

## Service Description

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### IBM Garage Bundle Services

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

##### 1.1 Services

Please note that IBM will endeavor to deliver these services in the local language where possible, but the default language used for their delivery is English.

The Client may select from the following available services.

##### 1.1.1 IBM Garage Envision

This service assesses the Client's technical architecture, business problem/use cases, and delivers a solution that leverages IBM Cloud services or other IBM solutions.

###### Activity 1 – IBM Garage Architecture

This activity provides one IBM Garage Architect for one week, maximum of 40 person-hours, of architectural advisory consulting in support with the deployment of IBM Cloud at an IBM Garage or other IBM location. The IBM Garage Architect will provide thought leadership, advice and guidance as to the structure and high-level principles and good working practices associated with the deployment of IBM Cloud in the context of enterprise hybrid environments.

This activity does not have hardcopy or softcopy deliverables.

###### Activity 2 – IBM Garage Design Thinking

During this activity, 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 development with real users at IBM's worldwide IBM Garage locations. IBM Design Thinking workshop includes up to three people over a single week (up to 5 days) and a maximum of 96 person-hours at an IBM Garage or other IBM location. The IBM Design Thinking workshop use case is defined by discussion between Client and the IBM team. The associated activities are as follows:

- Identify users pain points.
- Define user personas.
- Brainstorm on solutions.
- Identify hypotheses and experiments.
- Define Minimum Viable Product (MVP).
- Explore technical viability.
- Create conceptual design using wireframes, if applicable.

IBM assumes the following prerequisites to properly deliver the activity:

- Client provides: Architect, business & IT leaders, product manager.
- IBM provides: User experience leader, solution architect/technical Leader.
- Client has an "Idea" or "Project" identified and has reviewed the opportunity with IBM.

The outcome of the workshop is an agreed upon hypothesis and an MVP project definition.

Deliverable for this activity 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 softcopy of this document in pdf format.

### 1.1.2 IBM Garage Envision and Build

This service assesses the Client's technical architecture, business problem/use cases, and delivers a solution that leverages IBM Cloud services or other IBM solutions.

#### Activity 1 – IBM Garage Architecture

This activity provides one IBM Garage Architect for one week, maximum of 40 person-hours, of architectural advisory consulting in support with the deployment of IBM Cloud at an IBM Garage or other IBM location. The IBM Garage Architect will provide thought leadership, advice and guidance as to the structure and high-level principles and good working practices associated with the deployment of IBM Cloud in the context of enterprise hybrid environments.

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#### Activity 3 – IBM Garage MVP Build

IBM provides a project execution team (four or more persons) for a six (6) weeks at an IBM Garage or other IBM location and consists of:

- one IBM Garage Technical Lead for a maximum of 24 person-hours per week, who will assist the Client by providing senior IBM Cloud development product consultancy; and
- three or more IBM consultants working with Client staff as subject matter experts for a maximum of 112 person-hours per week, who will assist the Client by providing development, design, and/or product consultancy.

This activity has a mandatory dependency for each Client project:

- The IBM Garage Design Thinking must be completed in advance of the commencement of each project engagement.

In the first week of this activity, an Inception activity will be conducted in which the IBM Garage project execution team and Client will come to agreement on a prioritized list of User Stories that will refine the scope of the MVP application. This list of User Stories will be captured in a team repository tool. The prioritization of the User Stories will be regularly reviewed and maintained in the team repository tool by the Client's Product Owner, in consultation with the IBM Garage Team.

The deliverable for the IBM Garage MVP Build is the mutually agreed upon set of User Stories and application artifacts delivered on IBM Cloud.

## **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 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 Service 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.