

Service Description

IBM Watson Talent Insights

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 Watson Talent Insights with 10 Users

IBM Watson Talent Insights is a talent analytics solution that helps enable users to quickly gain insight from their human resources data.

- a. Guided data discovery – the ability for users to select from a set of predefined talent questions to initiate analysis. The questions are based on the talent data templates that are utilized.
- b. Language – available in English.
- c. Access – Client receives a url with a username and password for each user to access Talent Insights. Clients who have purchased IBM Kenexa Talent Acquisition, will access Watson Talent Insights via a single sign on portal.
- d. Includes 10 users.
- e. Client is responsible for maintaining any promises of data confidentiality made to employees when using IBM Watson Talent Insights.

Maximum for drag and drop of load files to Talent Insights is up to 10,000,000 rows and 512 columns. The file size can be up to 4 GB. It is recommended that users load files with fewer than 70 columns for optimal analytics experience.

1.2 Optional Services

1.2.1 IBM Watson Talent Insights Additional User

IBM Watson Talent Insights Additional User is a subscription offering that provides additional Authorized User entitlements above the 10 users included in the base subscription.

1.3 Acceleration Services

1.3.1 IBM Watson Talent Insights Workforce Consulting Plus Engagement

IBM Watson Talent Insights Consulting Plus Engagement may be purchased as either a Set Up or On Demand Set-Up service and includes the assistance of a dedicated consultant to define and prioritize the business problem for analysis; discuss data needs and availability to support analysis of key business questions/hypotheses related to the business problem; conduct product training and provide guidance on using Explore, Predict and Assemble capabilities to drive insights. Neither data preparation nor data integration (including refresh/reload of data) services are included. Unless otherwise specifically noted, all services are delivered remotely, including the kickoff call. The Cloud Service is a single product with multiple named capabilities including Explore, Predict and Assemble.

- Explore capabilities leverage cognitive technology to discover and raise patterns and relationships in data and facilitate natural language interaction to generate customizable visualizations.
- Predict capabilities leverage sophisticated algorithms to deliver predictions based on starting target data fields.
- Assemble capabilities allow users to share what they have discovered and collected in Explore and Predict.

Definition of Phases:

- a. Phase I – Business Problem Definition
 - (1) Remotely administered kickoff meeting
 - (a) Client specific business problems are defined and prioritized through a collaboration of the Client and IBM dedicated consultant.
 - (b) Identification of Client's key business problem(s), strategic objective(s), and data interests for Talent Insights Explore and Predict and identification of a single area of analysis for the engagement.
 - (c) Provide kickoff presentation and written summary outlining business problems/strategic objectives and single area of analysis for Explore and Predict are agreed upon that will be the focus for the engagement. Identification of preliminary HR Data Sources by IBM.
 - (2) Data needs and availability review
 - (a) Within the context of the priority use case, identify data needs and availability, including high-level definition of the outcome, how it's measured, unit of analysis, and possible input (predictor) variables and associated hypotheses.
 - (b) Discuss data preparation and integration objectives and determine Client team member responsible for curating the data for the analysis.
 - (c) Conduct a data playback session to review and validate data (using Refine and Explore/Assemble) with Client once data are prepared and loaded into IBM Watson Talent Insights.
 - (d) Provide recommendations on variables and data structure for delivery by Client.
 - (e) Provide recommendations on data structure for data delivery. This will be performed using pre-existing templates as a starting point where available and appropriate.
- b. Phase II – Analysis and Insights
 - (1) Sharing insights related to business problem/strategic objectives as identified in the kickoff.
 - (2) Insights are based on use of Explore, Predict and Assemble capabilities.
 - (3) Demonstration and sharing of best practices on Talent Insights to help the Client get the most out of the tool.
 - (4) Includes demonstration and best practices for Predictive and Assemble capabilities.
 - (5) Consultation and assistance in set up of Assemble dashboards and training on Assemble capabilities.
 - (6) Consultation and assistance in design and set up of Predictive model related to business problem (where appropriate), along with in-depth training on Predict capability.
 - (7) Weekly calls for 5 consecutive weeks with Talent Insights users and project team to discuss insights related to the business problem/strategic objective.
 - (8) Provide analysis of questions relevant to identified business problem/strategic objective and summary of results in a presentation to be delivered to the Client, data reference guide describing the Client's data fields available in the tool, and training presentation to help the Client understand functionality specific to their business problem/strategic objective outlined.
- c. Phase III – Review and Wrap Up
 - (1) Executive presentation (remotely delivered) on analytics findings related to business problem.
 - (a) Includes overview of business problem, methodology, and key research questions and hypotheses tested using Talent Insights.
 - (b) Includes discussion of output from/in Explore, Predict, and/or Assemble capabilities, as appropriate to business problem.
 - (c) Includes recommendations/next steps for the analysis.
 - (2) Transition of Client to global support and details provided on how to purchase incremental services as necessary.
 - (3) Provide executive presentation based on IBM Watson Talent Insight findings for the identified business problem and strategic objective focused on during the kick off call including guidance

around appropriate/inappropriate interpretations of data, recommendations regarding potential actions, solutions and suggested next steps.

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 if and to the extent the European General Data Protection Regulation (EU/2016/679) (GDPR) applies to personal data contained in Content.

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

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1413344620721>

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.

Availability	Credit (% 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

4.1 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:

- Authorized User is a unique user authorized to access to the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.
- Engagement is a professional or training service related to the Cloud Services.
- Instance is each access to specific configuration of the Cloud Services.

4.2 Remote Services Charges

A 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 Client Responsibilities

- a. The Client is responsible for maintaining any promises of data confidentiality made to employees when using IBM Watson Talent Insights.
- b. The Client will be required to assign user types in order to restrict user access to appropriate data.
- c. When optional consulting engagements are purchased the Client is responsible for providing appropriate technical and Human Resources (HR) subject matter expertise and resources to support the specification and delivery of data as well as for delivering data in a timely manner based upon the agreed upon project schedule. Delays in data delivery can impact the implementation of projects, overall project schedules and cost.
- d. When the Client confirms readiness to begin consulting engagements, services must be used within the defined period or will expire. This period for Basic engagements is 3 months. This period for Plus engagements is 4 months. Multiple engagements purchased at the same time do not need to kick off at the same time but after individual kickoffs have occurred the same period of expiration applies.
- e. After services have been completed or have expired the Client will be supported by global support. No ongoing support by the data or consulting team will be provided beyond the end of the services engagement. Where multi-year starter packages are purchased each consulting engagement will have a comparable kickoff and engagement period. Support between engagements in multi-year starter packages will be provided by global support.
- f. IBM Watson Talent Insights is expressly designed for HR analytics so non-HR data can only be brought into the tool to support HR analytics. It is the responsibility of the Client to adhere to guidelines regarding what data is appropriate to load.

5.2 Data Definitions

A Human Resources Data Source (**HR Data Source**) supported in service engagements is limited by two criteria:

- a. **Size** – Individual files within a data source can be up to 100 columns, 2 million rows and 1GB of data. Size may not exceed any one of these criteria. Each data source can contain up to three related individual files from the same application.
While sizes up to 100 columns are supported, for the optimal experience, 70 columns or fewer is recommended.
- b. **HR application** – A single data source is one extracted from a single HR application such as applicant tracking, recognition, learning management, compensation benchmarking, employee engagement survey, employee assessment or Human Resources Information Systems (HRIS). It may also include sources that are used in conjunction with HR data for HR analytics like Client Relationship Management systems (CRM) or financial data.

An HR application is defined as the original transactional system – even if the data is exported from a data warehouse. A single data source from a data warehouse must fit the same criteria as a single data source as defined above.

Data source delivery is supported by a data structure. This may be based upon an existing IBM Kenexa template or a custom format built by services. Custom formats must be developed utilizing consulting hours delivered as with add-on blocks of consulting engagements.