

Service Description

IBM Cloud Garage Design Thinking Workshop for Automation

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. 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.

1. Acceleration Service

1.1 IBM Cloud Garage Design Thinking Workshop for Automation

This service assesses Client's business problems and refines business automation use cases which they may consider building using the different capabilities of IBM automation technology.

During this service, IBM conducts an IBM Design Thinking workshop. IBM Design Thinking takes the recommended industry recognized design methods, adds three core practices – hills, sponsor users, and playbacks – and applies knowledge from real development with real users.

IBM Garage Design Thinking Workshop for Automation includes up to three people over a single week (up to 4 days) and a maximum of 96 person-hours and can be delivered remotely or in an IBM Garage. The workshop discovers the business automation use cases through collaborative discussions 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
- Explore technical viability

IBM assumes the following prerequisites to properly deliver the service:

- Client provides: Architect, Business and IT leaders, Product manager.
- IBM Team provides: Designer, Technical Solution Architects.
- 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 Automation 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.

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. Charges

3.1 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:

- Engagement is a professional or training service related to the Cloud Services.

3.2 Remote Services Charges

A remote service will expire 90 days from purchase regardless of whether the remote service has been used.

4. 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.

4.1 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.