IBM Customer

IBM FileNet Secondary Unit Service Description

January 2, 2009

Table of Contents

1.   Description of Services

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

> ➢   IBM FileNet Secondary Install Unit ("Secondary Install") Package

This service provides the expert resources to install and validate an IBM FileNet software product for one (1) of the following scenarios:

- -   a secondary IBM FileNet environment,

- -   an additional server into an existing IBM FileNet environment, or

- -   an additional service onto an existing IBM FileNet environment.

Based upon the complexity of the product, server, or service to be installed, multiple Secondary Install Units may be required to perform the effort.

The scope of the Secondary Install Package is limited to the installation and validation of ECM licensed software and will include[1]:

- •   Review of <IBM Cust>'s platform/architecture environment[2]

- •   Install one of the following:
    - –   One (1) secondary IBM FileNet environment,
    - –   One (1) additional server into an existing IBM FileNet environment, or
    - –   One (1) additional service onto an existing IBM FileNet environment

- •   Test/Validate the Install

- •   Limited Project Management and Coordination

The resources required for this project will include both the IBM and <IBM Cust> personnel that are required to successfully install the software.

At the completion of the Secondary Install Package, <IBM Cust>'s system will be ready for maintenance support and for initiating the process to configure the system for <IBM Cust>'s specific business requirements.

This installation assumes that individuals knowledgeable on ECM products will perform the tasks to identify the <IBM Cust>-specific definition of the system after the completion of this project. These definition services are outside the scope of deliverables of this Package.

Any change in the scope of work defined in this Service 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] The Secondary Install Package includes installation and validation of the software only. No detailed planning, site-specific configuration, or system administration mentoring is included in this effort.
[2] Installation of prerequisite products (hardware and software) required for the selected environment, server, or service is <IBM Cust>'s responsibility. Please see the **Hardware/Software Requirements for FileNet Products** document found on http://www-01.ibm.com/software/sw-atoz/indexF.html.

2. Resources

The <IBM Cust> 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.

2.1 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")

2.2 <IBM Cust> Team Resources

<IBM Cust> will need 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
- ECM System Administrator
- Web Master/Web Designer
- System Operations Coordinator
- Client Desktop Coordinator
- LAN Administrator
- Database Administrator
- Document/Records Manager
- Document Entry Supervisor
- End-User Manager

3. Role Definitions

<IBM Cust> will need to 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 may necessarily be involved in this Install service.

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

FileNet System Administrator (1 to 3 people) - This individual will be responsible for the administration functions of the system. This individual will work closely with the ECM Consultant during installation of the ECM software.

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.

4. Responsibilities

4.1 <IBM Cust> Responsibilities

In order to facilitate a successful delivery, <IBM Cust> has the responsibility to provide the following:

a.) Project Prerequisites

- All prerequisites must be met before IBM can begin the installation of the product.
- All hardware, software, and network configurations must meet ECM requirements for system size and performance for the purchased software. This includes:
  - ➢ Installation of the operating system
  - ➢ Installation of the customer-supplied database
  - ➢ 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).
- Download the IBM FileNet software to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.

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.) Local help desk personnel trained on the IBM FileNet client products to be installed at <IBM Cust>.

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

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

f.) <IBM Cust> will make available all <IBM Cust> personnel required for this project in a timely manner. Any significant delays caused by <IBM Cust> personnel not being available or project prerequisites not being met may result in schedule delays, which can impact the project sufficiently to require PCR addressing additional or extended IBM personnel requirements and additional costs.

4.2 IBM Responsibilities

a.) Review Architecture & Hardware/Software Requirements

b.) Install

- One (1) IBM FileNet Environment,
- One (1) IBM FileNet server, or
- One (1) IBM FileNet service

c.) Test/validate installation

d.) Provide <IBM Cust> a completed Secondary Install Checklist

5. Assumptions & Limitations

5.1 Assumptions

a.) Clustered installations will be reviewed and approved prior to scheduling the software installation dates. A chargeable PCR may be required to perform the installation in a clustered solution if outside the normal Secondary Install configuration.

5.2 Service Limitations

The Secondary Install 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.

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.

5.2.1 Travel & Living Expenses

This service includes domestic travel and living expenses incurred by ECM resources traveling to <IBM Cust>'s site in order to fulfill IBM's tasks and responsibilities pertinent to delivering this Install Package.

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 Secondary Install service per defined environment, server, or service install.

Additional onsite assistance requested by <IBM Cust> beyond the amount specified in the above paragraphs may be billable subject to the execution of a PCR. IBM also 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.

6. Project Tasks & Deliverables

The Project Team will perform the following tasks. Deliverables for each task are detailed within the task descriptions.

6.1 Task 1: Prerequisite Meeting

The purpose of this meeting is to prepare both the <IBM Cust> team and the ECM team for the Secondary Install Project. Topics of discussion will include prerequisites and schedules.

6.2 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 the Platform/Architecture Configuration Document that was delivered to <IBM Cust> during the kickoff meeting. Upon successful completion of <IBM Cust>'s portion of the document, the IPM will schedule the software installation at least two (2) weeks into the future.

6.3   Task 3: Software Installation

The ECM Consultant, with the assistance of <IBM Cust>'s Information Technology ("IT") staff, will schedule the software installation. <IBM Cust>'s IT 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.

6.3.1   Install the Environment, Server, or Service

The ECM Consultant will install the designated software for one (1) environment, server, or service.

6.3.2   Test the Environment, Server, or Service Installation

The ECM Consultant will configure the system using an initial user and test object data structures. Once the system is able to accept objects for storage the ECM Consultant will perform initial testing to validate that the system is operational.

6.4   Task 4: Project Completion

Upon completion of the testing the ECM Consultant will deliver to <IBM Cust> a completed Secondary Install Checklist which constitutes completion of this project. Please refer to *Secondary 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.