IBM Cloud Garage for Digital Business Automation Services combines industry-leading practices of Design Thinking, human Design Thinking, intelligent process and content automation, artificial intelligence, and machine learning

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At a glance

IBM Cloud™ Labs - Hybrid Integration and IBM Cloud Garage Services deliver a new services offering for IBM Cloud Service environments that provide:

- Choice of personalized design and advisory services for solution use case definition, planning, and build activities through IBM® expertise, intellectual property, methodology, tools, and mentoring
- Access to a team with a track record of success, deep business process solution knowledge, extensive breadth of experience, global reach, and ability to scale
- Use of expert professional services to assist clients to explore, plan, build, deliver, deploy, adopt, and extend their enterprise solutions

Overview

IBM Cloud Labs provides offerings that assist with the design of powerful IBM Cloud solutions by integrating them into businesses as quickly as possible. Skilled and knowledgeable IBM experts are ready to help clients to be successful:

- Help maximize the value of clients' technology investment.
- Address critical business needs.

The IBM solution-based services portfolio includes flexible, professional expert services that are designed to help drive positive results. IBM Cloud Labs takes a comprehensive approach to align and focus the clients' business goals while bringing to bear unmatched IBM expertise and proven practices that are gained from thousands of successful solution deployments worldwide. With a broad range of professional expert services offerings and flexible delivery models, IBM can produce results quickly to help put clients' projects on the road to success.

Complementing the services for Digital Business Automation segment that were delivered in Software Announcements 218-385, dated July 31, 2018, and 218-374, dated July 17, 2018, IBM delivers new services that include IBM Cloud Garage Design Thinking Workshop for Digital Business Automation. These professional design services provide consulting assistance within the following framework:

- Duration is fixed for each design engagement
• A limit of 90 days to complete each engagement
• Activities that are defined specifically to each offering

1 Services are purchased per engagement and expire 90 days from the date of purchase of entitlement, regardless of whether all hours are used.

**Key prerequisites**

None.

**Planned availability date**

November 20, 2018

**Description**

IBM Cloud Garage for Cloud Services combines industry-leading practices to help clients build and deliver innovative solutions quickly:

- Design Thinking
- Human Design Thinking
- Intelligent process and content automation
- Artificial intelligence
- Machine learning

This consultancy model helps clients build solutions with IBM Cloud that focus on clients' needs. For the Digital Business Automation Platform (DBA), the IBM Cloud Garage approach can help clients address their types of automation projects at speed and scale by focusing on how they can automate repetitive human tasks, content management, process workflows, data capture, and business decisions with the platform's flexible, integrated capabilities.

**IBM Cloud Garage Design Thinking**

This new IBM Cloud Garage Service is available for DBA. This remotely delivered service is purchased per engagement and will expire 90 days from the date of purchase of entitlement, regardless of whether all hours are used.

This service assesses clients' business problems and refines business automation use cases that they may consider building by using the different capabilities of IBM automation technology. During this service, IBM conducts an IBM Design Thinking workshop. IBM Design Thinking takes the recommended industry-recognized design methods and adds three core practices:

- Hills
- Sponsor users
- Playbacks

This knowledge is then applied to the assessment from real development with real users.

IBM Cloud Garage Design Thinking Workshop for DBA includes up to 3 people over a single week (up to 4 days) and a maximum of 96 person-hours. The workshop can be delivered remotely or in an IBM Cloud Garage. The workshop discovers the business automation use cases through collaborative discussions between the client and the IBM team. The associated activities include the ability to:
• Identify users pain points.
• Define user personas.
• Brainstorm on solutions.
• Define minimum viable product (MVP).
• Identify hypotheses and experiments.
• Explore technical viability.

IBM assumes the following prerequisites to properly deliver this service:

• Clients provide an architect, business, and IT leaders, and business subject-matter experts (SMEs).
• Clients must have an idea or project, use-cases, and pain points to discuss and implement.
• IBM provides a user experience leader and solution architect technical leader

The outcome of the workshop is a validated hypothesis and a MVP project definition.

The deliverable for the IBM Cloud Garage Design Thinking Workshop for DBA is a workshop outcomes deck. The workshop outcome captures the main idea, themes and insights of the workshop, documents artifacts and key decisions, and explains how the team arrived at the final proposed MVP statement. IBM delivers one copy of a PDF-formatted document to the client.

Accessibility by people with disabilities

A US Section 508 Accessibility Compliance Report containing details on accessibility compliance can be found on the Product accessibility information website.

Reference information

For additional Digital Business Automation services, see Software Announcements:

• 218-527, dated November 13, 2018
• 218-385, dated July 31, 2018
• 218-374, dated July 17, 2018

Program number

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<tr>
<th>Product number</th>
<th>VRM</th>
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<tbody>
<tr>
<td>5900-A3C</td>
<td>Cloud Service</td>
<td>Digital Business Automation</td>
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Publications

None.

Services

IBM Cloud Labs has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, services team and the business consulting, project management, and infrastructure expertise of our IBM Global services team. Also, we extend our IBM 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 Cloud Labs services, contact your IBM Cloud Lab Services Sales or Delivery Leader.

### Technical information

#### Specified operating environment

**Hardware requirements**

None.

**Software requirements**

None.

#### Planning information

**Packaging**

This offering is accessed through the internet. There is no physical media or electronic deliverable.

### Ordering information

For ordering information, consult your IBM representative or IBM Business Partner, or go to the Passport Advantage® website.

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

These products may only be sold directly by IBM or by IBM Business Partners for Channel Value Rewards.

More information can be found on the IBM Channel Value Rewards website.

To locate IBM Business Partners for Channel Value Rewards in your geography for a specific Channel Value Rewards portfolio, go to the Find a Business Partner page.

Product group: Product Expert Assurance Services

Product name: IBM Cloud Garage Design Thinking Workshop for Digital Business Automation

Product category: Cloud

**Passport Advantage**

**Digital Business Automation (5900-A3C)**

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<td>IBM Cloud Garage Design Thinking Workshop for Digital Business Automation Engagement Remotely Delivered Service</td>
<td>D011SZX</td>
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**Charge metric**

Definitions of the charge metrics for this cloud service can be found in the following Service Description document:

**Service name:** IBM Cloud Garage Design Thinking Workshop for Digital Business Automation
Select your language of choice and scroll down to the Charge Metrics section.

Follow-on levels of this cloud service, if any, may have updated charge metrics. See the Cloud Services terms website. Search using the four-digit base Service Description number and scroll down to the Charge Metric section.

**Terms and conditions**

The terms and conditions for this cloud service, as previously announced in Software Announcement 218-385, dated July 31, 2018, are unchanged, except as listed in the Service Description document listed below:

**Service name: IBM Cloud Garage Design Thinking Workshop for Digital Business Automation**

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**Statement of good security practices**

IT system security involves protecting systems and information through intrusion 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 regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

**Important:** IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

**Prices**

**Business Partner information**

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

**Passport Advantage**

For Passport Advantage information and charges, contact your IBM representative or IBM Business Partner for Channel Value Rewards. Additional information is also available on the Passport Advantage and Passport Advantage Express(R) website.
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