

## Service Description

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### IBM Kenexa Talent Acquisition

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

#### 1. Cloud Service

##### 1.1 Offerings

The Client may select from the following available offerings.

##### 1.1.1 IBM Kenexa Talent Acquisition BrassRing

IBM Kenexa Talent Acquisition BrassRing is a scalable application to help centralize and manage the talent acquisition process across multiple company divisions and locations. This Cloud Service will be provided in both Non-Production and production environments.

The IBM Kenexa Talent Acquisition BrassRing offering is made up of the following components:

- a. Talent Suite Framework – a single entry point to all Talent Acquisition offerings.
- b. BrassRing System:
  - Creating and posting job requisitions
  - Sourcing
  - Talent gateways for candidates to search jobs and submit interest
  - Tracking applications and workflow
  - Screening candidates
  - Approval levels to facilitate selection processes
  - Standard and ad-hoc reporting capabilities
  - Social media interfaces and mobile technology
  - Branding capabilities (such as company logos and colors)
  - Entitlement to one production site and one Non-Production site

Access through Talent Suite support portal to the self-study lesson and quick reference guides

##### 1.1.2 IBM Kenexa Talent Acquisition BrassRing Onboard

IBM Kenexa Talent Acquisition BrassRing Onboard is a scalable application that helps employers and recruiters centralize and manage the talent acquisition process across multiple company divisions and locations, including an onboarding solution that provides a bridge between the application process and commencement of employment. This Cloud Service will be provided in both Non-Production and production environments.

The IBM Kenexa Talent Acquisition BrassRing Onboard Cloud Service offering is made up of the following components:

- a. Talent Suite Framework – a single entry point to all Cloud offerings.
- b. BrassRing System
  - Creating and posting job requisitions
  - Sourcing
  - Talent Gateways for candidates to search jobs and submit interest
  - Tracking applications and workflow
  - Screening candidates
  - Approval levels to facilitate the selection processes
  - Standard and ad-hoc reporting capabilities
  - Social media interfaces and mobile technology

- Branding capabilities (e.g., company logos and colors)
  - Access through Talent Suite support portal to the self-study lesson and quick reference guides
- c. Onboard System
- Integration with the BrassRing System
  - Welcome content delivery (such as video, web content, images) based on job/new hire data
  - Conditional workflows
  - Ability to customize for franchise/brand management
  - e-signature
  - Routing number verification
  - Ability to upload attachments
  - Document creation, storage and export
  - Availability in multiple languages
  - Forms library (such as US and Canada federal and state/provincial withholding tax forms)
  - Ability to use third party approval (such as a notary)
  - Form I-9 Section 2 validation and receipt functionality
  - Pre-configured integration with the US Department of Homeland Security for E-Verify (requires Client utilizes Form I-9 functionality within Onboard)
  - Pre-configured integration of US Work Opportunity Tax Credit through a partnership with Ernst and Young (requires separate relationship agreement with Ernst and Young)
  - Triggered notifications
  - Access through Talent Suite support portal to the self-study lesson and quick reference guides

#### **1.1.3 IBM Kenexa Talent Acquisition BrassRing with Lead Manager**

This bundled subscription entitles Client to the following offerings as described in this Service Description:

- IBM Kenexa Talent Acquisition BrassRing
- IBM Kenexa Lead Manager

#### **1.1.4 IBM Kenexa Talent Acquisition BrassRing Onboard with Lead Manager**

This bundled subscription entitles Client to the following offerings as described in this Service Description:

- IBM Kenexa Talent Acquisition BrassRing Onboard
- IBM Kenexa Lead Manager

#### **1.1.5 IBM Kenexa BrassRing on Cloud**

IBM Kenexa BrassRing on Cloud is a scalable, online tool to help employers and recruiters centralize and manage the acquisition of talent across multiple company divisions and locations.

Base offering features include:

- Creating and posting job requisitions
- Sourcing
- Talent gateways for candidates to search jobs and submit interest
- Tracking applications and workflow
- Screening candidates
- Approval levels to support recruitment processes including requisition and offer
- Standard and ad-hoc reporting capabilities
- Social media interfaces and mobile technology
- Branding capabilities (e.g., company logos and colors)
- Entitlement to one production site and one Non-Production site

Access through Talent Suite support portal to the self-study lesson and quick reference guide.

### 1.1.6 IBM Kenexa BrassRing Read Only

This subscription entitles existing Client to read only access to historical data for a pre-determined amount of time within IBM Kenexa BrassRing. Support is not available for this offering.

### 1.1.7 IBM Kenexa Talent Acquisition BrassRing Read Only

This subscription entitles existing Client to read only access to historical data for a pre-determined amount of time within IBM Kenexa Talent Acquisition BrassRing, Support is not available for this offering.

## 1.2 Optional Services

IBM Kenexa Core Add-ons – Optional Subscription Offerings

### 1.2.1 IBM Kenexa Lead Manager

IBM Kenexa Lead Manager is an add-on feature made available for use with IBM Kenexa Talent Acquisition BrassRing and IBM Kenexa Talent Acquisition BrassRing Onboard. IBM Kenexa Lead Manager enables Clients to find and nurture talent, build candidate relationships and grow pipelines. IBM Kenexa Lead Manager integrates IBM Watson Campaign Automation (formally IBM Marketing Cloud), a cloud-based digital marketing platform as its marketing engine.

IBM Kenexa Lead Manager functionality includes the ability to:

- Build a lead pool for requisition or for general talent pooling by searching internal and external data sources
- Add new profiles manually and via external search, this can be completed singly or en masse
- Track standard resume data and client configurable custom field data
- Send templated and customized emails
- Track email history
- Enter notes to capture, such as phone conversations, feedback on profile review
- Track status history
- Invite to talent communities/landing pages
- Invite to job applications
- Engage with potential talent through landing pages and communities

IBM Watson Campaign Automation functionality includes the ability to:

- Create/maintain contact lists
- Create/maintain query lists
- Create electronic mail templates
- Create landing pages
- Create reports
- Generate automated responses
- Create automated programs
- Perform A/B Testing
- Apply scoring to a lead based on criteria
- Generate electronic mail insights
- Store external content (images/white papers)
- Create or import a database.

A single database can be created for Client use for the IBM Kenexa Lead Manager integration to store candidate information. Only one database is available per Client and may be used for candidate recruiting purposes only. Additional databases will be deleted.

The above functionality enables:

- Message creation and delivery

This web-based editor enables Client to create and edit message content and provides point-and-click access to link tracking, personalization, and dynamic content.

- Automated campaigns  
A visual campaign builder allows the Client to create marketing programs (from simple drip strategy campaigns to complex, multiple touch points). Send automated messages when a lead routes or performs a certain action using nurture campaigns based on the individual action of each lead.
- Scoring  
Allows Client to rank prospects based on buying criteria, demographics and behaviors such as website visits, form submissions and message interaction or on time-based components including recency and frequency. When contacts reach a certain score, marketing automation features route contacts to appropriate follow-up.
- Landing pages and web forms  
Client can design and publish landing pages and web forms, which capture inquiry information that can be utilized to create custom pages.
- Reporting  
Provides the choice of more than 80 customizable reports spanning various marketing channels including electronic mail campaigns, social and mobile.
- Lead management  
Allows Client to manage and score leads.

### 1.2.2 IBM Kenexa BrassRing Event Manager

IBM Kenexa BrassRing Event Manager helps recruiters with creation and automation of the scheduling process for complex recruiting event, including candidate self-scheduling, preparing event rosters and event summary data, and rapid feedback processing for high volume recruiting events.

### 1.2.3 IBM Kenexa BrassRing Agency Manager

IBM Kenexa BrassRing Agency allows Client to manage agency recruiters' access to and use of BrassRing System. With Agency Manager, Client can track and manage details about each agency including vendor fees, performance, referral rights, notes and communications, contracts, and candidate statuses.

## 1.3 Acceleration Services

### IBM Kenexa Core Add-ons – Implementation Offerings

Implementation offerings require approximately four weeks to assign IBM resources once the set up service is purchased.

Implementation offerings will be considered complete when IBM has provided the entitled implementation offering to Client in Client's:

- Non-Production environment and delivery of Non-Production environment URLs
- production environment and delivery of production environment URLs

### 1.3.1 IBM Kenexa Lead Manager Implementation

IBM will perform configuration services, over a five-week implementation period, which includes the following tasks.

IBM will:

- enable and configure Lead Manager in Client's BrassRing Non-Production environment to be used by Client for Non-Production activities, Client demonstration and training. The Non-Production environment will be configured by IBM according to design decisions by Client;
- enable and transfer confirmed configurations decisions from staging environment to production environment to be maintained by Client. This production environment will be configured by IBM;
- configure one (1) landing page within IBM Marketing Cloud to be consumed by Lead Manager functionality based on the template style chosen by the Client;
- configure up to three (3) email templates within IBM Marketing Cloud to be consumed by Lead Manager functionality; and

- e. configure a contact list and a query within IBM Marketing Cloud to be consumed by Lead Manager functionality.

All self-study enablement / end user recordings and quick reference guides for Lead Manager are available through the support portal.

### 1.3.2 IBM Kenexa Talent Acquisition Onboard Implementation

IBM will perform configuration services, over an eight-week implementation period, including the following tasks:

- a. Onboard System (candidate facing and administrator use: US English only):
  - (1) Core instance creation, baseline system settings configuration
  - (2) User Type and interface screen layout set up – five (5) pre-built user types
  - (3) Access and privileges of standard Onboard reports
  - (4) One new hire (Talent Suite) portal to include:
    - (a) Profile information
    - (b) Available Electronic Signature functionality
    - (c) Talent Suite Branding – Client provided logos and images that will appear in the Talent Suite
- b. Hiring Workflow:

Set up one (1) workflow with all relevant activities and conditional logic, including up to ten (10) provisioning email communication templates aligned with any items defined below:

  - (1) IBM maintained forms – access to use any of the following:
    - (a) United States
      - (i) W-4 federal withholding tax form
      - (ii) I-9 verification
      - (iii) applicable state tax forms
    - (b) Canada
      - (i) TD-1 personal tax form
      - (ii) applicable provincial tax forms
  - (2) IBM eVerify Administration – enablement access to use the standard pre-configured interface connected to the U.S. Department of Homeland Security's ("DHS") employment eligibility verification system. Only available if configuration includes the I-9 verification form processing within IBM Kenexa Talent Acquisition Onboard.
  - (3) Custom Activities – up to 20 activities that can be created as either:
    - (a) Custom PDF Form – A Client-provided ".pdf" form that requires the collection of data and electronic mouse signature. Each form may include up to five pages in length and up to ten (10) data collection fields. If data exists prior to Onboard, it may be configured to be mapped/merged onto the ".pdf" image form. A custom PDF form is language/locale specific. If a form must be set up in more than one (1) language/locale, it must be presented as a separate ".pdf" file and will count additionally towards the overall count listed above. Custom PDF Forms can be configured either to include:
      - (i) a checkbox for candidate to acknowledge; or
      - (ii) available mouse signature functionality; or
    - (b) Agreement and Policy documents – Client-provided ".pdf" forms that require review and acknowledgement only. Agreements and policies are loaded as a "read only" document which can be configured either to include:
      - (i) a checkbox for candidate to acknowledge; or
      - (ii) available mouse signature functionality; or

- (c) New Hire Step – Activity used to gather additional information needed for reporting, exporting, and mapping to PDF forms. Each 'New Hire Step' can contain up to ten data collection fields.
- (4) Integrations:
  - (a) One integration from IBM Kenexa BrassRing to Onboard of "New Hire Data" with up to 50 specific data fields related to "New Hire", requisition and User information
  - (b) One CSV or XML New Hire data export to an FTP site for Client's HRIS use (not including pdf images) with the following conditions:
    - (i) Client is responsible for providing the FTP site hosting
    - (ii) pre-mapped export of fields (no data transformations or state tax fields)
    - (iii) utilization of the IBM API's
    - (iv) data changes only (no full data uploads will be sent)

### 1.3.3 IBM Kenexa Talent Acquisition BrassRing Standard Implementation

IBM will perform a one-time implementation of configuration services on the Client's system based on a pre-configured base library. IBM Kenexa Talent Acquisition BrassRing is implemented on an IBM US or EU cloud server. IBM will perform the services within 8 weeks following an agreed-to kickoff start date, providing the Client's use of the production-ready software as a service (SaaS) environment. Once Client is initially contacted by IBM services resources, Client is expected to fully engage in the implementation kickoff within three (3) weeks. Clients that purchase IBM Talent Acquisition BrassRing and IBM Talent Acquisition BrassRing Onboard offerings are may utilize this offering for implementation.

IBM will perform the following:

- a. Talent Suite Framework Set Up:
  - (1) Single Sign-On (SSO) – IBM will configure a Single Sign-On ("SSO") authentication allowing a single user ID and password to access the Talent Suite. SSO authentication will use the SAML 2.0 protocol and SSO certificate must be from a trusted authority; and
  - (2) Configure branding and other settings for the Talent Suite landing page.
- b. BrassRing System (candidate facing and recruiter use: US English only):
  - (1) Activation, deactivation, edit of pre-configured base library (*assumes no third-party partner integrations*):
    - (a) Tracking logic
    - (b) Candidate forms
    - (c) Requisition template
    - (d) Mobile responsiveness for system users and candidate
    - (e) Form fields
    - (f) Field options
    - (g) User type privileges
    - (h) Talent Gateway Branding – access to the Visual Branding Tool (VBT) to personalize branding via configuration or upload of CSS
      - (i) Gateway Questionnaires
      - (j) Candidate Portal
      - (k) Rules Automation Manager
      - (l) Social networking with LinkedIn, Facebook, Twitter
  - (2) up to two (2) uploads of the following items completed by IBM into Staging Environment (unlimited Client uploads via self-service):
    - (a) Requisition Job Codes
    - (b) Field Options
    - (c) Source Codes
    - (d) User Data

- (3) activation, deactivation, edit of standard HRIS integrations if desired. One standard XML configuration interface for each of the following (between one Client HRIS system and BrassRing) to be completed by IBM. Additional HRIS integrations can be configured through self-service.
  - (a) Foundation data import – four (4) pre-mapped fields
  - (b) Job code default data import – nine (9) pre-mapped fields
  - (c) Candidate data export – up to seventy-five (75) fields

The following conditions apply for each of the above integrations:

- The integration must utilize XML, IBM's API as outlined in the appropriate technical specification document.
- This integration must utilize the data mapping tool within the BrassRing workbench configuration.
- The integration does not involve any transformation of data content or custom queries.
- API requires the XML data to be sent to IBM via an IBM provided web service or HTTP POST URL for imports and by IBM to Client's web service or HTTP POST URL for export.
- Initial upload of drop-down options for any field imports will be manually loaded into BrassRing. The integration, once activated, will only import incremental data. The integration will not support full, destructive loads.
- Mechanism of the export is real-time when a candidate is moved to the pre-determined triggering HR Status in BrassRing.

#### **1.3.4 IBM Kenexa Talent Acquisition BrassRing Advanced Implementation**

IBM will perform a one-time implementation of configuration services on the Client's system based on a pre-configured base library, plus additional configurations. IBM Kenexa Talent Acquisition BrassRing is implemented on an IBM US or EU cloud server. IBM performs the services within 12 weeks following an agreed-to kickoff start date providing the Client's use of the production -ready software as a service (SaaS) environment. Once Client is initially contacted by IBM services resources, Client is expected to fully engage in the implementation kickoff within three (3) weeks. Clients that purchase IBM Talent Acquisition BrassRing and IBM Talent Acquisition BrassRing Onboard offerings may utilize this offering for implementation.

IBM will perform the following:

- a. Talent Suite Framework Set Up:
  - (1) Single Sign-On (SSO) – IBM will configure a Single Sign-On ("SSO") authentication allowing a single user ID and password to access the Talent Suite. SSO authentication will use the SAML 2.0 protocol; and
  - (2) Configure branding and other settings for the Talent Suite landing page.
- b. BrassRing System (candidate facing and recruiter use: US English only). BrassRing configurations are based on a pre-configured base library, plus additional configurations:
  - (1) Activation, deactivation, edit of pre-configured base library:
    - (a) Tracking logic
    - (b) Candidate forms
    - (c) Requisition template
    - (d) Mobile responsiveness for system users and candidate
    - (e) Form fields
    - (f) Field options
    - (g) User type privileges
    - (h) Talent Gateway Branding – access to the Visual Branding Tool (VBT) to personalize branding via configuration or upload of CSS
    - (i) Gateway Questionnaires
    - (j) Candidate Portal
    - (k) Rules Automation Manager

- (l) Social networking with LinkedIn, Facebook, Twitter
- (2) up to two (2) uploads of the following items completed by IBM into Staging Environment (unlimited Client uploads via self-service):
  - (a) Requisition Job Codes
  - (b) Field Options
  - (c) Source Codes
  - (d) User Data
- (3) activation, deactivation, edit of standard HRIS integrations if desired. One standard XML configuration interface for each of the following (between one Client HRIS system and BrassRing) to be completed by IBM. Additional HRIS integrations can be configured through self-service.
  - (a) Foundation data import – four (4) pre-mapped fields
  - (b) Job code default data import – nine (9) pre-mapped fields
  - (c) Req field association (RFA) Import – three (3) parent fields with five (5) children fields per parent
  - (d) Candidate field association (CFA) Import – three (3) parent fields with five (5) children fields per parent
  - (e) Candidate export – up to seventy-five (75) fields

The following conditions apply for each of the above integrations:

- The integration must utilize XML, IBM's API as outlined in the technical specification document.
- This integration must utilize the data mapping tool within the BrassRing workbench configuration.
- The integration does not involve any transformation of data content or custom queries.
- API requires the XML data to be sent to IBM via an IBM provided web service or HTTP POST URL for imports and by IBM to Client's web service or HTTP POST URL for export.
- Initial upload of drop-down options for any field imports will be manually loaded into BrassRing. The integration, once activated, will only import incremental data. The integration will not support full, destructive loads.
- Mechanism of the export is real-time when a candidate is moved to the pre-determined triggering HR Status in BrassRing.

c. Configuration options, in addition to pre-configured base library, of the following:

- (1) Tracking logic
  - up to one workflow
  - total of up to 30 tracking logic steps
- (2) Candidate Forms
  - up to 10 forms
  - up to 20 fields per form
- (3) Requisition Templates
  - up to 1 requisition template
  - up to 50 custom fields
- (4) Requisition Approval
  - up to five levels
- (5) User type privileges
- (6) Talent Gateways
  - up to two gateways



- (7) Gateway Questionnaires
  - up to two gateway questionnaires
- d. Configuration of IBM Kenexa Assessments on Cloud (*if purchased*)
- e. Configuration of Third Party Partner integrations
  - Integrations are from existing list of IBM partners and through this platform at time of contract execution. Client is expected to have executed relationship with partner and has requested partner to be ready to perform services at time of implementation. These integrations are dependent on the partner's ability to perform within the specified implementation time frame. In cases where the partner cannot perform within the time frame, IBM will not be expected to perform the integration configuration in this implementation.
  - One configuration interface with each of the following:
    - (a) SMS Text Messaging partner
    - (b) Job Posting partner
    - (c) Employment Screening partner
    - (d) US Work Opportunity Tax Credit (WOTC) partner
    - (e) Assessment Partner

### **1.3.5 IBM Kenexa Talent Acquisition BrassRing Advanced Implementation with Onboard and Lead Manager Implementation**

This bundled subscription entitles Client to the following offerings as described in this Service Description:

- IBM Kenexa Talent Acquisition BrassRing Advanced Implementation
- IBM Kenexa Talent Acquisition Onboard Implementation
- IBM Kenexa Lead Manager Implementation

IBM will perform a one-time implementation of configuration services on the Client's system that is implemented on an IBM US or EU cloud server. IBM performs the services within 12 weeks following an agreed kickoff start date providing the Client's use of the production-ready software as a service (SaaS) environment.

Once Client is initially contacted by IBM services resources, Client is expected to fully engage in the implementation kickoff within three (3) weeks. Clients that purchase IBM Talent Acquisition BrassRing Onboard with Lead Manager offering may utilize this offering for implementation.

### **1.3.6 IBM Kenexa Talent Acquisition BrassRing Advanced Implementation with Lead Manager Implementation**

This bundled subscription entitles Client to the following offerings as described in this Service Description:

- IBM Kenexa Talent Acquisition BrassRing Advanced Implementation
- IBM Kenexa Lead Manager Implementation

IBM will perform a one-time implementation of configuration services on the Client's system that is implemented on an IBM US or EU cloud server. IBM performs the services within 12 weeks following an agreed kickoff start date providing the Client's use of the production-ready software as a service (SaaS) environment.

Once Client is initially contacted by IBM services resources, Client is expected to fully engage in the implementation kickoff within three (3) weeks. Clients that purchase IBM Talent Acquisition BrassRing Onboard with Lead Manager offering may utilize this offering for implementation.

### **1.3.7 IBM Kenexa Talent Acquisition BrassRing Advanced Implementation with Onboard Implementation**

This bundled subscription entitles Client to the following offerings as described in this Service Description:

- IBM Kenexa Talent Acquisition BrassRing Advanced Implementation
- IBM Kenexa Talent Acquisition Onboard Implementation Description

IBM will perform a one-time implementation of configuration services on the Client's system that is implemented on an IBM US or EU cloud server. IBM performs the services within 12 weeks following an

agreed kickoff start date providing the Client's use of the production-ready software as a service (SaaS) environment.

Once Client is initially contacted by IBM services resources, Client is expected to fully engage in the implementation kickoff within three (3) weeks. Clients that purchase IBM Talent Acquisition BrassRing Onboard with Lead Manager offering may utilize this offering for implementation.

### **1.3.8 IBM Kenexa Core Add-ons – Optional BrassRing Setup and On-Demand Setup Offerings**

Offerings listed below may be ordered as a set up or on-demand setup service and require approximately four weeks to assign IBM resources once the setup is purchased or the Client requests to move forward with an on-demand setup service.

### **1.3.9 IBM Kenexa BrassRing Event Manager**

IBM will setup and configure an automation of the scheduling process for complex recruiting events, including candidate self-scheduling, preparing event rosters and event summary data, and rapid feedback processing for high volume recruiting events. This set up work is expected to be completed within six weeks once started.

### **1.3.10 IBM Kenexa BrassRing Additional Agency Partner Integration**

IBM will setup and configure an additional module feature of IBM Kenexa BrassRing Agency to be utilized within IBM Kenexa BrassRing instance.

### **1.3.11 IBM Kenexa BrassRing Custom Approval Workflow**

IBM will set-up and configure IBM Kenexa BrassRing Custom Approval Workflow based on Client pre-determined rules to automatically establish the approval chain appropriate for each requisition or form. Rule mapping drives the approval process for each requisition or form to be routed. IBM Kenexa BrassRing Custom Approval Workflow uses hierarchical organization structure stored within Client's external system to keep organizational reporting relationships current and may adjust automatically to organizational changes based on updates sent in the XML user feed.

### **1.3.12 IBM Kenexa BrassRing Global Talent Gateway**

IBM will set-up and configure IBM Kenexa BrassRing Global Talent Gateway to allow a Client to present a single portal to job openings across multiple languages and regions. This feature provides the Client the ability to configure the site so that applicants can choose their language, or to recognize the user's preferred browser language and present the site accordingly.

### **1.3.13 IBM Kenexa BrassRing Candidate Experience Additional Language**

IBM will upload Client provided translations for appropriate candidate facing and/or Agency Manager areas like field display labels and option descriptions on requisition templates and forms, content messaging / display labels on talent gateways, gateway questionnaires for any active languages Client is entitled. Client is responsible for providing actual translations in an IBM specified format specific to their needs. This set up work is expected to be completed within five weeks once started.

### **1.3.14 IBM Kenexa BrassRing Recruiter Experience Additional Language**

IBM will upload Client provided translations for appropriate user/recruiter facing areas like field display labels and option descriptions on requisition templates and forms, and content messaging / display labels on user interface screens for any active languages Client is entitled. Client is responsible for providing actual translations in an IBM specified format specific to their needs. This set up work is expected to be completed within five weeks once started.

### **1.3.15 IBM Kenexa BrassRing Talent Gateway Questionnaire**

IBM will set-up and configure IBM Kenexa BrassRing Talent Gateway Questionnaires (GQs) for online applications that support question branching and knockout questions. They can be gateway-specific or job-specific (allowing jobs to have their own workflows), and permit candidates to apply to a position without creating a profile or login for IBM Kenexa BrassRing Basic, Local or Global Talent Gateway. GQs can also include additional steps such as assessment, pre-screening, background check data collection, EEO data collection, and work opportunity tax credit management.

### **1.3.16 IBM Kenexa BrassRing Migrate Form to Enhanced Layout**

IBM will migrate a legacy candidate form into the enhanced layout providing the ability to adjust the formatting of existing forms to include columns and/or branching questions based on responses. This set up work is expected to be completed within two weeks once started.

### **1.3.17 IBM Kenexa BrassRing API Foundation Data Import**

IBM will configure one (1) import feed of foundation data from one (1) HRIS system to BrassRing, which allows Client's foundation data to be maintained in BrassRing. Foundation data is data that is present on the BrassRing system on a requisition form or a candidate form as a custom drop-down options list. Foundation data is sometimes referred to as form fields, and often appears in the form of tables in a Client's HRIS system. This set up work is expected to be completed within four weeks once started.

The following conditions apply:

- The integration must utilize XML, IBM's API as outlined in the technical specification document.
- The integration to be configured utilizing the data mapping tool within the IBM BrassRing Workbench.
- The integration does not involve any transformation of data content or custom queries.
- API requires the XML data to be sent to IBM via an IBM provided Web service or HTTP POST URL.
- Initial upload of drop-down options for any field will be manually loaded into BrassRing. The integration, once activated, will only import incremental data. The integration will not support full destructive loads.
- The integration will map up to 10 fields.

### **1.3.18 IBM Kenexa BrassRing API User (Recruiter/HM) Data Import**

IBM will configure one (1) import feed of User (Recruiter/HM) Data from one (1) HRIS system to BrassRing, which allows Client's user data to be loaded into BrassRing. Users in BrassRing are primarily the recruiters and hiring managers of the application. These are the individuals that log onto BrassRing and manage/move the candidates through the recruitment process. This set up work is expected to be completed within four weeks once started.

The following conditions apply:

- The integration must utilize XML, IBM's API as outlined in the technical specification document.
- This integration must utilize the data mapping tool within the IBM BrassRing Workbench configuration.
- The integration does not involve any transformation of data content or custom queries.
- API requires the XML data to be sent to IBM via an IBM provided Web service or HTTP POST URL.
- This integration must include the mandatory fields outlined in the document "IBM Common Integration Fields" in the section "Client HRIS to BrassRing".

Initial upload of user data will be manually loaded into BrassRing. The integration, once activated, will only import incremental data. The integration will not support full, destructive loads.

### **1.3.19 IBM Kenexa BrassRing API Job Code Default Data Import**

IBM will configure one (1) import feed of job code default data from one (1) HRIS system to BrassRing Job Code Default Data (JCDD) functionality allows Client to associate a set of default values to a Job Code. This is especially useful when requisitions (jobs) are created in the system where a recruiter/hiring manager chooses a Job code and all pre-determined fields in the requisition get auto-populated based on the code selected. This set up work is expected to be completed within four weeks once started.

The following conditions apply:

- The integration must utilize XML, IBM's API as outlined in the technical specification document.
- The integration to be configured utilizing the data mapping tool within the IBM BrassRing Workbench.
- The integration does not involve any transformation of data content or custom queries.
- API requires the XML data to be sent to IBM via an IBM provided Web service or HTTP POST URL.

- This integration must include the mandatory fields outlined in the "XML Integration Mapping Document" in the section "Job Code Default Data".
- Initial upload of drop-down options for any field will be manually loaded into BrassRing. The integration, once activated, will only import incremental data. The integration will not support full, destructive loads.
- The integration will map up to 40 fields associated to up to 2 requisition templates.

### **1.3.20 IBM Kenexa BrassRing API Requisition Field Association Data Import**

IBM will configure one (1) import feed of requisition field association data from one (1) HRIS system to BrassRing. Requisition field association allows the selection of an option in a parent field to determine the options that are available in one or more subsequent child fields on a requisition form. This set up work is expected to be completed within five weeks once started.

The following conditions apply:

- The integration must utilize XML, IBM's API as outlined in the technical specification document.
- The integration to be configured utilizing the data mapping tool within the IBM BrassRing Workbench.
- The integration does not involve any transformation of data content or custom queries.
- API requires the XML data to be sent to IBM via an IBM provided Web service or HTTP POST URL.
- Initial upload of drop-down options for any field will be manually loaded into BrassRing. The integration, once activated, will only import incremental data. The integration will not support full, destructive loads.

The integration will map up to three parent fields with 10 children per parent.

### **1.3.21 IBM Kenexa BrassRing API Candidate Data Export**

IBM will configure (1) export feed of new hire candidate data from BrassRing to one (1) Client or Vendor system which allows candidate data such as name, address, etc. and any information that resides on a candidate form in the BrassRing system to be exported. This set up work is expected to be completed within five weeks once started.

The following conditions apply:

- The integration must utilize XML, IBM's API as outlined in the technical specification document.
- The integration to be configured utilizing the data mapping tool within the IBM BrassRing Workbench.
- The integration does not involve any transformation of data content or custom queries.
- API requires the XML data to be exported by IBM to Client's Web service or HTTP POST URL.
- Mechanism of the export is real-time when a candidate is moved to a Client specified pre-determined Triggering HR Status in BrassRing.
- This integration must include the mandatory fields outlined in the "XML Integration Mapping Document" in the section "Candidate Export".
- The integration will map up to 75 fields.

### **1.3.22 IBM Kenexa BrassRing API Requisition Import**

IBM will configure one (1) import feed of requisition data from one (1) HRIS system to BrassRing. Requisition data is any information that is in a job requisition such as the job description, job number, and department. This set up work is expected to be completed within four weeks once started.

The following conditions apply:

- The integration must utilize XML, IBM's API as outlined in the technical specification document.
- The integration to be configured utilizing the data mapping tool within the IBM BrassRing Workbench.
- The integration does not involve any transformation of data content or custom queries.
- API requires the XML data to be sent to IBM via an IBM provided Web service or HTTP POST URL.

- This integration must include the mandatory fields outlined in the "XML Integration Mapping Document" in the section "Requisition Import".
- The integration will map up to 40 fields associated to up to 2 requisition templates.

### **1.3.23 IBM Kenexa BrassRing API Candidate Import**

IBM will one (1) import feed of candidate data from one (1) HRIS system to BrassRing Candidate information is any data that applies to a candidate, such as name, address, previous employers, education, skills, or status that is maintained in a Client's HRIS or on a BrassRing candidate form. This set up work is expected to be completed within five weeks once started.

The following conditions apply:

- This integration must utilize XML, IBM's API as outlined in the technical specification document.
- The integration to be configured utilizing the data mapping tool within the IBM BrassRing Workbench.
- The integration does not involve any transformation of data content or custom queries.
- API requires the XML data to be sent to IBM via an IBM provided Web service or HTTP POST URL.
- This integration must include the mandatory fields outlined in the "XML Integration Mapping Document" in the section "Candidate Import".
- The integration will map up to 50 fields.

### **1.3.24 IBM Kenexa BrassRing API Rehire Eligibility Check**

IBM will configure one (1) export feed of candidate data from BrassRing to one (1) HRIS system, which allows Candidate data that applies to a candidate such as name, address, etc. and any information that resides on a candidate form in the BrassRing system to be exported. This set up work is expected to be completed within five weeks once started.

The following conditions apply:

- This integration must utilize XML, IBM's API as outlined in the technical specification document.
- The integration to be configured utilizing the data mapping tool within the IBM BrassRing Workbench.
- The integration does not involve any transformation of data content or custom queries.
- API requires the XML data to be exported by IBM to Client's web service or HTTP POST URL.
- Mechanism of the export is real-time when a candidate is moved to a Client specified pre-determined Triggering HR Status in BrassRing.
- Data related to candidate and requisition can be exported.
- The integration will map up to 10 fields.

IBM will also configure one (1) import feed of form data for rehire results from one (1) HRIS system to BrassRing.

The following conditions apply:

- This integration must utilize XML, IBM's API as outlined in the technical specification document.
- The integration to be configured utilizing the data mapping tool within the IBM BrassRing Workbench.
- The integration does not involve any transformation of data content or custom queries.
- API requires the XML data to be sent to IBM via an IBM provided Web service or HTTP POST URL.
- The results up to ten (10) fields, will be captured on a BrassRing candidate form.

### **1.3.25 IBM Kenexa BrassRing API Talent Gateway Employee Profile Import**

IBM will configure one (1) import feed of employee profile data from one (1) HRIS system to BrassRing, which pre-populate employee information on BrassRing internal and/or referral talent gateways. This set up work is expected to be completed within four weeks once started.

The following conditions apply:

- This integration must utilize XML, IBM's API as outlined in the technical specification document.
- The integration does not involve any transformation of data content or custom queries.
- API requires the XML data to be sent to IBM via an IBM provided Web service.
- Initial full load of Talent Gateway Employee profile data will be passed through the integration in a batch process (up to 10,000 records per day).
- On an ongoing basis, incremental data must be provided through the integration, there is no support for continued full loads.

### **1.3.26 IBM Kenexa BrassRing API Background Check/Assessment Vendor Integration**

IBM will one (1) export feed of candidate data from BrassRing requesting a background check or assessment be performed to one (1) vendor system passing candidate data such as name, address, etc. and any information that resides on a candidate form or requisition in the BrassRing system. . Client is responsible for ensuring vendor is engaged and meeting timeline obligations expected. This set up work is expected to be completed within six weeks once started.

The following conditions apply:

- This integration must utilize XML, IBM's API as outlined in the technical specification document.
- This integration must utilize the data mapping tool within the IBM BrassRing Workbench configuration.
- The integration does not involve any transformation of data content or custom queries.
- API requires the XML data to be sent to the vendor via vendor provided HTTP POST URL.
- Mechanism of the export is real-time when a candidate is moved to a Client specified pre-determined triggering HR status in BrassRing.
- Data related to candidate and requisition can be exported, up to forty (40) fields.

IBM will also configure one (1) import feed of form data for background check or assessment results from one (1) vendor system to BrassRing.

The following conditions apply:

- This integration must utilize XML, IBM's API as outlined in the technical specification document.
- This integration must utilize the data mapping tool within the IBM BrassRing Workbench configuration.
- API requires the XML data to be sent to IBM via an IBM provided Web service or HTTP POST URL.
- The results will be captured on a BrassRing Candidate form, up to ten (10) fields.

### **1.3.27 IBM Kenexa BrassRing Premium Foundation Data Import**

IBM will configure one (1) import feed of foundation data from one (1) HRIS system to BrassRing, which allows Client's foundation data to be loaded into BrassRing.

Foundation data is data that is present on the BrassRing system on a requisition form or a candidate form as a custom drop-down options list. Foundation data is sometimes referred to as form fields, and often appears in the form of tables in a Client's HRIS system. This set up work is expected to be completed within four weeks once started.

The following conditions apply:

- This integration must utilize XML or delimited text file in IBM specified format as outlined in the technical specification document.
- This integration must utilize the data mapping tool within the IBM BrassRing Workbench configuration.
- The integration does not involve any transformation of data content.
- The integration will be sent to IBM via an FTP/SFTP process.
- This integration will be scheduled to process on a batch basis.

- Initial upload of drop-down options for any field will be manually loaded into BrassRing. The integration, once activated, will only import incremental data. The integration will not support full, destructive loads.
- IBM will build a process to consume Client data files and process them via IBM APIs.
- The integration will map up to 10 fields.

### **1.3.28 IBM Kenexa BrassRing Premium User Data (Recruiter/Manager) Import**

IBM will one (1) import feed of user (recruiter/hiring manager) data from one (1) HRIS system to BrassRing, which allows Client's user data to be loaded into BrassRing.

Users in BrassRing are primarily the recruiters and hiring managers of the application. These are the individuals that log onto BrassRing and manage/move the candidates through the recruitment process.

The following conditions apply:

- This integration must utilize XML or delimited text file in IBM specified format as outlined in the technical specification document.
- This integration must utilize the data mapping tool within the IBM BrassRing Workbench configuration.
- The integration does not involve any transformation of data content.
- This integration must include the mandatory fields outlined in the "XML Integration Mapping Document" in the section "Users".
- The feeds will be sent to IBM via an FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- This integration will be scheduled to process on a batch basis.
- Initial upload of users will be manually loaded into BrassRing. The integration, once activated, will only import incremental data. The integration will not support full, destructive loads.
- IBM will build a process to consume Client data files and process them via IBM APIs.

### **1.3.29 IBM Kenexa BrassRing Premium Job Code Default Data Import**

IBM will configure one (1) import feed of job code default data from one (1) HRIS system to BrassRing Job Code Default Data (JCDD) functionality allows Client to associate a set of default values to a job code. This is especially useful when requisitions (jobs) are created in the system where a recruiter/hiring manager chooses a Job code and all pre-determined fields in the requisition get auto-populated based on the code selected. This set up work is expected to be completed within four weeks once started.

The following conditions apply:

- This integration must utilize XML or delimited text file in IBM specified format as outlined in the technical specification document.
- This integration must utilize the data mapping tool within the IBM BrassRing Workbench configuration.
- The integration does not involve any transformation of data content.
- This integration must include the mandatory fields outlined in the "XML Integration Mapping Document" in the section "Job Code Default Data".
- The feeds will be sent to IBM via an FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- This integration will be scheduled to process on a batch basis.
- Initial upload of drop-down options for any field will be manually loaded into BrassRing. The integration, once activated, will only import incremental data. The integration will not support full, destructive loads.
- IBM will build a process to consume Client data files and process them via IBM APIs.
- The integration will map up to 40 fields associated to up to 2 Requisition Templates.

### **1.3.30 IBM Kenexa BrassRing Premium Requisition Field Association Data Import**

IBM will configure one (1) import feed of requisition field association data from one (1) HRIS system to BrassRing Requisition field association allows the selection of an option in a parent field to determine the options that are available in one or more subsequent child fields on a requisition form. This set up work is expected to be completed within five weeks once started.

The following conditions apply:

- This integration must utilize XML or delimited text file in IBM specified format as outlined in the technical specification document.
- This integration must utilize the data mapping tool within the IBM BrassRing Workbench configuration.
- The integration does not involve any transformation of data content.
- The feeds will be sent to IBM via an FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Initial upload of drop-down options for any field will be manually loaded into BrassRing. The integration, once activated, will only import incremental data. The integration will not support full, destructive loads.
- IBM will build a process to consume Client data files and process them via IBM APIs.
- The integration will map up to 3 parent fields with up to 10 children per parent.

### **1.3.31 IBM Kenexa BrassRing Premium Candidate Data Export**

IBM will configure one (1) export feed of new hire candidate data from BrassRing to one (1) HRIS System, which allows candidate data that applies to a candidate such as name, address, etc. and any information that resides on a candidate form in the BrassRing system to be exported. This set up work is expected to be completed within six weeks once started. The following conditions apply:

- This integration must utilize XML or delimited text file in IBM specified format as outlined in the technical specification document.
- This integration must utilize the data mapping tool within the IBM BrassRing Workbench configuration.
- The integration does not involve any transformation of data content.
- This integration must include the mandatory fields outlined in the "XML Integration Mapping Document" in the section "Candidate Export".
- Mechanism of the export is real-time when a candidate is moved to a Client specified pre-determined Triggering HR Status in BrassRing.
- The feeds will be sent to Client via an FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- This integration will be scheduled to process on a batch basis.
- The integration will map up to 75 fields.

### **1.3.32 IBM Kenexa BrassRing Premium Requisition Import**

IBM will configure one (1) import feed of requisition data from one (1) HRIS system to BrassRing Requisition data is any information that is in a job requisition such as the job description, job number, and department. This set up work is expected to be completed within six weeks once started.

The following conditions apply:

- This integration must utilize XML or delimited text file in IBM specified format as outlined in the technical specification document.
- This integration must utilize the data mapping tool within the IBM BrassRing Workbench configuration.
- The integration does not involve any transformation of data content.



- This integration must include the mandatory fields outlined in the "XML Integration Mapping Document" in the section "Requisition Import".
- The feeds will be sent to IBM via an FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- This integration will be scheduled to process on a batch basis.
- IBM will build a process to consume Client data files and process them via IBM APIs.
- The integration will map up to 40 fields associated to up to 2 Requisition Templates.

### **1.3.33 IBM Kenexa BrassRing Premium Candidate Import**

IBM will configure one (1) import feed of candidate data from one (1) HRIS system to BrassRing Candidate information is any data that applies to a candidate, such as name, address, previous employers, education, skills, or status that is maintained in a Client's HRIS or on a BrassRing candidate form. This set up work is expected to be completed within six weeks once started.

The following conditions apply:

- This integration must utilize XML or delimited text file in IBM specified format as outlined in the technical specification document.
- This integration must utilize the data mapping tool within the IBM BrassRing Workbench configuration.
- The integration does not involve any transformation of data content.
- This integration must include the mandatory fields outlined in the "XML Integration Mapping Document" in the section "Candidate Import".
- The feeds will be sent to IBM via an FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- This integration will be scheduled to process on a batch basis.
- IBM will build a process to consume Client data files and process them via IBM APIs.
- The integration will map up 50 fields.

### **1.3.34 IBM Kenexa BrassRing Premium Talent Gateway Employee Profile Import**

IBM will configure one (1) import feed of Employee Profile Data from one (1) HRIS system to BrassRing, which pre-populate employee information on BrassRing Internal and/or Referral Talent Gateways. This set up work is expected to be completed within six weeks once started.

The following conditions apply:

- This integration must utilize XML or delimited text file in IBM specified format as outlined in the technical specification document.
- The integration does not involve any transformation of data content.
- The feeds will be sent to IBM via an FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Initial full load of Talent Gateway Employee profile data will be passed through the integration in a batch process (up to 10,000 records per day).
- On an ongoing basis, incremental data must be provided, there is no support for continued full loads.
- IBM will build a process to consume Client data files and process them via IBM APIs.

### **1.3.35 IBM Kenexa BrassRing Premium Background Check/Assessment Vendor Integration**

IBM will one (1) export feed of candidate data from BrassRing to one (1) vendor system, which allows candidate data that applies to a candidate such as name, address, etc. and any information that resides on a candidate form in the BrassRing system to vendor system. Client is responsible for ensuring vendor

is engaged and meeting timeline obligations expected. This set up work is expected to be completed within seven weeks once started.

The following conditions apply:

- This integration must utilize XML or delimited text file in IBM specified format as outlined in the technical specification document.
- This integration must utilize the data mapping tool within the IBM BrassRing Workbench configuration.
- The integration does not involve any transformation of data content.
- The feeds will be sent to Client via an FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- This integration will be scheduled to process on a batch basis.
- Mechanism of the export is when a candidate is moved to a Client specified pre-determined Triggering HR Status in BrassRing.
- Data related to candidate and requisition can be exported, up to forty (40) fields.

IBM will also configure one (1) import feed of form data for results from one (1) vendor system to BrassRing, which allows candidate form data to be imported into BrassRing from a vendor system.

The following conditions apply:

- Client to provide integration data files in IBM provided XML or delimited txt format.
- The feeds will be sent to IBM via an FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- This integration will be scheduled to process on a batch basis.
- IBM will build a custom process to consume Client data files and process them via IBM APIs.
- The results will be captured on a BrassRing candidate form up to ten (10) fields.

### **1.3.36 IBM Kenexa BrassRing SAML 2.0 Single Sign On – Internal Talent Gateway**

IBM will configure Single Sign On authentication to provide the ability for employee access for up to three (3) Internal Talent Gateways. This set up work is expected to be completed within four weeks once started.

This integration requires:

- Client must support SAML 2.0 on their SAML product.
- SSO certificate must be from a trusted authority.
- SSO authentication is configured in a single language according to the default language associated to the Internal Talent Gateway.

### **1.3.37 IBM Kenexa BrassRing Export Feed into Client Data Warehouse**

IBM will setup and configure BrassRing System Export Feed into Client Data Warehouse to provide one (1) export feed of BrassRing data to a Client's data warehouse.

BrassRing data-warehousing files are an extract of most of the information collected within BrassRing to a BrassRing Client for additional reporting, data analysis and data-warehousing purpose. This set up work is expected to be completed within twelve weeks once started.

The following conditions apply:

- The integration must utilize delimited flat file as outlined in the IBM technical specification document.
- The feeds will be sent to the Client via an FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- The integration will have a single "full load" after which each daily integration will provide data changes/modifications only.

### **1.3.38 IBM Kenexa BrassRing Data Migration**

IBM will perform one (1) standard data migration from one (1) source system to BrassRing.

Data migration is the process of migrating information from an external source into BrassRing. This set up work is expected to be completed within twelve weeks once started.

The following conditions apply:

- IBM will provide a standard format for Client's data submission using IBM defined standard tools and processes and will upload Client's migrated data into BrassRing in accordance with the project plan.
- Client is responsible for the mapping of its data to that tool, populating their data into that tool and for providing IBM with a copy of the data schema or data map for the system from which data is being migrated.
- The data to be migrated:
  - (1) Open job records/requisitions.
  - (2) Candidate records associated with open job records. Candidate records include text Resumes.
  - (3) Record volumes are not to exceed 25,000 candidate records and 5,000 requisitions.
  - (4) Other enclosures (ancillary documents associated with User Candidate Files e.g. reference certificates, background check results) subject to format, file, and size limitations defined by IBM can be migrated as non-searchable, non-reportable attachments to candidate records if stored in one of the following approved formats: xls, gif, jpg, tif, bmp, htm, html, txt, doc, xml, csv, rtf, pdf, ppt, docx, pptx, xlsx.

### **1.3.39 IBM Kenexa BrassRing Standard Data Extract – Candidate Text Resumes**

IBM will perform one (1) standard extract of the most recent version of candidate text resumes from IBM Kenexa BrassRing that has been uploaded through the candidate apply process. This work is expected to be completed within two (2) weeks from project kickoff.

The following conditions apply:

- The data extract will be sent to Client via SFTP process. The SFTP process will use username and password authentication.
- Up to 500,000 candidate resumes included in this extract.

### **1.3.40 IBM Kenexa BrassRing Data Extract – Candidate Text and PDF Resumes**

IBM will perform one (1) extract of the most recent version of candidate text and PDF resumes from IBM Kenexa BrassRing that has been uploaded through the candidate apply process. This work is expected to be completed within three (3) weeks from project kickoff.

The following conditions apply:

- The data extract will be sent to Client via SFTP process. The SFTP process will use username and password authentication.
- Up to 500,000 candidate resumes included in this extract.

### **1.3.41 IBM Kenexa BrassRing Data Extract – Data Files**

IBM will perform one (1) extract of BrassRing data files and candidate notes. This work is expected to be completed within four (4) weeks from project kickoff.

The following conditions apply:

- The data extract will be in flat file database structure and format provided by IBM. IBM will provide a document containing the data schema of the flat files to be provided.
- The export will be sent to the Client via SFTP process. The SFTP process will use username and password authentication.
- Up to 100,000 requisitions.
- Up to 500,000 talent records and up to 20 million candidate responses included in this extract.

#### **1.3.42 IBM Kenexa BrassRing Data Extract – Data Files with Attachments**

IBM will perform one (1) extract of IBM Kenexa BrassRing data of the following areas: data files, candidate notes, most recent version of text resume and attachments, and job descriptions. This work is expected to be completed within seven (7) weeks from project kickoff.

The following conditions apply:

- The data extract will be in flat file database structure and format provided by IBM. IBM will provide a document containing the data schema of the flat files to be provided.
- The export will be sent to the Client via SFTP process. The SFTP process will use username and password authentication.
- Up to 100,000 requisitions.
- Up to 500,000 talent records and up to 20 million candidate responses included in this extract.

#### **1.3.43 IBM Kenexa BrassRing Administrator Tools Webinar**

IBM will conduct an Administrator Tools Webinar for super users, as an introduction to all of the administrative features BrassRing offers. This instructor -led webinar is conducted over one 3-hour session for up to 20 participants.

#### **1.3.44 IBM Kenexa BrassRing 2-Hour Webinar**

IBM will conduct a 2-hour webinar providing training on a specific topic within BrassRing. The webinar is for up to 20 participants. The course is recommended for Hiring Manager or Recruiter Users and follows a predetermined agenda.

#### **1.3.45 IBM Kenexa BrassRing New User Fundamentals Webinar**

IBM will conduct an introductory walkthrough of BrassRing functionality and Talent Gateways from the perspective of a day in the life of a recruiter. The webinar is conducted in a two-hour session over three consecutive days for up to 20 participants.

#### **1.3.46 IBM Kenexa BrassRing Offerings Integrated with Third Party Suppliers**

The following Cloud Service offerings under this Service Description provide the ability to integrate with third party suppliers for certain services. If Client has subscribed to any of these Cloud Service offerings, Client is solely responsible for obtaining the services of such third party vendors and for any associated license, subscription, or other necessary rights and applicable fees with those suppliers, as applicable.

#### **1.3.47 IBM Kenexa BrassRing Background Check Partner Integration**

IBM will configure, using a common service integration with background check integration with selected partner that permit Client to make a request for a check or screen directly through BrassRing. Based on results of a background check and stored on the Candidate's Talent Record, BrassRing can update the background check activity in the workflow and initiate/trigger the next step in the workflow. This set up work is expected to be completed within four weeks once started.

#### **1.3.48 IBM Kenexa BrassRing SMS Messaging Partner Integration**

IBM will configure, using a common service integration, a text messaging service for BrassRing between IBM's SMPP server selected partner and Client's SMS telecom vendor. This set up work is expected to be completed within four weeks once started.

#### **1.3.49 IBM Kenexa BrassRing Job Posting Aggregator Partner Integration**

IBM will configure, using a common service integration, a job posting integration that permit Client to send pre-determined job opening details to the selected job distribution partner from IBM Kenexa BrassRing. This set up work is expected to be completed within two weeks once started.

#### **1.3.50 IBM Kenexa BrassRing Video Interviewing Partner Integration**

IBM will configure, using a common service integration, a virtual video interviewing service between IBM Kenexa BrassRing and selected partner. This set up work is expected to be completed within four weeks once started.

#### **1.3.51 IBM Kenexa BrassRing Work Opportunity Tax Credit Partner Integration**

IBM will configure, using a common service integration, a Work Opportunity Tax Credit (WOTC) integrations between IBM Kenexa BrassRing and selected partner providing hiring incentive services.

Integration with the WOTC service partner allows Client to be aware of the various Federal and State government WOTC hiring stimulation incentive programs. This set up work is expected to be completed within four weeks once started.

#### **1.3.52 IBM Kenexa Lead Manager Data Migration**

IBM will provide one (1) standard data migration from one (1) source system to IBM Kenexa Lead Manager. Data migration is the process of migrating candidate lead information from an external source into IBM Kenexa Lead Manager.

IBM will provide a standard format for Client's data submission using IBM defined standard tools and processes and will upload Client's migrated data into IBM Kenexa Lead Manager.

Client is responsible for the mapping of their data, and providing their data to IBM in the prescribed format.

The data to be migrated can include the following:

- a. open campaign records;
- b. lead records associated with open campaigns records. Lead records include profile data, education, experience and text resumes;
- c. record volumes are not to exceed 25,000 lead records and 5,000 campaigns; and
- d. other enclosures (ancillary documents associated with leads files such as cover letters, attachments) subject to format, file, and size limitations defined by IBM can be migrated as non-searchable, non-reportable attachments to lead records if stored in one of the following approved formats: xls, txt, doc, docx, pptx, xlsx, pdf.

#### **1.3.53 IBM Kenexa Core Add-ons – Optional Onboard Setup and On-Demand Setup Offerings**

Offerings listed below may be ordered as a set up or on-demand setup service. These optional setup or on-demand setup offerings require approximately 4 weeks to assign IBM resources once the set up service is purchased or the Client requests to move forward with an on-demand setup service.

#### **1.3.54 IBM Kenexa Onboard Administrator Experience Additional Language**

IBM will upload Client provided translations for appropriate areas like field display labels and option descriptions on workflow steps, and forms, and content messaging / display labels on interface screens for Administrator use experience. This set up work is expected to be completed within five weeks once started.

#### **1.3.55 IBM Kenexa Onboard New Hire Experience Additional Language**

IBM will upload Client provided translations for appropriate areas like field display labels and option descriptions on workflow steps, and content messaging / display labels on interface screens for New Hire Experience. This set up work is expected to be completed within five weeks once started.

#### **1.3.56 IBM Kenexa Onboard Dictionary (Drop-down) Data Import Integration**

IBM will configure one (1) Data Import feed of dictionary data (drop-down options) from an external system (Client's HRIS) to Onboard. This set up work is expected to be completed within three weeks once started.

The following apply:

- This integration must utilize XML or delimited text file in IBM specified format as outlined in the technical specification document.
- The feeds will be sent as batch exchanges to IBM/Client FTP/SFTP.
- No more than 50,000 records per file.
- The following data elements should be included in the data file:
  - (1) Dictionary name
  - (2) Entry value
  - (3) Entry code
  - (4) Locale
  - (5) Enabled

- Initial upload of Dictionary Data will be manually loaded into Onboard. The integration, once activated, will only import incremental data. The integration will not support full, destructive loads.

### **1.3.57 IBM Kenexa Onboard New Hire Data Export Integration**

IBM will configure one (1) export of new hire data from Onboard to external system (such as Client's HRIS) containing New Hire Information (such as Profile Information, Position Information, Offer Details, W-4, and I-9 details) in the export. This set up work is expected to be completed within four weeks once started.

The following conditions apply:

- This integration must utilize XML or delimited text file in IBM specified format as outlined in the technical specification document.
- The feeds will be sent as batch exchanges to IBM/Client FTP/SFTP or the Client's web services.
- Mechanism of the export is when a Client specified workflow activity has been completed in Onboard on the new hire record.
- The integration will map up to 75 fields.
- The integration, once activated, will only import incremental data. The integration will not support full, destructive loads.

### **1.3.58 IBM Kenexa Onboard New Hire Form/Documents Export Integration**

IBM will configure one (1) export feed from Onboard to external system (such as Client's HRIS) allowing the export of all the documents (including PDF forms, images, attachments) that are associated to a new hire workflow activity or record. This set up work is expected to be completed within four weeks once started.

The following conditions apply:

- This integration must follow IBM specified format as outlined in the technical specification document.
- The data will be transmitted as per the schedule via FTP or SFTP (FTP over SSH).
- Mechanism of the export is when a Client specified workflow activity has been completed in Onboard on the new hire record.
- A .ZIP file will be generated for each "New Hire", and contains:
  - Index.xml file which can include information on New Hire and Forms that are being exported.
- All the PDF's that are being exported.
- The integration, once activated, will only import incremental data. The integration will not support full, destructive loads.

### **1.3.59 IBM Kenexa Onboard Standard Data Extract**

IBM will perform (1) standard extract of the most recent version of new hire data without attachments from Onboard. This work is expected to be completed within six (6) weeks from project kickoff.

The following conditions apply:

- This option follows a data extraction procedure, where data elements of all enabled standard and custom fields from the primary data entities are included in the following format: CSV file with pipe delimited, double quote.
- The extraction will include the fields enabled for the primary data entities, including applicant, job, activities, users and job application, which are listed in the Labels & Custom Fields screen in the onboard application. For Talent Suite Client's additional entities I9, W4, State Form and E-Verify will also be included.
- One file per entity will be provided. For example, there will be one file for New Hire, one for requisitions, and one for workflow activities.
- Extract will be PGP encrypted or in a password protected zip file and set to Client via SFTP process. The SFTP process will use username and password authentication.
- Up to 500,000 new hire records included in this extract.

### **1.3.60 IBM Kenexa Onboard Data Extract with Documents**

IBM will perform (1) extract of the most recent version of new hire data with attachments from Onboard. This work is expected to be completed within eight (8) weeks from project kickoff.

The following conditions apply:

- This option follows a data extraction procedure, where data elements of all enabled standard and custom fields from the primary data entities are included in the following format: CSV file with pipe delimited, double quote.
- The extraction will include the fields enabled for the primary data entities, including applicant, job, activities, users and job application, which are listed in the Labels & Custom Fields screen in the onboard application. For Talent Suite Client's additional entities I9, W4, State Form and E-Verify will also be included.
- One file per entity will be provided. Example, there will be one file for New Hire, one for requisitions, and one for workflow activities.
- Attachments and documents for new hires, completed throughout workflow activities or uploaded, can be extracted and exported. All the documents will be stored in a separate folder. Each document will be identified by file name that contains the new hire's job application identifier ID and document name.
- Extract will be PGP encrypted or in a password protected zip file and set to Client via SFTP process. The SFTP process will use username and password authentication.
- Up to 500,000 new hire records included in this extract.

### **1.3.61 IBM Kenexa Onboard Documents Extract**

IBM will perform (1) extract of new hire documents from Onboard. This work is expected to be completed within six (6) weeks from project kickoff.

The following conditions apply:

- This option follows a data extraction procedure, where selected data elements of up to ten (10) fields from the primary data entities, selected from Job, Applicant and Activities entities, are included in the following format: CSV file with pipe delimited, double quote.
- One file with all the selected data elements will be provided.
- Attachments and documents for new hires, completed throughout workflow activities or uploaded, can be extracted and exported. All the documents will be stored in a separate folder. Each document will be identified by file name that contains the new hire's job application identifier ID and document name.
- Extract will be PGP encrypted or in a password protected zip file and set to Client via SFTP process. The SFTP process will use username and password authentication.
- Up to 500,000 new hire records included in this extract.

### **1.3.62 IBM Kenexa Core Add-ons – Optional Annual Maintenance Offerings**

Client must purchase entitlement to a one-time set up or on-demand set up offering described above for each of the below associated annual maintenance offerings.

For the associated set-up or on-demand set up offering entitled, IBM will be providing ongoing annual hardware, software and infrastructure supporting the active offering. The annual maintenance fees do not cover any other services, including, for example, Client-initiated changes to the integration mapping once the integration set up is active in the Production Environment or Client upgrades to its existing HRIS version or system.

- IBM Kenexa BrassRing Additional Language
- IBM Kenexa BrassRing API Background Check/Assessment Vendor Integration
- IBM Kenexa BrassRing API Candidate Data Export
- IBM Kenexa BrassRing API Candidate Import
- IBM Kenexa BrassRing API Foundation Data Import
- IBM Kenexa BrassRing API Job Code Default Data Import
- IBM Kenexa BrassRing API Rehire Eligibility Check

- IBM Kenexa BrassRing API Requisition Field Association Data Import
- IBM Kenexa BrassRing API Requisition Import
- IBM Kenexa BrassRing API Talent Gateway Employee Profile Import
- IBM Kenexa BrassRing API User (Recruiter/HM) Data Import
- IBM Kenexa BrassRing Custom Approval Workflow
- IBM Kenexa BrassRing Premium Background Check/Assessment Vendor Integration
- IBM Kenexa BrassRing Premium Candidate Data Export
- IBM Kenexa BrassRing Premium Candidate Import
- IBM Kenexa BrassRing Premium Foundation Data Import
- IBM Kenexa BrassRing Premium Job Code Default Data Import
- IBM Kenexa BrassRing Premium Rehire Eligibility Check
- IBM Kenexa BrassRing Premium Requisition Field Association Data Import
- IBM Kenexa BrassRing Premium Requisition Import
- IBM Kenexa BrassRing Premium Talent Gateway Employee Profile Import
- IBM Kenexa BrassRing Premium User Data (Recruiter/Manager) Import
- IBM Kenexa BrassRing Export Feed into Client Data Warehouse
- IBM Kenexa Onboard on Cloud Additional Language
- IBM Kenexa Onboard Dictionary (Drop-down) Data Import Integration
- IBM Kenexa Onboard New Hire Data Export Integration
- IBM Kenexa Onboard New Hire Forms/Documents Export

## 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 provide additional data protection information for the Cloud Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at <http://www.ibm.com/dpa/dpl> apply.

Link(s) to the applicable Data Sheet(s):

### **Talent Suite Framework**

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1413343078719>

### **BrassRing System**

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1413343340848>

### **Onboard System**

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1413342329755>

### **Lead Manager**

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=0724CE90825211E5AB634073CD75C1C8>



### 3. Service Levels and Technical Support

#### 3.1 Service Level Agreement

IBM provides the Client with the following availability service level agreement (SLA). IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below. The availability percentage is calculated as the total number of minutes in a contracted month, minus the total number of minutes of Service Down in the contracted month, divided by the total number of minutes in the contracted month. The Service Down definition, the claim process and how to contact IBM regarding service availability issues are in IBM's Cloud Service support handbook at [https://www.ibm.com/software/support/saas\\_support\\_overview.html](https://www.ibm.com/software/support/saas_support_overview.html).

| Availability    | Credit<br>(% of monthly subscription fee*) |
|-----------------|--|
| Less than 99.9% | 2%   |
| Less than 99.0% | 5%   |
| Less than 95.0% | 10%  |

\* The subscription fee is the contracted price for the month which is subject to the claim.

#### 3.2 Technical Support

Technical support for the Cloud Service, including support contact details, severity levels, support hours of availability, response times, and other support information and processes, is found by selecting the Cloud Service in the IBM support guide available at <https://www.ibm.com/support/home/pages/support-guide/>.

### 4. Charges

#### Charge Metrics

The charge metric(s) for the Cloud Service are specified in the Transaction Document.

The following charge metrics apply to this Cloud Service:

- Access is the right to access functionality of the Cloud Services.
- Employee is a unique person employed in or otherwise paid by or acting on behalf of Client's Enterprise, whether or not given access to the Cloud Services.
- Engagement is a professional or training service related to the Cloud Services.
- Instance is each access to specific configuration of the Cloud Services.

### 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 Verification

Client will i) maintain, and provide upon request, records, and system tools output, as reasonably necessary for IBM and its independent auditor to verify Client's compliance with the Agreement, and ii) promptly order and pay for required entitlements at IBM's then current rates and for other charges and liabilities determined as a result of such verification, as IBM specifies in an invoice. These compliance verification obligations remain in effect during the term of the Cloud Service and for two years thereafter.

#### 5.2 Enabling Software

The Cloud Service requires the use of enabling software (only applicable if Client is using the Outlook plugin) that Client downloads to Client systems to facilitate use of the Cloud Service. Client may use enabling software only in connection with use of the Cloud Service.

BrassRing system can support an optional convenience utility which provides the ability to send interview invitations from BrassRing system to an Outlook calendar user. This convenience utility may be downloaded from the IBM Cloud Service interface.

### **5.3 Non-Production Definition**

"Non-Production" means the Cloud Service can be used by Client only for internal non-production activities, such as testing, staging, quality assurance activity and/or developing internally-used additions or extensions to the Cloud Service using published application programming interfaces. Client is not authorized to use any part of the Cloud Service for any other purpose without acquiring the appropriate production entitlements.

## **6. Overriding Terms**

### **6.1 Data Use**

The following prevails over anything to the contrary in the Content and Data Protection section of the base Cloud Service terms between the parties: IBM will not use or disclose the results arising from Client's use of the Cloud Service that are unique to Client's Content (Insights) or that otherwise identify Client. IBM may however use Content and other information (except for Insights) that results from Content in the course of providing the Cloud Service subject to removing personal identifiers; so that any personal data can no longer be attributed to a specific individual without the use of additional information. IBM will use such data only for research, testing, and offering development.