

Service Description

IBM Expert Labs Services Offerings for Digital Business Automation

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 provides the following remotely delivered services for each of the following Software as a Service and Platform as a Service solution technology areas to accelerate Client planning and adoption of cloud offerings for Digital Business Automation (DBA).

1.1 Services

The Client may select from the following available services.

1.1.1 IBM Cloud Adoption and Transformation Assessment for DBA

IBM will provide this remotely delivered consultation service to assess one aspect of the Client's cloud adoption and transformation journey. IBM will work with the Client to develop a current state analysis heatmap, a list of best practice-based recommendations for future state and a prioritized set of next steps. The Assessment is conducted over the duration of two weeks (up to 10 days).

Activity 1 – Conduct Project Kickoff Meeting

IBM will conduct a kickoff call for up to two (2) days on a mutually agreed to date prior to commencement of this service to:

- a. review Client requirements and objectives for the Assessment;
- b. define Client and IBM roles and responsibilities for the Assessment;
- c. select the dimension and focus area to be discussed during the Assessment activity; and
- d. review planned activities, priorities and timelines for the Assessment activity.

Activity 2 – Assessment

As prioritized and defined in in the Assessment activity, and as time permits, IBM will participate in joint sessions to:

- a. capture and confirm current state;
- b. complete assessment of current state against the focus area selected;
- c. refine and confirm conclusions; and
- d. document findings and recommendations.

Activity 3 – Presentation of Findings

IBM will prepare and deliver a view into:

- a. industry and IBM perspectives regarding cloud adoption and transformation;
- b. interview insights and observations for the assessment area;
- c. current state summary heatmap;
- d. best practice recommendations; and
- e. prioritized next steps.

IBM will deliver all discoveries and recommendations in a PowerPoint deck.

Client will provide a person who will be the focal point for IBM communications relative to the Assessment and will have the authority to act on behalf of the Client in all matters regarding the Assessment.

Client will ensure that staff is available to provide such assistance as IBM reasonably requires to provide the Assessment. Client will ensure that staff has the appropriate skills and experience. If any Client staff fails to perform as required, Client will make suitable additional or alternative staff available.

1.1.2 IBM Cloud Adoption and Transformation (CAT), Quickstart for DBA

IBM provides this remotely delivered consultation service to introduce the IBM Cloud Adoption and Transformation Dimensions, conduct discovery workshop(s) to understand Client current state, strategies and priorities, and deliver recommendations regarding the findings, along with strategies and next steps towards the cloud adoption and transformation.

The QuickStart is conducted over a single week (up to 4 days).

Activity 1 – Conduct Project Kickoff Meeting

IBM will conduct a kickoff call for up to two (2) hours on a mutually agreed to date prior to commencement of this service to:

- a. review Client requirements and objectives for the Quickstart;
- b. define Client and IBM roles and responsibilities for the Quickstart;
- c. select two (2) use cases to be discussed during the Discovery Workshops; and
- d. review planned activities, priorities and timelines for the Discovery Workshops.

Activity 2 – Discovery Workshops

As prioritized and defined during Project Kickoff, and as time permits, IBM will conduct Discovery Workshops, review documentation and perform prioritized activities that will include, for each use case:

- a. assessment of current state;
- b. review of Client strategies;
- c. validation of strategies against the CAT framework; and
- d. review of industry trends.

Activity 3 – Final Playback

IBM will develop a scorecard and quick win plan along with a future success story and present these to the Client stakeholders. During the playback, IBM will validate next steps with the Client and deliver discoveries and recommendations in a PowerPoint deck.

Client will provide a person who will be the focal point for IBM communications relative to the Quickstart and will have the authority to act on behalf of the Client in all matters regarding the Quickstart.

Client will ensure that staff is available to provide such assistance as IBM reasonably requires to provide the Quickstart. Client will ensure that staff has the appropriate skills and experience. If any Client staff fails to perform as required, Client will make suitable additional or alternative staff available.

1.1.3 IBM Cloud Adoption and Transformation (CAT) Small Consulting Engagement for DBA

IBM provides this remotely delivered consultation service to take a comprehensive approach to analyzing Client's cloud adoption journey based on one priority area of focus (a CAT dimension). We will provide a structured assessment and improvement project with a roadmap. The focus is on key business, technical and cultural Client objectives backed by industry best practices and vendor-agnostic expertise, delivering an actionable and holistic roadmap as well as quick win improvements along the way.

The Small Consulting Engagement will be conducted over a period of four weeks.

Activity 1 – Conduct Project Kickoff Meeting

IBM will conduct a kickoff session for up to four (4) hours on a mutually agreed to date prior to commencement of this service to:

- a. review Client requirements and objectives for the Engagement;
- b. define Client and IBM roles and responsibilities for the Engagement;
- c. confirm dimension for focus during Engagement; and
- d. review planned activities, priorities and timelines for Engagement.

Activity 2 – Discovery Workshops

As prioritized and defined during the Project Kickoff, IBM will conduct Discovery Workshops, review documentation and perform prioritized activities that will include, for each use case:

- assessment of current state; and

- review of Client strategies.

Activity 3 – Assess and Analyze Workshops

As a continuation to the Discovery Workshops, IBM will conduct additional workshops, review documentation and capture the "as is" state that will include:

- a. validation of strategies against the CAT framework;
- b. review of industry trends;
- c. gap analysis of current state to the industry benchmark;
- d. complete observations and conclusions; and
- e. identification of expert access session topic.

Activity 4 – Recommend Workshops

Following completion of the current state assessment, IBM will turn the focus onto the 'to-be' state for the Client. IBM will work with the Client, leveraging workshops and an expert access session to identify the desired 'to-be' state and targeted recommendations, along with an actionable roadmap:

- a. identification of to-be state;
- b. creation of targeted recommendations;
- c. capture of 90-day roadmap including quick wins; and
- d. conduct one expert access session on topic of choice.

Activity 5 – Engagement Close-out

IBM will develop a holistic and actionable 90-day roadmap and quick win plan along with a future success story and present these to the Client stakeholders. During the playback, IBM will validate next steps with the Client and deliver discoveries and recommendations in a PowerPoint deck.

Client will provide a person who will be the focal point for IBM communications relative to the Engagement and will have the authority to act on behalf of the Client in all matters regarding the Engagement.

Client will ensure that staff is available to provide such assistance as IBM reasonably requires to provide the Engagement. Client will ensure that staff has the appropriate skills and experience. If any of Client staff fails to perform as required, Client will make suitable additional or alternative staff available.

1.1.4 IBM Cloud Service Management and Operations (CSMO) Consultancy for DBA

IBM provides this remotely delivered consultation service to mentor and assist Client to discuss, plan strategy, define a high-level business strategy solution for Service Management and Operations disciplines for the Client's cloud (private, public, and hybrid) platform capabilities.

The Consultancy is conducted over a period of two weeks (up to 10 days).

Activity 1 – Conduct Project Kickoff Meeting

IBM will conduct a kickoff meeting for up to one (1) day on a mutually agreed to date at the commencement of this service to:

- a. review Client requirements for the Consultancy;
- b. understand Client objectives for the Consultancy;
- c. define Client and IBM roles and responsibilities for the Consultancy;
- d. review any earlier provided documentation; and
- e. document planned activities, priorities and timelines for the Cloud Consultancy activity.

If a quantity of more than one (1) of this part is purchased in a single order, only one (1) project kickoff meeting will be held.

Activity 2 – Cloud Consultancy

As prioritized and defined during Project Kickoff, and as time permits, IBM will review documentation and perform activities that will include:

- a. understand Client's high-level Hybrid Cloud architecture;
- b. validate Client's Cloud Service management and operational requirements, gaps and challenges;

- c. map key operations and management capabilities of Cloud strategy to Client's organizational requirements;
- d. identify nonfunctional requirements; and
- e. identify recommended changes and process improvement and continuous improvement areas of focus.

In addition, IBM will provide guidance and share expert insight around Cloud service management and operations. Tasks may include:

- a. best practices on processes and procedures on cloud operations including relevant Client needs complementary to operations;
- b. managing Cloud instances as workloads move to Cloud;
- c. approaches on delivering high availability and reliability to cloud users;
- d. information exchange for monitoring, logging, backups, scaling, HA/DR and move to production;
- e. collaborative review of Client skills and discussion of staffing requirements and connection to organizational capabilities; and
- f. knowledge sharing on any relevant Client needs complementary to Cloud Service Management such as Software Asset Management.

Mentoring on the following topics may also be included:

- a. troubleshooting Cloud instances, using logs to fix issues, monitoring, including components;
- b. identification and resolution of performance issues;
- c. articulate incident management procedures (detect, isolate, diagnose, restore), discuss incident tool chain, as well as integration of incidents for Cloud;
- d. walkthrough of a sample Incident process for managing issues within Cloud infrastructure and architecture;
- e. explanation of setup and maintaining High Availability or Disaster Recovery procedures; and
- f. ensure information exchange of security procedures such as account management, perimeter control, network, data, applications, risk and compliance.

Activity 3 – Final Playback

IBM will prepare and develop a document outlining:

- recommendations, findings, practice and process gaps or identified issues; and
- transformation roadmap/recommendations for Cloud Service Management; and Operations, the roadmap will include recommendations for services on complementary cloud service needs.

During the playback, IBM will validate next steps with the Client and deliver all discoveries and recommendations in a document.

Client provides a person who will be the focal point for IBM communications relative to the Consultancy and will have the authority to act on behalf of the Client in all matters regarding the Consultancy.

Client will ensure that staff is available to provide such assistance as IBM reasonably requires to provide the Consultancy. Client will ensure that staff has the appropriate skills and experience. If any Client staff fails to perform as required, Client will make suitable additional or alternative staff available.

1.1.5 IBM DevOps Discovery and Solutioning Workshop for DBA

This two-week service is designed as a focused session between Client stakeholders and IBM experts on Cloud DevOps solutions that will work for Client needs and goals. IBM will facilitate a collaborative discussion based on business goals and measures for success; current practices, challenges and gaps; and a collaborative definition of a roadmap for deploying a Cloud DevOps solution relevant for the Client. The service consists of discovery teleconferences to gain background information and a workshop to convey industry-based insights and recommendations.

The DevOps Discovery and Solutioning workshop includes up to two people over a two-and-a-half-week period for a maximum of 13 days.

Activity 1 – Conduct Project Kickoff Meeting

IBM will conduct a kickoff meeting for up to two (2) hours on a mutually agreed to date at the commencement of this service to:

- a. review Client requirements for the Workshop;
- b. understand Client objectives for the Workshop;
- c. define Client and IBM roles and responsibilities for the Workshop;
- d. review assessment areas and DevOps method areas of focus; and
- e. document planned activities, priorities and timelines for the Workshop.

Activity 2 – DevOps Workshop

During this activity, IBM experts will work with Client to:

- a. conduct multiple discovery sessions based on the selected priority areas from the Project Kickoff;
- b. assimilate gathered information, clarify any areas required, create a gap analysis of current state to best practices, create a visual model of pain points, and create a list of recommendations, including any relevant Client requirements complementary to DevOps; and
- c. conduct a workshop where we review the list of detailed recommendations and jointly create:
 - prioritized list of recommendations;
 - recommended improvements list; and
 - improvement plan or roadmap based on business priorities.

Activity 3 – Final Playback

During the playback, IBM will prepare for a final briefing to Client executive sponsor, including discussion topics regarding complementary services based on business priorities and goals.

Client provides a person who will be the focal point for IBM communications relative to the Workshop and will have the authority to act on behalf of the Client in all matters regarding the Workshop.

Client will ensure that staff is available to provide such assistance as IBM reasonably requires to provide the Workshop. Client will ensure that staff has the appropriate skills and experience. If any of Client staff fails to perform as required, Client will make suitable additional or alternative staff available.

2. Data Processing and Protection Data Sheets

No applicable Data Sheet for this Service Description.

2.1 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 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.