

Service Description

IBM Garage Services for Analytics

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 Services

IBM provides the following remotely delivered services, which are available for each of the following technology areas:

- Hybrid Data Management
- Unified Governance and Integration
- Data Science and Artificial Intelligence
- Enterprise Content Management

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 IBM Garage Design Thinking Workshop

This service assesses the Client's business problem/use cases through a Design Thinking Workshop for which they may consider building an application that leverages IBM Analytics offerings.

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.

The 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 location or remotely. 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 and desired business outcomes
- Explore Client requirements to collect, organize and analyze data
- Define user personas
- Brainstorm on solutions
- Define a Minimum Viable Product (MVP)
- Identify hypotheses & experiments
- Explore technical viability

IBM assumes the following prerequisites to properly deliver the service:

- Client provides: Architect, Business & IT leaders, Product manager.
- IBM Team provides: User Experience leader, Solution Architect/Technical Leader.
- Client has an "Idea" or "Project".

The outcome of the workshop is a validated hypothesis and a Minimum Viable Product project definition.

Deliverable for the IBM Garage Design Thinking Workshop for Analytics service is an 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.

1.2 IBM Garage MVP Build

This service provides a project execution team (2-4 persons) for up to two weeks at an IBM Garage location or remotely and consists of:

- one Cloud Technical Lead for a maximum of 24 person-hours, who will assist the Client by providing senior product consultancy; and

- two or more Analytics Architects working with Client staff as subject matter experts for a maximum of 112 person-hours, who will assist the Client by providing product consultancy.

This service has a mandatory dependency for each Client project:

- The IBM Garage Design Thinking Workshop for Analytics service must be completed in advance of the commencement of each project engagement.

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

Deliverable for the IBM Garage MVP Build for Analytics is the mutually agreed set of User Stories and application artifacts delivered on IBM Analytics Solution platform.

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.

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.

5.2 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.