



Service Description

IBM Expert Labs for IBM Cloud Pak for Security

Upon acceptance of Client's order, this Service Description applies to Acceleration Services to support Client's use of an IBM software program. The applicable order documents provide pricing and additional details about Client's order.

1. Acceleration Service

Acceleration Services are expert services, as described in this SD, and are provided remotely to Client. For the purpose of this SD, if Client's base agreement references Cloud Services, then all such references apply to Acceleration Services, as applicable, and that base agreement shall govern the terms of this SD.

1.1 Services

1.1.1 IBM Expert Labs for IBM Cloud Pak for Security

This Service offering is a remotely delivered service that provides up to 40 hours of a Cloud Pak for Security expert's time for architectural and implementation guidance related to the Client's Cloud Pak for Security deployment. The IBM software program IBM Cloud Pack for Security is a prerequisite for this Service.

Activity 1 – Project Management

The purpose of this activity is to provide technical direction of IBM project personnel and to provide a framework for project planning, communications, and reporting. This activity is composed of the following tasks:

Planning

IBM will:

- a. review the Service Description with Client Delivery Manager;
- b. maintain project communications through Client Delivery Manager; and
- c. coordinate with Client Delivery Manager to prepare and maintain the project plan which will include the activities and resource assignments.

Project Tracking and Reporting

IBM will:

- a. review project schedules, tasks, and resources and make changes or additions, as appropriate;
- b. measure and evaluate progress against the project plan with Client Delivery Manager;
- c. work with Client Delivery Manager to address and resolve deviations from the project plan;
- d. conduct regularly scheduled project status meetings;
- e. report time spent on the project to Client Delivery Manager; and
- f. coordinate and manage the technical activities and resource scheduling of IBM project personnel.

Deliverables:

- Monthly status report

Activity 2 – Architectural/implementation guidance

IBM will:

- assist with architectural or implementation challenges, as defined in Activity 1. For example, provide guidance on federated searches and on connecting data sources to Cloud Pak for Security, or with Resilient.

Each consultation session will be a minimum 1 hour duration with an IBM Cloud Pak for Security expert for a total of 40 hours (must be used within 90 days). Sessions will be delivered remotely.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and the Data Processing and Protection Data Sheet(s) (referred to as data sheet(s) or DPA Exhibit(s)) in the links below provide additional data protection information for the Acceleration Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at <http://www.ibm.com/dpa/dpl> apply.

<http://www.ibm.com/software/sla/sladb.nsf/sla/sd-dpa-labor>

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

This 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.