

## Service Description

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### IBM Cloud Garage for API Economy Offerings

This Service Description describes the Cloud Service IBM provides to Client. Client means the contracting party 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

##### 1.1 IBM Cloud Garage for API Economy Design Thinking Workshop

IBM Cloud Garage for API Economy Design Thinking Workshop combines recommended practices on design thinking, lean startup, agile development, DevOps, and cloud to help Client build and quickly deliver an innovative solution. It is a consultancy architecture workshop to help Client take full advantage of the API Economy.

This service assesses Client's business problems and refines use cases for APIs which they may consider building using IBM Cloud Integration technology.

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

IBM Cloud Garage for API Economy Design Thinking Workshop includes up to two people over a single week (up to 5-days) and a maximum of 80 person-hours at an IBM Cloud Garage or remotely. The workshop discovers the API use cases through collaborative discussions between Client and the IBM team. The associated activities are as follows:

- Identify users pain points
- Define user personas
- Brainstorm on solutions
- Define Minimum Viable Product (MVP)
- Identify hypotheses & experiments
- Explore technical viability
- Define technical solution architecture, including hybrid cloud architecture and potential integration points using IBM API Connect.

IBM assumes the following prerequisites to properly deliver the service:

- Client provides: Architect, Business & IT leaders, Product manager.
- IBM Team provides: Designer, Technical Solution Architect.
- Client has an "Idea" or "Project".

The outcome of the workshop is a validated hypothesis and a Minimum Viable Product API project definition.

Deliverable for the IBM Cloud Garage for API Economy Design Thinking workshop is a workshop outcomes deck. The workshop outcomes deck captures the main idea, themes and insights of the workshop, documents artifacts and key decisions, and explains how the team arrived at the final proposed MVP statement. IBM will deliver one copy of this document in soft copy in pdf format.

#### 2. Content and Data Protection

Client agrees that no Client personal data that is subject to European General Data Protection Regulations (GDPR) requirements will be provided to IBM under this transaction.

In the event of a change, Client will notify IBM in writing and IBM's Data Processing Addendum (DPA) at <http://ibm.com/dpa> will apply and supplements the Agreement. Additionally, IBM and Client will agree on a DPA Exhibit (as described in the DPA). The DPA Exhibit and, if applicable, a custom services DPA amendment will be added as an Appendix to this transaction.

### **3. Entitlement and Billing Information**

#### **3.1 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 services. Sufficient entitlements must be obtained to cover each Engagement.

#### **3.2 Remote Services Charges**

A remote service charge will be billed at the rate specified in the Transaction Document for such remote service and will expire 90 days from the date of purchase, regardless of whether all hours have been used.

### **4. Additional Terms**

#### **4.1 Ownership of Delivered 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.