

Service Description

IBM OpenPages with Watson on Cloud Services Add-ons

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 OpenPages with Watson on Cloud Services Add-ons are remotely delivered subscription services available as add-ons to Clients' IBM OpenPages with Watson on Cloud Service. These services are designed to expedite access to support professionals, provide remote technical advisory services and skill building activities.

This Service Description describes support options available for Clients as add-ons to the support of their IBM OpenPages with Watson on Cloud Service (IBM Software). Client means the contracting party and its authorized users and recipients of these additional support offerings.

1.1 Services

The Client may select from the following available services.

1.1.1 IBM OpenPages with Watson on Cloud – Enhanced Support Add-on

IBM OpenPages with Watson on Cloud – Enhanced Support Add-on includes the following:

- a. Expedited case response through priority handling and access to a support professional
- b. Welcome call or letter for an introduction of available services and features

1.1.2 IBM OpenPages with Watson on Cloud – Premier Support Add-on

IBM OpenPages with Watson on Cloud – Premier Support Add-on includes the following:

- a. Remotely delivered issue and escalation management.
- b. Four (4) hours per month of remote technical advisory services.
- c. Assigned Technical Account Manager (TAM) to coordinate services provided under this Agreement.
- d. Coordination of services will be through five (5) Primary Named Contacts, to be designated by the Client, as a channel of communication with the TAM.
- e. The TAM will be available to Primary Named Contacts, and Client management, for the assistance described herein for up to twenty-five (25) hours per month.
- f. Schedule and conduct an initial introductory call to familiarize the TAM with the Client's team and environment.
- g. The TAM is available during the country's hours of operation as defined in the support handbook at <http://www.ibm.com/support/guide>.
- h. Participate in Client calls and meetings to provide input to the Client regarding the use of the IBM Software.
- i. Assist Client with advice, guidance, and business planning:
 - participating in Client calls to provide input regarding the use of their IBM Software;
 - engaging in escalation processes as required;
 - identifying areas of IBM solution deployment improvement; and
 - providing advice and direction in project planning for roadmap decisions.
- j. Assist Client with case management:
 - monitoring, managing and escalating support cases;
 - providing regular account reviews and support case reporting; and
 - providing advice on solution changes.
- k. Assist Client to build skills:
 - identifying personalized learning activities.

1.1.3 IBM OpenPages with Watson on Cloud Technical Support Advisor (TSA)

The TSA can be purchased separately from or in conjunction with (to complement) the IBM OpenPages with Watson on Cloud – Enhanced Support Add-on or IBM OpenPages with Watson on Cloud – Premier Support Add-on offerings. The TSA may be an IBM employee or IBM subcontractor.

IBM OpenPages with Watson on Cloud Technical Support Advisor includes the following:

- a. Remotely delivered technical support, guidance and advice with the assignment of a designated TSA to coordinate services provided under this Agreement.
- b. Coordination of services through five (5) Primary Named Contacts, to be designated by the Client, as a channel of communication with the TSA, or through the TAM if purchased in conjunction with Premier Support Add-on.
- c. 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.
- d. Schedule and conduct an initial introductory call to familiarize the TSA with the Client's team and environment.
- e. The TSA is available during the country's hours of operation as defined in the support handbook at <http://www.ibm.com/support/guide>.
- f. Participate in Client calls and meetings to provide input to the Client regarding the use of the IBM Software.
- g. 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 IBM Software;
 - (6) providing proven 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 IBM 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

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and the Data Processing and Protection Data Sheet(s) (referred to as data sheet(s) or DPA Exhibit(s)) in the links below provide additional data protection information for the Cloud Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at <http://ibm.com/dpa/dpl> apply.

<http://www.ibm.com/software/sla/sladb.nsf/sla/sd-dpa-labor>

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.

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.