IBM Customer

IBM FileNet Image Services Fast Start Package Service Description

July 1, 2010

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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 Image Services Fast Start (IS Fast Start) Package

This service provides hands-on assistance to configure the system to <IBM Cust>'s specific requirements for document storage, to address questions, recap key issues covered in formal training classes, and to verify that <IBM Cust>'s systems and resources are ready to begin applying the knowledge gained in class to <IBM Cust>'s business needs and operational requirements. The Delivery Consultant will help guide <IBM Cust> on proven strategies and procedures that have been employed by other ECM projects.

The scope of this Fast Start Package is limited to the support of IS[1] with the creation of one System Design Document.

The IS Fast Start Service will provide:

- Review of <IBM Cust>'s environment[2]

- Document Analysis and Requirements Gathering for the creation of a System Design Document

- Configuration of the system based upon the System Design Document

- Validation of the System

- System Administration Handoff

- Demonstration of the System to the Project Team

- Delivery of the final System Design Document

- Project management and coordination to facilitate a professional project delivery

This Fast Start Package includes a set of tasks that <IBM Cust> must complete to facilitate a product 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 IS environment.

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

At the completion of the IS Fast Start Package, <IBM Cust>'s system and resources will be ready for maintenance support and for initiating the process to expand the system for <IBM Cust>'s specific business requirements. As part of this Fast Start service, IBM will work with individual's knowledgeable on <IBM Cust> data storage requirements to create the <IBM Cust> specific definition of the system.

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] The IM Fast Start Package includes the configuration of the IM software on one environment at <IBM Cust>'s site. Installation and configuration of any additional services other than those required as part of the IM Fast Start service are considered additional options. Please contact your Software Services Sales Leader (SS SL) for services beyond this scope of this Package.
[2] Installation of prerequisite products (hardware and software) required for the Image Services 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.

2. Required Product Training

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

- Course Code: F458 – IBM FileNet 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 IS Fast Start 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:

- Solution Implementation Project Manager (SIM) – Project Lead

- Software Services IT Specialist (Delivery Consultant)

- Field Delivery Consultant (FDC)

- 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
- IS System Administrator
- System Operations Coordinator
- Database 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.

FileNet System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the IS system and will serve as the on-going administrator. Attending the IS Administration class is required and should be completed prior to the installation of the software as well as this Fast Start service. This individual will work closely with the Delivery Consultant during the configuration of the IBM FileNet software.

5. Responsibilities

5.1 <IBM Cust> Responsibilities

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

a.) Project Prerequisites
- All prerequisites must be met before IBM can begin the configuration of the product.
- FileNet IS has been installed and tested at <IBM Cust>'s facility.
- All prerequisite hardware and software has been installed onto <IBM Cust>'s designated FileNet servers.
- Perform a network check (verify server connectivity to network, addressing, correct protocol).
- Have attended the required training prior to the installation of any ECM software.

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 the IS system.

d.) Local system administrator(s) 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 Fast Start, he or she will be responsible for completing the following items.

- Expansion of Security Schema
- Expansion of Users and Groups
- Creation of Additional Object Stores
- Creation of Additional Custom Properties

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

a.) System Design Requirements Gathering

- Document Store Architecture
- Document Type Analysis
- Security Analysis
- Define Users, Groups, Roles
- Define Document Classes
- Develop System Design Document

b.) Configure IS as based on System Design Document

- Create up to twenty (20) initial user and group profiles
- Create up to ten (10) initial custom properties
- Create up to four (4) document classes
- Create up to four (4) surface families
- Configure MSAR

c.) Test IS System

- Execute Methods on an object
  - Search
  - Index Update
  - Security Change
  - Annotation Creation
  - Display

d.) Perform System Administration Handoff

- Transfer of Information

- Problem Reporting

e.) Demonstrate the IS System to <IBM Cust> Project Team

f.) Deliver Final System Design Document

g.) Provide <IBM Cust> a completed IS Fast Start Checklist

6. Assumptions & Limitations

6.1 Assumptions

a.) The IS Fast Start service does not perform the analysis or design to implement <IBM Cust>'s IBM FileNet software for High Availability (HA) or Disaster Recovery (DR) use.[3]

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

6.2 Service Limitations

The IS Fast Start 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.

6.2.1 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 **two** (2) 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.

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[3] Please contact your SS SL for HA or DR services.

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 IS Fast Start 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 Install Package Service Description, the 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 SIM 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 SIM 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.

7.3 Task 3: Document Analysis Requirements Gathering

IBM FileNet systems can be configured in a variety of ways in order to meet the requirements of a given business. An adequate configuration that meets <IBM Cust>'s document management needs begins with valid business assumptions. The Delivery Consultant discusses various business requirements with <IBM Cust> and develops a set of assumptions that the team employs during the implementation. Prior to acceptance by the Project Team, <IBM Cust> reviews these assumptions for accuracy. Should these business assumptions change, the configuration may require changes, as well, to reflect the new assumptions.

The Fast Start is specially designed to ask the necessary questions and guide <IBM Cust> through the design and implementation process of an IS system. The Delivery Consultant will perform a document analysis in regards to the customization of the ECM document storage and index system to match the defined needs of the business utilization. Tasks include defining document classes, custom properties, and security. The Delivery Consultant will create a System Design Document with the information gathered during this analysis[4]. This document will be used to communicate with <IBM Cust> personnel for additional information and clarification.

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[4] The Delivery Consultant time required for doing the analysis and creating the design document should not exceed four (4) days.

The Delivery Consultant will gather information on <IBM Cust>'s object usage, type, security, etc. The Delivery Consultant will work with <IBM Cust> Project Team to determine the business requirements, business rules, and desired outcome for <IBM Cust>'s CM System. This will define how objects are managed.

7.3.1 Families and Classes

At the outset of the project, the Project Team determines the types of objects and documents to be managed within the IS System. The Delivery Consultant assists <IBM Cust> in collecting and recording the following information:

- Types of documents specific to <IBM Cust>'s business

- Document lifecycles

- Security templates

- Document Classes and volumes, both existing and projected, for the next year

- Class of documents (up to four) specific to <IBM Cust>'s business

- Document class volumes, both existing and projected, for the next year

- Retention schedules for each document class

- Groups that "own" or control each document class

- Access for each document class – who can view, change, or delete a document?

- Disk families (up to four) for specific groups or departments

7.3.2 Custom Properties

Each document class requires the definition of a set of custom properties that will uniquely categorize each document and simplify storage and search for the document in the future. Since multiple classes can share properties (indexes), the Delivery Consultant will facilitate this discussion.

<IBM Cust> groups must be prepared to identify:

- Data types

- Input and output masks

- Date formats

- Required entry

- Retrieval keys

- Default values

7.3.3 Security Strategies and Security Access

The Delivery Consultant discusses the security tools and strategies available to <IBM Cust> so that the IS System Administrator can begin to formulate and implement an evolving security mechanism and procedure.

Areas of discussion include:

- The various security strategies (or methods of implementation) that the system can accommodate and which of these are best suited to <IBM Cust>'s requirements.

- How to organize users into different security and access groups.

- Determining the types of functions (system capabilities) that are appropriate for, or required by, users.

- Determining the security types required by the business needs.

- Determining which types of functions should be restricted to different classes of users and groups.

7.3.4 System Design Document

Armed with information gathered in the prior tasks, the Delivery Consultant will build a System Design Document. This document describes the system components, installation parameters, configuration settings, users, groups, document classes, properties, security profiles, and all other pertinent data for a complete production system. The Delivery Consultant will provide <IBM Cust> with a copy of the System Design Document. This document is the guidebook for subsequent software installation, configuration, and testing by ECM Software Services and <IBM Cust>.

7.4 Task 4: <IBM Cust>'s System

7.4.1 Initial Security Setup

The Delivery Consultant and <IBM Cust>'s System Administrator defines up to twenty (20) user and group profiles based upon <IBM Cust>-supplied information.

7.4.2 Initial Property & Document Class Setup

This phase includes hands-on instruction on defining parameters of IS. The Delivery Consultant will configure up to four (4) document classes and up to ten (10) properties. Once the initial objects have been placed under IS system control, object method functionality (retrieval, property changes, annotation modification and creation, and printing) is validated. The Project Team members can use this phase as a learning process to ensure they understand the database setup, modification, and testing process of the Image Services system.

7.4.3 Load Sample Objects

Once the IS system has been configured, <IBM Cust> will supply several sample documents. These are loaded into the system, with the security privilege and properties denoted.

7.4.4 Test IS System

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

- New Document creation

- Document access changes

- Document search, copy, view, and print functions

7.5 Task 5: System Administration Handoff

7.5.1 Transfer of Information

The Delivery Consultant will review the IS product with the <IBM Cust> System Administrator to better prepare <IBM Cust> for further expansion of the system. The Delivery Consultant will reinforce topics covered in the Learning Services courses required for this Package. Topics to be reviewed:

- Entering class definitions data into the system as part of the configuration

- Entering property definitions into the system as part of the configuration

- Entering security profile definitions data into the system as part of the configuration

7.5.2 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.

7.6   Task 6: Demonstrate System to <IBM Cust> Project Team

After the initial samples have been tested, ECM Software Services will demonstrate the IS 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.

7.7   Task 7: Project Completion Checklist

Upon demonstration of the product, the Delivery Consultants will deliver to <IBM Cust> a completed Fast Start Checklist which constitutes completion of this project. Please refer to *IBM FileNet Image Services Fast Start 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.