



<BM Customer> ***IBM FileNet Content Manager
Install Package
Service Description***

November 1, 2010



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1. Description of Services

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

- IBM FileNet Content Manager (CM) Install Package

This service provides the expert resources to install the CM software at your site. It also provides hands-on assistance to address questions, recap key issues covered in formal training classes, and to confirm that <IBM Cust>'s systems and resources are ready to begin applying the knowledge gained in class to their systems.

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

The scope of this package is limited to the installation and a base configuration of CM. It includes the installation of the CM Platform¹ and the creation of one IBM-defined test Object Store².

The CM Install Package will include the following activities:

- Review <IBM Cust>'s environment³
 - Review Environmental Prerequisite Checklist
 - Review P8 Plan & Prepare Worksheet
- Review the <IBM Cust>-supplied System Design Document
- Install one instance each of the following CM components:
 - One Content Engine
 - One Application Engine
 - One instance of Workplace XT⁴
 - One Process Engine
- Configure CM for an initial base environment
- Test CM Out-of-the-Box (OOTB) functionality
- Perform System Administration Handoff
- Demonstrate the CM OOTB functionality to the Project Team
- Deliver System Configuration Document
- Provide project management and coordination to facilitate project delivery

¹ The IBM FileNet P8 CM Platform installation includes one instance each: one Content Engine, one Application Engine, and one Process Engine. Installation and configuration of any additional services or servers other than those required as part of the installation of CM are considered additional options. Contact your Software Services Sales Leader for pricing for any additional services.

² The IBM-defined test object store will be used to test the out-of-the-box product functionality following the installation. IBM recommends that <IBM Cust> create additional object store(s) as needed for business-specific use keeping the test object store for product functionality testing.

³ Installation of prerequisite products (hardware and software) required for the CM Platform 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>.

⁴ <IBM Cust> may request Workplace in lieu of Workplace XT at no charge. A chargeable PCR may be required to install both Workplace XT and Workplace.

This package includes a set of tasks that <IBM Cust> must complete to facilitate a product installation 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 anticipated CM environment.

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

At the completion of the package, <IBM Cust>'s system and resources 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 package⁵.

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).

2. Required Product Training

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

- Course Code: F1420 – FileNet P8 Platform Administration
- Course Code: F1440 – IBM FileNet BPM Administration Add-on (if licensed for Business Process Management)

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 CM Install 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.

⁵ Services to configure all site- and user-specific preferences are described in the CM Fast Start Package may be delivered via a custom Statement of Work.

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)
- IT Consulting Specialist (Delivery Consultant)
- Software Sales Representative(SSR)
- Sales IT Specialist (ITS)
- Client Manager

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 Manager.

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

- Project Lead (Project Manager)
- FileNet System Administrator
- Information Technology (IT) Administrator
- Web Application Server Administrator
- LDAP Administrator
- Storage Device Administrator
- System Operations Coordinator
- LAN Administrator
- Database Administrator
- Document/Records Manager
- Document Entry Supervisor
- End-User Manager

3.3 <IBM Cust> System Design Resource

<IBM Cust> will need to provide a System Design resource to conduct requirements analysis and system planning for <IBM Cust>'s CM application. This resource will also be responsible for developing a System Design Document that reflects the results of these analysis tasks.

The System Design Resource can be an ECM Software Services resource, an IBM Partner resource, or an individual who is on <IBM Cust>'s staff with strong FileNet design and administration knowledge. The effort for this resource is not included in this package and must be engaged separately⁶. IBM strongly recommends that this resource be an IBM FileNet Certified Professional Administrator.

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 PM Project Lead.

CM System Administrator (1 to 3 people) - This individual will perform the administration functions necessary to oversee the CM system and will serve as the ongoing administrator. Attending the P8 Platform Administration class is 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 CM server and clients.

IT Administrator (1 to 3 people) – This individual will perform the required operating system builds, network configurations, and carry out certain local operating system security configurations to prepare your environment infrastructure for the IBM FileNet P8 Platform. This individual would be responsible for understanding the Preparation and Planning Guide and own the execution of the Preparation and Planning Worksheet. This individual would be responsible for working with the IBM consultant to resolve issue related to the customers infrastructure during installation.

Web Application Server Administrator (1 person) - This individual will work closely with the Delivery Consultant during the execution of the CE and AE server installation and deployment providing appropriate access, passwords and other details as needed in regards to the J2EE Application Server. This resource will provide technical insight into the current <IBM Cust> environment, as required, for the installation phase.

LDAP Administrator (1 person) - This individual will work closely with the Delivery Consultant during the execution of the CM server installation providing the appropriate LDAP server specific information for connection, container structures, base realms, user and group creations and memberships, passwords and other details as needed. This resource will also provide technical insight into the current <IBM Cust> environment, as required, for the installation phase.

Storage Device Administrator (1 person) - This individual will assume responsibility for <IBM Cust>'s storage requirements. This individual will ensure the designated P8 servers that require storage are attached to the remote devices, the appropriate amount of storage has been allocated and the storage is functioning as designed, This resource will provide technical insight into the current <IBM Cust> environment, as required, for the installation phase.

Database Administrator (1 person) - This individual will assume responsibility for <IBM Cust>'s database. This individual will create databases and/or instances, tablespaces, schemas, etc. (depending on database vendor) and also provide proper DB user accounts and passwords to allow the Delivery Consultant to perform functions in the course of the installation when access to the database is required.

⁶ Services to complete these activities are described in the CM Fast Start Package and is out of scope for the CM Install Package.

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 FileNet P8 requirements for system size and performance for the purchased software. This includes:
 - Installation of the operating system
 - Installation of the customer-supplied database
 - Installation of Web Application Server(s)
 - Installation or application of appropriate levels of patches to meet FileNet P8's minimum requirements
 - Perform a network check (verify server connectivity to network, addressing, correct protocol).
 - Download the CM software to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
 - Complete the *Environment Prerequisite Checklist*.
 - Complete the *P8 Plan & Prepare Worksheet*.
 - Have attended the required training prior to the installation of any ECM software.
- b.) <IBM Cust> acknowledges that:
 - Installation of the CM software in a highly-available manner (clustering and/or farming) is not included in this CM Install Package. A chargeable PCR will be required to perform the installation in a highly-available configuration.
 - Configuration for Single Sign-on (SSO), Secured Socket Layer (SSL), or "server hardening" is not included in this CM Install Package. A chargeable PCR will be required to perform these additional efforts in each environment.
 - 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 installation of the CM system. The outcome of this process is a System Design Document.
- d.) Local system administrators trained on the administration of the ECM products previously installed.
- e.) After the <IBM Cust> System Administrator has attended the proper training and has reinforced that training by observing the Delivery Consultant during the installation, he or she will be responsible for expanding the installation.
- f.) Local help desk personnel trained on the IBM FileNet client products to be installed at <IBM Cust>.
- g.) Adequate facilities for each Delivery Consultant including:
 - cubicle, desk, telephone, and Internet access,
 - remote access (e.g., VPN access),

- direct access to the keyboard.
- h.) When performing remote work, <IBM Cust> will provide VPN access into <IBM Cust>'s network and remote access to a workstation in the network that:
 - can connect to all required servers and
 - is preloaded with all required connectivity tools appropriate to <IBM Cust>'s environment.
- i.) Product Subscription and Support Agreement in place through IBM.
- j.) <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.) Review Environment
 - Deliver and Review Environment Prerequisite Checklist
- b.) Install one instance each of the following CM products:
 - One Content Engine
 - One Application Engine
 - o One instance of Workplace XT⁷
 - One Process Engine
- c.) Create one Object Store
- d.) Configure CM for a test environment
 - Discuss user and group profiles
 - Create one custom property
 - Create one document class
 - Create one folder
 - Create one sample Process
 - Create one Work Queue using Configuration Console
- e.) Test CM System OOTB Functionality
 - Execute Methods on an object
 - Search
 - Check in and out
 - Display
- f.) Perform System Administration Handoff
 - Transfer of Information
 - Routine Maintenance
 - Backup Methodology
 - Problem Reporting
- g.) Demonstrate the CM System to <IBM Cust> Project Team

⁷ <IBM Cust> may request Workplace in lieu of Workplace XT at no charge. A chargeable PCR may be required to install both Workplace XT and Workplace.

- h.) Deliver System Configuration Document
- i.) Provide <IBM Cust> a completed CM Install Checklist

6. Limitations

6.1 Service Limitations

The CM 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 nonqualified 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. The PM may participate in up to one on-site meeting. It is intended that status meetings will be held via conference calls. <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.

On-site assistance requested by <IBM Cust> 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 CM 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 PM will review the package Service Description, the installation 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 chargeable PCR.

7.2 Task 2: Environment Review

The PM will review the ECM software purchased, <IBM Cust>'s server configuration (hardware, operating system, web application server(s), and site specific software), ECM-specific network configuration, and <IBM Cust>'s System Diagram. This review will encompass the items indicated in the *Environment Prerequisite Checklist* that is delivered to <IBM Cust>. Upon completion of <IBM Cust>'s portion of the document, the PM will schedule the software installation.

In addition to the *Environment Prerequisite Checklist*, the Delivery Consultant will generate an installation *P8 Plan & Prepare Worksheet*. This worksheet will gather specific details needed to perform the installation, such as server names, IP addresses, directory paths, tablespace names, administrator IDs, etc. The Delivery Consultant will review the *P8 Plan & Prepare Worksheet* with the <IBM Cust> resource who will coordinate the completion of this spreadsheet. A number of items listed on this worksheet must be completed on or by <IBM Cust>'s systems or administrators prior to the initiation of the installation. Depending upon <IBM Cust>'s internal processes, completion of some items may require special scheduling. Focus should be on the priority defined by the Delivery Consultant and <IBM Cust>'s internal process needs.

ECM Software Services recommends reviewing any questions arising from the completion of the *Environment Prerequisite Checklist* or the *P8 Plan & Prepare Worksheet* during the weekly status calls.

7.3 Task 3: Software Installation

The Delivery Consultant, with the assistance of <IBM Cust>'s Information Technology (IT) staff, will schedule the server software installation. <IBM Cust>'s IT staff must review the release notes, which provides the latest information regarding operating system software release levels and patches required for software installation.

A member of <IBM Cust>'s IT staff must have attended the P8 Platform Administration training prior to this step to facilitate appropriate system configuration choices and ease support transition to <IBM Cust>.

7.3.1 CM Installation

Utilizing the updated P8 Plan & Prepare Worksheet, the Delivery Consultant will install one instance each of the CM software:

- one application engine,
 - one instance of Workplace or Workplace XT
- one content engine,
- one process engine,

The Delivery Consultant will create one IBM-defined, test object store to test the CM OOTB functionality. IBM recommends that <IBM Cust>

- creates additional object store(s) for business-specific use and
- retains the test object store for future base product functionality testing.

7.4 Task 4: <IBM Cust>'s System

The Delivery 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 Delivery Consultant will perform initial testing to validate that the CM system is operational.

7.4.1 Initial Security Setup

The Delivery Consultant will review user and group profiles.

7.4.2 Initial Property and Document Class Setup

The Delivery Consultant will configure and test one document class and one property to validate system readiness.

7.4.3 Load Sample Objects

Once the Object Store has been configured, <IBM Cust> may supply several sample objects (such as Microsoft Word documents) or IBM will provide sample objects. IBM will load these into the CM system.

7.5 Task 5: Test CM System OOB Functionality

Once sample documents are loaded into the system, the Delivery Consultant and the <IBM Cust> System Administrator will execute a set of routine business processes with the samples. Examples include:

- Log on/log off
- Add a Folder
 - Modify a folder's properties
- New Object Creation / Deletion
 - Add an document
 - Modify a document's properties
 - Search for the document
 - View the document
 - Check out a document
 - Modify checked out document
 - Check in modified document (identify new major version number)
- New Process Creation / Launch
 - Create 1 sample workflow
 - Create 1 test queue

- Validate / Save / Transfer Workflow
- Launch workflow from document link
- Process work
- Complete work

The <IBM Cust> Project Team members can use this phase as a hands-on learning process to ensure they understand the database setup, modification, and testing process of the CM system.

7.5.1 Client Workstation Testing

After the system is fully operational, the <IBM Cust> Project Team will be responsible to test Client Workstations to ensure client interaction with the CM system is operating as expected for out-of-box functionality. The Delivery Consultant will assist with testing if needed.

7.6 Task 6: System Administration Handoff

7.6.1 Transfer of Information

The Delivery Consultant will review the CM product with the <IBM Cust> System Administrator to help prepare <IBM Cust> for further expansion of the system. The Delivery Consultant will reinforce topics covered in the CM Learning Services courses required for this package.

7.6.2 Routine Maintenance

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

7.6.3 Review Backup Methodologies

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

7.6.4 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 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.

7.7 Task 7: Demonstrate System to <IBM Cust> Project Team

After the initial samples have been tested, IBM will demonstrate the CM system 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.

7.8 Task 8: System Configuration Document

As <IBM Cust> tests the system, the Delivery Consultant will provide <IBM Cust> the completed System Configuration Document, which includes the <IBM Cust>-supplied data as well as the installed ECM software versions and patches. This document represents a starting point for ongoing maintenance and modification of the system.

<IBM Cust> should include this document with the final System Design Document.

7.9 Task 9: Project Completion Checklist

Upon demonstration of the product, the Delivery Consultant will deliver to <IBM Cust> a completed Project Completion Checklist which constitutes completion of this project. Please refer to *IBM FileNet Content Manager Project 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.