



IBM Terms of Use – SaaS Specific Offering Terms

IBM Kenexa Talent Acquisition

The Terms of Use ("ToU") is composed of this IBM Terms of Use – SaaS Specific Offering Terms ("SaaS Specific Offering Terms") and a document entitled IBM Terms of Use – General Terms ("General Terms") available at the following URL: <http://www.ibm.com/software/sla/sladb.nsf/sla/tou-gen-terms/>.

In the event of a conflict, the SaaS Specific Offering Terms prevail over the General Terms. By ordering, accessing or using the IBM SaaS, Client agrees to the ToU.

The ToU is governed by the IBM International Passport Advantage Agreement, the IBM International Passport Advantage Express Agreement, or the IBM International Agreement for Selected IBM SaaS Offerings, as applicable ("Agreement") and together with the ToU make the complete agreement.

1. IBM SaaS

The following IBM SaaS offerings are covered by these SaaS Specific Offering Terms:

- IBM Kenexa Talent Acquisition BrassRing Onboard
- IBM Kenexa Talent Acquisition BrassRing
- IBM Kenexa BrassRing on Cloud
- IBM Kenexa BrassRing Additional Language
- IBM Kenexa Lead Manager
- IBM Kenexa Client Success Services
 - IBM Kenexa Client Success Global Support Center Named Resource
 - IBM Kenexa Client Success Global Support Center and Project Work
 - IBM Kenexa Client Success Manager Dedicated
- IBM Kenexa Client Success Priority Ticket Routing
- IBM Kenexa BrassRing Event Manager
- IBM Kenexa BrassRing Agency
- IBM Kenexa BrassRing Custom Approval Workflow
- IBM Kenexa BrassRing Basic Talent Gateway
- IBM Kenexa BrassRing Local Talent Gateway
- IBM Kenexa BrassRing Global Talent Gateway
- IBM Kenexa BrassRing Talent Gateway Additional Language
- IBM Kenexa BrassRing Form
- IBM Kenexa BrassRing Community Gateway
- IBM Kenexa BrassRing Talent Gateway Questionnaire
- IBM Kenexa BrassRing Migrate Form to Enhanced Layout
- IBM Kenexa BrassRing SMS Messaging
- IBM Kenexa BrassRing Background Check
- IBM Kenexa BrassRing Job Posting Aggregator
- IBM Kenexa BrassRing Additional Agency
- IBM Kenexa BrassRing Video Interviewing
- IBM Kenexa BrassRing Work Opportunity Tax Credit
- IBM Kenexa BrassRing on Cloud API Foundation Data Import
- IBM Kenexa BrassRing on Cloud API User (Recruiter/HM) Data Import
- IBM Kenexa BrassRing on Cloud API Job Code Default Data Import
- IBM Kenexa BrassRing on Cloud API Requisition Field Association Data Import

- IBM Kenexa BrassRing on Cloud API New Hire Candidate Data Export
- IBM Kenexa BrassRing on Cloud API Requisition Import
- IBM Kenexa BrassRing on Cloud API Candidate Import
- IBM Kenexa BrassRing on Cloud API Rehire Eligibility Check
- IBM Kenexa BrassRing on Cloud API Talent Gateway Employee Profile Import
- IBM Kenexa BrassRing on Cloud API Background Check/Assessment Vendor Custom Integration
- IBM Kenexa BrassRing on Cloud Premium Foundation Data Import
- IBM Kenexa BrassRing on Cloud Premium User Data (Recruiter/Manager) Import
- IBM Kenexa BrassRing on Cloud Premium Job Code Default Data Import
- IBM Kenexa BrassRing on Cloud Premium Requisition Field Association Data Import
- IBM Kenexa BrassRing on Cloud Premium New Hire Candidate Data Export
- IBM Kenexa BrassRing on Cloud Premium Requisition Import
- IBM Kenexa BrassRing on Cloud Premium Candidate Import
- IBM Kenexa BrassRing on Cloud Premium Rehire Eligibility Check
- IBM Kenexa BrassRing on Cloud Premium Talent Gateway Employee Profile Import
- IBM Kenexa BrassRing on Cloud Premium Background Check/Assessment Vendor Custom Integration
- IBM Kenexa BrassRing on Cloud Premium BrassRing and Workday Integration
- IBM Kenexa BrassRing on Cloud SAML 2.0 Single Sign On
- IBM Kenexa BrassRing on Cloud RSA Encrypted Payload Web Service Single Sign On
- IBM Kenexa BrassRing on Cloud Export feed into Customer Data Warehouse
- IBM Kenexa BrassRing on Cloud Data Migration
- IBM Kenexa BrassRing on Cloud Deactivation – Export of Candidate Text Resumes
- IBM Kenexa BrassRing on Cloud Deactivation – Access Database Export
- IBM Kenexa BrassRing on Cloud Hiring Manager Simulation Training Package
- IBM Kenexa BrassRing on Cloud Recruiter Simulation Training Package
- IBM Kenexa BrassRing on Cloud Custom Simulation
- IBM Kenexa BrassRing on Cloud Administrator Tools for Super Users Instructor-led Webinar
- IBM Kenexa BrassRing on Cloud Custom 2-hour Instructor-led Webinar
- IBM Kenexa BrassRing on Cloud New User Fundamentals Instructor-led Webinar
- IBM Kenexa Application to SAP Application Employee Central New Hire Connector
- IBM Kenexa Application from SAP Application Employee Central Requisition Field Association Connector
- IBM Kenexa Application from SAP Application Employee Central Job Code Default Data Connector
- IBM Kenexa Application from SAP Application Employee Central Requisition Connector
- IBM Kenexa Application to SAP Application Employee Central Rehire Check Connector
- IBM Kenexa Application to/from Workday Connector Services
- IBM Kenexa Application from Workday Foundation Connector
- IBM Kenexa Application to Workday New Hire Connector
- IBM Kenexa Application from Workday User Connector
- IBM Kenexa Application from Workday Job Code Default Data Connector

2. Charge Metrics

The IBM SaaS is sold under the following charge metric as specified in the Transaction Document:

- a. **Access** – is a unit of measure by which the IBM SaaS may be obtained. An Access is the rights to use the IBM SaaS. Client must obtain a single Access entitlement in order to use the IBM SaaS during the measurement period specified in Client's Proof of Entitlement (PoE) or Transaction Document.
- b. **Employee** – is a unit of measure by which the IBM SaaS can be obtained. An Employee is a unique person employed in or otherwise paid by or acting on behalf of Client's Enterprise, whether or not given access to the IBM SaaS. Sufficient entitlements must be obtained to cover the number of Employees during the measurement period specified in Client's PoE or Transaction Document.
- c. **Engagement** – is a unit of measure by which the IBM SaaS can be obtained. An Engagement consists of professional and/or training services related to the IBM SaaS. Sufficient entitlements must be obtained to cover each Engagement.
- d. **Instance** – is a unit of measure by which the IBM SaaS can be obtained. An Instance is access to a specific configuration of the IBM SaaS. Sufficient entitlements must be obtained for each Instance of the IBM SaaS made available to access and use during the measurement period specified in Client's PoE or Transaction Document.

3. Charges and Billing

The amount payable for the IBM SaaS is specified in a Transaction Document.

3.1 Partial Month Charges

A partial month charge as specified in the Transaction Document may be assessed on a pro-rated basis.

3.2 Set-Up

Set-up charges will be specified in a Transaction Document.

3.3 On-Demand

On-Demand options will be invoiced in the month the on-demand option is ordered by Client at the rate set forth in the Transaction Document.

3.4 Overage Charges

If actual usage of the IBM SaaS during the measurement period exceeds the entitlement specified in the PoE, Client will be charged for the overage as specified in the Transaction Document.

4. Term and Renewal Options

The term of the IBM SaaS begins on the date IBM notifies Client of their access to the IBM SaaS, as documented in the PoE. The PoE will specify whether the IBM SaaS renews automatically, proceeds on a continuous use basis, or terminates at the end of the term.

For automatic renewal, unless Client provides written notice not to renew at least 90 days prior to the term expiration date, the IBM SaaS will automatically renew for the term specified in the PoE.

For continuous use, the IBM SaaS will continue to be available on a month to month basis until Client provides 90 days written notice of termination. The IBM SaaS will remain available to the end of the calendar month after such 90 day period.

5. Technical Support

Baseline Client support is provided with the IBM SaaS offering and Enabling Software, as applicable, during the subscription term. The technical and Client support available is detailed at:

<http://www.ibm.com/software/support/kenexa/suite.html>.

Severity Levels, descriptions and response time objectives are described in the chart below:

Severity	Severity Definition	Response Time Objectives During Support Hours
1	Critical business impact/service down: Business critical functionality is inoperable or critical interface has failed. Typically involves an outage in the production environment that critically impacts Client operations. This condition requires an immediate solution.	Within 1 hour
2	Significant business impact: A service feature or function is severely restricted in its use or Client is in jeopardy of missing critical business deadlines.	Within 2 hours
3	Minor business impact: Indicates the service or functionality is usable and it is not presenting a critical impact on operations.	Within 1 business day
4	Minimal business impact: An inquiry or non-technical request.	Within 2 business days

5.1 Backups

The primary purpose of information backup is to help IBM provide Client with timely data recovery should the IBM SaaS be rendered inoperative due to hardware or environmental impacts. IBM's formal information backup procedures include daily differential or incremental backups, weekly full backups, and monthly full backups. Backups are rotated off-site as part of the disaster recovery plan.

5.2 Non-Reproducible Errors

If IBM cannot reproduce a Client-reported error, the error will be addressed at a Severity Level one level below that for which it would qualify as reported under the above Levels if the error was reproducible. IBM will work with Client to reproduce the error and if successful, will assign the appropriate Severity Level.

6. IBM SaaS Offering Additional Terms

6.1 Non-Production

"Non-Production" means the IBM SaaS can be used by Client only for internal non-production activities, such as testing, staging, quality assurance activity and/or developing internally-used additions or extensions to the IBM SaaS using published application programming interfaces. Client is not authorized to use any part of the IBM SaaS for any other purpose without acquiring the appropriate production entitlements.

6.2 Normative Data

Notwithstanding anything to the contrary, for normative research, analyses, and reporting purposes only, IBM may retain and use non-sensitive Client content provided to IBM under this ToU in aggregated, anonymous format, so that Client cannot be identified as the source of the confidential information and so that no personally identifiable information or personal data allowing the identification of individual employees or applicants is retained for normative purposes. The provisions of this section will survive the termination or expiration of the transaction.

6.3 Return or Removal of Client Data

Upon Client's written request following termination or expiry of either the ToU or the Agreement, IBM, subject to its backup and retention policies, will delete or return to Client all Personal Data made available to the IBM SaaS.

6.4 Data Collection

Client is aware and agrees that IBM may, as part of the normal operation and support of the IBM SaaS, collect personal information from Client (Client's employees and contractors) related to the use of the IBM SaaS, through tracking and other technologies. IBM does so to gather usage statistics and information about effectiveness of our IBM SaaS for the purpose of improving user experience and/or tailoring interactions with Client. Client confirms that it will obtain or have obtained consent to allow IBM to process

the collected personal information for the above purpose within IBM, other IBM companies and their subcontractors, wherever we and our subcontractors do business, in compliance with applicable law. IBM will comply with requests from Client's employees and contractors to access, update, correct or delete their collected personal information.

IBM acts as a data processor for Client's information. In our role as Data Processor, IBM will process Client personal data (PII) in accordance with the Client's written instructions as specified in the contract and will not use or process such data for any purposes other than the provision of the services, or as otherwise contemplated in the contract and in compliance with its obligations therein.

As the data owner and data controller in this engagement, Client will have the primary responsibility for determining what data is housed in or used in the system. Client will specify the data required for Client's talent acquisition processes, such as social security numbers, personal phone numbers, and candidate resume information, to company information needed for the population of job requisitions and offers.

Note that sensitive data can be protected through the control of user rights and through field-level encryption. SSN fields are encrypted by default using AES-256. Other field forms can be AES-256 encrypted upon request.

6.5 Guest Use

A Guest User is an IBM SaaS User that is authorized by Client to access IBM SaaS to exchange data with Client or to use IBM SaaS on behalf of Client. Client's Guest Users may be required to execute an online agreement provided by IBM in order to access and use the IBM SaaS. Client is responsible for these Guest Users, including but not limited to a) any claims made by the Guest Users relating to the IBM SaaS or b) any misuses of the IBM SaaS by these Guest Users.

6.6 Increases in Client Personnel

Client acknowledges it must maintain sufficient Employee entitlements to accurately reflect the number of employees within Client's enterprise. IBM may verify Client entitlements annually during the subscription period and/or within 30 days of the date of any merger, acquisition or other similar transaction; Client shall provide IBM with written notice of its then current Employee population. If the actual Employee population exceeds the number set forth in Client PoE by more than ten percent (10%) then Client must notify IBM.

IBM will charge an overage fee for the remainder of the measurement period to correspond to any expanded entitlements of the IBM SaaS unless Client increases entitlement. No refunds or credits are provided if actual Employee population is less than Client entitlements designated on the PoE.

6.7 Prohibited Uses

The following uses are prohibited by Microsoft:

No High Risk Use: Client may not use the IBM SaaS in any application or situation where the IBM SaaS failure could lead to death or serious bodily injury of any person or lead to severe physical or environmental damage ("High Risk Use").

Examples of High Risk Use include, but are not limited to: aircraft or other modes of human mass transportation, nuclear or chemical facilities, life support systems, implantable medical equipment, motor vehicles, or weaponry systems. High Risk Use does not include utilization of IBM SaaS for administrative purposes, to store configuration data, engineering and/or configuration tools, or other non-control applications, the failure of which would not result in death, personal injury, or severe physical or environmental damage. These non-controlling applications may communicate with the applications that perform the control, but must not be directly or indirectly responsible for the control function.

6.8 IBM SaaS User Profile Information

In connection with Client's use of the IBM SaaS, Client acknowledges and agrees that: (i) IBM SaaS User names, titles, company names and photographs may be posted by an IBM SaaS User as part of a profile ("Profile") and that the Profile can be viewed by other IBM SaaS Users, and (ii) at any time Client may request that an IBM SaaS User Profile be corrected or removed from the IBM SaaS and such Profile will be corrected or removed, but removal may prevent access to the IBM SaaS.

6.9 Data Processing

For transactions performed in all EU Member States, Iceland, Liechtenstein, Norway and Switzerland, the following terms apply:

Client agrees that IBM may process Content including any Personal Data across a country border to the following countries: England, India, Ireland, and the USA.

Depending on Client's specific service support structure, Client also agrees that IBM may process Content including any Personal Data across a country border to these additional following countries: Australia, Brazil, Canada, China, France, Finland, Germany, Hong Kong, Japan, New Zealand, Latin America, Mexico, Netherlands, Poland, Singapore, South Africa, Spain, Sweden, and Switzerland.

Client agrees that IBM may, on notice, vary this list of country locations when it reasonably determines it necessary for the provision of the IBM SaaS.

When IBM's US-EU and US-Swiss Safe Harbor Frameworks do not apply to a transfer of EEA or Swiss Personal Data, the parties or their relevant affiliates may enter into separate standard unmodified EU Model Clause agreements in their corresponding roles pursuant to EC Decision 2010/87/EU with optional clauses removed. All disputes or liability arising under these agreements, even if entered into by affiliates, will be treated by the parties as if the dispute or liability arose between them under the terms of this Agreement.

6.10 Derived Benefit Locations

Where applicable, taxes are based upon the location(s) Client identifies as receiving benefit of the IBM SaaS. IBM will apply taxes based upon the business address listed when ordering an IBM SaaS as the primary benefit location unless Client provides additional information to IBM. Client is responsible for keeping such information current and providing any changes to IBM.

6.11 Privacy of Client Content

The privacy of Client's content will be managed according to IBM's Software Products and Software-as-a-Service Privacy Policy, located at: <https://www-01.ibm.com/software/info/product-privacy/>.

Appendix A

1. IBM Kenexa BrassRing on Cloud

IBM Kenexa BrassRing on Cloud is a scalable, online application to help employers and recruiters centralize and manage the acquisition of talent across multiple company divisions and locations.

Base offering features include:

- Creating and posting job requisitions
- Sourcing
- Talent gateways for candidates to search jobs and submit interest
- Tracking applications and work flow
- Screening candidates
- Approval levels to facilitate the selection processes
- Standard and ad-hoc reporting capabilities
- Social media interfaces and mobile technology
- Branding capabilities (e.g., company logos and colors)
- Entitlement to one production site and one non-production site

2. IBM Kenexa Talent Acquisition BrassRing Onboard

IBM Kenexa Talent Acquisition BrassRing Onboard is a scalable application that helps employers and recruiters centralize and manage the talent acquisition process across multiple company divisions and locations. This IBM SaaS will be provided in both non-production and production environments.

The IBM Kenexa Talent Acquisition BrassRing Onboard SaaS offering is made up of the following components:

a. IBM Kenexa BrassRing on Cloud

IBM Kenexa BrassRing on Cloud is a scalable, online tool that helps employers and recruiters centralize and manage the talent acquisition process across multiple company divisions or locations. Base offering features include:

- (1) Creating and posting job requisitions
- (2) Sourcing
- (3) Talent Gateways for candidates to search jobs and submit interest
- (4) Tracking applications and work flow
- (5) Screening candidates
- (6) Approval levels to facilitate the selection processes
- (7) Standard and ad-hoc reporting capabilities
- (8) Social media interfaces and mobile technology
- (9) Branding capabilities (e.g., company logos and colors)

b. IBM Kenexa Onboard on Cloud

IBM Kenexa Onboard on Cloud is an onboarding solution that provides a bridge between the application process and commencement of employment. Base offering features include:

- (1) Integration with IBM Kenexa BrassRing on Cloud
- (2) Welcome content delivery (such as video, web content, images) based on job/new hire data
- (3) Conditional workflows
- (4) Ability to customize for franchise/brand management
- (5) Pre-configured integration with the Department of Homeland Security for E-Verify

- (6) Pre-configured integration of Work Opportunity Tax Credit through a partnership with Ernst and Young
- (7) e-signature
- (8) Routing number verification
- (9) Ability to upload attachments
- (10) Document creation, storage and export
- (11) Availability in 20 languages
- (12) Forms library (such as federal and state withholding tax forms)
- (13) Ability to use third party approval (such as a notary)
- (14) Form I-9 Section 2 validation
- (15) Form I-9 receipt functionality
- (16) Triggered notifications

3. IBM Kenexa Talent Acquisition BrassRing

IBM Kenexa Talent Acquisition BrassRing is a scalable application to help centralize and manage the talent acquisition process across multiple company divisions and locations. Base offering features include:

- Creating and posting job requisitions
- Sourcing
- Talent gateways for candidates to search jobs and submit interest
- Tracking applications and work flow
- Screening candidates
- Approval levels to facilitate selection processes
- Standard and ad-hoc reporting capabilities
- Social media interfaces and mobile technology
- Branding capabilities (such as company logos and colors)
- Entitlement to one production site and one non-production site

4. IBM Kenexa Core Add-ons – Optional Subscription Offerings

4.1 IBM Kenexa BrassRing Additional Language

IBM Kenexa BrassRing is provided in English. This feature provides an additional recruiter interface language for capabilities beyond the one language provided.

4.2 IBM Kenexa Onboard on Cloud Additional Language

IBM Kenexa Onboard on Cloud is provided in English. This feature provides an additional interface language for capabilities beyond the one language provided.

4.3 IBM Kenexa Lead Manager

IBM Kenexa Lead Manager is an add-on feature made available for use with IBM Kenexa Talent Acquisition BrassRing and IBM Kenexa Talent Acquisition BrassRing Onboard. IBM Kenexa Lead Manager integrates IBM Marketing Cloud, a cloud-based digital marketing platform that supports omni-channel marketing and lead management, to enable Client to find and nurture talent, build candidate relationships and grow pipelines.

IBM Kenexa Lead Manager functionality includes the ability to:

- Build a lead pool for requisition by searching internal and external data sources.
- Engage with organizations through landing pages and communities.
- Create branded landing pages and automated email templates and workflows.

IBM Marketing Cloud functionality includes the ability to:

- Create/maintain contact lists
- Create/maintain query lists

- Create electronic mail templates
- Create landing pages
- Create reports
- Generate automated responses
- Create automated programs
- Perform A/B Testing
- Apply scoring to a lead based on criteria
- Generate electronic mail insights
- Use Application Programming Interfaces ("API") (the use of APIs are limited to the integration of this offering)
- Store external content (images/white papers)
- Create or import a database.

A single database can be created for Client use for the IBM Kenexa Lead Manager integration to store candidate information. Only one database is available per Client and may be used for candidate recruiting purposes only. Additional databases will be deleted.

The above functionality enables:

- Message creation and delivery
This web-based editor enables Client to create and edit message content, and provides point-and-click access to link tracking, personalization, and dynamic content.
- Advanced segmentation
This feature allows Client to target contacts based on their behavioral, profile or preference data.
- Automated campaigns
A visual campaign builder allows the Client to create marketing programs (from simple drip strategy campaigns to complex, multiple touch points). Send automated messages when a lead routes or performs a certain action using nurture campaigns based on the individual action of each lead.
- Scoring
Allows Client to rank prospects based on buying criteria, demographics and behaviors such as website visits, form submissions and message interaction or on time-based components including recency and frequency. When contacts reach a certain score, marketing automation features route contacts to appropriate follow-up.
- Landing pages and web forms
Client can design and publish landing pages and web forms, which capture inquiry information that can be utilized to create custom pages.
- Reporting
Provides the choice of more than 80 customizable reports spanning various marketing channels including electronic mail campaigns, social and mobile.
- Lead management
Allows Client to manage and score leads.

The following IBM Marketing Cloud functionality is not supported in IBM Kenexa Lead Manager and may not be used nor accessed by Client:

GeoTargeting

- Microsoft Excel Add-in
- Relationality tables
- Seed lists
- Suppression lists
- FTP
- Mobile push

- Transact XML/SMTP

5. IBM Kenexa Core Add-ons – Setup and On-Demand Setup Offerings

5.1 IBM Kenexa Lead Manager Implementation

IBM will perform configuration services, over a five week implementation period, which includes the following.

IBM will:

- a. enable and configure IBM Kenexa Lead Manager in Client's BrassRing non-production environment to be used by Client for non-production activities, Client demonstration and training. The non-production environment will be configured by IBM according to design decisions by Client;
- b. enable and transfer confirmed configurations decisions from staging environment to production environment to be maintained by Client. This production environment will be configured by IBM;
- c. configure one (1) landing page within IBM Marketing Cloud to be consumed by IBM Kenexa Lead Manager functionality based on the template style chosen by the Client;
- d. configure up to three (3) email templates within IBM Marketing Cloud to be consumed by IBM Kenexa Lead Manager functionality; and
- e. configure a contact list and a query within IBM Marketing Cloud to be consumed by IBM Kenexa Lead Manager functionality.

All self-study enablement / end user recordings and quick reference guides for IBM Kenexa Lead Manager are available through the support portal.

5.2 IBM Kenexa Lead Manager Data Migration

IBM will provide one (1) standard data migration from one (1) source system to IBM Kenexa Lead Manager. Data migration is the process of migrating candidate lead information from an external source into IBM Kenexa Lead Manager.

IBM will provide a standard format for Client's data submission using IBM defined standard tools and processes and will upload Client's migrated data into IBM Kenexa Lead Manager.

Client is responsible for the mapping of their data, and providing their data to IBM in the prescribed format.

The data to be migrated can include the following:

- a. open campaign records;
- b. lead records associated with open campaigns records. Lead records include profile data, education, experience and text resumes;
- c. record volumes are not to exceed 25,000 lead records and 5,000 campaigns; and
- d. other enclosures (ancillary documents associated with leads files such as cover letters, attachments) subject to format, file, and size limitations defined by IBM can be migrated as non-searchable, non-reportable attachments to lead records if stored in one of the following approved formats: xls, txt, doc, docx, pptx, xlsx, pdf.

5.3 IBM Kenexa BrassRing Event Manager

IBM will setup and configure an automation of the scheduling process for complex recruiting events, including candidate self-scheduling, preparing event rosters and event summary data, and rapid feedback processing for high volume recruiting events.

5.4 IBM Kenexa BrassRing Additional Agency

IBM will setup and configure an additional module feature of IBM Kenexa BrassRing Agency to be utilized within IBM Kenexa BrassRing instance.

5.5 IBM Kenexa BrassRing Custom Approval Workflow

IBM will setup and configure IBM Kenexa BrassRing Custom Approval Workflow based on Client pre-determined rules to automatically establish the approval chain appropriate for each requisition or form. Rule mapping drives the approval process for each requisition or form to be routed. IBM Kenexa BrassRing Custom Approval Workflow uses hierarchical organization structure stored within Client's external system to keep organizational reporting relationships current and may adjust automatically to organizational changes based on updates sent in the XML user feed.

5.6 IBM Kenexa BrassRing Basic Talent Gateway

IBM will setup and configure IBM Kenexa BrassRing Basic Talent Gateway to allow backend Client users to add a candidate or add a contact.

5.7 IBM Kenexa BrassRing Local Talent Gateway

IBM will setup and configure IBM Kenexa BrassRing Local Talent Gateway for a specific language selected by Client.

5.8 IBM Kenexa BrassRing Global Talent Gateway

IBM will setup and configure IBM Kenexa BrassRing Global Talent Gateway to allow a Client to present a single portal to job openings across multiple languages and regions. This feature provides the Client the ability to configure the site so that applicants can choose their language, or to recognize the user's preferred browser language and present the site accordingly.

5.9 IBM Kenexa BrassRing on Cloud Candidate Experience Additional Language

IBM will upload translations for appropriate candidate facing areas like field display labels and option descriptions on requisition templates and forms, content messaging / display labels on talent gateways, gateway questionnaires.

5.10 IBM Kenexa BrassRing on Cloud Recruiter Experience Additional Language

IBM will upload translations for appropriate user/recruiter facing areas like field display labels and option descriptions on requisition templates and forms, and content messaging / display labels on user interface screens.

5.11 IBM Kenexa Onboard on Cloud Candidate Experience Additional Language

IBM will upload translations for appropriate areas like field display labels and option descriptions on workflow steps, and content messaging / display labels on interface screens.

5.12 IBM Kenexa Onboard on Cloud Recruiter Experience Additional Language

IBM will upload translations for appropriate areas like field display labels and option descriptions on workflow steps, and forms, and content messaging / display labels on interface screens.

5.13 IBM Kenexa BrassRing Form

IBM will setup and configure a IBM Kenexa BrassRing Form to track and collect additional information from or about a candidate that is not already gathered on the candidate's talent record or requisition, such as contact information, employment, education data, interview evaluation, or offer details.

Forms can be used in conjunction with the IBM Kenexa BrassRing Basic, Local or Global Talent Gateway application process for candidates and/or be presented to recruiters for completion at specific steps during the recruiting process. Forms can also be created or updated via Rules Automation Manager (RAM) triggers.

5.14 IBM Kenexa BrassRing Community Gateway

IBM will setup and configure IBM Kenexa BrassRing Community Gateway to provide a creative, collaborative and interactive "communication community" for recruiters and candidates with four separate module options. The four module tools available with IBM Kenexa BrassRing Community Gateway are as follows:

- Source
- Post
- Contacts
- Really Simple Syndication (RSS)

5.15 IBM Kenexa BrassRing Talent Gateway Questionnaire

IBM will setup and configure IBM Kenexa BrassRing Talent Gateway Questionnaires (GQs) for online applications that support question branching and knockout questions. They can be gateway-specific or job-specific (allowing jobs to have their own custom workflows), and permit candidates to apply to a position without creating a profile or login for IBM Kenexa BrassRing Basic, Local or Global Talent Gateway. GQs can also include additional steps such as assessment, pre-screening, background check data collection, EEO data collection, and work opportunity tax credit management.

5.16 IBM Kenexa BrassRing Migrate Form to Enhanced Layout

IBM Kenexa BrassRing Migrate Form to Enhanced Layout provides the ability to adjust the formatting of existing forms layout to include columns and/or branching questions based on responses.

6. IBM Kenexa Application to/from SAP Connector Services

The following setup connector services are available with the purchase of IBM Kenexa Talent Acquisition BrassRing or IBM Kenexa Talent Acquisition BrassRing Onboard, and Client has existing licenses for SAP SuccessFactors Employee Central or SAP HANA Services:

6.1 IBM Kenexa Application to SAP Application Employee Central New Hire Connector

- a. New Hire candidates will be sent from IBM Kenexa Talent Acquisition BrassRing, IBM Kenexa BrassRing OnBoard, or IBM Kenexa BrassRing on Cloud to SAP SuccessFactors Employee Central when the candidate completes the onboarding process.
- b. Creates a new employee record in SAP Success Factors Employee Central for the new hire, or update an old record.

6.2 IBM Kenexa Application from SAP Application Employee Central Requisition Field Association Connector

Requisition field association data will be imported into IBM Kenexa Talent Acquisition BrassRing, IBM Kenexa BrassRing OnBoard, or IBM Kenexa BrassRing on Cloud to SAP SuccessFactors Employee Central followed by updates and additions to such data.

6.3 IBM Kenexa Application from SAP Application Employee Central Job Code Default Data Connector

Job code default data will be imported into IBM Kenexa Talent Acquisition BrassRing, IBM Kenexa BrassRing OnBoard, or IBM Kenexa BrassRing on Cloud to SAP SuccessFactors Employee Central for creation and synchronization of jobs and followed by updates and additions to such data.

6.4 IBM Kenexa Application from SAP Application Employee Central Requisition Connector

Requisition data will be triggered when a job opening exists in SAP SuccessFactors Employee Central and data will be imported into IBM Kenexa Talent Acquisition BrassRing, IBM Kenexa BrassRing OnBoard, or IBM Kenexa BrassRing on Cloud from SAP SuccessFactors Employee Central followed by updates and additions to the requisitions.

6.5 IBM Kenexa Application to SAP Application Employee Central Rehire Check Connector

During the application process IBM Kenexa Talent Acquisition BrassRing, IBM Kenexa BrassRing OnBoard, or IBM Kenexa BrassRing on Cloud will connect with SAP SuccessFactors Employee Central to check the candidates' previous employment status and if they are eligible to be rehired based on their termination code. SAP SuccessFactors Employee Central will return a "no match" status if the candidate was not previously hired.

6.6 IBM Kenexa Application to/from Workday Connector Services

IBM Kenexa Talent Acquisition BrassRing, IBM Kenexa BrassRing OnBoard, or IBM Kenexa BrassRing on Cloud connectors are available to Clients with existing licenses for Workday Human Resource Information System (HRIS).

6.7 IBM Kenexa Application from Workday Foundation Connector

Foundation data will be imported into the IBM Kenexa Talent Acquisition BrassRing, IBM Kenexa BrassRing OnBoard, or IBM Kenexa BrassRing on Cloud from Workday HRIS followed by updates and additions to the foundation data.

6.8 IBM Kenexa Application to Workday New Hire Connector

- New hires will be sent from IBM Kenexa Talent Acquisition BrassRing, IBM Kenexa BrassRing OnBoard, or IBM Kenexa BrassRing on Cloud to Workday HRIS when new hire completes onboarding.
- Creates a new employee record in Workday HRIS for the new hire, or updates an old record.

6.9 IBM Kenexa Application from Workday User Connector

- User will be imported into IBM Kenexa Talent Acquisition BrassRing, IBM Kenexa BrassRing OnBoard, or IBM Kenexa BrassRing on Cloud from Workday HRIS followed by updates and additions to the user data.
- Creates a new user record or updates an old record in IBM Kenexa Talent Acquisition BrassRing, IBM Kenexa BrassRing OnBoard, or IBM Kenexa BrassRing on Cloud.

6.10 IBM Kenexa Application from Workday Job Code Default Data Connector

Job code default data will be imported into IBM Kenexa Talent Acquisition BrassRing, IBM Kenexa BrassRing OnBoard, or IBM Kenexa BrassRing on Cloud from Workday HRIS for creation and synchronization of jobs and followed by updates and additions to the Job Code Default Data.

7. IBM Kenexa Configuration Setup for HiredScore

The service to setup this feature requires the Client to have the license for HiredScore and IBM Kenexa Talent Acquisition BrassRing, IBM Kenexa BrassRing OnBoard, or IBM Kenexa BrassRing on Cloud.

Integration is made of data insight tool exports, RAM triggers, and a background check integration all setup in IBM Kenexa Talent Acquisition BrassRing, IBM Kenexa BrassRing OnBoard, or IBM Kenexa BrassRing on Cloud.

8. IBM Kenexa BrassRing on Cloud API Foundation Data Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud API Foundation Data Import to provide one (1) import feed of foundation data from one (1) HRIS system to BrassRing, which allows Client's foundation data to be loaded into BrassRing. Foundation data is data that is present on the BrassRing system on a requisition form or a candidate form as a custom drop-down options list. Foundation data is sometimes referred to as form fields, and often appears in the form of tables in a Client's HRIS system.

The following conditions apply:

- This integration must include the mandatory fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- The specific data fields integrated shall be from the set of mandatory and other fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- The integration must utilize XML, IBM's API as outlined in the technical specification document.
- API requires the XML data to be sent to IBM via an IBM provided Webservice or HTTP POST URL.
- On an ongoing basis, incremental data must be provided, there is no support for full, destructive loads.
- The integration will map up to 10 fields.

9. IBM Kenexa BrassRing on Cloud API User (Recruiter/HM) Data Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud API User (Recruiter/HM) Data Import to provide one (1) import feed of User (Recruiter/HM) Data from one (1) HRIS system to BrassRing, which allows Client's user data to be loaded into BrassRing.

Users in BrassRing are primarily the recruiters and hiring managers of the application. These are the individuals that log onto BrassRing and manage/move the candidates through the recruitment process.

The following conditions apply:

- This integration must include the mandatory fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- The specific data fields integrated shall be from the set of mandatory and other fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- The integration must utilize XML, IBM's API as outlined in the technical specification document.
- API requires the XML data to be sent to IBM via an IBM provided Webservice or HTTP POST URL.
- On an ongoing basis, incremental data must be provided, there is no support for full, destructive loads.

10. IBM Kenexa BrassRing on Cloud API Job Code Default Data Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud API Job Code Default Data Import to provide one (1) import feed of job code default data from one (1) HRIS system to BrassRing, which allows Client's job code default data to be loaded into BrassRing.

Job Code Default Data (JCDD) functionality allows Client to associate a set of default values to a Job Code. This is especially useful when requisitions (jobs) are created in the system where a recruiter/hiring manager chooses a Job code and all pre-determined fields in the requisition get auto-populated based on the code selected.

The following conditions apply:

- This integration must include the mandatory fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- The specific data fields integrated shall be from the set of mandatory and other fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- The integration must utilize XML, IBM's API as outlined in the technical specification document.
- API requires the XML data to be sent to IBM via an IBM provided Webservice or HTTP POST URL.
- On an ongoing basis, incremental data must be provided, there is no support for full, destructive loads.
- The integration will map up to 25 fields on 1 Requisition Template.

11. IBM Kenexa BrassRing on Cloud API Requisition Field Association Data Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud API Requisition Field Association Data Import to provide one (1) import feed of requisition field association data from one (1) HRIS system to BrassRing, which allows Client's requisition field association data to be loaded into BrassRing.

Requisition field association allows the selection of an option in a parent field to determine the options that are available in one or more subsequent child fields on a requisition form.

The following conditions apply:

- The integration must utilize XML, IBM's API as outlined in the technical specification document.
- API requires the XML data to be sent to IBM via an IBM provided Webservice or HTTP POST URL.
- On an ongoing basis, incremental data must be provided; there is no support for full, destructive loads.
- The integration will map up to three parents with 10 children per parent.

12. IBM Kenexa BrassRing on Cloud API New Hire Candidate Data Export

IBM will setup and configure IBM Kenexa BrassRing on Cloud API New Hire Candidate Data Export to provide one (1) export feed of new hire candidate data from BrassRing to one (1) HRIS System, which allows candidate data that applies to a candidate such as name, address, etc. and any information that resides on a candidate form in the BrassRing system to be exported to Client's HRIS system.

The following conditions apply:

- This integration must include the mandatory fields outlined in the document "IBM Common Integration Fields" in the section "BrassRing system to HRIS".
- The specific data fields integrated shall be from the set of mandatory and other fields outlined in the document "IBM Common Integration Fields" in the section "BrassRing system to HRIS".
- The integration must utilize XML, IBM's API as outlined in the technical specification document.
- API requires the XML data to be received by Client via a Client provided Webservice or HTTP POST URL.
- On an ongoing basis, incremental data must be provided; there is no support for full, destructive loads.
- The integration will map up to 50 fields.

13. IBM Kenexa BrassRing on Cloud API Requisition Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud API Requisition Import to provide one (1) import feed of requisition data from one (1) HRIS system to BrassRing, which allows requisition data to be imported into BrassRing from an external system.

Requisition data is any information that is in a job requisition such as the job description, job number, department.

The following conditions apply:

- This integration must include the mandatory fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- The specific data fields integrated shall be from the set of mandatory and other fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- The integration must utilize XML, IBM's API as outlined in the technical specification document.
- API requires the XML data to be sent to IBM via an IBM provided Webservice or HTTP POST URL.
- On an ongoing basis, incremental data must be provided; there is no support for full, destructive loads.
- The integration will map up to 50 fields on 1 requisition template.

14. IBM Kenexa BrassRing on Cloud API Candidate Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud API Candidate Import to provide one (1) import feed of candidate data from one (1) HRIS system to BrassRing, which allows candidate data to be imported into BrassRing from an external system.

Candidate information is any data that applies to a candidate, such as name, address, previous employers, education, skills, or status that is maintained in a Client's HRIS or on a BrassRing candidate form.

The following conditions apply:

- This integration must utilize XML, IBM's API as outlined in the technical specification document.
- API requires the XML data to be sent to IBM via an IBM provided Webservice or HTTP POST URL.
- On an ongoing basis, incremental data must be provided, there is no support for full, destructive loads.
- The integration will map up to 50 fields.

15. IBM Kenexa BrassRing on Cloud API Rehire Eligibility Check

IBM will setup and configure IBM Kenexa BrassRing on Cloud API Rehire Eligibility Check to provide, one (1) export feed of candidate data from BrassRing to one (1) HRIS system, which allows Candidate data that applies to a candidate such as name, address, etc. and any information that resides on a candidate form in the BrassRing system to be exported to Client's HRIS system.

The following conditions apply:

- This integration must utilize XML, IBM's API as outlined in the technical specification document.
- API requires the XML data to be sent to the Client via Client provided HTTP POST URL.
- Mechanism of the export is real-time when a candidate is moved to a Client specified pre-determined Triggering HR Status in BrassRing.
- Data related to candidate and requisition can be exported.

API Rehire Eligibility Check also provides, one (1) import feed of Form data for results from one (1) HRIS system to BrassRing, which allows Candidate form data to be imported into BrassRing from an external system.

The following conditions apply:

- This integration must utilize XML, IBM's API as outlined in the technical specification document.
- API requires the XML data to be sent to IBM via an IBM provided Webservice or HTTP POST URL.
- The results will be captured on a BrassRing Candidate form.

16. IBM Kenexa BrassRing on Cloud API Talent Gateway Employee Profile Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud API Talent Gateway Employee Profile Import to provide one (1) import feed of employee profile data from one (1) HRIS system to BrassRing, which pre-populate employee information on BrassRing internal and/or referral talent gateways.

The following conditions apply:

- This integration must utilize XML, IBM's API as outlined in the technical specification document.
- API requires the XML data to be sent to IBM via an IBM provided Webservice.
- On an ongoing basis, incremental data must be provided, there is no support for full, destructive loads.

17. IBM Kenexa BrassRing on Cloud API Background Check/Assessment Vendor Custom Integration

IBM will setup and configure IBM Kenexa BrassRing on Cloud API Background Check/Assessment Vendor Custom Integration to provide one (1) export feed of candidate data from BrassRing to one (1) vendor system, which allows candidate data that applies to a candidate such as name, address, etc. and any information that resides on a candidate form in the BrassRing system to vendor system.

The following conditions apply:

- This integration must utilize XML, IBM's API as outlined in the technical specification document.
- API requires the XML data to be sent to the Client via Client provided HTTP POST URL.
- Mechanism of the export is real-time when a candidate is moved to a Client specified pre-determined triggering HR status in BrassRing.
- Data related to candidate and requisition can be exported.

IBM Kenexa BrassRing on Cloud API Background Check/Assessment Vendor Custom Integration also provides one (1) import feed of form data for results from one (1) vendor system to BrassRing, which allows candidate form data to be imported into BrassRing from a vendor system.

The following conditions apply:

- This integration must utilize XML, IBM's API as outlined in the technical specification document.
- API requires the XML data to be sent to IBM via an IBM provided Webservice or HTTP POST URL.
- The results will be captured on a BrassRing Candidate form.

18. IBM Kenexa BrassRing on Cloud Premium Foundation Data Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud Premium Foundation Data Import to provide one (1) import feed of foundation data from one (1) HRIS system to BrassRing, which allows Client's foundation data to be loaded into BrassRing.

Foundation data is data that is present on the BrassRing system on a Requisition form or a Candidate form as a custom drop-down options list. Foundation data is sometimes referred to as form fields, and often appears in the form of tables in a Client's HRIS system.

The following conditions apply:

- This integration must include the mandatory fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- The specific data fields integrated shall be from the set of mandatory and other fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- Client to provide integration data files in IBM provided XML or delimited txt format.
- The feeds will be sent to IBM via a FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Incremental data must be provided; there is no support for full, destructive loads.
- IBM will build a custom process to consume Client data files and process them via IBM APIs.
- The integration will map up to 10 fields.

19. IBM Kenexa BrassRing on Cloud Premium User Data (Recruiter/Manager) Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud Premium User Data (Recruiter/Manager) Import to provide one (1) import feed of User (Recruiter/HM) Data from one (1) HRIS system to BrassRing, which allows Client's user data to be loaded into BrassRing.

Users in BrassRing are primarily the recruiters and hiring managers of the application. These are the individuals that log onto BrassRing and manage/move the candidates through the recruitment process.

The following conditions apply:

- This integration must include the mandatory fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- The specific data fields integrated shall be from the set of mandatory and other fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- Client to provide integration data files in IBM provided XML or delimited txt format.
- The feeds will be sent to IBM via a FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Incremental data must be provided; there is no support for full, destructive loads.
- IBM will build a custom process to consume Client data files and process them via IBM APIs.

20. IBM Kenexa BrassRing on Cloud Premium Job Code Default Data Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud Premium Job Code Default Data Import to provide one (1) import feed of job code default data from one (1) HRIS system to BrassRing, which allows Client's job code default data to be loaded into BrassRing.

Job Code Default Data (JCDD) functionality allows Client to associate a set of default values to a job code. This is especially useful when requisitions (jobs) are created in the system where a recruiter/hiring manager chooses a Job code and all pre-determined fields in the requisition get auto-populated based on the code selected.

The following conditions apply:

- This integration must include the mandatory fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- The specific data fields integrated shall be from the set of mandatory and other fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- Client to provide integration data files in IBM provided XML or delimited txt format.
- The feeds will be sent to IBM via a FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Incremental data must be provided, there is no support for full, destructive loads.
- IBM will build a custom process to consume Client data files and process them via IBM APIs.
- The integration will map up to 25 fields on 1 Requisition Template.

21. IBM Kenexa BrassRing on Cloud Premium Requisition Field Association Data Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud Premium Requisition Field Association Data Import to provide one (1) import feed of requisition field association data from one (1) HRIS system to BrassRing which allows Client's requisition field association data to be loaded into BrassRing.

Requisition Field association allows the selection of an option in a parent field to determine the options that are available in one or more subsequent child fields on a requisition form.

The following conditions apply:

- Client to provide integration data files in IBM provided XML or delimited txt format.
- The feeds will be sent to IBM via a FTP/SFTP process.

- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Incremental data must be provided; there is no support for full, destructive loads.
- IBM will build a custom process to consume Client data files and process them via IBM APIs.
- The integration will map up to 3 parents with 10 children per parent.

22. IBM Kenexa BrassRing on Cloud Premium New Hire Candidate Data Export

IBM will setup and configure IBM Kenexa BrassRing on Cloud Premium New Hire Candidate Data Export to provide one (1) export feed of new hire candidate data from BrassRing to one (1) HRIS System, which allows candidate data that applies to a candidate such as name, address, etc. and any information that resides on a candidate form in the BrassRing system to be exported to Client's HRIS system.

The following conditions apply:

- This integration must include the mandatory fields outlined in the document "IBM Common Integration Fields" in the section "BrassRing system to HRIS".
- The specific data fields integrated shall be from the set of mandatory and other fields outlined in the document "IBM Common Integration Fields" in the section "BrassRing system to HRIS".
- Client to provide integration data files in IBM provided delimited txt format.
- The feeds will be sent to Client via a FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Incremental data must be provided, there is no support for full, destructive loads.
- The integration will map up to 50 fields.

23. IBM Kenexa BrassRing on Cloud Premium Requisition Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud Premium Requisition Import to provide one (1) import feed of requisition data from one (1) HRIS system to BrassRing, which allows requisition data to be imported into BrassRing from an external system. Requisition data is any information that is in a job requisition such as the job description, job number, and department.

The following conditions apply:

- This integration must include the mandatory fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- The specific data fields integrated shall be from the set of mandatory and other fields outlined in the document "IBM Common Integration Fields" in the section "Customer HRIS to BrassRing".
- Client to provide integration data files in IBM provided XML or delimited txt format.
- The feeds will be sent to IBM via a FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Incremental data must be provided, there is no support for full, destructive loads.
- IBM will build a custom process to consume Client data files and process them via IBM APIs.
- The integration will map up to 50 fields on 1 Requisition Template.

24. IBM Kenexa BrassRing on Cloud Premium Candidate Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud Premium Candidate Import to provide one (1) import feed of candidate data from one (1) HRIS system to BrassRing, which allows candidate data to be imported into BrassRing from an external system.

Candidate information is any data that applies to a candidate, such as name, address, previous employers, education, skills, or status that is maintained in a Client's HRIS or on a BrassRing candidate form.

The following conditions apply:

- Client to provide integration data files in IBM provided XML or delimited txt format.
- The feeds will be sent to IBM via a FTP/SFTP process.

- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Incremental data must be provided; there is no support for full, destructive loads.
- IBM will build a custom process to consume Client data files and process them via IBM APIs.
- The integration will map up 50 fields.

25. IBM Kenexa BrassRing on Cloud Premium Rehire Eligibility Check

IBM will setup and configure IBM Kenexa BrassRing on Cloud Premium Rehire Eligibility Check to provide one (1) export feed of candidate data from BrassRing to one (1) HRIS system, which allows candidate data that applies to a candidate such as name, address, etc. and any information that resides on a candidate form in the BrassRing system to be exported to Client's HRIS system.

The following conditions apply:

- Client to provide integration data files in IBM provided delimited txt format.
- The feeds will be sent to Client via a FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Incremental data must be provided, there is no support for full, destructive loads.

IBM Kenexa BrassRing on Cloud Premium Rehire Eligibility Check also provides one (1) import feed of form data for results from one (1) HRIS system to BrassRing, which allows candidate form data to be imported into BrassRing from an external system.

The following conditions apply:

- Client to provide integration data files in IBM provided XML or delimited txt format.
- The feeds will be sent to IBM via a FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Incremental data must be provided; there is no support for full, destructive loads.
- IBM will build a custom process to consume Client data files and process them via IBM APIs.
- The results will be captured on a BrassRing Candidate form.

26. IBM Kenexa BrassRing on Cloud Premium Talent Gateway Employee Profile Import

IBM will setup and configure IBM Kenexa BrassRing on Cloud Premium Talent Gateway Employee Profile Import to provide one (1) import feed of employee profile data from one (1) HRIS system to BrassRing, which pre-populate employee information on BrassRing Internal and/or Referral Talent Gateways.

The following conditions apply:

- Client to provide integration data files in IBM provided XML or delimited txt format.
- The feeds will be sent to IBM via a FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Incremental data must be provided; there is no support for full, destructive loads.
- IBM will build a custom process to consume Client data files and process them via IBM APIs.

27. IBM Kenexa BrassRing on Cloud Premium Background Check/Assessment Vendor Custom Integration

IBM will setup and configure IBM Kenexa BrassRing on Cloud Premium Background Check/Assessment Vendor Custom Integration to provide one (1) export feed of candidate data from BrassRing to one (1) vendor system, which allows candidate data that applies to a candidate such as name, address, etc. and any information that resides on a candidate form in the BrassRing system to vendor system.

The following conditions apply:

- Client to provide integration data files in IBM provided delimited txt format.

- The feeds will be sent to Client via a FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Incremental data must be provided, there is no support for full, destructive loads.

IBM Kenexa BrassRing on Cloud Premium Background Check/Assessment Vendor Custom Integration also provides one (1) import feed of form data for results from one (1) vendor system to BrassRing, which allows candidate form data to be imported into BrassRing from a vendor system.

The following conditions apply:

- Client to provide integration data files in IBM provided XML or delimited txt format.
- The feeds will be sent to IBM via a FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- Incremental data must be provided; there is no support for full, destructive loads.
- IBM will build a custom process to consume Client data files and process them via IBM APIs.
- The results will be captured on a BrassRing Candidate form.

28. IBM Kenexa BrassRing on Cloud Premium BrassRing and Workday Integration

IBM will setup and configure IBM Kenexa BrassRing on Cloud Premium BrassRing and Workday Integration to provide the following five integrations, which integrate data between Workday system and BrassRing.

- a. One (1) import feed of Foundation Data from one (1) Workday system to BrassRing
- b. One (1) import feed of User (Recruiter/HM) from one (1) Workday system to BrassRing
- c. One (1) import feed of Job Code Default Data from one (1) Workday system to BrassRing
- d. One (1) import feed of Requisition Field Association Data from one (1) Workday system to BrassRing

The following conditions apply:

- This integration will utilize XML, the Workday Public Web Services API and the BrassRing Data Mapping Tool.
 - The specific data fields integrated shall be from the "IBM Kenexa Workday_Data Mapping" document.
 - The specific web service operations integrated shall be from the "IBM Kenexa Workday_Data Mapping" document.
 - The integration will provide data changes/modifications wherever supported by the Workday API. Full loads will be used where Workday API does not support identifying data changes/modifications.
 - The integration will provide One (1) initial full load for staging and One (1) initial full load for production.
 - Only items provided in the "Workday Integration Specification" and "IBM Kenexa Workday_Data Mapping" document are in scope. Items outside of this or not mentioned must be scoped separately.
 - Client is responsible for items listed in Section 5 of "Workday Integration Specification".
 - Integration is batched for daily processing.
- e. One (1) export feed of New Hire Candidate Data from BrassRing to one (1) HRIS System
 - This integration will utilize XML, the Workday Public Web Services API and the BrassRing Data Mapping Tool.
 - The specific data fields integrated shall be from the "Kenexa Workday_Data Mapping" document.
 - The specific web service operations integrated shall be from the "Kenexa Workday_Data Mapping" document.

- Integration is real-time.
- Only items provided in the "Workday Integration Specification" and "Kenexa Workday_Data Mapping" document are in scope. Items outside of this or not mentioned must be scoped separately.
- Client is responsible for items listed in Section 5 of "Workday Integration Specification".

29. IBM Kenexa BrassRing on Cloud SAML 2.0 Single Sign On

IBM will setup and configure IBM Kenexa BrassRing on Cloud SAML 2.0 Single Sign On to provide the ability for users and employees to Single Sign On using SAML 2.0:

- Single Sign On for User (Recruiter/Manager)
- Single Sign On for Employees to One (1) Internal Talent Gateway
- Single Sign On for Employees to One (1) Employee Referral Talent Gateway

This integration requires:

- Client must support SAML 2.0 on their SAML product.
- SSO certificate must be from a trusted authority.

30. IBM Kenexa BrassRing on Cloud RSA Encrypted Payload Web Service Single Sign On

IBM will setup and configure IBM Kenexa BrassRing on Cloud RSA Encrypted Payload Web Service Single Sign On to provide the ability for users and employees to Single Sign On using RSA Encrypted payload web service:

- Single Sign On for User (Recruiter/Manager)
- Single Sign On for Employees to One (1) Internal Talent Gateway
- Single Sign On for Employees to One (1) Employee Referral Talent Gateway

The following conditions apply:

- Encryption on the SSO request is performed using RSA algorithm.
- The integration must utilize XML.
- The must use IBM provided Webservice.

31. IBM Kenexa BrassRing on Cloud Export Feed into Customer Data Warehouse

IBM will setup and configure IBM Kenexa BrassRing on Cloud Export Feed into Customer Data Warehouse to provide one (1) export feed of BrassRing Data to Client's data warehouse.

BrassRing data-warehousing files are an extract of most of the information collected within BrassRing to a BrassRing customer for additional reporting, data analysis and data-warehousing purpose.

The following conditions apply:

- The integration must utilize delimited flat file as outlined in the IBM technical specification document.
- The feeds will be sent to the Client via a FTP/SFTP process.
- The FTP/SFTP process will use username and password authentication. PGP encryption can be supported to add additional encryption of the files.
- The integration will have a single "full load" after which each daily integration will provide data changes/modifications only.

32. IBM Kenexa BrassRing on Cloud Data Migration

IBM will perform the services of one (1) standard data migration from one (1) source system to BrassRing.

Data migration is the process of migrating information from an external source into BrassRing.

The following conditions apply:

- IBM will provide a standard format for Client's data submission using IBM defined standard tools and processes and will upload Client's migrated data into BrassRing in accordance with the project plan.

- Client is responsible for the mapping of its data to that tool, populating their data into that tool and for providing IBM with a copy of the data schema or data map for the system from which data is being migrated.
- The data to be migrated:
 - (1) Open job records/requisitions.
 - (2) Candidate records associated with open job records. Candidate records include text Resumes.
 - (3) Record volumes are not to exceed 25,000 candidate records and 5,000 requisitions.
 - (4) Other enclosures (ancillary documents associated with User Candidate Files e.g. reference certificates, background check results) subject to format, file, and size limitations defined by IBM can be migrated as non-searchable, non-reportable attachments to candidate records if stored in one of the following approved formats: xls, gif, jpg, tif, bmp, htm, html, txt, doc, xml, csv, rtf, pdf, ppt, docx, pptx, xlsx.

33. IBM Kenexa BrassRing on Cloud Deactivation – Export of Candidate Text Resumes

IBM will perform the services of, at time of deactivation, one (1) export of Candidate text resumes from BrassRing.

The following conditions apply:

- Text Resumes can be delivered via SFTP process. The SFTP process will use username and password authentication.
- Filename Format: "1294781.txt" filename is the ResumeKey number.

34. IBM Kenexa BrassRing on Cloud Deactivation – Access Database Export

IBM will perform the services of, at time of deactivation, one (1) export of BrassRing data in an access database.

The following conditions apply:

- The data export will be in an access database structure and format provided by IBM. IBM will provide an entity relationship diagram for the access database.
- The export will be sent to the Client via SFTP process. The SFTP process will use username and password authentication.

35. IBM Kenexa BrassRing on Cloud Hiring Manager Simulation Training Package

IBM Kenexa BrassRing on Cloud Hiring Manager Simulation Training Package provides 7 simulations with audio selected from a predefined list and customized to Client's process. Simulations are provided to Client for hosting on their intranet or their LMS.

36. IBM Kenexa BrassRing on Cloud Recruiter Simulation Training Package

IBM Kenexa BrassRing on Cloud Recruiter Simulation Training Package provides 10 simulations with audio selected from a predefined list and customized to Client's process. Simulations are provided to Client for hosting on their intranet or their LMS.

37. IBM Kenexa BrassRing on Cloud Custom Simulation

IBM Kenexa BrassRing on Cloud Custom Simulation covers 1 topic with screen shots and audio. Topic selected from a predefined list and customized to Client's process. Run time is up to 8 minutes. Simulations are provided to Client for hosting on their intranet or LMS.

38. IBM Kenexa BrassRing on Cloud Administrator Tools for Super Users Instructor-led Webinar

IBM Kenexa BrassRing on Cloud Administrator Tools for Super Users Instructor-led Webinar provides an online course conducted over one 3-hour webinar for up to 20 participants. Manual provided in PDF format.

39. IBM Kenexa BrassRing on Cloud Custom 2-hour Instructor-led Webinar

IBM Kenexa BrassRing on Cloud Custom 2-hour Instructor-led Webinar provides a webinar for up to 20 participants. The course is recommended for Hiring Manager or Recruiter Users and follows a predetermined agenda.

40. IBM Kenexa BrassRing on Cloud New User Fundamentals Instructor-led Webinar

IBM Kenexa BrassRing on Cloud New User Fundamentals Instructor-led Webinar provides an editable (Word) version of the IBM Kenexa BrassRing New User Fundamentals Training Manual and license to reproduce.

41. IBM Kenexa BrassRing Offerings Integrated with Third Party Suppliers

The following IBM SaaS offerings under this ToU provide the ability to integrate with third party suppliers for certain services. If Client has subscribed to any of these IBM SaaS offerings, Client is solely responsible for obtaining the services of such third party vendors and for any associated license, subscription, or other necessary rights and applicable fees with those suppliers, as applicable:

41.1 IBM Kenexa BrassRing Background Check

Provides common service integrations with background check vendor partners that permit Client to make a request for a check or screen directly through BrassRing. Based on results of a background check, BrassRing can update the background check activity in the workflow and initiate/trigger the next step in the workflow. Information obtained during background checks can be passed back to the system for storage in the candidate's Talent Record.

41.2 IBM Kenexa BrassRing SMS Messaging

Setup of text messaging for BrassRing between IBM's SMPP server vendor and Client's SMS telecom vendor.

41.3 IBM Kenexa BrassRing Job Posting Aggregator

Provides pre-built integrations to various third party job distribution partners from IBM Kenexa BrassRing.

41.4 IBM Kenexa BrassRing Video Interviewing

Provides integration between IBM Kenexa BrassRing and various providers that provide virtual interview services.

41.5 IBM Kenexa BrassRing Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) feature has integrations to various suppliers providing hiring incentive services. Integration with these WOTC service providers allows Client to be aware of the various Federal and State government WOTC hiring stimulation incentive programs.

42. IBM Kenexa Client Success Services

Client Success Services allows Client to be entitled to a service resource or Client Support Manager for specific hours that are dedicated to the Client's needs for support, project work, feature adoption, and provide proactive technical and business recommendations. This can be achieved by adding one of the following offerings.

42.1 IBM Kenexa Client Success Global Support Center Named Resource

This service offering allows Client to interact with a single global support center agent for all support tickets that are not resolved on the first call or to contact such agent for tickets related to code fix and items not related to configuration issues. The agent manages issue resolution and provides updates to Client until issue resolution and ticket is closed.

42.2 IBM Kenexa Client Success Global Support Center and Project Work

This service offering provides up to ten hours per month of support for requested projects to assist with product administration, implementation or configuration support for Client's IBM Kenexa Talent Acquisition systems or to stay current on IBM Kenexa Talent Acquisition feature enhancements. Upon request for project support by Client's authorized administrator, the IBM Global Support Center will conduct a scoping call with Client to discuss the project and provide a project scope summary, with estimated hours and project schedule. If the estimated hours exceeds the remaining monthly hours, Client may either acquire additional hours or extend they project schedule into the following month.

Upon approval by the authorized administrator of the scope summary, IBM will begin project work. Unused monthly hours expire and do not carry over to next month.

42.3 IBM Kenexa Client Success Manager Dedicated

This service offering provides Client a dedicated Client Success Manager resource for the selected number of hours per month as specified in Client's PoE. Based upon the selected resource hours option, the Client Success Manager will work with and support Client for the number of hours each month with the overall goal of understanding Client's business and use of the IBM SaaS, monitor Client usage and feature adoption, and provide proactive technical and business recommendations to assist Client in effectively leveraging the IBM SaaS to support Client's business.

The Client Success Manager will conduct weekly calls and periodic business review meetings with Client and appropriate key stakeholders, be the escalation and focal point for any critical or unresolved support issues, and provide education and business learning and sharing opportunities through online or in-person Smarter Workforce events, advisory boards, or other events.

42.4 IBM Kenexa Client Success Priority Ticket Routing

This service offering allows Client to name up to five individuals with the authority to open support tickets. The tickets will directly route to IBM Level 2 support for resolution.



Appendix B

IBM provides the following availability service level agreement ("SLA") for the IBM SaaS as specified in a PoE. The SLA is not a warranty. The SLA is available only to Client and applies only to use in production environments.

1. Availability Credits

Client must log a Severity 1 support ticket with the IBM technical support help desk within 24 hours of first becoming aware of an event that has impacted the IBM SaaS availability. Client must reasonably assist IBM with any problem diagnosis and resolution.

A support ticket claim for failure to meet an SLA must be submitted within three business days after the end of the contracted month. Compensation for a valid SLA claim will be a credit against a future invoice for the IBM SaaS based on the duration of time during which production system processing for the IBM SaaS is not available ("Downtime"). Downtime is measured from the time Client reports the event until the time the IBM SaaS is restored and does not include time related to a scheduled or announced maintenance outage; causes beyond IBM's control; problems with Client or third party content or technology, designs or instructions; unsupported system configurations and platforms or other Client errors; or Client-caused security incident or Client security testing. IBM will apply the highest applicable compensation based on the cumulative availability of the IBM SaaS during each contracted month, as shown in the table below. The total compensation with respect to any contracted month cannot exceed 10 percent of one twelfth (1/12th) of the annual charge for the IBM SaaS.

2. Service Levels

Availability of the IBM SaaS during a contracted month

Availability Percentage (during a Contracted Month)	Compensation (% of monthly subscription fee* for contracted month that is the subject of a claim)
98.0% – 99.2%	5%
97% – 97.999%	7.50%
96% – 96.999%	10.00%
95% – 95.999%	12.50%
94% – 94.999%	15.00%
93% – 93.999%	17.50%
Less than 93%	20%

* If the IBM SaaS was acquired from an IBM Business Partner, the monthly subscription fee will be calculated on the then-current list price for the IBM SaaS in effect for the contracted month which is the subject of a claim, discounted at a rate of 50%. IBM will make a rebate directly available to Client.

Availability, expressed as a percentage, is calculated as: the total number of minutes in a contracted month, minus the total number of minutes of Downtime in the contracted month, divided by the total number of minutes in the contracted month.

Example: 500 minutes total Downtime during contracted month

<p>43,200 total minutes in a 30 day contracted month - 500 minutes Downtime = 42,700 minutes</p> <hr/> <p>43,200 total minutes</p>	<p>= 5% Availability credit for 98.8% availability during the contracted month</p>
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