

Service Description

IBM IoT Service Offerings

This Service Description describes the Cloud Service IBM provides to Client. Client means the contracting party and its authorized users and recipients of the Cloud Service. The applicable Quotation and Proof of Entitlement (PoE) are provided as separate Transaction Documents.

1. Cloud Service

For purposes of this Service Description, the definition of "Cloud Services" is professional services provided by IBM personnel described herein.

1.1 IBM IoT Design Thinking Workshop

The IBM IoT Design Thinking Workshop is a service which assesses the Client's business problem/use cases through a Design Thinking workshop for which they may consider building an IoT MVP that leverages IBM IoT solutions.

During delivery of 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 IoT.

IBM IoT Design Thinking Workshop is conducted over a single week (up to 5-days). The associated activities are as follows:

- Identify users pain points
- Define user personas
- Brainstorm on solutions
- Define Minimal Viable Product (MVP)
- Identify hypotheses & experiments
- Explore technical viability of IBM IoT Solutions.

The deliverables of the workshop are a validated hypothesis, and a Minimal Viable Product project plan.

Completion Criteria:

This activity will be deemed complete when the Workshop has been delivered by IBM or when IBM has performed the number of contracted hours. IBM assumes the following prerequisites to properly deliver the service:

- Client provides: Architect, Business & IT leaders, Product manager.
- IBM team provides: IoT Architect, and Domain Expert.
- Client has an "Idea" or "Project".
- Activities are conducted remotely or at an IBM location.

1.2 IBM IoT MVP Build-up

This service provides an IBM IoT solution execution team for a single week consisting of:

- two IBM IoT Developers working as pair programmers, maximum of 80 person-hours, who will assist the Client by providing remote development consultancy;
- one IBM IoT Technical Lead for a maximum of 40 combined person-hours, who will assist the Client by providing remote senior development product consultancy; and
- one or more IBM Domain Experts(s) for a maximum of 40 person hours, who will assist the Client by providing remote IoT solution design consultancy.

Completion Criteria:

This activity will be deemed complete when IBM has performed the number of contracted hours.

This service has two mandatory dependencies for each Client project; namely, the IBM IoT Design Thinking Workshop must be completed in advance of the commencement of each project engagement and Client must have an active IoT subscription or trial.

2. Entitlement and Billing Information

2.1 Charge Metrics

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

- Engagement is a unit of measure by which the services can be obtained. An Engagement consists of professional and/or training services related to the Cloud Service. Sufficient entitlements must be obtained to cover each Engagement.

2.2 Remote Services Charges

A remote service charge will be billed at the rate specified in the Transaction Document and will expire 90 days from purchase regardless of whether the remote service has been used.

3. Additional Terms

3.1 Remote Services

The professional services Engagement will be delivered remotely or may be hosted at an IBM facility. The Engagement cannot be delivered onsite at a Client location.

3.2 Support and SLA

No technical support or service level agreements are associated with these remotely delivered professional service engagements.