

Service Description

IBM Garage Services

Upon acceptance of Client's order, this Service Description applies to the Acceleration Services to support Client's Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

1. Acceleration Service

1.1 Services

Please note that IBM will endeavor to deliver these services in the local language where possible, but the default language used for their delivery is English.

The Client may select from the following available services.

1.1.1 IBM Garage Services Design Thinking Workshop

This service assesses the Client's business problem/use cases through a Design Thinking workshop for which they may consider building an application that leverages IBM Cloud services or other IBM solutions.

During this service, IBM conducts an IBM Design Thinking workshop. IBM Design Thinking takes the best industry recognized design methods, adds three core practices – hills, sponsor users, and playbacks – and applies knowledge from real development with real users at IBM's worldwide IBM Garage locations.

IBM Design Thinking workshop includes up to three people over a single week (up to 5 days) and a maximum of 96 person-hours at an IBM Garage or other IBM location. The IBM Design Thinking workshop use case is defined by discussion between Client and the IBM team. The associated activities are as follows:

- Identify users pain points.
- Define user personas.
- Brainstorm on solutions.
- Identify hypotheses and experiments.
- Define Minimum Viable Product (MVP).
- Explore technical solution architecture, including hybrid cloud architecture and potential integration points using IBM Cloud as the platform for the solution.
- Create conceptual design using wireframes, if applicable.

IBM assumes the following prerequisites to properly deliver the service:

- Client provides: Architect, business & IT leaders, product manager.
- IBM provides: User experience leader, solution architect/technical Leader.
- Client has an "Idea" or "Project" identified and has reviewed the opportunity with IBM.

The outcome of the workshop is an agreed upon hypothesis and an MVP project definition.

Deliverable for the IBM Garage Services Design Thinking service is a workshop outcomes deck. The workshop outcomes deck captures the main idea, themes and insights of the workshop, documents artifacts and key decisions, and explains how the team arrived at the final proposed MVP statement. IBM will deliver one softcopy of this document in pdf format.

1.1.2 IBM Garage Services Prepare and Plan

This service examines Client's potential use cases and proposes how to configure its IBM Cloud environment for adoption.

During this service, IBM works with the Client to identify current and future goals for use of their IBM Cloud environment and provides a plan to configure that environment to best support key use cases. The service consists of two (2) sessions which are conducted back-to-back in a single week (up to five days, maximum 40 person-hours) at an IBM Garage or other IBM location. It consists of an initial application discovery session to examine the customer use cases and determine necessary platform requirements/capabilities and an application architecture session to develop an architecture, including

topics such as DevOps, networking, security, and integrations. The results are captured in a high-level application architecture document along with a high-level implementation plan.

IBM assumes the following prerequisites to properly deliver the service:

- Client team provides: Architect, business & IT leaders, product manager.
- IBM Team provides: Solution Architect.
- Client has defined use case(s).

Deliverable for the IBM Garage Services Prepare and Plan is a softcopy document describing the architecture topology and recommendations. The workshop does not include the actual updating of the IBM Cloud environments.

1.1.3 IBM Garage MVP Build

This service provides an IBM Garage project execution team (four or more persons) for a single week at an IBM Garage or other IBM location and consists of:

- two IBM Garage Developers working as paired programmers with Client developers or with themselves, maximum of 80 person-hours, who will assist the Client by providing IBM Cloud development consultancy;
- one IBM Garage Technical Lead for a maximum of 24 person-hours, who will assist the Client by providing senior IBM Cloud development product consultancy; and
- one or more IBM Garage Designer(s) for a maximum of 32 person-hours, who will assist the Client by providing User Experience Design / visual design consultancy.

This service has a mandatory dependency for each Client project:

- The IBM Garage Services Design Thinking service must be completed in advance of the commencement of each project engagement.

If the service is the first week of an MVP development project, an Inception activity will be conducted in which the IBM Garage project execution team and Client will come to agreement on a prioritized list of User Stories that will refine the scope of the MVP application. This list of User Stories will be captured in a team repository tool. The prioritization of the User Stories will be regularly reviewed and maintained in the team repository tool by the Client's Product Owner, in consultation with the IBM Cloud Garage Team.

The deliverable for the IBM Garage MVP Build is the mutually agreed upon set of User Stories and application artifacts delivered on IBM Cloud.

1.1.4 IBM Garage Architectural Consultancy

This service provides one IBM Garage Architect for one week, maximum of 40 person-hours, of architectural advisory consulting in support with the deployment of IBM Cloud at an IBM Garage or other IBM location. The IBM Garage Architect will provide thought leadership, advice and guidance as to the structure and high-level principles and good working practices associated with the deployment of IBM Cloud in the context of enterprise hybrid environments.

This service does not have hardcopy or softcopy deliverables.

1.1.5 IBM Garage Cloud-Native Developer Bootcamp

This service provides one instructor for one contiguous week, maximum of 40 person-hours, of training services for up to twelve people at an IBM Garage or other IBM location. The training is a combination of lecture and hands on practice focused on learning IBM Cloud developer skills. The training class will consist of a subset of the following topics selected and coordinated mutually with the Client and IBM Garage team:

- Identify the key features, practices, and architecture of cloud-native applications.
- Describe the concept of twelve-factor applications and microservices.
- Describe the role of devOps in cloud application development.
- Identify the steps to deploy cloud-native applications on IBM Cloud.

Students must have knowledge of cloud and PaaS concepts, rudimentary knowledge of Linux and Java EE programming skills.

This service does not have hardcopy or softcopy deliverables.

1.1.6 IBM Garage Method Developer Bootcamp

This service provides one instructor for two contiguous weeks, maximum of 80 person-hours, of training services for up to twelve people at an IBM Garage or other IBM location. The training is an immersive bootcamp designed for developers who want to learn the IBM Garage Method for software product development. The training begins with an IBM Design Thinking mini-session and an overview of Lean Startup and Extreme Programming. Bootcamp participants then complete an Inception Workshop and multiple daily iterations of pair programming, refactoring, test-driven development, continuous integration and continuous delivery to develop and deliver working code.

This service has two mandatory dependencies. Each student must have an active IBM Cloud account and an account at Sauce Labs.

This service does not have hardcopy or softcopy deliverables.

2. Data Processing and Protection Data Sheets

No applicable Data Sheet for this Service Description.

Personal Data Processing

- a. This Service is not intended for the processing of Personal Data subject to the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679). Therefore, Client is obligated to ensure, under its own responsibility, that no Personal Data are or will be processed by IBM as a Processor on behalf of the Client as part of the Service provision falling inside the scope of the GDPR.
- b. Client shall communicate to IBM in writing, without undue delay, any anticipated change affecting Client's obligation set out in the previous Section and shall instruct IBM on GDPR-applicable requirements. In such case, the parties then shall agree to enter into IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and an applicable DPA Exhibit consistent with the law.

3. Service Levels and Technical Support

No Service Level Agreement or Technical Support is available for this Service Description.

4. Entitlement and Billing Information

4.1 Charge Metrics

The Acceleration Service is available under the charge metric specified in the Transaction Document:

- Engagement is a professional or training service related to the Cloud Services.

4.2 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 Materials

Materials created by IBM in the performance of these offerings and delivered to Client (excluding any preexisting works on which those materials may be based) are works made for hire, to the extent permitted under applicable law, and are owned by Client. Client grants to IBM an irrevocable, perpetual, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works based on those materials.