



Operated by MIBB

Service Description

MIBB Expert Labs Accelerator Services (“MIBB ELS”)

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 Services, then all such references apply to Acceleration Services, as applicable, and that base agreement shall govern the terms of this SD. Services

The Client may select from the following available services.

1.1.1 MIBB Expert Labs One Day Consulting Services

This Service provides a maximum of 8 hours of consultation and delivery per Engagement and consists of the following Activities:

Activity 1 – Conduct Project Kickoff Meeting

MIBB will conduct a kick-off meeting for up to two (2) hours on a mutually agreed to date at the commencement of this consulting service to perform the following activities such as:

- review Client requirements;
- understand Client objectives;
- define Client and MIBB roles and responsibilities; and
- document planned activities, priorities, and timelines.

Activity 2 – Consulting Services

As prioritized and defined in Activity 1, and as time permits, MIBB will spend the remainder of the eight (8) hours to perform activities such as:

- use case identification and validation;
- delivery proposal development;
- defining or reviewing architecture;
- defining business value;
- defining migration approach;
- Client data assessment;
- use case demonstration and pilots;
- solution validation;
- solution enablement; or
- troubleshoot operational issues.

1.1.2 MIBB Expert Labs One Week Solution Architecture

This Service provides a maximum of 40 hours of architecture consultation per Engagement and consists of the following Activities:

Activity 1 – Conduct Project Kickoff Meeting

MIBB will conduct a kick-off meeting for up to two (2) hours on a mutually agreed to date at the commencement of this consulting service to perform the following activities such as:

- review Client requirements;
- understand Client objectives;
- define Client and MIBB roles and responsibilities; and
- document planned activities, priorities, and timelines.

Activity 2 – Architecture Services

MIBB will spend the remainder of the forty (40) person-hours of consultation services to assist Clients with their solution architecture needs. As prioritized and defined in Activity 1, MIBB will perform activities related to one or more of the following topics such as:

- Discovery
- Solution Architecture
- Solution Build
- Integration
- Best Practices
- Migration Assessment
- Modernization
- Operations and Management
- Backup & Recovery
- Production readiness
- Business Continuity
- Hybrid Cloud
- DevOps
- Health Check

Client may obtain multiple units in consultation with a services sale focal based on the scope defined in Activity 1.

Deliverables consist of a presentation slide deck containing high level architectural and planning decisions.

1.1.3 MIBB Expert Labs One Week Infrastructure Build

MIBB provides this service to setup the solution infrastructure required for an MIBB solution based on MIBB recommended practices. Each unit of this one-week service includes consultation and delivery of a maximum of forty (40) person-hours.

Activity 1 – Conduct Project Kickoff Meeting

MIBB will conduct a kick-off meeting for up to two (2) hours on a mutually agreed to date at the commencement of this consulting service to perform the following activities such as:

- review Client requirements;
- understand Client objectives;
- define Client and MIBB roles and responsibilities; and
- document planned activities, priorities, and timelines.

Activity 2 – Solution Infrastructure

As prioritized and defined in Activity 1, and as time permits, MIBB will spend the remainder of the forty (40) person-hours of services to setup the infrastructure required for the solution based on MIBB recommended practices including the following tasks:

- Conduct a series of mini sessions to validate business requirements, operations, security, governance, administration, and user experience needs that may impact the solution topology.
- Setup the agreed upon infrastructure to support the solution.
- Integrate with an LDAP compliant user registry (if needed).
- Configure the infrastructure to a point where it can be successfully demonstrated to stakeholders.
- Conduct an operational workshop to introduce the client to the platform and demonstrate the basic functionality of the platform.

Client may obtain multiple units in consultation with a services sale focal based on the scope defined in Project Kickoff Meeting.

Deliverables consist of an installation document for the work completed, delivered in a word processing document or presentation slide format (one pre-agreed format only).

1.1.4 MIBB Expert Labs One Week Solution Build

MIBB provides this service to help build a solution based on MIBB recommended practices in a pre-defined architecture. Each unit of this one-week Service includes consultation and delivery of a maximum of forty (40) person-hours via virtual sessions.

Activity 1 – Conduct Project Kickoff Meeting

MIBB will conduct a kick-off meeting for up to two (2) hours on a mutually agreed to date at the commencement of this consulting service to perform the following activities such as:

- review Client requirements;
- understand Client objectives;
- assess completeness of the Solution Architecture and Plan – If required, conduct a Workshop to complete the Solution Architecture and Plan needed to define the Solution Build Activities. Deliverables consist of High-level architectural decisions and a list of initial user stories delivered in a word processing document or presentation slide format (one pre-agreed format only);
- define Client and MIBB roles and responsibilities; and
- document planned activities, priorities, and timelines.

Activity 2 – Solution Build

As prioritized and defined in Activity 1 or the Solution Architecture workshop if needed, and as time permits, MIBB will spend the remainder of the forty (40) person-hours of services to help build a solution based on MIBB recommended practices.

For larger or more complex solutions, Client may obtain multiple units in consultation with a services sale focal based on the scope defined in Activity 1.

Deliverables will include supporting documents based on the nature of the solution that will be created during the delivery.

1.1.5 MIBB Expert Labs Remote One Week Solution Build

MIBB provides services to help build a solution based on MIBB recommended practices in a pre-defined architecture. Remote in this Service indicates that the services will be delivered from another country with a different time zone. Each unit of this one-week Service includes consultation and delivery of a maximum of forty (40) offshore person-hours via virtual sessions.

Activity 1 – Conduct Project Kickoff Meeting

MIBB will conduct a kick-off meeting for up to two (2) hours on a mutually agreed to date at the commencement of this consulting service to perform the following activities such as:

- review Client requirements;
- understand Client objectives;
- assess completeness of the Solution Architecture and Plan – If required, conduct a Workshop to complete the Solution Architecture and Plan needed to define the Solution Build Activities. Deliverables consist of include High level architectural decisions and a list of initial user stories delivered in a word processing document or presentation slide format (one pre-agreed format only);
- define Client and MIBB roles and responsibilities; and
- document planned activities, priorities, and timelines.

Activity 2 – Solution Build

As prioritized and defined in Activity 1, and as time permits, MIBB will spend the remainder of the forty (40) person-hours of services to help build a solution based on Solution Architecture and MIBB recommended best practices.

For larger or more complex solutions, Client may obtain multiple units in consultation with a services sale focal based on the scope defined in Activity 1.

Deliverables consist of supporting documents based on the nature of the solution that will be created during the delivery.

2. Data Processing Protection

MIBB's Data Privacy Notice

3. License to Assets

Assets may be used in the course of performing the Acceleration Services and may be delivered or made accessible to Client upon completion.

Assets include but are not limited to toolkits, utilities, and implementation accelerators consisting of pre-built modules, which can be configured and deployed to an IBM Cloud Service or installed for use with an IBM Program.

IBM is the exclusive owner of the IBM Assets, which are IBM pre-existing works.

The Assets are provided to Client under the terms of the International License Agreement for Non- Warranted Programs (ILAN) (<https://ibm.com/terms/?id=i125-5589>) and the license.txt file found in the directory of the IBM Asset.

4. 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.