IBM

IBM Customer

IBM FileNet Protected Storage for IS Install Package Service Description

July 1, 2010

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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 FileNet Protected Storage for IBM FileNet Image Services (Protected Storage for IS) Install Package. To implement one of the following:
> - NetApp SnapLock
> - EMC Centera
> - IBM DR550
> - Sun 5320 NAS series of storage devices

This Install Package will facilitate the smooth and rapid deployment of the Protected Storage software with <IBM Cust>'s IS system. The Delivery Consultants will help guide <IBM Cust> on proven strategies and procedures that have been employed at other ECM installations.

The scope of this Install Package is limited to the installation and base configuration of the Protected Storage for IS[1].

This Install 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 Protected Storage environment.

The resources required for this project will include both the IBM and <IBM Cust> to install and configure the Protected Storage software.

The Protected Storage Install Package will provide:

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

- Install the protected storage software on one (1) IS system.

  – Installation of IS Protected Storage software.[3]

  – Configuration of <IBM Cust>'s Protected Storage IS environment

- Install SDS_tool to allow for viewing, deletion and/or retention modifications of SDS objects

- System Administration Handoff

- Demonstrate product to the project team

- Deliver the Protected Storage Operations Guide which is a site specific outline of <IBM Cust>'s Protected Storage installation, configuration, and operation.

- Project management and coordination to facilitate a smooth and professional project delivery.

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 Protected Storage Install includes one install and configuration of NLS_Archive for one of the following protected storage devices (NetApp SnapLock, EMC Centera, IBM DR 550, or Sun 5320). This Install also includes one (1) upgrade of IS 4.0 or 4.1 to the latest IS 4.0 Service Pack, one install or upgrade of IS Toolkit (ISTK) 4.0, and one install of SDS_tool. Installation or upgrade of any additional services, ISTK utilities, or ISTK custom applications other than those required as part of this Install Package are considered out of scope.
[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.
[3] Installation of the Protected Storage software requires IS 4.0 or 4.1. An upgrade from a previous version of IS to the 4.0 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 person complete the following IBM training. The IBM education required for this installation is as follows:

- 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 Protected Storage for IS 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 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 resources as required.

The ECM Software Services Team typically includes the following members:

- Solution Implementation 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
- FileNet System Administrator
- Infrastructure Coordinator
- Protected Storage Device 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 Project Lead.

FileNet System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the IBM FileNet system and will serve as the on going administrator. Attending the IS System Administration class is required and should be completed prior to the installation of the software. This individual will work closely with the Delivery Consultants during installation and configuration of the Protected Storage 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 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 and/or application of appropriate levels of patches to meet ECM's minimum requirements
  - ➢ Installation of the latest version of IS (4.0 or 4.1) and properly configured.
  - ➢ Protected storage device installed, configured, available, and operating as expected.
- Perform a network check (verify server connectivity to network, addressing, correct protocol).
- Ensure <IBM Cust>'s protected storage device (SnapLock, Centera, DR550, or Sun 5320 has been installed and configured on <IBM Cust>'s network prior to the initiation of this project.
- Perform a connectivity verification of the protected storage device.
- Ensure all prerequisite hardware and software has been installed onto <IBM Cust>'s designated ECM servers.

- Download the Protected Storage for IS software to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
- Complete the *Environment Prerequisite Checklist.*
- 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.) Local system administrator(s) trained on the administration of the ECM products previously installed.

d.) Adequate facilities for each Delivery Consultant including:

- cubicle, desk, telephone, and Internet access,

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

- direct access to the keyboard.

e.) 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.

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

g.) <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 rechargeable PCR addressing additional or extended IBM personnel requirements and additional costs.

5.2   IBM Responsibilities

a.) Provide project management and reporting

b.) Review Environment

- Deliver & Review Environment Prerequisite Checklist

c.) Review completed Protected Storage Pre-install Checklist

d.) Install & Configure Protected Storage Software on one (1) IS environment

e.) Install SDS_tool with Base Functionality Mentoring

f.) Perform System Administration Handoff

- Transfer of Information
- Routine Maintenance
- Problem Reporting

g.) Demonstrate the product to the project team

h.) Provide the Protected Storage Operation Guide

i.) Provide <IBM Cust> a completed Protected Storage for IS Install Checklist

6. Assumptions & Limitations

6.1 Assumptions

a.) Installation of Protected Storage software will not be in a clustered environment. A chargeable PCR may be required to perform the installation in a clustered environment.

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

c.) There is no requirement to migrate any existing documents to the protected storage device.[4]

d.) <IBM Cust> is running the currently supported IS software release. IS version 4.0 or 4.1 must already be installed, configured, and fully operational prior to the commencement of this Install Package[5].

e.) The effort to configure a "Cache Only" IS system (decommissioning an OSAR or MSAR) is not included in this Protected Storage for IS Install Package.

6.2 Service Limitations

The Protected Storage for IS 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.

6.2.1 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.

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[4] Please contact your Software Services Sales Leader (SS SL) regarding the Protected Storage for IS Migration Mentoring to perform this effort.
[5] This service is outside the scope of the Protected Storage Install Package. IBM can perform the IS Install for <IBM Cust>. <IBM Cust> will need to purchase the appropriate IS Install Package.

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 Protected Storage for IS Install 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 installation tasks, and roles and responsibilities with <IBM Cust>'s Project Team.

7.1.2 Define and Review Project Schedule

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.

The starting date to begin the Protected Storage for IS installation for <IBM Cust> will be scheduled with the IBM FileNet Install and Upgrade Team and the Delivery Consultants based upon the Support Team and resource availability.

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 services purchased, <IBM Cust>'s server 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 SIM will schedule the software installation.

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

7.3 Task 3: Software Installation & Configuration

7.3.1 Image Services 4.0 or 4.1 and latest SP

IS should already be at the latest version, IS 4.0 or 4.1. In order to prepare for the Protected Storage Software installation, the FDC will need to apply the appropriate IS patch to the IS 4.0 or 4.1 system to enable single document storage as well as upgrade the ISTK, (also known as WAL) to the latest version. The Toolkit upgrade

may affect other Toolkit utilities. Review the toolkit version installed and work with the FDC to update the other utilities if necessary.[6]

7.3.2 Protected Storage Software Install & Configuration

The Delivery Consultant will install the Protected Storage software (NLS_Archive), and configure <IBM Cust>'s Protected Storage.

The Delivery Consultant will test IS verifying storage of archived documents onto the protected storage device and then validate retrieval from the device into IS page cache.

7.4 Task 4: SDS_tool Install & Mentoring

The Delivery Consultant will install the SDS_tool to allow for <IBM Cust> to view, delete, and modify retention settings of SDS objects.

Once installed, the Delivery Consultant will:

- Demonstrate basic functionality
- Review the functionality available for <IBM Cust>'s protected storage device
- Discuss available options

7.5 Task 5: System Administration Handoff

7.5.1 Transfer of Information

The Delivery Consultant will review the Protected Storage configuration and functionality with the <IBM Cust> System Administrator.

7.5.2 Routine Maintenance

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

7.5.3 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 FDC 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.

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[6] Installation or upgrade of any additional ISTK utilities or ISTK custom applications are considered out of scope.

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

After the initial samples have been tested, the system is demonstrated 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: Protected Storage Operations Guide

The Operations Guide will contain the following information:

- Protected Storage Software Overview
- Customer Specific Configuration Information
- Daily Operation and Monitoring

7.8   Task 8: Project Completion Checklist

Upon demonstration of the product the Delivery Consultant will deliver to <IBM Cust> a completed Install Checklist which constitutes completion of this project. Please refer to *IBM FileNet Protected Storage for Image Services Project Completion Install 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.