

## Service Description

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### IBM IoT Service Offerings

Upon acceptance of Client's order, this Service Description applies to the Acceleration Services to support your Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

#### 1. Acceleration Service

For purposes of this Service Description, the definition of "Cloud Services" is professional services provided by IBM personnel described herein.

##### 1.1 Services

The Client may select from the following available services.

##### 1.1.1 IBM IoT Design Thinking Workshop

The IBM IoT Design Thinking Workshop is a service which assesses the Client's business problem/use cases through a Design Thinking workshop for which they may consider building an IoT MVP that leverages IBM IoT solutions.

During delivery of this service, IBM conducts an IBM Design Thinking workshop. IBM Design Thinking takes the best industry recognized design methods, adds three core practices – hills, sponsor users, and playbacks – and applies knowledge from real IoT.

IBM IoT Design Thinking Workshop is conducted over a single week (up to 5-days). The associated activities are as follows:

- Identify users pain points
- Define user personas
- Brainstorm on solutions
- Define Minimal Viable Product (MVP)
- Identify hypotheses & experiments
- Explore technical viability of IBM IoT Solutions.

The deliverables of the workshop are a validated hypothesis, and a Minimal Viable Product project plan.

##### **Completion Criteria:**

This activity will be deemed complete when the Workshop has been delivered by IBM or when IBM has performed the number of contracted hours. IBM assumes the following prerequisites to properly deliver the service:

- Client provides: Architect, Business & IT leaders, Product manager.
- IBM team provides: IoT Architect, and Domain Expert.
- Client has an "Idea" or "Project".
- Activities are conducted remotely or at an IBM location.

##### 1.1.2 IBM IoT MVP Build-up

This service provides an IBM IoT solution execution team for a single week consisting of:

- two IBM IoT Developers working as pair programmers, maximum of 80 person-hours, who will assist the Client by providing remote development consultancy;
- one IBM IoT Technical Lead for a maximum of 40 combined person-hours, who will assist the Client by providing remote senior development product consultancy; and
- one or more IBM Domain Experts(s) for a maximum of 40 person hours, who will assist the Client by providing remote IoT solution design consultancy.

**Completion Criteria:**

This activity will be deemed complete when IBM has performed the number of contracted hours.

This service has two mandatory dependencies for each Client project; namely, the IBM IoT Design Thinking Workshop must be completed in advance of the commencement of each project engagement and Client must have an active IoT subscription or trial.

**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 the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679). Therefore, Client is obligated to ensure, under its own responsibility, that no Personal Data are or will be processed by IBM as a Processor on behalf of the Client as part of the Service provision falling inside the scope of the GDPR
- b. Client shall communicate to IBM in writing, without undue delay, any anticipated change affecting Client's obligation set out in the previous Section and shall instruct IBM on GDPR-applicable requirements. In such case, the parties then shall agree to enter into IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and an applicable DPA Exhibit consistent with the law.

**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.

**4.2 Remote Services Charges**

A 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 Remote Services**

The professional services Engagement will be delivered remotely or may be hosted at an IBM facility. The Engagement cannot be delivered onsite at a Client location.