

Service Description

IBM Visual 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 Visual Insights

IBM Visual Insights uses the power of artificial intelligence to create Deep Learning classification or object detection models to learn to recognize different output or defect classes, detect objects in an image of a product or assembly. And manage the life cycle of the models through training, testing, validation, deployment to a physical or virtual edge, and versioning. Clients can purchase an optional scoring service on a virtual edge in the Cloud to score incoming images. The service provides a catalog of starter models that can be used as a template in addition to being able to build models from scratch. It provides role-based user interface for model creation, life cycle management, inspection results monitoring, feedback, and KPI dashboard views. The service exposes APIs to integrate with existing Client systems or build new, Client specific user interfaces.

1.1.2 IBM Visual Insights Training

The Visual Insights Training service allows users to train classification or object detection models created in IBM Visual Insights with uploaded images. The number of Items (images) used to train or re-train the models in the Visual Insights service is calculated at the end of each month and the Client is billed for the service usage based on consumption.

1.2 Optional Services

1.2.1 IBM Visual Insights Scoring

Clients can subscribe to an optional scoring service in the Cloud. Models trained in the IBM Visual Insights Center in the Cloud can be deployed to such an optional edge and images can be sent to the edge for scoring. Results of scoring can be monitored and reviewed in the Visual Insights solution in the Cloud.

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.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=01736770044E11E7982D0C38141F4056>

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:

- Instance is each access to specific configuration of the Cloud Services.
- Item is an occurrence of a specific item that is managed by, processed by, or related to the use of the Cloud Service.

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 Use Limitations

Definitions:

Cloud Service Artifacts – means the materials that are listed in the Cloud Service Artifacts list in the Cloud Service user guide. Cloud Service Artifacts are a variety of predefined and preconfigured materials which include but are not limited to: convolutional neural network models, predictive models; business rules; message flows; business intelligence models, reports, active reports and dashboards; master data management model structure; and the data schema.

Client may use the Cloud Service to modify the Cloud Service Artifacts or to create new Cloud Service Artifacts (collectively, Customized Cloud Service Artifacts).

Cloud Service Artifacts and Customized Cloud Service Artifacts may not be used independently of this Cloud Service.

IBM offers technical support for Cloud Service Artifacts, but not for Customized Cloud Service Artifacts. NOTWITHSTANDING THE FOREGOING, CLOUD SERVICE ARTIFACTS AND CUSTOMIZED CLOUD SERVICE ARTIFACTS ARE PROVIDED "AS IS", WITH NO WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTY OF TITLE, NON-INFRINGEMENT OR NONINTERFERENCE AND THE IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

The Cloud Service and its output are not to be relied upon in substitution for the exercise of independent judgment.

Considerations identified by the Cloud Service are suggestions only and do not replace Client's or Cloud Service users' expert judgment. Based on the Cloud Service users' own experience, courses of action not identified by the Cloud Service may exist that should be considered.

The Cloud Service should only be used to assist qualified personnel acting within their areas of competence, and only such persons are permitted to utilize the Cloud Service.

The Cloud Service does not include information on alternative options associated with each suggested option. These options are an important component of a comprehensive plan and should be carefully considered when making decisions.