

## Service Description

### IBM Watson Talent Frameworks

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

#### 1. Cloud Service

IBM Watson Talent Frameworks is the collective term used to refer to an independently researched, and Watson curated, job-based competency library, organized in job profiles, job families and frameworks that provides a broad range of common skills classifications and criteria. The library contains ready-to-use job descriptions, competencies, job profiles which map specific competencies to specific jobs, proficiency-based behavioral statements, development goals, coaching tips, and interview questions.

Client may use this data to: 1) build job descriptions or as a foundation for various aspects of workforce talent management; 2) support its talent management processes and provide data to Client's employees, managers, or users; and 3) load content into its human resources information system, talent management software systems, or when subscribed, access the content through the IBM Watson Talent Frameworks Publisher offering or other IBM Watson Cloud Service offerings.

IBM Watson Talent Frameworks contain over 3,000 unique jobs and over 2,000 competencies specific to general corporate functions (for example, human resources, finance, legal, sales), customer services functions, information technology functions, and banking and financial services, construction, consulting, education, energy, healthcare, hospitality, insurance, manufacturing, media and publishing, high-tech software and hardware, pharmaceutical, real estate, retail, and telecommunications industries.

#### 1.1 Offerings

The Client may select from the following available offerings.

##### 1.1.1 IBM Watson Talent Frameworks Complete Library

IBM's current, complete library of job profiles and competency specific data. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

##### 1.1.2 IBM Watson Talent Frameworks Job Family

Job profiles and competency specific data for one selected job family from the IBM Talent Frameworks library. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

##### 1.1.3 IBM Watson Talent Frameworks 10 Jobs

Job and competency specific data for 10 selected job profiles from the IBM Watson Talent Frameworks library. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

##### 1.1.4 IBM Watson Talent Frameworks for the Banking & Financial Services Industry

Job profiles, competencies, and related data specific to the Banking and Financial Services Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

##### 1.1.5 IBM Watson Talent Frameworks for the Construction Industry

Job profiles, competencies, and related data specific to the Construction Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

##### 1.1.6 IBM Watson Talent Frameworks for the Consulting Services Industry

Job profiles, competencies, and related data specific to the Consulting function. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

### **1.1.7 IBM Watson Talent Frameworks for the Customer Services Industry**

Job profiles, competencies, and related data specific to the Customer Service function. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

### **1.1.8 IBM Watson Talent Frameworks for the Education Industry**

Job profiles, competencies, and related data specific to the Education Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

### **1.1.9 IBM Watson Talent Frameworks for the Energy Industry**

Job profiles, competencies, and related data specific to the Energy (Oil and Gas) Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

### **1.1.10 IBM Watson Talent Frameworks for General Corporate Functions**

Job profiles, competencies, and related data specific to General Corporate functions (e.g., HR, Finance, Legal, Sales). Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

### **1.1.11 IBM Watson Talent Frameworks for the Healthcare Industry**

Job profiles, competencies, and related data specific to the Healthcare Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

### **1.1.12 IBM Watson Talent Frameworks for the Hospitality Industry**

Job profiles, competencies, and related data specific to the Hospitality Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

### **1.1.13 IBM Watson Talent Frameworks for Information Technology**

Job profiles, competencies, and related data specific to the Information Technology (IT) function. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

### **1.1.14 IBM Watson Talent Frameworks for the Insurance Industry**

Job profiles, competencies, and related data specific to the Insurance Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

### **1.1.15 IBM Watson Talent Frameworks for the IT Hardware Industry**

Job profiles, competencies, and related data specific to the IT Hardware Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

### **1.1.16 IBM Watson Talent Frameworks for the Manufacturing Industry**

Job profiles, competencies, and related data specific to the Manufacturing Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

### **1.1.17 IBM Watson Talent Frameworks for the Media and Publishing Industry**

Job profiles, competencies, and related data specific to the Media and Publishing Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

### **1.1.18 IBM Watson Talent Frameworks for the Pharmaceutical Industry**

Job profiles, competencies, and related data specific to the Pharmaceutical Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

#### **1.1.19 IBM Watson Talent Frameworks for the Real Estate Industry**

Job profiles, competencies, and related data specific to the Real Estate Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

#### **1.1.20 IBM Watson Talent Frameworks for the Retail Industry**

Job profiles, competencies, and related data specific to the Retail Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

#### **1.1.21 IBM Watson Talent Frameworks for the Software Industry**

Job profiles, competencies, and related data specific to the Software Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

#### **1.1.22 IBM Watson Talent Frameworks for the Telecommunications Industry**

Job profiles, competencies, and related data specific to the Telecommunications Industry. Content will be provided via available standard format or subscription to IBM Watson Talent Frameworks Publisher based on Client entitlement.

#### **1.1.23 IBM Watson Talent Frameworks Job Profile – Administrative Assistant**

Job profile, competencies, and related data specific to the job role of Administrative Assistant. Content will be provided via standard Excel format.

#### **1.1.24 IBM Watson Talent Frameworks Job Profile – Data Entry Clerk**

Job profile, competencies, and related data specific to the job role of Data Entry Clerk. Content will be provided via standard Excel format.

#### **1.1.25 IBM Watson Talent Frameworks Job Profile – Sales Representative**

Job profile, competencies, and related data specific to the job role of Sales Representative. Content will be provided via standard Excel format.

#### **1.1.26 IBM Watson Talent Frameworks Job Profile – Sales Support Representative**

Job profile, competencies, and related data specific to the Sales Support Representative. Content will be provided via standard Excel format.

#### **1.1.27 IBM Watson Talent Frameworks Job Profile – Customer Service Associate**

Job profile, competencies, and related data specific to the job role of Customer Service Associate. Content will be provided via standard Excel format.

#### **1.1.28 IBM Watson Talent Frameworks Job Profile – Customer Service Representative**

Job profile, competencies, and related data specific to the job role of Customer Service Representative. Content will be provided via standard Excel format.

#### **1.1.29 IBM Watson Talent Frameworks Job Profile – Help Desk Specialist**

Job profile, competencies, and related data specific to the job role of Help Desk Specialist. Content will be provided via standard Excel format.

#### **1.1.30 IBM Watson Talent Frameworks Job Profile – Internet Customer Support Representative**

Job profile, competencies, and related data specific to the job role of Internet Customer Support Representative. Content will be provided via standard Excel format.

#### **1.1.31 IBM Watson Talent Frameworks Job Profile – Bartender**

Job profile, competencies, and related data specific to the job role of Bartender. Content will be provided via standard Excel format.

#### **1.1.32 IBM Watson Talent Frameworks Job Profile – Busser**

Job profile, competencies, and related data specific to the job role of Busser. Content will be provided via standard Excel format.

- 1.1.33 IBM Watson Talent Frameworks Job Profile – Food and Beverage Cashier**  
Job profile, competencies, and related data specific to the job role of Food and Beverage Cashier. Content will be provided via standard Excel format.
- 1.1.34 IBM Watson Talent Frameworks Job Profile – Food Server**  
Job profile, competencies, and related data specific to the job role of Food Server. Content will be provided via standard Excel format.
- 1.1.35 IBM Watson Talent Frameworks Job Profile – Host or Hostess**  
Job profile, competencies, and related data specific to the job role of Host or Hostess. Content will be provided via standard Excel format.
- 1.1.36 IBM Watson Talent Frameworks Job Profile – Line Cook**  
Job profile, competencies, and related data specific to the job role of Line Cook. Content will be provided via standard Excel format.
- 1.1.37 IBM Watson Talent Frameworks Job Profile – Front Desk Clerk**  
Job profile, competencies, and related data specific to the job role of Front Desk Clerk. Content will be provided via standard Excel format.
- 1.1.38 IBM Watson Talent Frameworks Job Profile – Grounds Maintenance Specialist**  
Job profile, competencies, and related data specific to the job role of Grounds Maintenance Specialist. Content will be provided via standard Excel format.
- 1.1.39 IBM Watson Talent Frameworks Job Profile – Housekeeper**  
Job profile, competencies, and related data specific to the job role of Housekeeper. Content will be provided via standard Excel format.
- 1.1.40 IBM Watson Talent Frameworks Job Profile – Security Guard**  
Job profile, competencies, and related data specific to the job role of Security Guard. Content will be provided via standard Excel format.
- 1.1.41 IBM Watson Talent Frameworks Job Profile – Cashier**  
Job profile, competencies, and related data specific to the job role of Cashier. Content will be provided via standard Excel format.
- 1.1.42 IBM Watson Talent Frameworks Job Profile – Greeter**  
Job profile, competencies, and related data specific to the job role of Greeter. Content will be provided via standard Excel format.
- 1.1.43 IBM Watson Talent Frameworks Job Profile – Loss Prevention Associate**  
Job profile, competencies, and related data specific to the job role of Loss Prevention Associate. Content will be provided via standard Excel format.
- 1.1.44 IBM Watson Talent Frameworks Job Profile – Crater or Packer**  
Job profile, competencies, and related data specific to the job role of Crater or Packer. Content will be provided via standard Excel format.
- 1.1.45 IBM Watson Talent Frameworks Job Profile – Logistics Coordinator**  
Job profile, competencies, and related data specific to the job role of Logistics Coordinator. Content will be provided via standard Excel format.
- 1.1.46 IBM Watson Talent Frameworks Job Profile – Shipping or Receiving Clerk**  
Job profile, competencies, and related data specific to the job role of Shipping or Receiving Clerk. Content will be provided via standard Excel format.
- 1.1.47 IBM Watson Talent Frameworks Job Profile – Truck and Tractor Operator**  
Job profile, competencies, and related data specific to the job role of Truck and Tractor Operator. Content will be provided via standard Excel format.

## **1.2 Optional Services**

### **1.2.1 IBM Watson Talent Frameworks Publisher**

Provides a central repository for Client's job content and allows Client to create a customized taxonomy of jobs and competencies from the IBM Watson Talent Frameworks as well as collaborate with other applications. Active subscriptions to IBM Watson Talent Frameworks Publisher entitles Client to regular updates to the IBM Watson Talent Frameworks content they have purchased.

## **1.3 Acceleration Services**

### **1.3.1 IBM Watson Talent Frameworks Training**

During the first 90 days immediately following the start date specified in the applicable Transaction Document, IBM will provide Client with up to a maximum total amount of 12 hours of training on the IBM Watson Talent Framework libraries in pre-defined modules: Data Content & Architecture, Project Methodology, Profile/Competency Model Creation, Practice Exercises & Review, Facilitating Working Group Sessions, Editing & Creating Competencies, Client Use Cases, IBM Watson Talent Frameworks Technology Platform Methodology, Communications and Data Maintenance & Governance. Client must use these training hours within the first 90 day period described above; after such period, unused training hours will no longer be available to Client and Client will not be entitled to any credit or refund for any such unused training hours.

### **1.3.2 IBM Watson Talent Frameworks Pilot Consulting**

During the first 90 days immediately following the start date specified in the applicable Transaction Document, IBM will provide the Client with up to a maximum total amount of 40 hours of remote services to deliver training on the IBM Watson Talent Framework libraries and customized IBM Watson Talent Framework content. IBM will provide an introduction to competency management, mapping of up to five job profiles in one job family including interviews and a subject matter expert workshop for calibration as well as project planning and status reports (such as a project kick-off, project plan, ongoing project status reports and weekly status calls (up to one hour each)). Client must use these remote service hours within the first 90 day period described above; after such period, unused remote services hours will no longer be available to Client and Client will not be entitled to any credit or refund for any such unused remote services hours.

### **1.3.3 IBM Watson Talent Frameworks Consulting for 10 Jobs**

IBM will provide the Client with up to a maximum total amount of 80 hours of services to deliver training on the IBM Watson Talent Framework libraries, including: an introduction to competency management, mapping of customized IBM Watson Talent Framework content for up to 10 job profiles in 2 job families including interviews and subject matter expert workshops for calibration as well as project planning and status reports (such as a project kick-off, applicable project templates, ongoing project status reports and weekly status calls (up to one hour each)).

## **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 to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at <http://www.ibm.com/dpa/dpl> apply.

Link(s) to the applicable Data Sheet(s):

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=6DA4FDC02E9E11E8B9DA1016CAD92E2B>

## **3. Service Levels and Technical Support**

### **3.1 Service Level Agreement**

IBM provides 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](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 Services.
- Access is the right to access functionality of the Cloud Services.
- 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 General

Client agrees IBM may publicly refer to Client as a subscriber to the Cloud Services in a publicity or marketing communication.

Client may not use Cloud Services, alone or in combination with other services or products, in support of any of the following high risk activities: design, construction, control, or maintenance of nuclear facilities, mass transit systems, air traffic control systems, automotive control systems, weapons systems, or aircraft navigation or communications, or any other activity where failure of the Cloud Service could give rise to a material threat of death or serious personal injury.

### 5.2 Non-Expiring Data License for Talent Frameworks Data

IBM grants Client a non-expiring, non-exclusive, non-transferable license to use the data in the purchased IBM Watson Talent Frameworks spreadsheet solely for Client's own benefit internally on a company-wide basis, up to the quantity specified in the Transaction Document, provided Client remains in compliance with its obligations under this Service Description and the applicable terms and conditions set forth in the Transaction Document for the IBM Watson Talent Frameworks offering.

IBM makes no warranty that the content in the IBM Watson Talent Frameworks, or IBM Watson Talent Frameworks Publisher exports will be compatible with any third-party talent management system, and

shall have no duty to manipulate the exports or cause it to be compatible with any third-party talent management system.

## **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 will not use or disclose the results arising from Client's use of the Cloud Service that are unique to Client's Content (Insights) or that otherwise identify Client. IBM may however use Content and other information (except for Insights) that results from job and competency Content in the course of providing the Cloud Service. The Content for use in the IBM Watson Talent Frameworks Publisher should only include job profile and competency definition information and should not include any Personally Identifiable (PI) or Sensitive Personal Information (SPI) in relation to an employee or candidate. IBM will use such data only for internal research, testing, and offering development.