IBM Customer

IBM ECM Secondary Unit Install
Service Description

January 1, 2011

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1. Description of Services

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

> ➢ IBM ECM Secondary Install Unit (Secondary Install) Package

Based upon the complexity of the software product to be installed and the hardware configuration, multiple Secondary Install Units may be required to perform this effort.

This service provides the expert resources to install and validate one ECM software product instance in order to:

- add an additional product instance to an existing installation

or

- install a product instance on a secondary or additional environment

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

- Review <IBM Cust>'s environment

- Install one instance of an ECM product

- 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 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).

2. 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.

2.1 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:

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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.

- Project Manager (PM) – Project Lead
- IT Consulting Specialist (Delivery Consultant)

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 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
- Web Application Administrator
- 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 Software Services Project Lead.

ECM 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 Delivery Consultant during installation of the ECM software.

Database Administrator (1 person) - This individual will assume responsibility for <IBM Cust>'s database. This individual will also provide proper passwords to allow the Delivery 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 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 ECM software to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
- Complete the Environment Prerequisite Checklist.

b.) <IBM Cust> acknowledges that:

   i. 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.

c.) 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

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

e.) Adequate facilities for each Delivery Consultant including:

- cubicle, desk, telephone, and Internet access,

- remote access (e.g. VPN access),

- direct access to the keyboard.

f.) 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 pre-loaded with all required connectivity tools appropriate to <IBM Cust>'s environment.

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 PCR addressing additional or extended IBM personnel requirements and additional costs.

4.2   IBM Responsibilities

a.) Review Environment

- Deliver & Review Environment Prerequisite Checklist

b.) Install one instance of an ECM product

c.) Test and validate installation

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

5. Limitations

5.1 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 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.

5.1.1 Travel & Living Expenses

This package does **not** include travel and living expenses incurred by IBM 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 in 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. A visit is four or fewer days at your site by an IBM or IBM subcontract employee. 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 Software Services team for the Secondary Install Project. Topics of discussion will include prerequisites and schedules.

6.2 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. 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 this document, the PM will schedule the software installation.

ECM recommends reviewing any questions arising from the completion of the *Environment Perquisite Checklist* during the weekly status calls.

6.3 Task 3: Software Installation

The Delivery 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 software installation.

6.3.1 Install One Instance of an ECM Product

The Delivery Consultant will install one instance of an ECM product to:

- add an additional product instance to an existing installation

  or

- install a product instance on a secondary or additional environment

6.3.2 Test the Environment, Server, or Service Installation

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 system is operational.

6.4 Task 4: Project Completion Checklist

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