

Service Description

IBM Watson Candidate Assistant

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 Candidate Assistant

IBM Watson Candidate Assistant is an online tool provided as a Cloud SaaS offering that is designed to help companies provide an engaging candidate experience via a conversation user interface and job recommendations based on their resume. As part of IBM Watson Candidate Assistant, IBM will request feedback from individual jobseekers regarding user experience. IBM Watson Candidate Assistant currently provides the following capabilities, which are part of the base offering:

- **Job recommendation**

IBM Watson Candidate Assistant will analyze resumes entered by the job seeker and recommend jobs suited to the skills, educational experience and work experience of the job seeker.

- **Conversation with Watson**

IBM Watson Candidate Assistant provides a conversational interface where the job seeker can chat with Watson and ask questions about the company and search for jobs by chatting with Watson.

The IBM Watson Candidate Assistant solution is designed to be implemented within an estimated four (4) week timeline. The completion of these implementation services within the allotted time frame depends on the full commitment and participation of Client's management and personnel. Client will provide required information in a timely fashion. IBM's performance is predicated upon Client's timely information and decisions and any delays may result in additional cost and /or delay of the completion of these services.

IBM will:

- Provide the Cloud Service setup.
- Conduct data validation and communicate errors to Client.
- Provide the standard IBM environment setup, logic and algorithms to do the job matching and conversation experience.
- Review user feedback and interactions with Client for feedback and confirmation. This may occur multiple times as the cognitive model is tested with the provided data.
- Build the cognitive model in accordance with IBM designated design using IBM external data and Client data / Content provided to allow for the features described in this Service Description.
- Deploy the IBM Watson Candidate Assistant solution with respect to the Job Matching and Conversation features described above.
- Provide a weekly interaction report relaying statistics from the usage as well as review refinement of the Cloud Service.

Client will:

- Provide job requisition data to conduct job analysis via a csv file format and send a daily update to the jobs data for the duration of the subscription.
- Provide job category content details (if applicable). This includes title, description, optional external link and a list of videos (url, title, description of each).
- Provide content answers for a subset or complete list of predefined 50 topics.
- Gather the end user's and each job seeker's consent who are authorized by Client for the use of the Cloud Service.

- e. Maintain the necessary rights and consents to the Client's jobs data that is shared in order for the services set forth in this Cloud Service Description to be provided.
- f. Select from a set of predefined themes for the initial user experience.
- g. Promote the Cloud Service to jobseekers.
- h. Take reasonable efforts to correct any errors identified during IBM data validation.
- i. Provide a feedback mechanism to get feedback from users on the overall experience, post their job application (optional).

1.2 Optional Services

1.2.1 IBM Watson Candidate Assistant Brand Services Collection

IBM will create five candidate responses; one animated video and four graphics that will be used for building out candidates in the Cloud Service.

1.2.2 IBM Watson Candidate Assistant Brand Services Copywriting

IBM will create one (1) written response to a candidate.

1.2.3 IBM Watson Candidate Assistant Brand Services Graphic

IBM will create one (1) graphic response to a candidate.

1.2.4 IBM Watson Candidate Assistant Brand Services Video

IBM will create one (1) animated video response to a candidate.

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=1A6F12107D4D11E7A1A213628837956C>

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:

- Employee is a unique person employed in or otherwise paid by or acting on behalf of Client's Enterprise, whether or not given access to 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 Language and Accessibility

IBM will provide these capabilities in English only until further notice. Client acknowledges that IBM accessibility testing has not yet been completed for this Cloud Service and, therefore, this Cloud Service is not accessible.

6. Overriding Terms

6.1 Data Use

The following prevails over anything to the contrary in the Content and Data Protection section of the base Cloud Service terms between the Parties: IBM may use Content and other information that results from Client's use of the Cloud Service subject to removing personal identifiers; so that any personal data can no longer be attributed to a specific individual without the use of additional information. IBM will use such Content and other information only for research, testing, and offering development.