IBM Customer

Content Federated Services for IBM Content Integrator plus 1 Connector
Install Service Description

January 2, 2009

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1. Description of Services

IBM Enterprise Content Management ("ECM") is pleased to submit this Install Service to IBM Customer (<IBM Cust>). <IBM Cust> has requested the following services from IBM:

> ➢ Install Package for IBM Content Federation Services for IBM Content Integrator plus 1 Connector ("CFS-ICI + 1 Connector") Install Package

This Install package will facilitate the smooth and rapid deployment of CFS-ICI + 1 Connector to enable Federation of IBM FileNet P8 Content Manager ("CM") system to another source repository. The ECM Consultants will help guide <IBM Cust> on proven strategies and procedures that have been employed at other successful ECM installations. The actual duration of each task varies from customer to customer, based upon their knowledge of the products and the complexity of the CFS solution.

The CFS-ICI + 1 Connector Install Package will provide basic technical planning, installation, testing, and support review for a CFS base installation. The CM product must have been previously installed and must be fully operational prior to the initiation of the CFS-ICI + 1 Connector Install Package.

- Review <IBM Cust>'s current environment to understand the document flow, ingestion location, document classes, indices/properties, security, etc.
- The creation of a CFS-ICI Design Document that will be used as a "road map" for implementing CFS for <IBM Cust>.
    - Select one (1) of the following source repositories:
        - o IBM Content Manager 8.4.1 or higher ("CM8")
        - o IBM FileNet Content Services 5.5 or higher ("CS")
        - o Documentum version 5.x/6 or higher
        - o OpenText version 9.6/9.7 or higher
- Implement CFS-ICI + 1 Connector on <IBM Cust>'s one environment.
    - Install IBM Content Integrator (ICI) 8.5 or higher
    - Install CFS-ICI 4.5 or higher.[1]
    - Configure P8 CFS for one (1) object store
    - Configure <IBM Cust>'s source repository connector (one (1) library, docbase, or object store)[2]
- System Administration Handoff
- Project management and coordination to facilitate a smooth and professional project delivery.

This Install Package includes a set of tasks that <IBM Cust> must complete to facilitate a successful product installation. The resources outlined in this plan will include both the IBM and <IBM Cust> personnel that are required to successfully install and configure the CFS environment.

Any change in the scope of work defined in this Services Description requested by <IBM Cust> may result in additional costs and must be documented in a Project Change Request ("PCR").

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[1] Installation of the IBM CFS-ICI software requires IBM FileNet P8 4.5 or higher. An upgrade from a previous FileNet P8 version to a current version is outside of the scope of this package. Contact your local Lab Services Sales Manager ("LS SM") for pricing on any additional install services

[2] The CFS-ICI + 1 Connector Install Package includes the installation of one connector limited to one library server or object store. Installation and configuration of additional connectors in order to connect to additional library servers or object stores are considered additional options. Contact your LS SM for pricing for any additional services.

2. Required Product Training

As part of the delivery, <IBM Cust> is required to have at least one person successfully complete (or have successfully completed) the following IBM training. The IBM education required for this installation is as follows:

- Course Code: F002 – P8 Platform Administration

Please note that IBM may offer an equivalent Instructor Led Online ("ILO") or self paced eLab course.   Any of these courses will satisfy this installation package training requirement.

The cost for these training courses is not included in this CFS-ICI + 1 Connector Package. Please refer to the IBM Learning Services Web site for detailed information regarding class cost, schedules, course descriptions, ordering options, registration instructions and relevant IBM Web site locations.

While the training defined in this service provides a good foundation for administering the system in a pre-production status, <IBM Cust> should not consider this the total set of training that their resources will need to manage their production system. The ECM Education Team can assist <IBM Cust> in obtaining a recommended training plan specific to <IBM Cust>'s requirements.

For individual training recommendations, please reference the ECM Training Paths.

For training recommendations for your entire organization, please request an Enterprise Training Plan or contact the ECM Education Team at ecmeduna@us.ibm.com or 800-455-7468.

IBM Learning Services Web Site:
> www.ibm.com/software/data/content-management/training.html

In the interests of quality education, IBM reserves the right to update training courses at any time.

3. Resources

The <IBM Cust> Installation Project Team will consist of the resources from the ECM Account Team, the <IBM Cust> technical staff and, when applicable, an IBM Business Partner. Examples of Project Team members are listed below.

3.1 ECM Team Resources

The ECM Project Lead coordinates the appropriate ECM resources as required.

The ECM Team typically includes the following members:

- Implementation Project Manager ("IPM") – Project Lead
- Lab Services IT Specialist ("ECM Consultant")
- Field Delivery Consultant ("FDC")
- Software Sales Representative ("SSR")
- Sales IT Specialist ("Sales ITS")

3.2   <IBM Cust> Resources

<IBM Cust> must to identify internal personnel to fill the roles of the <IBM Cust> Project Team. <IBM Cust> is responsible for selecting a Project Lead to share lead responsibilities with the ECM Project Lead.

Depending upon the project, the <IBM Cust> Project Team may include any of the following roles:

- Project Lead
- FileNet P8 System Administrator
- Connector Repository System Administrator (e.g. CM8, CS, Documentum, OpenText)
- Windows Server Administrator
- System Operations Coordinator
- LAN Administrator
- Database Administrator
- Document/Records Manager

4.   Role Definitions

<IBM Cust> must identify internal personnel to fill the roles as listed in Section 3, Resources. The following outlines the general roles for each of these individuals. Please note that additional resources may be required at various phases of the installation. Likewise, not all of the individuals will necessarily be involved in this install.

Project Lead - This individual will represent <IBM Cust> resources and provide project coordination in conjunction with the ECM Project Lead.

CFS-ICI System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the CFS-ICI system, and will serve as the on-going administrator. This individual will work closely with the ECM Consultant during installation and configuration of the ECM software. IBM strongly recommends that this individual become familiar with the ECM products by enrolling in ECM training prior to project initiation.

P8 CM System Administrator (1 to 3 people) - This individual will assume responsibility for the P8 CM system. This individual will work closely with the ECM Consultant providing passwords and other configuration details in the course of the CFS-ICI installation when access to P8 CM is required.

DBA (1 person) - This individual will assume responsibility for <IBM Cust>'s database. This individual will also provide proper passwords to allow the ECM Consultant to perform his/her functions in the course of the installation when access to the database is required.

5.   Responsibilities

5.1   <IBM Cust> Responsibilities

In order to facilitate a successful installation, <IBM Cust> must provide:

a.) Prerequisites

- All prerequisites must be met before IBM can begin the installation of the product.
- Installation of the CM software and validation that the software is operating as expected.

- Installation of the external Repository software and validation that the software is operating as expected, if necessary.

- All hardware, software, and network configurations must meet ECM requirements for system size and performance for the purchased software. This includes:
  - Installation of the server environment prerequisites[3]
  - Installation of the customer-supplied database
    - ➢ Create Federator Database and User
  - Installation/application of appropriate levels of patches to meet ECM's minimum requirements
  - Perform a network check (verify server connectivity to network, addressing, correct protocol).
  - All prerequisite hardware and software has been installed onto <IBM Cust>'s designated ECM servers.
  - CFS-ICI software has been downloaded to the appropriate servers prior to the resource arriving at <IBM Cust>'s site.
  - <IBM Cust> is running the currently supported ECM software releases.

b.) A Project Lead with sufficient authority to

- Represent <IBM Cust>'s interests

- Serve as the focal point for all decisions and communications

- Coordinate activities assigned to <IBM Cust> resources

- Sign project-related documents

c.) Analysis/requirements gathering of business application rules, business application processes, and application security access as they pertain to the configuration of the CM system.

d.) Local system administrator(s) trained on the administration of ECM products installed at <IBM Cust>.

e.) Product Subscription and Support Agreement in place through IBM.

f.) Adequate facilities for the ECM Consultants; including cubicles, desks, and telephone, hardware and Internet access service.

g.) <IBM Cust> will make available all <IBM Cust> resources required for this project in a timely manner. Significant delays caused by <IBM Cust> resources not being available or project prerequisites not being met may result in delays and additional costs. These situations will be documented in a PCR.

5.2   IBM Responsibilities

IBM will provide the following activities.

a.) Provide project management and reporting

b.) CFS-ICI requirements gathering

c.) Document the requirements for one (1) of the following external repositories

- CM8.4.1 or higher

- CS 5.5 or higher

- Documentum version 5.x/6 or higher

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[3] Installation of CFS-ICI may be on a stand-alone or co-located server. IBM recommends utilizing a stand-alone server in Production or high usage environments.

- OpenText 9.6/9.7 or higher

d.) Create CFS-ICI Design Document

- Document up to two (2) Data maps
    - Identify up to two (2) Document Classes
    - Identify up to twelve (12) Properties

e.) Install Software

- Install IBM Content Integrator (ICI) 8.5 or higher
- Install CFS-ICI 4.5 or higher

f.) Configure <IBM Cust>'s CFS-ICI

g.) Configure the P8 CFS for one (1) object store

h.) Configure the Source Repository Connector (one library server or object store)

- Deploy ICI Administrator Application
- Create up to two (2) Data Maps
- Define up to two (2) Federation Rules
- Define federation schedule
- Test

i.) System Administration Handoff

- Transfer of Information
- Routine Maintenance
- Backup Methodology
- Problem Reporting

j.) Demonstrate CFS-ICI + 1 Connector

k.) Provide <IBM Cust> a completed CFS-ICI + 1 Connector Install Checklist

6. Assumptions & Limitations

6.1 Assumptions

a.) CM or IBM FileNet Business Process Manager ("BPM") has previously been installed, configured, and validated as operating as expected prior to the initiation of this project.

b.) <IBM Cust>'s external repository has previously been installed, configured, and validated as operating as expected prior to the initiation of this project (if necessary).

c.) Installation of the CFS-ICI software will not be in a clustered environment. A chargeable PCR will be required to perform the installation in a clustered environment.

6.2 Service Limitations

The CFS-ICI + 1 Connector Package does not include repairs, corrections or troubleshooting of performance degradation, data corruption, errors and faults that are discovered during the process due to hardware failures, or

non-qualified hardware or operating systems. Repairs, corrections or troubleshooting of such errors and faults will be <IBM Cust>'s responsibility; any IBM involvement will be charged on a Time and Materials ("T&M") basis.

Installation of CM is not included within the scope of this installation.

ECM resources will be provided Monday through Friday from 8:00 a.m. to 5:00 p.m., excluding holidays and vacation time. Specific details regarding schedules will be mutually agreed-upon prior to the project start-date.

6.2.1 Travel & Living Expenses

This service includes travel and living expenses incurred by ECM resources traveling to <IBM Cust>'s site to fulfill IBM's tasks and responsibilities.

The IPM will initiate the project with a kickoff conference call. Any additional status meetings required will be held via conference calls as well. The ECM Consultant will travel to <IBM Cust>'s site for one (1) visit for tasks associated in delivering this implementation service.

Additional onsite assistance requested by <IBM Cust> beyond the scope defined in this Installation will be billable and documented in a PCR. IBM reserves the right to bill <IBM Cust> for any additional trips that are the direct result of <IBM Cust>'s failure to meet or perform its obligations outlined herein.

7.   Project Tasks & Deliverables

7.1   Task 1: Kickoff Meeting

This meeting is to prepare the <IBM Cust> and ECM project team for the CFS installation and configuration. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

7.1.1 Review Project Services Description

The ECM Project Lead will review the Install Service Description, tasks, roles, and responsibilities with <IBM Cust>'s Project Team.

7.1.2 Define/Review Project Plan

Once selected, the Project Team customizes the sample project plan that best fits <IBM Cust>'s installation needs (see Sample Project Plan). The plan is designed to complete the installation in the shortest possible timeframe. Each task is assigned a resource and a time window based on the effort required to complete the task. IBM strongly encourages the practice of joint task assignments as an excellent means of training and knowledge transfer for the team members.

7.1.3 Project Status

IPM will track all issues and document their resolution in an Issues Log. Any issue whose resolution requires a change will be documented in a PCR.

7.2   Task 2: Platform Architecture/Configuration Document & Review

The IPM will review the ECM software purchased, <IBM Cust>'s server configuration (hardware, operating system and site specific software), ECM specific network configuration, and <IBM Cust>'s System Diagram. This review will encompass the items indicated in Platform Architecture/Configuration Review Document that was delivered to

<IBM Cust> during the kickoff meeting. Upon successful completion of <IBM Cust> portion of the document, the IPM will schedule the software installation at least two (2) weeks into the future.

7.3 Task 3: Requirements Gathering

This portion of the Install service will assist <IBM Cust> with identifying the requirements for their CFS configuration. The ECM Consultant will evaluate <IBM Cust>'s document storage requirements with regards to document ingestion, document retrieval, document class mapping, property mapping, and security. The output of the requirements gathering will be a design document (CFS Design Document) documenting <IBM Cust>'s CFS configuration.

Select from one of the following supported Connectors:

- CM8.4.1 or higher
- CS 5.5 or higher
- Documentum version 5.x/6 or higher
- OpenText 9.6/9.7 or higher

7.4 Task 4: CFS-ICI Design Document

The output of IBM's requirements gathering is a CFS-ICI Design Document. The CFS-ICI Design Document will contain the following information:

Document Class Mappings (up to two)
Index/Property Mappings (up to twelve)
Federation rules and schedule

7.5 Task 5: Installation

The ECM Consultant, with the assistance of <IBM Cust>'s Information Technology staff, schedules the software installation. <IBM Cust>'s Information Technology staff must review the release notes included on the software media which provides the latest information regarding operating system software release levels and patches required for a successful software installation.

7.5.1 ICI Installation

Once there is a defined configuration, the ECM Consultant will install the ICI software. The ICI Administration tool is used to create a connector to the Content Engine.

7.5.2 CFS-ICI Installation

Now that the ICI software has been installed, the ECM Consultant will install the IBM CFS-ICI software.

7.6 Task 6: Configure CFS-ICI

The ECM Consultant follows the software installation and configures <IBM Cust>'s CFS-ICI as detailed in the CFS-ICI Design Document.

- Configure the P8 CFS (one object store)
- Configure the Source Repository Connector (one (1) library, docbase, or object store)

- Deploy CFS-ICI Administrator Application

- Create up to two (2) Data Maps

- Define up to two (2) Federation Rules

- Define federation schedule

Once sample data is loaded into the system, the ECM Consultant and the <IBM Cust> System Administrator will execute a set of routine business tests. The <IBM Cust> Project Team members can use this phase as a hands-on learning process to ensure they understand the product configuration and testing process of the CFS-ICI system.

7.7 Task 7: System Administration Handoff

7.7.1 Transfer of Information & Mentoring

The ECM Consultant will review the CFS-ICI + 1 Connector configuration and CFS functionality with <IBM Cust>'s system administrator(s).

7.7.2 Routine Maintenance

Routine maintenance involves reviewing the daily duties of <IBM Cust>'s System Administrator with respect to maintenance of CFS-ICI. These are tasks that should be performed daily and will be specific to <IBM Cust>'s usage of CFS-ICI and its configuration. IBM recommends that the System Administrator develop a schedule of "housekeeping" procedures and tasks to be performed.

7.7.3 Review Backup Methodologies

The ECM Consultant will review possible backup strategies with the <IBM Cust> System Administrator. This Install Package does not provide for the ECM Consultant to analyze <IBM Cust>'s backup objectives nor does it develop the plan to meet those objectives.

7.7.4 Problem Reporting

Before calling IBM Customer Support, full documentation of the problem at hand always expedites resolution and helps maintain internal system up-time records. The ECM Consultant will review troubleshooting and problem reporting procedures and provide a trouble report template to <IBM Cust>. Over time the <IBM Cust> System Administrator will learn to determine the nature of problems that arise and will be able to resolve or report them as necessary.

For integrity issues, IBM requests that <IBM Cust> contact IBM Customer Support by using the IBM toll free Customer Service telephone number (1-800-429-7378).

7.8 Task 8: Demonstrate System to <IBM Cust> Project Team

After the initial samples have been tested, the system is demonstrated to the <IBM Cust> Project Team. The demonstration is an opportunity to share ideas on how to best to further expand the system post-installation, gather immediate feedback on issues that may have been overlooked, and solicit suggestions for system improvements. Other uses for the system are often identified in such meetings, giving impetus for follow-on projects.

7.9 Task 9: Project Completion

Upon demonstration of the product the ECM Consultant will deliver to <IBM Cust> a completed Install Checklist which constitutes completion of this project. Please refer to CFS-ICI + 1 Connector *Install Checklist*.

If issues arise after completion of the project, <IBM Cust> Project Team will attempt to resolve these problems independently or with the assistance of the IBM Product Support Center.

Information Management software