

Service Description

MIBB Technology Expert Labs Security QRadar Services (“MIBB ELS”)

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

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.

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 MIBB Security QRadar 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; and
- Operations

Through coaching, mentoring and skills instruction, the Service is designed to aid the Client in the construction and management of business solutions built using QRadar Software products. Client must have active entitlement to QRadar virtual or physical appliance product. The Service is applicable to generally available QRadar 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 Client may select from the following available services.

1.1.1 MIBB Security QRadar Expert Labs - Assistance Service (40 Hours)

The Service will be determined through a mutually agreed activities deemed reasonable for completion within the scope of five days between the Service provider and the Client.

The Cloud Service for the selectable activities will be combined as needed and will be delivered in a minimum of four (4) hour blocks of time. Selectable activities within the Service are:

- Solution design workshop;
- Recommendations on configuration and deployment;
- Appliance deployment (either virtual or physical);
- Log collection:
 - Standard log source attachment; and
 - Customer log source attachment;
- Flow collection:
 - Collecting network activity from up to 3 instances of flow sources; and
 - Appliance configuration document deliverable;

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- Initial tuning of QRadar environment:
 - Identifying / removing sources of noise;
 - Activating rules, saved searches and accumulating time series graphs;
 - Scheduling and modifying reports; and
 - Customizing dashboards;
- Advanced tuning based on business requirements / security policies:
 - Creation and tuning of up to 5 custom rules and 3 custom reports; and
 - Configuration of 1 default compliance report package (choose from PCI, SOX, FISMA, GLBA, GSX memo 22, HIPAA or NERC-CIP).

1.1.2 MIBB Security QRadar Expert Labs Assistance - Monthly Subscription

This subscription service provides up to **20 or 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 more rapidly achieve benefits and value from their Security QRadar investment.
- Enhancements to the organization's capability to develop a broad range of skills that span full-process implementation of a Security QRadar subscription.
- Regular check points during the implementation project to address challenges or architectural design decisions.

2. Data Processing Protection

MIBB's Data Privacy Notice

3. 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.