IBM

IBM Customer

IBM FileNet Content Federated Services for Image Services Install Package Service Description

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1. Description of Services

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 Content Federated Services for Image Services (CFS-IS) Install Package

This service will facilitate the successful deployment of CFS-IS into <IBM Cust>'s FileNet P8 Content Manager (P8 CM) environment to use <IBM Cust>'s existing IBM FileNet Image Services (IS) system as a fixed content store and/or to enable access to existing IS content via P8 CM applications and products.

The Delivery Consultant will help guide <IBM Cust> on proven strategies and procedures that have been employed at other ECM installations. The completed configuration also verifies that the software is supportable by IBM's Product Support organization.

The scope of this CFS-IS Install Package is limited to the base configuration of CFS-IS.

The CFS-IS Install Package includes the following activities:

- Review <IBM Cust>'s current environments (IS and P8 CM) to understand the document flow, ingestion location, document classes, indices and properties, security, etc.

- Create a CFS-IS Design Document that will be used as a "road map" for implementing CFS-IS for <IBM Cust>

- Implement CFS-IS on <IBM Cust>'s selected P8 CM & IS environments[1]
    - Implement CFS-IS software.[2]
    - Configure <IBM Cust>'s CFS-IS as detailed in the CFS-IS Design Document

- Review CFS-IS functionality with <IBM Cust>'s system administrator(s)

- Mentor <IBM Cust>'s system administrator(s) on migration "best practices" (how to execute metadata migration jobs, job management, and reconciliation)

- Demonstrate the CFS-IS system to the Project Team

- Perform Project management and coordination to facilitate project delivery

This package includes a set of tasks that <IBM Cust> must complete to facilitate the product configuration and rollout. The actual duration of each task varies from customer to customer, based upon their knowledge of the products and the complexity of the P8 CM and IS environments.

The resources outlined in this plan require both the IBM and <IBM Cust> personnel to participate in the planning and configuration the CFS-IS software.

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 Product Change Request (PCR).

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[1] These services include CFS-IS implementation for one Image Services environment and one Content Manager environment. Installation and configuration of any additional environments are considered additional options. Contact your local Software Services Sales Leader for pricing on any additional install services.
[2] Implementation of the CFS–IS software requires Image Services version 4.0 SP3 or higher, Image Services Toolkit version 4.0 SP3 or higher, Remote Admin Console workstation 4.0.30 or higher, P8 Application Engine version 3.5 or higher, and P8 Content Engine version 3.5 or higher. An upgrade from previous versions of any of these to a current version is outside of the scope of this package.

2. Required Product Training

As part of the delivery, <IBM Cust> is required to have at least one (1) person complete (or have completed) the following IBM training. The IBM education required for this installation is as follows:

- Course Code: F042 – FileNet P8 Platform Administration 4.5

   Or

- Course Code: F1420 – FileNet P8 Platform Administration 5.0

- Course Code: F458 – IS System Administration

Please note that IBM may offer an equivalent Instructor Led Online (ILO) or Self Paced Virtual Course (SPVC). Any of these courses will satisfy this installation package training requirement.

The cost for these training courses is not included in this CFS-IS Package. Please refer to the IBM Learning Services web site for detailed information regarding class cost, schedules, course descriptions, ordering options, registration instructions and other 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> Project Team will consist of the resources from the ECM Software Services 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 Software Services Team Resources

The ECM Software Services Project Lead coordinates the appropriate ECM Software Services resources as required. The ECM Software Services Team typically includes the following members:

- Project Manager (PM) – Project Lead

- IT Consulting Specialist (Delivery Consultant)

- Software Sales Representative (SSR)

- Sales IT Specialist (ITS)

3.2 <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 Software Services Project Lead.

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

- Project Lead

- ECM System Administrator

- Document and/or Records Manager

- Document Entry Supervisor

- End-User Manager

4. 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 Software Services Project Lead.

ECM System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the CFS software and will serve as the on-going administrator. Attending the Administration classes are required and should be completed prior to the installation of the software. This individual will work closely with the Delivery Consultant during installation and configuration of the software.

End-User Manager – This individual represents the business users of the P8 CM and IS systems. This person has knowledge of current document use and the understanding of how CFS-IS will be utilized to support their business operations. This individual will participate in the requirements gathering task of the project.

5. Responsibilities

5.1 <IBM Cust> Responsibilities

In order to facilitate 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 and application of appropriate levels of patches to meet ECM's minimum requirements
- Perform a network check (verify server connectivity to network, addressing, correct protocol).
  - ➢ Verify connectivity between the FileNet P8 and Image Services environments

    –   Have attended the required training prior to the installation of any ECM software

b.) <IBM Cust> acknowledges that:

    –   <IBM Cust> is running the currently supported ECM software releases. The following products must already be installed, configured, and fully operational prior to the commencement of the CFS-IS Implementation Services[3].

- Image Services version 4.0 SP3 or higher
- Image Services Toolkit version 4.0 SP3 or higher
- Remote Admin Console workstation 4.0.30 or higher
- P8 Application Engine version 3.5 or higher
- P8 Content Engine version 3.5 or higher

    –   <IBM Cust>'s P8 CM and IS systems are both fully operational

    –   Additional resources and time for the development of "custom applications" are not included in this service.

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 and requirements gathering of business application rules, business application processes, and application security access as they pertain to the configuration of CFS-IS.

d.) Local system administrator(s) trained on the administration of the ECM products.

e.) After the <IBM Cust> System Administrator has observed the Delivery Consultant during the installation, he or she will be responsible for expanding the system.

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

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

h.) <IBM Cust> will make available all <IBM Cust> personnel required for this project based on the agreed-upon project schedule. 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 a chargeable PCR addressing additional or extended IBM personnel requirements and additional costs.

5.2　IBM Responsibilities

The IBM responsibilities for this package include:

a.) Provide project management and reporting

b.) Review Environment

c.) CFS–IS requirements gathering

d.) Provide a CFS-IS Design Document

    –   Document up to ten Document Classes

    –   Document up to twelve Indexes

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[3] Performing upgrades to these systems to meet the required prerequisites is outside the scope of the CFS-IS Install Package. ECM can perform these upgrades for <IBM Cust> using the appropriate IBM FileNet Install services.

e.) Configure CFS-IS on <IBM Cust>'s selected P8 CM & IS environments

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

- Map up to ten Document Classes
- Map up to twelve Indexes

g.) Mentor <IBM Cust>'s System Administrator on how to execute the migration effort (export jobs), job management, and reconciliation

h.) Demonstrate the CFS-IS system to the <IBM Cust> Project Team

i.) Provide <IBM Cust> a completed CFS-IS Install Checklist

6. Limitations

6.1 Service Limitations

The CFS-IS 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 Software Services 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.

6.1.1 Travel & Living Expenses

This package does **not** include domestic travel and living expenses incurred by ECM Software Services resources traveling to <IBM Cust>'s site in order to fulfill IBM's tasks and responsibilities pertinent to delivering this service.

The Delivery Consultant may travel to <IBM Cust>'s site for **one** (1) visit for tasks associated with delivering this service. <IBM Cust> will be billed actual travel and living costs.

IBM will invoice <IBM Cust> for travel and living expenses and other reasonable expenses incurred in connection with the package delivery. Amounts are due upon receipt of invoice and payable within 30 days. <IBM Cust> agrees to pay accordingly, including any late payment fee. <IBM Cust> does not have to pay any amount disputed in good faith while it is being investigated, but <IBM Cust> remains obligated to pay any amount not in dispute.

Additional on-site assistance requested by <IBM Cust> beyond the number of visits indicated above will 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.

7. Project Tasks & Deliverables

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

7.1 Task 1: Kickoff Meeting

The purpose of this meeting is to prepare both the <IBM Cust> team and the ECM Software Services team for the CFS-IS Project. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

7.1.1 Review Project Services Description

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

7.1.2 Define and Review Project Plan

Once selected, the joint <IBM Cust> and IBM Project Team customizes the sample project plan defining mutually agreed-upon dates for delivery (see Sample Project Plan). 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

The PM 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: Environment Review

The PM 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.

ECM Software Services recommends reviewing any questions during the weekly status calls.

7.3 Task 3: Requirements Gathering

This portion of the install service will assist <IBM Cust> with identifying the requirements for their CFS-IS configuration. By reviewing the <IBM Cust>'s Index Database Statistic report and Data Dictionary report, the Delivery Consultant can evaluate the current IS system to determine a strategy for configuring CFS-IS. The Delivery Consultant will evaluate <IBM Cust>'s federation 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-IS Design Document) documenting <IBM Cust>'s CFS–IS configuration.

7.4 Task 4: CFS–IS Design Document

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

- Document Class Mappings (up to ten)
- Index and Property Mappings (up to twelve)
- Security Definitions (if needed)

7.5   Task 5: Configuration

Once there is an agreed upon CFS-IS design, the Delivery Consultant will work with the ECM Administrator to configure <IBM Cust>'s environment as detailed in the CFS-IS Design Document. The work done by the Delivery Consultant is limited to the following:

- Creating and mapping up to ten Document Classes

- Creating and mapping up to twelve Index (Properties)

The execution of these mappings will demonstrate how this initial configuration can be expanded to meet future business requirements.

7.6   Task 6: Migration Mentoring

The Delivery Consultant will execute export jobs to migrate a selection of data (up to ten thousand) documents for no more than four document classes), while training <IBM Cust> personnel to perform the remainder of the migration. The initial migration will be validated by retrieving twenty-five random documents from the migrated selection. Retrieval of the documents will constitute project completion.

Migration mentoring includes the following:

- Export job set-up

- Migrate a selection of data with full training

- Review migration procedures and user documentation for Migration Tools

- Execute Initial migration and image retrieval testing

7.7   Task 7: Review Problem Reporting Procedures

Before calling IBM Customer Support, full documentation of the problem at hand always expedites resolution and helps maintain internal system up-time records. The Delivery 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 1-800-426-7378 or 1-800-IBM-SERV.

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

After the initial samples have been tested, IBM ECM Software Services will demonstrate CFS-IS to the <IBM Cust> Project Team. The demonstration is an opportunity to share ideas on how to best configure the system, 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 Checklist

Upon completion of the Package, the Delivery Consultants will deliver to <IBM Cust> a completed Install Checklist which constitutes completion of this project. Please refer to *Content Federated Services for Image Services Install Completion Checklist*.

If issues arise after delivery of the Project Completion Checklist, <IBM Cust> should contact IBM Customer Support by using the IBM toll free Customer Service telephone number 1-800-426-7378 or 1-800-IBM-SERV.