

## Service Description

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### IBM Technology Expert Labs Security Guardium Services

#### 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 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 Guardium product family.

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

- Strategy;
- Architecture;
- Design;
- Configuration guidance;
- Build, test, and deploy;
- Deployment;
- Performance tuning;
- Diagnostics;
- Application support and maintenance;
- System operation;
- Software upgrades; and
- Data and workload migration.

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

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.

#### 1.1.1 IBM Security Guardium Expert Labs - Starter Service (160 Hours)

The Starter Service entitles Client to deploy any Guardium solution component for a predefined scope, based on standard practices and a proven deployment approach.

In addition to project coordination and engagement management, any combination of the following features can be part of the technical project scope. The Service is limited to a maximum of one hundred sixty (160) hours. Features are chosen to maximize the value to the Client.

- Guardium Solution Design;
- Guardium Solution Configuration Assistance which may include:
- Infrastructure deployment for agreed to subset;
- Agent deployment for agreed to subset;
- Administration configurations;
- Use case creation;
- Guardium Data Protection configurations; and
- Guardium enablement (on the job training);

- Skills Instruction:  
IBM will make recommendations on recommended practices specific to Client technical environment and operations.
- Run Book:  
IBM may assist in the development of one (1) Client-specific run book customized to Client's environment and IBM Software use.

### 1.1.2 IBM Security Guardium Expert Labs - Health Check Service (96 Hours)

Guardium Health Check Service performs a comprehensive review of an existing Guardium deployment. It delivers a Health Check Report that outlines findings and provides recommendations to optimize a deployment.

In addition to project coordination and engagement management, any combination of the following features can be part of the technical project scope. The Service is limited to a maximum of ninety -sixty (96) hours. Features are chosen to maximize the value to the Client.

- Project Coordination and Engagement Management;
- Guardium Health Check on an agreed to subset of Clients Guardium Environment;
- IBM will capture the current state of Client deployment including:
- Architecture of the Guardium solution deployed;
- Inventory of host systems;
  - Agents installed
  - Infrastructure installed
  - Performance
  - Solution administration; and
  - Data protection configurations;
- Skills Instruction:  
IBM will analyze the findings and deliver actionable recommendations on best practices specific to Client technical environment and operations.
- Health Check Report:  
IBM may assist in the development of one (1) Client-specific health check report customized to Client's environment.

### 1.1.3 IBM Security Guardium Expert Labs - Assistance Service (40 Hours)

IBM will provide forty (40) hours of Guardium Expert Assistance. Any combination of the following features can be part of the project scope, up to a maximum of forty (40) hours. Features are chosen to maximize the value to the Client.

- Architecting for expansion;
- Bringing new resources up to speed on Guardium;
- Assistance with upgrading to a new release;
- Advising on tuning Client's data protection policy or Guardium configurations and implementing new Guardium functionality;
- Guardium operational support;
- Other general Guardium assistance; and
- Skills Instruction:  
IBM will make recommendations on best practices specific to Client technical environment and operations.

#### 1.1.4 IBM Security Guardium Expert Labs Assistance - Monthly Subscription (~~20 hours/month~~)

This subscription service provides up to either **20** or **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 Guardium investment.
- Enhancements to the organization's capability to develop a broad range of skills that span full-process implementation of a Security Guardium subscription.
- Regular check points during the implementation project to address challenges or architectural design decisions.

## 2. Data Processing Protection

IBM's Data Processing Addendum (DPA) at <http://ibm.com/dpa> and the following DPA Exhibit(s) identified below will apply to IBM's processing of personal data on behalf of Client.

DPA Exhibit - Software Services at: [http://ibm.com/terms/?id=DPA-EX\\_SW\\_Sces](http://ibm.com/terms/?id=DPA-EX_SW_Sces)