



Operated by MIBB

Service Description

MIBB Security Verify Expert Labs Services (“MIBB ELS”)

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

1. Acceleration Services

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

These remotely delivered services, for purposes of this Service Description, are referred to as the "Service". The Service provides Client access to subject matter expertise (SME) resources and supporting information for the IBM Security Verify product family.

The Service is designed to assist Client in the following disciplines and subject areas:

- Vision and planning
- Development of use cases, personas and workflows
- Architecture and Design
- Deployment and configuration
- Environment Review, Tuning and Optimization
- Performance and scalability
- Staff augmentation
- Skills Building and mentoring
- Troubleshooting
- Operations

Through coaching, mentoring and knowledge transfer, the Service is designed to aid Client in the construction and management of business solutions built using Verify Software products. Client must have an active entitlement to Verify virtual or physical appliance product. The Service is applicable to generally available Verify products, not "deprecated", "experimental" or "beta" products.

A list of supported product families can be viewed at the following webpage:

<https://www.ibm.com/security/security-expert-labs>

The Service is delivered in English language only, unless mutually agreed with Client.

The Service does not replace the role of the MIBB Support organization which should continue to be the point of contact for technical problems.

The Client may select from the following available services.

1.1.1 MIBB Expert Labs Build Verify (160 Hours)

This Service permits Client to deploy any Verify solution component for a predefined scope, based on standard practices and a proven deployment approach. The Service is limited to a maximum of one hundred sixty (160) hours. In addition to project coordination and engagement management, any combination of the following features can be part of the technical project scope. Features are selected to maximize the value to the Client and provide a solution-focused Vision and Planning service, developing the crisp vision statement and project planning document. Features include:

- Perform an Architecture and Design service, developing the required design artifacts.
- Perform First Deployment services, implementing the first nonproduction instance of a security solution in Client's environment, and providing deployment-related artifacts.
- Perform a Health Check, reviewing Client's existing security solution and deployment, providing recommendations and solutions that are related to Client's organization's pain points.
- Provide Staff Augmentation services, pairing Client's technical team with senior subject matter specialists that work under the direction of Client's leadership to expediate and augment Client's security solution implementation.
- Provide transfer of information on Verify solution(s) to help enable Client self-sufficiency.

1.1.2 MIBB Expert Labs Install/Configure Verify (40 Hours)

This service provides up to forty (40) hours in one or more of the following focus areas:

- A trusted advisor to help organizations achieve benefits and value from their Security Verify investment.
- Enhancements to the organization's capability to help develop a broad range of skills that span full-process implementation of a Security Verify subscription.
- Regular check points during the implementation project to address challenges or architectural design decisions.

1.1.3 MIBB Expert Labs Assess Verify (10 hours)

This service provides up to ten (10) hours in one or more of the following focus areas:

- A trusted advisor to help organizations achieve benefits and value from their Security Verify investment.
- Enhancements to the organization's capability to help develop a broad range of skills that span full-process implementation of a Security Verify subscription.
- Regular check points during the implementation project to address challenges or architectural design decisions.

1.1.4 MIBB Security Verify Expert Labs Assistance – Monthly Subscription (20 hours/month)

This subscription service provides up to 20 hours per month (not to exceed the total hours according to the applicable order documents) in one or more of the following focus areas:

- A trusted advisor to help organizations achieve benefits and value from their Security Verify investment.
- Enhancements to the organization's capability to help develop a broad range of skills that span full-process implementation of a Security Verify subscription.
- Regular check points during the implementation project to address challenges or architectural design decisions.

1.1.5 MIBB Security Verify Expert Labs Assistance – Monthly Subscription (40 hours/month)

This subscription service provides up to 40 hours per month (not to exceed the total hours according to the applicable order documents) in one or more of the following focus areas:

- A trusted advisor to help organizations achieve benefits and value from their Security Verify investment.
- Enhancements to the organization's capability to help develop a broad range of skills that span full-process implementation of a Security Verify subscription.
- Regular check points during the implementation project to address challenges or architectural design decisions.

1.1.6 MIBB Expert Labs Plan Verify Solution

This service provides up to 40 hours, delivered in a minimum of four (4) hour blocks of time, and activities will be mutually agreed upon from the following:

Planning performed by MIBB Expert Labs can apply to:

- Mentoring the client business and technical stakeholders on the skills and activities to implement recommendations from the Assess or related activities.

- Migration approach options and project plan guidance.
 - Migration planning can include:
 - IBM Software version upgrades
 - Converting from a 3rd party product to IBM product
 - Moving from on-premises deployment to the Cloud Service
 - Other types of modernization activities
 - Client-defined changes that require software or service reconfiguration,

Selectable activities within the service include but are not limited to:

Activity 1 – Conduct Project Kickoff Meeting

MIBB Expert Labs will conduct a kick-off meeting on a mutually agreed to date at the commencement of this service to perform activities such as:

- Review requirements and objectives from Client
- Define Client and MIBB roles and responsibilities.
- Document planned activities, priorities, and timelines.

Activity 2 –Services

As prioritized and defined in Activity 1, and as time permits, MIBB Expert Labs will assist in activities such as:

- Detailed project plan, work breakdown structures, resource planning
- Delivery proposal development.
- Migration implementation options
- Use case demonstration and pilots.
- Detailed solution design
- Installation/configuration best practices
- Skills Instruction: MIBB will analyze the findings and deliver recommendations on best practices specific to Client technical environment and operations.

1.1.7 MIBB Expert Labs Migrate Verify

This service provides up to 40 hours, delivered in a minimum of four (4) hour blocks of time, and activities will be mutually agreed upon.

Migration services performed by MIBB Expert Labs can apply to:

- Solution architecture and design considerations based on client objectives and requirements.
- Recommendations on migration methods including but not limited to tools, co-existence, and implementation models.
- Assessment of existing deployment and transformational requirements for new solution.
- Utilizing migration templates and assistance based on type of migration including:
 - IBM Software version upgrades
 - Converting from a 3rd party product to IBM product
 - Moving from on-premises deployment to the Cloud Service
 - Other types of modernization activities

Selectable activities within the service include but not limited to:

Activity 1 – Conduct Project Kickoff Meeting

MIBB Expert Labs will conduct a kick-off meeting on a mutually agreed to date at the commencement of this consulting service to perform activities such as:

- Review requirements and objectives from Client
- Define Client and MIBB roles and responsibilities.
- Document planned activities, priorities, and timelines.
- Skills development roadmap

- High level migration plan, assumptions, dependencies, timeline

Activity 2 – Execute Migrate

MIBB Expert Labs will assist and guide the Client to migrate which could include the following:

- Assess existing deployment.
- Discuss sizing and resource requirements for future solution.
- Develop architecture for future solution.
- Assess integration requirements, if any
- Review existing dashboards and/or other reporting.
- Identify new dashboards and/or other reporting
- Review existing access controls, alerting policies, application channels, if applicable
- Develop a plan for deployment.
- Apply tools, templates, and practices.
- Deliver knowledge transfer sessions based on Client's requirements.
- Deliver documentation for on-going migration-related activities.

2. Data Processing and Protection Data Sheets

MIBB's Data Privacy Notice

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 and/or an IBM software program

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 MIBB 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 MIBB an irrevocable, perpetual, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works based on those materials.

6. IBM Requirements

The Client acknowledges and agrees that:

- a. the MIBB ELS provided under this Agreement are for Client's internal use only and may not be remarketed, resold, or otherwise distributed;
- b. IBM shall have the right to enforce any obligations, rights, and licenses granted under this Agreement to the extent applicable;
- c. Client's sole and exclusive remedy for any claims, losses, or damages arising from or related to the MIBB ELS shall be against MIBB only, and not IBM; and
- d. no obligation or liability shall be imposed on IBM under this Agreement unless IBM has expressly consented to such obligation or liability in writing.