

IBM Watson Career Coach, a cognitive solution, gives employees the ability to get real-time career insights and guidance

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At a glance

IBM Watson™ Career Coach capabilities:

- Enables the employee to view and explore personalized opportunities aligned with their current role, skills, and location, including relative fit rankings based on information provided by the employee.
- Provides recommendations of ways for employees to:
 - Expand their skills
 - Further their development
 - View possible future job roles or roles for which they may not currently have all required qualifications, through the use of a what if interactive experience
- Can interact and ask questions related to different types of opportunities in order to receive consultation through cognitive analytics that are continuously learned

Overview

Watson™ Career Coach is a virtual assistant that can help employees define a career path of their choice, as well as help with other career-related activities. Using IBM Watson, employees experience a virtual coach that is accessible by the employee as the employee wants to engage.

Over time, Watson Career Coach develops insights into the employee, with awareness of known job descriptions, levels, training history, and certifications. Through interactions and updates by the employee, Watson Career Coach learns about the employee's preferences and interests, and makes recommendations about existing opportunities as well as helps navigate future career moves.

Key prerequisites

- Internet connection
- Browser

Planned availability date

October 3, 2017

Description

Section 508 of the US Rehabilitation Act

IBM^(R) makes no representation about the Section 508 status of the third-party electronic and information technology product in this offering. Contact the vendor for specific, current information on the Section 508 status of this product.

Program number

Program number	VRM	Program name
5900-A06	Cloud Service	IBM Watson Career Coach

Offering Information

Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage^{\(R\)}](#) and [Passport Advantage Express^{\(R\)}](#) website.

Publications

None

Services

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services, contact your Lab Services Sales or Delivery Leader.

Technical information

Specified operating environment

Hardware requirements

- A workstation that supports the browser being used
- A direct internet connection

Software requirements

A supported browser is required.

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a

readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

Limitations

Additional information can be found on the [License Information documents](#) found on the IBM Software License Agreement website.

IBM Client Success Portal

The [IBM Client Success Portal](#) is your gateway to technical support. This includes access to forums and technical resources for running and managing your cloud offering. To help save time and simplify support, the Client Success Portal can help you find answers, and submit and track problems. These tools are available through your IBM support agreement at no additional charge. Read about support for IBM Watson IoT cloud offerings in the [IBM SaaS Support Handbook](#).

Planning information

Packaging

- This offering is delivered electronically in English only.
- There is no physical media.

Security, auditability, and control

Watson Career Coach uses the security and auditability features of the host hardware or software.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

This product is only available through Passport Advantage. It is not available as shrinkwrap.

Product group: IBM Talent Management Solutions

Product Identifier Description (PID)

Program number	Program name
5900-A06	IBM Watson Career Coach

Product category: Watson Talent

Passport Advantage

IBM Watson Career Coach (5900-A06)

Part description	Part number
IBM Watson Career Coach Employee Per Annum	D001RZX

Charge metric

Program name	PID number	Charge metric
IBM Watson Career Coach	5900-A06	Employee

Metric definition

Employee: Is a unit of measure by which the Cloud Service 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 Cloud Service. Sufficient entitlements must be obtained to cover the number of Employees during the measurement period specified in Client's PoE or Transaction Document.

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Passport Advantage Agreement, the International Passport Advantage Express Agreement, the Cloud Services Agreement and associated Service Descriptions, or the IBM Cloud Service Terms of Use.

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Technical support is provided for IBM Cloud Service and enabling software, as applicable, during the subscription period. Any enhancements, updates and other materials provided by IBM as part of any such technical support are considered to be part of IBM Cloud Service or enabling software, as applicable, and therefore governed by the Cloud Service Terms of Use or the CSA and associated Service Description. Technical support is included with IBM Cloud Service and is not available as a separate offering.

Refer to additional technical support information in the IBM Software as a Service Terms of Use document for the program.

Terms of Use

The program's *Terms of Use and CSA Service Description* document is available on the [Software as a Service terms](#) website.

Limited warranty

If warranted, refer to the warranty as stated in the Terms of Use document or the Cloud Services Agreement for this offering.

Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

Usage restriction

Yes.

See the [License Information documents](#) page on the IBM Software License Agreement website for more information.

Software Subscription and Support applies

No

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

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IBM Electronic Services

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to organizations that have IBM Systems. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX® V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu,

simply type smitty esa_main, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, go to the [IBM Electronic Support](#) website.

The IBM Electronic Support portal is a single internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for organizations that are Electronic Service Agent tool-enabled to track system inventory and find pertinent fixes.

Benefits

Increased uptime: The Electronic Service Agent™ tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean human intervention is not required to report errors.

Security: The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either through the Internet (HTTPS or VPN) or modem to provide organizations a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into an organization's system.

For additional information, go to the [IBM Electronic Service Agent](#) website.

More accurate reporting: Because system information and error logs are automatically uploaded to the IBM Support Center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

Customized support: Using the IBMid entered during activation, you can view system and support information in the *My Systems and Premium Search* sections of the [IBM Electronic Support](#) page.

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your IBMid. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, you are able to see search results that apply specifically to your systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or go to the [IBM Electronic Support](#) website.

Prices

Business Partner information

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBMid and password are required to access the [IBM Passport Advantage](#) website.

For all local charges, contact your IBM representative.

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative. Additional information is also available on the [Passport Advantage and Passport Advantage Express](#) website.

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