

## Service Description

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### IBM Security Guardium Expert Labs Services

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 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

The Client may select from the following available 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 Guardium product family.

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

- Strategy
- Architecture
- Design
- Configuration guidance
- Build, test and deploy
- Deployment
- Performance tuning
- Diagnostics
- Application support and maintenance
- System operation
- Software upgrades
- Data and workload migration

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

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

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

##### 1.1.1 IBM Expert Labs Install/Configure and Build Guardium (160 Hours)

The Starter Service entitles Client to deploy any Guardium solution component for a predefined scope, based on standard practices and a proven deployment approach.

In addition to project coordination and engagement management, any combination of the following features can be part of the technical project scope. The Service is limited to a maximum of one hundred sixty (160) hours. Features are chosen to maximize the value to the Client.

- Guardium Solution Design
- Guardium Solution Configuration Assistance which may include:
  - Infrastructure deployment for agreed to subset
  - Agent deployment for agreed to subset

- Administration configurations
- Use case creation
- Guardium Data Protection configurations
- Guardium enablement (on the job training)
- Knowledge transfer:  
IBM will make recommendations on best practices specific to Client technical environment and operations.
- Run Book:  
IBM may assist in the development of one (1) Client-specific run book customized to Client's environment and IBM Software use.

### 1.1.2 IBM Expert Labs Assess Guardium (96 Hours)

Guardium Health Check Service performs a comprehensive review of an existing Guardium deployment. It delivers a Health Check Report that outlines findings and provides recommendations to optimize a deployment.

In addition to project coordination and engagement management, any combination of the following features can be part of the technical project scope. The Service is limited to a maximum of ninety six (96) hours. Features are chosen to maximize the value to the Client.

- Project Coordination and Engagement Management
- Guardium Health Check on an agreed to subset of Clients Guardium Environment
- IBM will capture the current state of Client deployment including:
  - Architecture of the Guardium solution deployed
  - Inventory of host systems
  - Agents installed
  - Infrastructure installed
  - Performance
  - Solution administration
  - Data protection configurations
- Knowledge transfer:  
IBM will analyze the findings and deliver actionable recommendations on best practices specific to Client technical environment and operations.
- Health Check Report:  
IBM may assist in the development of one (1) Client-specific health check report customized to Client's environment.

### 1.1.3 IBM Expert Labs Plan Guardium (40 Hours)

IBM will provide forty (40) hours of Guardium Expert Assistance. Any combination of the following features can be part of the project scope, up to a maximum of forty (40) hours. Features are chosen to maximize the value to the Client.

- Architecting for expansion
- Bringing new resources up to speed on Guardium
- Assistance with upgrading to a new release
- Advising on tuning Client's data protection policy or Guardium configurations and implementing new Guardium functionality
- Guardium operational support
- Other general Guardium assistance
- Knowledge transfer:  
IBM will make recommendations on best practices specific to Client technical environment and operations.

#### 1.1.4 IBM Security Guardium 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 Guardium investment.
- Enhancements to the organization's capability to develop a broad range of skills that span full-process implementation of a Security Guardium subscription.
- Regular check points during the implementation project to address challenges or architectural design decisions.

#### 1.1.5 IBM Security Guardium 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 Guardium investment.
- Enhancements to the organization's capability to develop a broad range of skills that span full-process implementation of a Security Guardium subscription.
- Regular check points during the implementation project to address challenges or architectural design decisions.

#### 1.1.6 IBM Expert Labs Migrate Guardium

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:

Migrate services performed by IBM Expert Labs can apply to:

- Solution architecture and design considerations based on Client objectives and requirements.
- Advisement on migration methods including but not limited to tools, co-existence, and implementation models.
- Assess existing deployment and transformational requirements for new solution.
  - Apply detailed migration templates and assistance based on type of migration including:
    - IBM Software version upgrades
    - Converting from a 3<sup>rd</sup> party product to IBM product
    - Moving from on-premises deployment to a Cloud solution
    - Other types of modernization activities

Selectable activities within the Service include but not limited to:

##### **Activity 1 – Conduct Project Kickoff Meeting**

IBM 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 IBM roles and responsibilities.
- Document planned activities, priorities, and timelines.
- Skills development roadmap
- High level migration plan, assumptions, dependencies, timeline

##### **Activity 2 – Execute Migrate**

IBM 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, existing access controls, alerting policies, application channels if applicable
- Identify new dashboards and/or reporting critical to business.
- Develop a plan for deployment.
- Apply tools, templates, and proven 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

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 applies to IBM's processing of personal data on behalf of Client.

[http://www.ibm.com/terms/?id=DPA-EX\\_SW\\_Sces](http://www.ibm.com/terms/?id=DPA-EX_SW_Sces)

## 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

Non-subscription remote services 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.