

## Service Description

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### IBM Hybrid Cloud Garage Services Offerings

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

#### 1. Acceleration Service

##### 1.1 Services

The Client may select from the following available services.

##### 1.1.1 IBM Hybrid Cloud Garage 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 Hybrid Cloud 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.

IBM Hybrid Cloud Garage 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 Cloud Garage or remotely. The IBM Hybrid Cloud Garage 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
- Define Minimum Viable Product (MVP)
- Identify hypotheses and experiments
- Explore technical viability

IBM assumes the following prerequisites to properly deliver the service:

- Client provides: Architect, Business and IT leaders, Product manager.
- IBM Team provides: User Experience leader, Solution Architect/Technical Leader.
- Client has an "Idea" or "Project".

The outcome of the workshop is a validated hypothesis and a Minimum Viable Product project definition.

Deliverable for the IBM Hybrid Cloud Garage 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 copy of this document in soft copy in pdf format.

##### 1.1.2 IBM Hybrid Cloud Garage Prepare and Plan

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

During this service, IBM works with the Client on what they would potentially do with the IBM Hybrid Cloud Solution environment and provides a plan to configure the environment to best support key use cases. The service consists of 2 sessions which are conducted back-to-back in a single week (up to 5 days, maximum 40 person-hours) at an IBM Cloud Garage or remotely. 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 along with a high-level implementation plan.

IBM assumes the following prerequisites to properly deliver the service:

- Client team provides: Architect, Business and IT leaders, Product manager.
- IBM Team provides: Solution Architect.

- Client has defined use case(s).

Deliverable for the IBM Hybrid Cloud Garage Prepare and Plan is a softcopy document describing the architecture topology and recommendations. The workshop does not involve the actual install or updating of any environment.

### **1.1.3 IBM Hybrid Cloud Garage MVP Build-up**

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

- two Developers working as pair programmers, maximum of 80 person-hours, who will assist the Client by providing development consultancy;
- one Hybrid Cloud Technical Lead for a maximum of 24 person-hours, who will assist the Client by providing senior product consultancy; and
- one or more 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 Hybrid Cloud Garage Design Thinking Workshop service must be completed in advance of the commencement of each project engagement.

At the start of the service, the IBM project execution team and Client will come to agreement on a list of User Stories that will define the scope of the MVP application and 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 Team.

Deliverable for the IBM Hybrid Cloud Garage MVP Build-up is the mutually agreed set of User Stories and application artifacts delivered on IBM Hybrid Cloud Solution platform.

### **1.1.4 IBM Hybrid Cloud Garage Architectural Consultancy**

This service provides one IBM Hybrid Cloud Architect for one week, maximum of 40 person-hours, of architectural advisory consulting in support with the deployment of Hybrid Cloud Solution at an IBM Cloud Garage or remotely. The IBM 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 Hybrid Cloud Solution in the context of enterprise hybrid environments.

### **1.1.5 IBM Hybrid Cloud Solution Initiation Workshop**

This service provides one IBM Architect for two weeks, maximum of 80 person-hours, at an IBM Cloud Garage location or remotely, to help initiate your IBM Hybrid Cloud solution and provide IBM recommended practices to execute your project. This service consists of three phases.

In the first phase, IBM conducts a solution discovery and initiation workshop to validate your solution business requirements and identify operational, security, and governance needs that may impact the IBM Hybrid Cloud solution topology. This activity may include whiteboard sessions, interviews with your staff, and a review of documentation to create a high-level assessment for use of IBM Hybrid Cloud Solution based on IBM recommended practices.

In the second phase, IBM will:

- instantiate IBM Hybrid Cloud Solution based upon the agreed upon topology from the first phase;
- integrate IBM Hybrid Cloud Solution with up to two agreed-upon enterprise systems such as LDAP, Monitoring;
- deploy the entitled service stack and components required to manage IBM Hybrid Cloud Solution; and
- deploy one IBM-provided sample application.

In the third phase, IBM will define the scope and high level design parameters for 1 use case to be deployed on IBM Hybrid Cloud Solution

Deliverables of this service are:

- Solution Initiation Workshop Conclusions Presentation
- Demo of a working IBM Hybrid Cloud Solution environment

Use case definition document for one use case.

## 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.