

Service Description

IBM Security Expert Essentials

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

1.1 Services

The Client may select from the following available services.

1.1.1 IBM Security Expert Essentials Basic

- Online questions and answers of up to 32 hours per year
- Personalized learning academy of up to 32 hours per year
- Program leader of up to 32 hours per year

1.1.2 IBM Security Expert Essentials Standard

- Online questions and answers of up to 64 hours per year
- Personalized learning academy of up to 32 hours per year
- Solution design assurance review of up to 80 hours per year
- Designated client technical advocate as a single point of contact of up to 360 hours per year
- Priority call handling with up to 3 named callers
- Quarterly review with roadmap updates

1.1.3 IBM Security Expert Essentials Enhanced

- Online questions and answers of up to 64 hours per year
- Personalized learning academy up to 32 hours per year
- Solution design assurance reviews up to 120 hours per year
- On demand consulting of up to 120 hours per year
- Designated client technical advocate as a single point of contact of up to 360 hours per year
- Priority call handling with up to 5 named callers
- Quarterly review with roadmap updates

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://www.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:

- 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.