

Service Description

IBM OpenPages with Watson Learning

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

This service provides access to Cloud training material/content hosted on IBM's Digital Learning Platform and is available for the following technology area:

- **OpenPages with Watson**

Client will designate a Client contact to communicate with IBM and act on behalf of the Client. Client contact responsibilities include:

- serving as the interface between IBM's Point of Contact and the authorized Client user;
 - obtaining and providing applicable information, data, consents, decisions and approvals as required by IBM to perform the service, within two business days of IBM's request;
 - helping to resolve service issues and escalating issues within client organization for resolution;
 - providing the authorized Client user name(s) and email address(es) to IBM's Point of Contact; and
 - ensuring authorized Client user's device meets the minimum requirements for the selected course(s).
- Upon sale, IBM will send a Welcome Letter to the Client contact.
 - Courses must be completed within thirty (30) consecutive days starting the date an authorized Client user enrolls in a course, no extensions will be provided.
 - Access code(s) must be applied within twelve months starting the date IBM provides the access code to the Client contact.
 - Each course per authorized Client user is accessible 24 hours a day, 7 days a week. Access code(s) will be provided by email to the Client contact.
 - Self Paced Virtual Course (SPVC) will provide access to electronic version of student guide and a virtual lab environment to perform hands-on exercises.

1.1 Services

The Client may select from the following available services.

1.1.1 IBM One Day Self-Paced Digital Learning

Each Engagement entitlement of this service provides one day (8 hours) of self-paced learning for IBM OpenPages with Watson product features and functionality for a single user.

- If course duration is longer than one day (8 hours), Client must purchase the number of Engagements entitlements required to cover the entire course duration.
- Courses are listed in the Data and AI Learning Digital and Self Paced Catalog at <http://ibmurl.hursley.ibm.com/OLU6>.
- No instructor/mentoring is provided for these courses.

1.1.2 IBM One Day Virtual Instructor Led Learning

Each Engagement entitlement of this service provides one day (8 hours) of virtual instructor led learning for IBM OpenPages with Watson product features and functionality as defined below:

- Virtual instructor led learning for a private scheduled course, including access to an electronic version of a student guide. For courses longer than one (1) day, Client must purchase the Engagement entitlements required to cover the entire course duration.
- Up to twelve (12) students can attend a course.
- Courses are listed in the Data and AI Learning Instructor Led Catalog at <http://ibmurl.hursley.ibm.com/OLU9>.

- Schedule the course within the ninety (90) day service entitlement period.
- A link for each student to access the hands-on exercises using IBM software, will be provided by email to the Client contact. A lab environment is available for each student during the scheduled course.

2. Data Processing and Protection Data Sheets

- a. This Service is not intended for the processing of Personal Data subject to either: i) the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679); or ii) other data protection laws identified at <http://www.ibm.com/dpa/dpl>. Client is obligated to ensure, under its own responsibility, that no Personal Data that may be subject to either: i) the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679); or ii) other data protection laws identified at <http://www.ibm.com/dpa/dpl> will be provided in Content.
- b. In the event of a change, Client will notify IBM in writing and IBM's Data Processing Addendum (DPA) at <http://ibm.com/dpa> and an agreed upon DPA Exhibit will apply, be incorporated in the Agreement and prevail over conflicting terms in the Agreement.

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.