



Service Description

IBM Cloud Adoption and Deployment Services

This Service Description describes the Cloud Service IBM provides to Client. Client means the company and its authorized users and recipients of the Cloud Service. The applicable Quotation and Proof of Entitlement (PoE) are provided as separate Transaction Documents.

1. Cloud Service

IBM provides the following remotely delivered services.

1.1 IBM Product Expert Assurance Services

The IBM Product Expert Assurance Service assesses the Client's business problem/use cases through a product review workshop identifying areas for improvement and providing IBM recommended practices for Client's use of Cloud Service offerings.

During this service, IBM conducts an IBM high level review workshop to support Client's productive use of a specified Cloud Service offering(s). IBM defines Client requirements, workflows, interfaces, software infrastructure and applications as related to the Cloud Service. IBM documents and presents high level findings and IBM recommended practices.

The IBM Product Expert Assurance workshop includes up to two people for a maximum of 40 person-hours via virtual sessions. The associated activities are as follows:

Activity 1

Conduct a kick-off and project planning meeting on a mutually agreed to date at the commencement of the project:

- Review the current environment;
- Review any prior documentation Client provides in relation to the Product environment; and
- Identify and review the project objectives, roles and responsibilities.

Activity 2

Perform detailed work. IBM will:

- Review tasks from Activity 1;
- Execute tasks identified in Activity 1; and
- Summarize and report our results in a Product Expert Assurance Report.

The outcome of the workshop is a high level assessment which documents the findings and recommendations in a Product Expert Assurance Report including IBM recommended practices for implementation of the Cloud Service.

- Client provides: a person who will be the focal point for IBM communications relative to the Services and will have the authority to act on behalf of the Client in all matters regarding the Services.
- Client will ensure that staff is available to provide such assistance as IBM reasonably requires to provide the Services. 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.
- IBM Team provides consulting services leader/focal point relative to the Services.
- Activities are conducted remotely.

1.2 IBM Cloud Product Initiation Workshop

The IBM Cloud Product Initiation Workshop Services assesses the Client's business problem/use cases through a product review workshop identifying areas for improvement and providing IBM recommended practices for Client's use of Cloud Service offerings.

During this service, IBM conducts an IBM high level review workshop to support Client's productive use of a specified Cloud Service offering(s). IBM defines Client requirements, workflows, interfaces, software infrastructure and applications as related to the Cloud Service. IBM documents and presents high level findings and IBM recommended practices.

The IBM Cloud Product Initiation Workshop Services includes up to two people for a maximum of 80 person-hours via virtual sessions. The associated activities are as follows:

Activity 1 – Conduct Kickoff Meeting

Conduct a kick-off and project planning meeting, for up to four (4) hours, on a mutually agreed to date at the commencement of the project to:

- a. Review the current environment;
- b. Review any prior documentation Client provides in relation to the Product environment;
- c. Review the project objectives, roles and responsibilities;
- d. Provide an overview of the project methodology; and
- e. Identify the tasks to be completed.

Activity 2 – Conduct Workshop Validation Session

Conduct a validation session for up to one (1) day, on a mutually agreed upon date, to:

- a. Validate Client's Product business requirements;
- b. Validate the Product systems and applications to be assessed as part of this project;
- c. Prioritize the topics to be covered during the workshop; and
- d. Identify specific objectives for the Product usage.

Activity 3 – Perform Product Initiation Workshop

As prioritized and defined in Activity 2, and as time permits, IBM will spend the remainder of the two (2) weeks to perform interviews with Client's staff, and review of Client's documentation to create and present a high level assessment for the use of the Product based on IBM recommended practices. Tasks may include, but are not limited to:

- a. Review the use of the Product in Client's current Environment:
 - (1) Application requirements including Product installation and configuration;
 - (2) Application architecture which includes systems, network topology, performance, and resilience;
 - (3) Other IBM products used in relation to Product;
 - (4) Backup and recovery systems and products used in relation to the Product; and
 - (5) Current and future requirements for High Availability, Performance, Scalability, Security, Systems Management and Application Development environment and procedures.
- b. In addition to the topics included in the above review, and as time permits, IBM may review the following aspects for Client's Product environment in order to provide any related IBM recommended practices. Note: During the Validation Session, IBM and the Client will agree to the aspects to be reviewed within the allotted timeframe.
 - (1) High Availability
 - (2) Performance
 - (3) Scalability
 - (4) Security
 - (5) Systems Management
 - (6) Application Development

1.3 IBM Cloud Peak Season Readiness Assessment

The IBM Cloud Peak Season Readiness Assessment assesses the Client's business problem/use cases through a product review workshop identifying areas for improvement and providing IBM recommended practices for Client's use of Cloud Service offerings.

During this service, IBM conducts a Peak Season Readiness Assessment to support Client's productive use of a specified Cloud Service offering(s). IBM defines Client requirements, workflows, interfaces, software infrastructure and applications as related to the Cloud Service. IBM documents and presents high level findings and IBM recommended practices.

The IBM Cloud Peak Season Readiness Assessment includes up to two people for a maximum of 80 person-hours via virtual sessions. The associated activities are as follows:

Activity 1 – Conduct Kickoff Meeting

IBM will conduct a kick-off and project planning meeting, for up to four (4) hours, on a mutually agreed to date at the commencement of the project to:

- a. Review the current environment;
- b. Review any prior documentation Client provides in relation to Product environment;
- c. Review the project objectives, roles and responsibilities;
- d. Provide an overview of the project methodology; and
- e. Identify the tasks to be completed.

Activity 2 – Conduct Workshop Validation Session

IBM will conduct a validation session, for up to one (1) day, on a mutually agreed upon date, to:

- a. Validate Client's Product business requirements;
- b. Validate the Product systems and applications to be assessed as part of this project;
- c. Prioritize the topics to be covered during the workshop; and
- d. Identify specific objectives for Product usage.

Activity 3 – Perform Peak Season Readiness Assessment

As prioritized and defined in Activity 2, and as time permits, IBM will spend the remainder of the two (2) weeks to perform, document, and present a high level assessment to provide a life cycle assessment for the use of the Product based on IBM recommended practices. Tasks may include, but are not limited to:

- a. Review the use of the Product in Client's current Environment;
- b. Application requirements including product installation and configuration;
- c. Application architecture which includes systems, networking, performance, and resilience;
- d. Other IBM products used in relation to Product;
- e. Networking products used in relation to Product;
- f. Backup and recovery systems and products used in relation to Product; and
- g. Current and future requirements for High Availability, Performance, Scalability, Security, Systems Management and Application Development environment and procedures.

In addition to the topics included in the above review, and as time permits, IBM may review the following aspects for Client's Product environment in order to provide any related IBM recommended practices. Note: During the Validation Session, IBM and Client will agree to the aspects to be reviewed within the allotted timeframe.

- a. High Availability
- b. Performance
- c. Scalability
- d. Security
- e. Systems Management
- f. Application Development

1.4 IBM Cloud On Demand Consulting Services

IBM will provide Q&A for a maximum of 10 Client designated contacts for any IBM Cloud XaaS product. Remotely delivered services include Q&A and implementation assistance pertaining to platform, architecture, design, and solution implementation.

- a. Client contacts are granted remote access via an online portal with 24/7 access to knowledge library articles, solution accelerators and assets.
- b. Client contacts have unlimited access to submit requests in a question-and-answer dialogue with an IBM Client enablement focal and subject matter experts.

- c. IBM will provide flexible consulting – 24 hours/month for general consulting activities for three months with deliverable work products.

1.5 IBM Cloud Architect One-Day Service

IBM will provide technical expertise, mentoring and guidance and a high-level update as to how Client's Cloud Service project is progressing. IBM will provide a document containing progress made to date, what's to be done next, and issues/ risks for mitigation.

The following are IBM's responsibilities:

Activity 1 – IBM Cloud Specialist

IBM will provide up to eight (8) hours of an IBM Cloud Specialist to assist Client as required.

Completion Criteria:

IBM has provided the deliverable.

Deliverables:

- Status Report

Client will designate a Solution Manager to provide information and work with the IBM Cloud Specialist.

1.6 IBM Cloud Senior Architect One-Day Service

IBM will provide technical expertise, mentoring and guidance and a mid-level update as to how Client's Cloud Service project is progressing. IBM will provide a document containing progress made to date, what's to be done next, and issues/ risks for mitigation.

Activity 1 – IBM Cloud Specialist

IBM will provide up to eight (8) hours of an IBM Cloud Senior Specialist to assist Client as required.

Completion Criteria:

IBM has provided the deliverable.

Deliverables:

- Status Report

Client will designate a Solution Manager to provide information and work with the IBM Senior Cloud Specialist.

2. Entitlement and Billing Information

2.1 Charge Metrics

The Cloud Service is available under the charge metric specified in the Transaction Document:

- **Engagement** – is a unit of measure by which the services can be obtained. An Engagement consists of professional and/or training services related to the Cloud Service. Sufficient entitlements must be obtained to cover each Engagement.

2.2 Remote Services Charges

Remote Services are purchased on a per Engagement basis and will be invoiced when ordered. Services expire 90 days from date of purchase, regardless of whether all hours have been used.