRadar Software products. Client must have active entitlement to QRadar virtual or physical appliance product. The Service is applicable to generally available QRadar products, not "deprecated", "experimental" or "beta" products.

A list of supported product families can be viewed at the following webpage:

<https://www.ibm.com/security/security-expert-labs>

The Service is delivered in English language only, unless mutually agreed with Client.

The Service does not replace the role of the IBM Support organization which should continue to be the point of contact for technical problems.

The Client may select from the following available services.

1.1.1 IBM Expert Labs Build QRadar Suite Solution (40 Hours)

The Service will be determined through a mutually agreed activities deemed reasonable for completion within the scope of five days between the Service provider and the Client.

The Cloud Service for the selectable activities will be combined as needed and will be delivered in a minimum of four (4) hour blocks of time. Selectable activities within the Service are:

- Solution design workshop
- Recommendations on configuration and deployment
- Appliance deployment (either virtual or physical)

- Log collection
 - Standard log source attachment
 - Customer log source attachment
- Flow collection
 - Collecting network activity from up to 3 instances of flow sources
 - Appliance configuration document deliverable
- Initial tuning of QRadar environment
 - Identifying / removing sources of noise
 - Activating rules, saved searches and accumulating time series graphs
 - Scheduling and modifying reports
 - Customizing dashboards
- Advanced tuning based on business requirements / security policies
 - Creation and tuning of up to 5 custom rules and 3 custom reports
 - Configuration of 1 default compliance report package (choose from PCI, SOX, FISMA, GLBA, GSX memo 22, HIPAA or NERC-CIP)

1.1.2 IBM Security QRadar Expert Labs Assistance – Monthly Subscription (20 hours/month)

This subscription service provides up to **20 hours** per month (not to exceed the total hours according to the applicable order documents) in one or more of the following focus areas:

- A trusted advisor to help organizations more rapidly achieve benefits and value from their Security QRadar investment.
- Enhancements to the organization's capability to develop a broad range of skills that span full-process implementation of a Security QRadar subscription.
- Regular check points during the implementation project to address challenges or architectural design decisions.

1.1.3 IBM Security QRadar Expert Labs Assistance – Monthly Subscription (40 hours/month)

This subscription service provides up to **40 hours** per month (not to exceed the total hours according to the applicable order documents) in one or more of the following focus areas:

- A trusted advisor to help organizations more rapidly achieve benefits and value from their Security QRadar investment.
- Enhancements to the organization's capability to develop a broad range of skills that span full-process implementation of a Security QRadar subscription.
- Regular check points during the implementation project to address challenges or architectural design decisions.

1.1.4 IBM Security QRadar Expert Assistance Service Non-SaaS (8 hours)

The Service will be determined through a mutually agreed activities deemed reasonable for completion within the scope of one day between the Service provider and the Client.

The Cloud Service for the selectable activities will be combined as needed and will be delivered remotely. Selectable activities within the Service are:

- Solution design workshop
- Recommendations on configuration and deployment
- Initial tuning of QRadar environment
 - Identifying / removing sources of noise
 - Activating rules, saved searches and accumulating time series graphs
 - Scheduling and modifying reports
 - Customizing dashboards
- Use Case design

- Troubleshooting

1.1.5 IBM Expert Labs Plan QRadar Suite Solution

This service provides up to 40 hours, delivered in a minimum of four (4) hour blocks of time, and activities will be mutually agreed upon from the following:.

IBM Expert Labs can assist Clients with planning activities related to the following:

- Advising the Client's business and technical stakeholders on planning and architecture of their QRadar Suite solution,
- Mentoring the Client business and technical stakeholders on the detailed skills and activities to implement recommendations
- Providing migration approach options and project plan guidance if applicable
 - Migrations can include:
 - IBM Software version upgrades
 - Converting from a 3rd party product to IBM product
 - Moving from on-premises deployment to a Cloud solution
 - Other types of modernization activities

Selectable activities within the service can include and are not limited to:

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 requirements and objectives from Client
- Define Client and IBM roles and responsibilities.
- 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:

- Detailed project plan, work breakdown structures, resource planning
- Delivery proposal development.
- Migration implementation options
- Use case demonstration and pilots.
- Detailed solution design
- Installation/configuration best practices
- Skills Instruction:

IBM will analyze the findings and deliver actionable recommendations on best practices specific to Client technical environment and operations.

1.1.6 IBM Expert Labs Assess QRadar Suite

This service provides up to 40, delivered in a minimum of four (4) hour blocks of time, and activities will be mutually agreed upon from the following:

Assessments performed by IBM Expert Labs can apply to:

- Solution architecture and design developed by the Client,
- Health checks on solution performance, software administration configuration, operational procedures
- Review of installation, configuration, and infrastructure

Selectable activities within the service include but not limited to:

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 requirements and objectives from Client
- Define Client and IBM roles and responsibilities.

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.
- Architecture definition or review.
- Business value definition.
- Migration approach definition.
- Client data assessment.
- Use case demonstration and pilots.
- Solution validation.
- Client skills development recommendations.
- Troubleshoot operational issues.
- Installation/configuration approach definition
- Infrastructure, applications, and performance for optimization.

IBM will make recommendations on best practices specific to Client technical environment and operations.

1.1.7 IBM Expert Labs Install/Configure QRadar Suite

This service provides up to 40 hours, delivered in a minimum of four (4) hour blocks of time, and activities will be mutually agreed upon from the following:

Install/Configure services performed by IBM Expert Labs can apply to:

- Pre-install/configuration preparation to set up the software solution infrastructure.
- Performing or mentoring the Client on recommended practices to install, configure, operate and maintain the IBM software deployment.
- Conduct knowledge sharing sessions to introduce the Client to the platform and demonstrate the basic functionality of the platform.

Selectable activities within the Service include but not limited to:

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 requirements and objectives from Client
- Define Client and IBM roles and responsibilities.
- Document planned activities, priorities, and timelines.

Activity 2 – Install/Configure Services

IBM Expert Labs will help setup the infrastructure required for the solution based on IBM recommended practices which could include 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 any Client user registry or dependent application or data (if needed).
- Configure the infrastructure to a point where it can be successfully demonstrated to stakeholders.
- Mentoring on installation, configuration, operations, and maintenance so that Client can become self-sufficient with the IBM software for stability, scalability, performance tuning and troubleshooting.

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

1.1.8 IBM Expert Labs Migrate QRadar Suite

This service provides up to 40 hours, delivered in a minimum of four (4) hour blocks of time, and activities will be mutually agreed upon from the following:

Migrate services performed by IBM Expert Labs can apply to:

- Solution architecture and design considerations based on Client objectives and requirements.
- Advisement on migration methods including but not limited to tools, co-existence, and implementation models.
- Assess existing deployment and transformational requirements for new solution.
- Apply detailed migration templates and assistance based on type of migration including:
 - IBM software version upgrades
 - Converting from a 3rd party product to IBM product
 - Moving from on-premises deployment to a Cloud solution
 - Other types of modernization activities

Selectable activities within the service include but not limited to:

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 requirements and objectives from Client
- Define Client and IBM roles and responsibilities.
- Document planned activities, priorities, and timelines.
- Skills development roadmap
- High level migration plan, assumptions, dependencies, timeline

Activity 2 – Execute Migrate

IBM Expert Labs will assist and guide the Client to migrate which could include the following:

- 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, existing access controls, alerting policies, application channels, if applicable
- Develop a plan for deployment.
- Apply tools, templates, and practices.
- Deliver knowledge transfer sessions based on Client's requirements.
- Deliver documentation for on-going migration related activities.

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 and/or an IBM software program.

4.2 Remote Services Charges

Non-subscription remote service will expire 90 days from purchase regardless of whether the remote 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.