

Service Description

IBM Garage for Integration

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

1. Acceleration Service

1.1 Services

Please note that IBM will endeavor to deliver these services in the local language where possible, but the default language used for their delivery is English.

The Client may select from the following available services.

1.1.1 IBM Garage Design Thinking Workshop for Integration

This service assesses the Client's business problem/use cases through a Design Thinking workshop for which they may separately consider building an application that leverages IBM Cloud Integration 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 at IBM's worldwide IBM Garage locations.

IBM 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 Garage or other IBM location. The IBM 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
- Define and explore technical solution architecture, including hybrid cloud architecture and potential integration points using IBM Cloud as the platform for the solution.
- Create conceptual design using wireframes, if applicable.

IBM assumes the following prerequisites to properly deliver the service:

- Client provides: Architect, business & IT leaders, product manager.
- IBM provides: Designer, Technical Solution Architect.
- Client has an "Idea" or "Project" identified and has reviewed the opportunity with IBM. The outcome of the workshop is an agreed upon hypothesis and an MVP project definition.

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Deliverable for the IBM Garage Design Thinking Workshop for Integration 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 softcopy of this document in pdf format.

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.