

Service Description

IBM Analytics Design 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 which are available for each of the following technology areas:

- Hybrid Data Management
- Unified Governance and Integration
- Data Science
- Business Analytics
- Enterprise Content Management

1.1.1 IBM Data Strategy Design

IBM provides this data strategy design engagement (Data Strategy Workshop) as one of the key initial steps to working with a Client to align data strategy and design with the Client's key drivers and actionable tasks of an enterprise data strategy. Upon establishing a clear understanding of the business-to-data strategy and objectives, through the usage of data use cases, data requirements and associated design characteristics can be articulated and solidified. The outputs of this Data Strategy Workshop allow Client to proceed to next steps of engaging in a proof of value engagement and/or identifying and elaborating a more comprehensive data topology, data governance, and data lake design criteria for effective deployment of the eventual enterprise solution.

Typical topics covered include:

- Understanding business strategies
- Breaking down user stories
- Identifying specific data stores, owners, content, and lifecycle
- Identifying data size and growth
- Validating data security and sensitivity
- Determining profile and quality needs
- Determining metadata management required
- Mapping stores to proposed functional and analytics tooling
- Validating against business objectives and use case

This service provides a maximum of 80 hours of IBM architect, subject matter and industry expert advisory consulting expertise in support of designing with the Client their data strategy.

1.1.2 IBM Data Topology Design

IBM provides this data topology design engagement (Data Topology Workshop) as one of the key progressive steps in expanding upon the client's data strategy and building a roadmap for the enterprise. Flowing logically out of the efforts of defining the business and related data strategies, this Data Topology Workshop dives deeper into the data landscape and topology considerations that must be examined as part of the larger objective of evolving the Client's enterprise data objectives. The data topology provides a static view of data zones, structure, sourcing, and usage. Data flows modeling overlays on top of the topology, providing views of the "active flow" of data movement – including characteristics such as velocity, life cycle and volume.

Typical topics covered include:

- Conceptual modeling of data stores, engines, and flows across a hybrid landscape

- Identifying locations and zones and their respective interfaces required to support business objectives
- Determining best integration and related processing required to support objectives
- Assessing current data architecture and flow capabilities
- Reviewing any current hybrid enterprise efforts
- Documenting maturity and roadmap to a proposed solution
- Producing detailed to-be conceptual architecture models
- Mapping as-is architecture to to-be and describing a roadmap

This service provides a maximum of 80 hours of IBM architect, subject matter and industry expert advisory consulting expertise in support of developing with the Client their data topology design.

1.1.3 IBM Data and Governance Design

IBM provides this common data and governance design engagement (Governance Workshop) to establish common data and governance approaches. This Governance Workshop starts with a review of common data concepts and data governance requirements. Detailed discussions of the Client's metadata lineage and governance needs will enable the attendees of this session to identify governance gaps and actionable tasks for a long-term data governance strategy.

Typical topics covered include:

- Performing a deep dive session covering metadata lineage, governance catalog, data quality, data lifecycle management, and entity management.
- Incorporating common data best practices, metadata lineage, data governance, and analytics into the Client's short and long-term data strategy.
- Reviewing Chief Data Officer success and industry data strategies.
- Reviewing common data concepts and best practices.
- Exploring master data management and entity analytics, data models and structures, metadata and governance catalogs, data quality and profiling, and open source and governance support.

This service provides a maximum of 80 hours of IBM architect, subject matter and industry expert advisory consulting expertise in support of developing with the Client their common data and governance design.

1.1.4 IBM Data Lake Design

IBM provides this data lake design engagement (Data Lake Workshop) to establish a common understanding of a hybrid data lake architecture for the Client. This Data Lake Workshop starts with a reaffirmation of what a data lake is and how it can be applied to the Client's situation to provide the maximum benefit to the business as well as speed of deployment. Detail discussions of the Client's current data environment and future requirements will enable the attendees of this session to arrive at an agreed future-state data lake roadmap.

Typical topics covered include:

- Establishing a common understanding of a hybrid cloud secure data lake architecture as part of a deep dive design session covering data flow, security, high availability, disaster recovery, cloud integration and cluster management.
- Clarifying an IBM point of view of a data lake and its distinguishing elements.
- Identifying and validating business priorities and understanding IT and data landscape and gaps, in terms of a data lake scenario.
- Assisting in aligning business and IT priorities and next steps in building a data lake solution.
- Establishing an execution plan.
- Identifying multi-cloud and hybrid cloud integration, networking and cloud exchange, software stacks and open source, infrastructure and provisioning, hardware and cluster management, capacity planning, data transfers and security, and production automation.

This service provides a maximum of 80 hours of IBM architect, subject matter and industry expert advisory consulting expertise in support of developing with the Client their data lake design.

1.1.5 IBM Analytics 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 Analytics 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 data collection, data governance, data science, business analytics, and related non-functional needs that may impact the IBM Analytics 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 Analytics Solution based on IBM recommended practices.

In the second phase, IBM will:

- instantiate IBM Analytics Solution based upon the agreed upon topology from the first phase;
- integrate IBM Analytics Solution with up to two agreed-upon enterprise data sources; and
- Deploy one IBM-provided sample Analytics application.

In the third phase, IBM will define the scope and high-level design parameters for one (1) use case to be deployed on IBM Analytics Solution.

Deliverables of this service are:

- Solution Initiation Workshop Conclusions Presentation
- Demo of a working IBM Analytics 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.

5.2 Additional Engagement Terms

Client understands that Client's full commitment and participation is necessary to ensure timely completion of the remotely delivered services.