



Service Description

IBM Incentive Compensation Management on Cloud – Rapid Deploy Services

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

IBM provides the following Incentive Compensation Management on Cloud (ICM) Rapid Deploy (RD) services. Section 1.1.1 is a required component for this service. Sections 1.1.2 through 1.1.4 are optional add-ons. These services assist the Client in deploying IBM Incentive Compensation Management on Cloud Service.

The outputs from these services include the following:

Project Plan	Provides detail on project tasks, dependencies, delivery date.
Project Status Report	Weekly report used to guide the status meetings
Requirements Interview Agenda	Provides timelines and communicates the various meetings, required participants, and specific meeting times throughout the planned validation sessions.
Variance Analysis Document	Created following the requirements validation sessions to document any variances.
ICM Rapid Deploy Functional Summary	Provides a summary of the functionality that ICM Rapid Deployment offers.
Requirements Document	Documents functional and technical requirements to guide Configuration activities.
Data Feed Specification Document	Outlines the data feeds. Guides the creation of the data feeds and data staging area, if necessary.
Solution Group Model Review Document	Provides an analysis of the build to identify potential issues for the IBM project team and Client. This document may be provided more than once in the build phase.
Solution Document	Final Design Document which includes the functionality designed and configured specifically for Client.
Transition to Support Checklist	Documents the material required from Client for the IBM support organization to provide support to the Client after the project is completed.

The following activities are performed as part of the Rapid Deploy services specified in Sections 1.1.1 through 1.1.3 below:

Activity 1 – Kickoff Meeting and Project Management

IBM will conduct a kick-off meeting, typically for 3 days, on a mutually agreed to date at the commencement of this Service to:

- Conduct the Project Kickoff;
- Review the Deliverables and Contractual Responsibilities with Client Project Manager;
- Establish Project environment and documentation and procedural standards; and
- Provide General Project Management and Governance.

Activity 2 – ICM Configuration Services

As prioritized and defined in Activity 1, and as time permits, IBM will conduct and facilitate collaborative working sessions to define and perform the following activities:

- a. Envisioning and Planning
 - Lead a Planning phase with analysis of Client requirements and document.

- b. Configure
 - Complete necessary configuration activities based on scope;
 - Configure Compensation Plan and Processes;
 - Configure Workflow(s);
 - Provide Web Entry Form(s) and Process List(s); and
 - Provide In-Bound and out-Bound Data Feeds.
- c. Test
 - Provide the Client with the ICM Automated Testing tool for Rapid Deployment, to facilitate their User Acceptance Testing (UAT) validation of calculation results against expected results;
 - Perform unit test on each component / module;
 - Support Client during their System Integration Testing (SIT);
 - Support Client during their User Acceptance Testing (UAT); and
 - Support Client during creation of Deployment Plan.
- d. Deploy
 - Provide procedures necessary to migrate from QA to Production; and
 - Assist Client with migrating the model to Production Environment after completion of testing.

1.1 Services

The Client may select from the following available services.

1.1.1 IBM Incentive Compensation Management – Rapid Deploy Service – Essentials

Activity 1 – Kickoff Meeting and Project Management

IBM will conduct a kick-off meeting, typically for 3 days, on a mutually agreed to date at the commencement of this Service.

Activity 2 – Incentive Compensation Management Configuration Services

As prioritized and defined in Activity 1, and as time permits, IBM will conduct and facilitate collaborative working sessions to perform the activities defined in Activity 2.

This service provides a maximum of 670 resource hours of IBM expertise which may include a Solution Architect, a Senior Business Consultant, a Business Consultant and a Project Executive for delivery of the Rapid Deploy engagement.

The following pre-defined capabilities are included in the Essentials Service:

Compensation Components:	
Plan Component Assignment	Assignment of a plan to one or more components. This also includes defining weighting for each component within the plan.
Payee Hierarchy	The compensation hierarchy which will be used for rolling up credit values (if applicable) from subordinates. The reporting hierarchy which will be used to define visibility and security for managers, administrators, etc. that may or may not be paid out of the system but require access to view reports of other users.
Payee Eligibility	Assignment of each payee to a plan for a specified time period.
Transactional Direct Crediting	Assignment of payees to the incoming transaction data.
Transactional Roll up Crediting	Assigning transaction credits to a manager based on the compensation hierarchy.
Credit Aggregation & Accumulation	Aggregates and accumulates transaction credits for all payees by period for all components to a monthly, quarterly, quarter to date, and year to date level.
Quota Assignment with Accumulation	Where applicable, quotas can be entered at a monthly, quarterly, or annual level. The solution will automatically accumulate the prorated value to month, quarter, or annual level.

Transactional Attainment	Attainment is calculated by payee, component and plan by taking the credits divided by the goal. Based on user configurable tables the solution has the ability to calculate monthly, quarterly, quarter to date, and year to date assignment.
Target Incentive	The target incentive or on-target commission which will be assigned by payee to each component based on weighting will also be pro-rated based on a payee's eligibility.
Transactional Tiered Commission	Tiered commission is calculated by first determining the attainment for the component, which will then be compared to a commission rate grid to determine the rate to apply to determine the payout.
Quota-Based Bonus Payout	The Quota Based Bonus (or Target Based Bonus) is a fixed dollar payout awarded to a payee when they achieve their target.
Credit-Based Bonus Payout	The Credit Based Bonus is based on the credit (revenue) from all transactions in a period, either percentage based or fixed amount.
Manual Payments	Administrator ability to enter a dollar amount for a payee and a given period. Either entered directly within the table or via web entry form.
Final Payout	The aggregation of all compensation components within the payment period.
Reporting:	
Compensation Summary	A drill through report from the compensation summary with the details associated with each of the payout items in the summary.
Compensation Details	A summary statement for the payees/ reps, showing all summary Personal, Payment, Target and attainment information.
Manager Summary	A Summary overview of all the manager's subordinates, their Payment, Target and attainment information.
Workflow, Web Entry, Administration	
Manual Payments	Managers will create manual payments for their direct payees with different reasons. These payments are to be approved by the first level Admins before being sent to payment. Report and workflow add a layer of managerial approval process before manual payment is paid out.
Inquiries	Payees can open inquiries for any information displayed in the web portal. These inquiries will be sent to Managers and to Admins for answers.
Payout Verification Process	Step by step actions to review and adjust final payment.
Inbound & Outbound file provisioning	
Transaction	Inbound file containing transaction details such as payee, location, product, account.
Payee	Inbound file containing payee details.
Payroll	Outbound containing payroll file.

The Client is responsible for the following:

- Client will provide access to Client systems and resources for IBM to perform activities requested by Client.
- Client will make appropriate personnel available to assist IBM in the performance of its responsibilities.
- Client will provide a person who will be the focal point for IBM communications relative to the Service and will have the authority to act on behalf of the Client in all matters regarding the Service.
- Client will ensure that staff is available to provide such assistance as IBM reasonably requires to provide the Service. Client will ensure that staff has the appropriate skills and experience. If any of staff fails to perform as required, Client will make suitable additional or alternative staff available.

1.1.2 IBM Incentive Compensation Management – Rapid Deploy Service – Standard

Activity 1 – Kickoff Meeting and Project Management

IBM will conduct a kick-off meeting, typically for 3 days, on a mutually agreed to date at the commencement of this Service to:

Activity 2 – Incentive Compensation Management Configuration Services

As prioritized and defined in Activity 1, and as time permits, IBM will conduct and facilitate collaborative working sessions to perform the activities defined in Activity 2.

This service provides a maximum of 830 resource hours of IBM expertise which may include a Solution Architect, a Senior Business Consultant, a Business Consultant and a Project Executive for delivery of the Rapid Deploy engagement.

In addition to those capabilities provided in the Essentials edition, the capabilities implemented in this Standard services offering includes:

Compensation Components	
Transactional Split Crediting	Once a transaction credit has been assigned, the value of that transaction can be split among multiple payees based on two methods: a) Individual Transaction Split b) Bulk Transaction Split.
Reporting	
Stack Ranking	A report which ranks individuals based upon specified performance criteria.
Workflow, Web Entry, Administration	
Payout Approval	At end of month, all calculated commission values, bonuses, manual payments, adjustments, draw and minimum guarantees will be added up and provide the payment for the current period. Before being sent to payout, this amount is reviewed and approved by admins.
Ad-Hoc Off-Cycle Payout	Steps to follow when off cycle payout is required.

1.1.3 IBM Incentive Compensation Management – Rapid Deploy Service – Advanced

Activity 1 – Kickoff Meeting and Project Management

IBM will conduct a kick-off meeting, typically for 3 days, on a mutually agreed to date at the commencement of this Service.

Activity 2 – Incentive Compensation Management Configuration Services

As prioritized and defined in Activity 1, and as time permits, IBM will conduct and facilitate collaborative working sessions to perform the activities defined in Activity 2.

This service provides a maximum of 1,025 resource hours of IBM expertise which may include a Solution Architect, a Senior Business Consultant, a Business Consultant and a Project Executive for delivery of the Rapid Deploy engagement.

In addition to those capabilities provided in the Standard edition, the capabilities implemented in this Advanced services offering includes:

Compensation Components	
Prior Period Adjustments	In a situation where a payout has already been received for a given period, however an adjustment comes in after the fact that impacts that payment, a prior period adjustment will be calculated within an adjustment window. For example, retro-active rate changes.
Draws / Minimum Guarantees	Two types of draws are available: <ul style="list-style-type: none"> • Non-Recoverable (Minimum Guarantee) – minimum amount paid out to a payee regardless of actual performance where the balance does not get carried forward into future periods. • Recoverable Draw – Minimum amount paid out to a payee within a period when actual performance is below the draw amount. The difference (top-up) between actual performance and the draw will be carried forward to future periods and drawn down until the amount is paid off.
Negative Balance	If a payee earns a negative payout, a zero dollar payout will be sent to payroll and the negative balance will be tracked and future payouts will be drawn against this negative balance. A negative balance could result from a prior period adjustment, an advance that is being clawed back, etc.

Reporting	
Payout Details	Payment Detail report is a drill down report from Manager Summary to see the payout details at a team level.
Administration	
On-Boarding Payee Process	Steps outlining all tables to populate when a new payee is added to the model.

1.1.4 IBM Incentive Compensation Management Rapid Deploy – Technical Support Advisor

IBM will assign to the Client a resource who will work with the Client's team on a basis to perform the Technical Support Advisor service and coordination of the Client's post deployment support relationship with IBM for IBM Incentive Compensation Management on Cloud (ICM) when deployed using ICM Rapid Deploy Services ("Deployed Software").

IBM will:

- a. schedule and conduct an initial introductory call to familiarize the TSA with the Client's team and environment;
- b. participate in Client calls and meetings to provide input to the Client regarding the use of the Deployed Software;
- c. be available to Client for the assistance described herein for up to 35 hours monthly;
- d. be available during the country's hours of operation as defined in the support handbook; <http://www.ibm.com/support/guide>;
- e. assist Client in proactive problem prevention by:
 - (1) providing the Client, on a bi-weekly basis, the list of Authorized Program Analysis Reports (APARs) closed in that period;
 - (2) working with the Client to plan for exception support, mutually agreed to by IBM and the Client, that may be required during critical business periods;
 - (3) facilitating communication between the Client's team and other technical resources at IBM, and providing the Client with appropriate technical documents from IBM;
 - (4) advising the Client of critical fixes or workarounds that may apply to the Client's environment;
 - (5) providing guidance for managing and administering Deployed Software;
 - (6) providing proven practices and assets regarding architecture, performance, and optimization; and
 - (7) curating and sharing enablement and training materials; and
- f. assist Client in resolving problems encountered with the Deployed Software by:
 - (1) monitoring cases opened by the Client;
 - (2) engaging appropriate escalation processes as required and appropriate to help drive problem resolution;
 - (3) providing the Client with status on priority cases on a mutually agreed-upon basis; and
 - (4) assisting with both administrative and end-user questions related to the Deployed Software.

If requested by IBM, Client will provide IBM remote access to systems supported under this agreement via secure private network tunneling or equivalent technology, including account access to networks and systems necessary for diagnostic purposes for the sole purpose of performing the Services described in this agreement. Such access will be used solely for the purpose of IBM assisting Client in gathering diagnostic information needed for the purpose of diagnosing and helping to resolve a 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 either: i) the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679); or ii) other data protection laws

identified at <http://ibm.com/dpa/dpl>. Client is obligated to ensure, under its own responsibility, that no Personal Data that may be subject to either: i) the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679); or ii) other data protection laws identified at <http://ibm.com/dpa/dpl> will be provided in Content.

- b. In the event of a change, Client will notify IBM in writing and IBM's Data Processing Addendum (DPA) at <http://ibm.com/dpa> and an agreed upon DPA Exhibit will apply, be incorporated in the Agreement and prevail over conflicting terms in the Agreement.

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:

- Instance is each access to specific configuration of the Cloud Services.
- Engagement is a professional or training service related to the Cloud Services.

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.