

Service Description

IBM Financial Crimes Due Diligence with Watson – 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 Financial Crimes Due Diligence (DD) Rapid Deploy (RD) services. Section 1.1.1 is a required component for this service. Sections 1.2.1 through 1.2.3 are optional add-ons. These services assist the Client in deploying IBM Financial Crimes Due Diligence with Watson Cloud Service.

1.1 Services

1.1.1 IBM Financial Crimes Due Diligence with Watson – Rapid Deploy Service – Essentials

Activity 1 – Kickoff Meeting and Project Management

IBM will conduct a kick-off meeting, typically for 1 day on-site, on a mutually agreed to date at the commencement of this service to validate and confirm:

- Scope
- Dependencies
- Risks
- Timelines

Activity 2 – 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 below:

- Configure up to three (3) supported data source adapters based on those data adapters currently available within the IBM Financial Crimes Due Diligence with Watson product scope.
- Conduct initial system testing and resolve identified issues.
- Document the system configuration.
- Conduct Train the Trainer user training.
- Perform the User Acceptance Test (UAT).

The Essentials service provides a maximum of 136 resource hours of IBM expertise, which may include a Due Diligence Solution Architect, a Due Diligence SME, and a Watson Explorer (WEX) SME for delivery of the Rapid Deploy engagement. No more than 24 hours shall be allocated for UAT. Any additional UAT hours may be billed by IBM at IBM's standard rates.

The output from this service is a Solution Overview document which includes the following content based on the services options chosen by the Client:

- Architecture document
- Data and Connectivity document – includes data adapter and connector configuration.
- Train the Trainer manual

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 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.
- Client will complete a Pre-engagement Questionnaire, as supplied by IBM, and return the completed questionnaire to IBM prior to the start date of the services engagement.

- Prior to the Essentials service engagement start date, Client will purchase self-paced end-user training offering(s) related to IBM Financial Crimes Due Diligence with Watson.

1.2 Optional Services

The following are additional optional services incremental to the above Essentials service.

1.2.1 IBM Financial Crimes Due Diligence with Watson – Rapid Deploy Service – Connector Configuration Add-on

Activity 1 – Configuration Services

As prioritized during Activity 1 of the Essentials service, and as time permits, IBM will perform the configuration of each additional incremental Data Source Adapter.

The Connector Configuration Add-on service provides a maximum of an additional 12 resource hours of IBM expertise for each Connector Configuration Add-on.

1.2.2 IBM Financial Crimes Due Diligence with Watson – Rapid Deploy Service – Security Integration Add-on

Activity 1 – Security Kickoff Meeting and Project Management

IBM will conduct a remote discussion, typically for 1 – 2 hours, with Client's security specialists to review security requirements relevant to security integration with IBM Financial Crimes Due Diligence with Watson on Cloud.

Activity 2 – Integration Services

As defined in Activity 1, and as time permits, IBM will conduct and facilitate collaborative working sessions with Client's security specialists to perform the following activity:

- Security LDAP (Lightweight Directory Access Protocol) integration and Single Sign-On
The Security Integration Add-on service provides a maximum of an additional and incremental 40 resource hours of IBM expertise which may include a Technical Specialist for delivery of the Rapid Deploy engagement.
The output from this service is a Solution Overview document which includes the following content:
 - Access and Security document – includes data, authentication and authorization setup.

1.2.3 IBM Financial Crimes Due Diligence with Watson – Rapid Deploy Service – Technical Support Advisor

IBM will assign to the Client a resource who will work with the Client's team to perform the Technical Support Advisor (TSA) service and coordination of the Client's post deployment support relationship with IBM for IBM Financial Crimes Due Diligence with Watson when deployed using IBM Financial Crimes Due Diligence Rapid Deploy Services ("Deployed Software").

IBM Financial Crimes Due Diligence with Watson – Rapid Deploy Service – Technical Support Advisor includes the following:

- Remotely delivered technical support, guidance and advice with the assignment of a designated TSA to coordinate services provided under this Agreement.
- Coordination of services through five (5) Primary Named Contacts, to be designated by the Client, as a channel of communication with the TSA.
- The TSA will be available to the Primary Named Contacts, and Client management, for the assistance described herein for up to thirty-five (35) hours per month.
- Schedule and conduct an initial introductory call to familiarize the TSA with the Client's team and environment.
- The TSA is available during the country's hours of operation as defined in the support handbook at <http://www.ibm.com/support/guide>.
- Participate in Client calls and meetings to provide input to the Client regarding the use of the Deployed Software.
- 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 the Deployed Software;
 - (6) providing practices and assets regarding architecture, performance, and optimization; and
 - (7) curating and sharing technical enablement and training materials.
- h. Assist Client in resolving problems encountered with the Deployed Software by:
- (1) monitoring support cases opened by the Client;
 - (2) engaging appropriate escalation processes as required;
 - (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.

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:

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

4.2 Remote Services Charges

Other than the Technical Support Advisor service (described in Section 1.2.3 above), which is billed on a monthly basis, all 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.