



Operated by MIBB

Service Description

MIBB Vault Acceleration Services – Non-SaaS (“MIBB ELS”)

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

1. Acceleration Service

Acceleration Services are expert services, as described in this SD, and are provided remotely to the Client. For the purpose of this SD, if the 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

The Client may select from the following available services.

1.1.1 MIBB Technology Expert Labs Assess Vault Non-SaaS

This service provides MIBB Technology Expert Labs Services in support of MIBB Vault self-managed. Expected duration of the service is approximately two (2) weeks.

MIBB will conduct a workshop on a mutually agreed to date at the commencement of this consulting service to perform the following activities such as:

- a. Discovery and Interviews
 - Identify stakeholder(s) and current solution user(s)
 - Schedule workshop session
- b. Advisory Workshop
 - Interview stakeholder(s) and current solution user(s)
 - Provide overview of cloud operating model
 - Administer one (1) solution environment questionnaire to Client stakeholder(s)
 - Conduct one (1) solution maturity assessment.
 - Assessment of the Client’s environment
 - Provide summary of findings
 - Create optimization plan with actionable recommendations
 - Create a prioritization matrix
- c. Analysis and Service Deliverables
 - Develop one (1) solution reliability plan.
 - Define and develop recommendations of the solution site reliability engineering (SRE) practice.
 - Develop one (1) solution operations plan for operationalizing the solution.
 - Develop one (1) solution adoption plan for the adoption of the solution through the Client’s organization.
 - Develop one (1) presentation for solution adoption recommendations.
 - Provide Client with a summary document to include:
 - Executive readout
 - Impact assessment report

- Suggested remediation notes
- Adoption roadmap
- Training and education roadmap (if needed)

1.1.2 MIBB Technology Expert Labs Design Vault Non-SaaS

This service provides MIBB Technology Expert Labs Services in support of installing and configuring IBM Vault. Expected duration of the service is approximately four (4) weeks.

MIBB will perform activities such as:

- Deployment
 - Based on the architecture and design outlined in Product Delivery Document targeting up to (2) individual Vault Non-SaaS clusters
- Configuration
 - Configure Seal management of Vault Non-SaaS cluster(s)
 - Configure Vault with appropriate TLS certificates
 - Configure replication (Disaster Recovery or Performance Replication) where applicable
 - Configuration of regular snapshot backups containing the Vault cluster state
 - Configure authentication method(s)
 - Configure Key/Value secrets engine
 - Configure ACL policies

1.1.3 MIBB Technology Expert Labs Operational Foundations Vault Non-SaaS

MIBB provides this service to help assess, build and implement a Vault solution based on MIBB recommended practices. This twelve (12) week Service includes consultation and delivery sessions. The Vault service provides expert assistance and guidance to organizations for rapid implementation, and it consists of the following activities:

- Technical Planning
 - Review Client's Non-SaaS Vault architecture
 - Discuss Non-SaaS Vault dedicated requirements and Client prerequisite
- Delivery
 - Build VCS framework based upon architecture and design outlined in Product Delivery Document
 - Review and configure ACL policies
 - Build deployment/change validation framework based upon architecture outlined in Product Delivery Document
 - Setup and configure disaster recovery replication (if applicable)
 - Setup and configure snapshots of the Vault Non-SaaS service
 - Setup and configure performance replication (if applicable)
 - Setup and configure telemetry within Vault Non-SaaS
 - Setup and configure audit logs within Vault Non-SaaS
 - Setup and configure operation logs within Vault Non-SaaS
 - Build and configure reporting dashboards for telemetry, audit logs, and operation logs in application performance monitoring platform outlined in the Product Delivery Document
 - Review and configure namespaces (if applicable)
 - Review and knowledge share for Vault Non-SaaS upgrades
 - Setup and configure seal management

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.

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 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.