



IBM Terms of Use – SaaS Specific Offering Terms

IBM Cloud Garage Services

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: 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 Cloud Garage Services Design Thinking
- IBM Cloud Garage Services Prepare and Plan

2. Charge Metrics

Engagement is a unit of measure by which the services 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.

3. Charges and Billing

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

3.1 Remote Services Charges

Remote Services are purchased on a per Engagement charge metric and will be invoiced when ordered.

4. Remote Services

4.1 IBM Cloud Garage Services Design Thinking

This service provides up to two people for 1 week, maximum 80 person-hours, of remote consulting, best practices, analysis, and recommendations for the identified use cases. The IBM Design Thinking Workshop use case is defined by discussion between Client and the IBM Solution Architect. Services are purchased per Engagement and expire 90 days from date of purchase, regardless of whether all hours have been used.

4.2 IBM Cloud Garage Services Prepare and Plan

This service provides one person for 1 week, maximum of 40 person-hours, of remote consulting for the review, best practices, and recommendations for planning activities necessary to create applications based on PaaS or Non-PaaS services. The workshop does not involve the actual updating of the Bluemix Local or Dedicated environments. Services are purchased per Engagement and expire 90 days from date of purchase, regardless of whether all hours have been used.

5. IBM SaaS Offering Additional Terms

5.1 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.

Appendix A

1. IBM Cloud Garage Design Thinking

The IBM Cloud Garage Design Thinking Service assesses the Clients business problem/use cases through a Design Thinking workshop for which they may consider building an application that leverages Bluemix services or other IBM solutions.

During this service IBM conducts an IBM Design Thinking workshop. IBM Design Thinking takes the best industry recognized design methods, adds three core practices—hills, sponsor users, and playbacks—and applies knowledge from real development with real users at IBM's worldwide IBM Bluemix Garage locations or remotely via virtual sessions.

IBM Design Thinking workshop is conducted over a single week (up to 5-days). The associated activities are as follows:

- Identify users pain points
- Define user personas
- Brainstorm on solutions
- Define Minimal Viable Product (MVP)
- Identify hypotheses & experiments
- Explore technical viability on Bluemix

The outcome of the workshop is a validated hypothesis, and a Minimal Viable Product project plan.

IBM assumes the following prerequisites to properly delivery the service.

- Client provides: Architect, Business & IT leaders, Product manager
- IBM Team provides: User Experience leader, Solution Architect/Technical Leader
- Client has an “Idea” or “Project”
- Activities are conducted remotely or at an IBM Bluemix Garage

2. IBM Cloud Garage Prepare & Plan

The IBM Cloud Garage Prepare & Plan service examines Client’s potential use cases and proposes how to configure its Bluemix Local or Dedicated environment for adoption.

During this service IBM works with the Client on what they would potentially do with the Bluemix environment and provides a plan to configure the Bluemix Local or Dedicated environment to best support key use cases. The service consists of 2 sessions which are conducted back-to-back in a single week (up to 5-days). It consists of an initial application discovery session to examine the customer use cases and determine necessary platform requirements/capabilities, and an application architecture session to develop an architecture, including topics such as DevOps, networking, security, and integrations. The results are captured in a high-level application architecture along with a high-level implementation plan.

IBM assumes the following prerequisites to properly delivery the service.

- Client team provides: Architect, Business & IT leaders, Product manager
- IBM Team provides: Solution Architect
- Client has defined use case(s)
- Activities are conducted remotely or at an IBM Bluemix Garage