

## Service Description

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### IBM Cloud Garage with Blockchain Services

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 Cloud Garage Design Thinking Workshop with Blockchain

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

During this service, IBM conducts an IBM Cloud Garage 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 Cloud Garage locations.

IBM Cloud Garage Design Thinking Workshop with Blockchain includes up to two people, one Cloud Garage Designer and one Cloud Garage Blockchain Architect, over a single week (up to 5-days) and a maximum of 80 person-hours at an IBM Cloud Garage or other IBM location. The IBM Cloud Garage Design Thinking Workshop with Blockchain use case is defined by discussion between Client and the IBM team. The associated activities are as follows:

- Obtain alignment on the business opportunity.
- Understand the business network and the roles and processes within it Brainstorm on solutions.
- Brainstorm on solutions.
- Explore blockchain technical fit.
- Identify hypotheses and to-be process map.
- Define Minimum Viable Product (MVP).

IBM assumes the following prerequisites to properly deliver the service:

- Client provides: Architect, Business & IT leaders, Product manager.
- Client has an "Idea" or "Project".

The outcome of the workshop is an agreed upon hypothesis and a Minimum Viable Product project definition.

Deliverable for the IBM Cloud Garage Design Thinking Workshop with Blockchain 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 Cloud Garage MVP Build-up with Blockchain

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

- three Cloud Garage Developers, maximum of 120 person-hours, who will assist the Client by providing development consultancy;
- one Cloud Garage Blockchain Architect for a maximum of 32 person-hours, who will assist the Client by providing senior development product consultancy; and
- one or more Cloud 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 Cloud Garage Design Thinking Workshop with Blockchain service must be completed in advance of the commencement of each project engagement.

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

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

### **1.1.3 IBM Cloud Garage Architectural Consultancy with Blockchain**

This service provides one Cloud Garage Blockchain Architect for one week, maximum of 40 person-hours, of architectural advisory consulting in support with the technical design of a blockchain application at an IBM Cloud Garage or other IBM location. The Cloud Garage Blockchain Architect will provide thought leadership, advice and guidance as to the structure and high level principles and good working practices associated with the design of a blockchain application running on the IBM Cloud.

## **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.