IBM Customer

IBM Case Analyzer & FileNet Process Simulator Install Package
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 Case Analyzer & FileNet Process Simulator (Case Analyzer/Process Simulator) Install Package

This service provides the expert resources to install the Case Analyzer/Process Simulator software at your site. It also provides hands-on assistance to address any questions, recap key issues covered in formal training classes, and to ensure 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 installations. The completed installation also ensures that the software is supportable by IBM's Support organization.

This project is designed to set IBM customers on a fast track to work with Case Analyzer/Process Simulator. This project will include the following activities:

- Review <IBM Cust>'s environment.
- Install and configure Case Analyzer software on one server[1]
- Load & Test up to five ECM-supplied Sample Reports
- Expose up to six user-defined fields mapped to existing workflow Items
- Create three calculated measures.
- Install and configure Process Simulator software on one server
- Load and test one ECM-supplied scenario creating one simulation

The scope of this package is limited to the installation and support of Case Analyzer/Process Simulator for IBM FileNet P8 (P8).

This package includes a set of tasks that <IBM Cust> must complete to facilitate 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 Case Analyzer/Process Simulator environment. The resources required for this project will include both the IBM and <IBM Cust> personnel that are required to install and configure the Case Analyzer/Process Simulator 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.

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).

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: F144 – IBM FileNet BPM Administration Add-on

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[1] Installation and configuration of any additional servers other than the Case Analyzer/Process Simulator as part of this Installation is considered an additional option. Contact your Software Services Sales Leader for any additional services.

- Course Code: F026 – Process Analyzer/Simulator for Administrators

- Course Code: F025 – Process Analyzer/Simulator for Business Analysts

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 Case Analyzer/Process Simulator 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 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 Manager - Project Lead

- IBM FileNet System Administrator

- System Operations Coordinator

- LAN Administrator

- Web Application Server Administrator

- IT Administrator

- 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.

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 installation of the Process Simulator 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.

IBM FileNet System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the Case Analyzer/Process Simulator software and will serve as the ongoing administrator. Attending the Process Analyzer/Simulator 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 basic configuration of the IBM FileNet software.

Database Administrator (1 person) - This individual will assume responsibility for <IBM Cust>'s database. This individual will also provide proper passwords to allow Delivery Consultant to perform his/her functions in the course of the installation when access to the database is required.

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 configuration of the Web Application Server for the Process Simulator
  - ➢ 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 Case Analyzer/Process Simulator software to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
- Complete the *Environment Prerequisite Checklist*.
- Update the *P8 Plan & Prepare Worksheet.*
- Have attended the required training prior to the installation of any ECM software.

b.) <IBM Cust> acknowledges that:

  i. Installation of Case Analyzer/Process Simulator software will not be in a highly-available manner (clustering and/or farming). A chargeable PCR may be required to perform the installation in a highly-available configuration.

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

c.) A Project Manager 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.) The IBM FileNet P8 Process Engine must be installed and properly configured[2]. This must be done prior to the commencement of the Case Analyzer/Process Simulator Install Project. Improperly installed or incomplete system configuration may necessitate a PCR to this project if <IBM Cust> desires IBM to correct system deficiencies.

e.) Microsoft Excel installed on a workstation and available to be used for testing the Case Analyzer reports.

f.) Local system administrator(s) trained on the administration of the ECM products previously installed.

g.) 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 system post-installation.

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

i.) Adequate facilities for each Delivery Consultant including:

- cubicle, desk, telephone, and Internet access,
- remote access (e.g. VPN access),
- direct access to the keyboard.

j.) 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.

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[2] IBM can perform these services for <IBM Cust> under a separate contract. <IBM Cust> will need to purchase the appropriate Install Package(s).

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

l.) <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 & Review Environment Prerequisite Checklist
- Deliver & Review the P8 Plan & Prepare Worksheet

b.) Install and configure the Case Analyzer Software

- Integrate with existing P8 Process Engine
- Expose up to six user-defined fields mapped to existing Process work items.
- Load and test up to five ECM-supplied sample reports
- Create three simple Calculated Measures
- Configure SQL Server to expose Case Analyzer variables

c.) Install and configure the Process Simulator Software

- Integrate with existing P8 Process Engine
- Load one ECM-supplied scenario
- Import up to three ECM-supplied workflows
- Modify up to five properties, resources, job duties, and/or shifts
- Test Simulation on the ECM-supplied scenario and/or workflows

d.) System Administration Handoff

- Transfer of Information
- Routine Maintenance
- Problem Reporting

e.) Demonstrate the system to the Project Team

f.) Provide <IBM Cust> a completed Case Analyzer/Process Simulator Install Checklist

6.   Limitations

6.1   Service Limitations

The Case Analyzer/Process Simulator 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 determined prior to the project start-date.

6.1.1 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 PM will initiate the project with a kickoff conference call. Any additional status meetings required will be held via conference calls as well. The Delivery Consultant will travel to <IBM Cust>'s site for **one (1)** visit for tasks associated in delivering this package service.

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. 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.

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 Case Analyzer/Process Simulator 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 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 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. 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.

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 days or weeks prior to the initiation of the installation. Focus should be on the priority defined by the Delivery Consultant.

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

At this time, the ECM Software Services Install Team will also review the System Design Document with the <IBM Cust> Project Team with regard to overall Case Analyzer/Process Simulator system design.

7.3 Task 3: Software Installation

During the Software Installation task, the Delivery Consultant will travel to<IBM Cust>'s site to install and configure Case Analyzer/Process Simulator.

A member of <IBM Cust>'s Project Team must have attended the Process Analyzer/Simulator training prior to the installation of Case Analyzer/Process Simulator. The Project Team members can then use the software installation phase as a learning process to ensure they understand the complete installation and testing process of the Case Analyzer/Process Simulator software.

<IBM Cust>'s P8 system will already be installed and operational prior to the commencement of these services.

7.3.1 Case Analyzer Software Installation and Setup

The Delivery Consultant will perform the following steps:

- Install Case Analyzer software on one server
- Configure the Case Analyzer software
- Integrate the Case Analyzer software with existing P8 Process Engine
- Configure SQL Server to expose Case Analyzer variables
- Load ECM-supplied sample reports
- Expose up to six user-defined fields mapped to existing workflow Work Items
- The work item fields are added to "out of box" data cubes
- The user defined work item fields must already exist in workflow
- Test up to five sample reports
- Microsoft Excel will be used to view the reports
- Create three simple Calculated Measures

7.3.2 Process Simulator Software Installation and Setup

The Delivery Consultant will perform the following steps:

- Install Process Simulator software on one server
- Configure the Process Simulator software
- Integrate the Process Simulator software with existing P8 Process Engine
- Load one ECM-supplied scenario
- Import up to three ECM-supplied workflows
- Modify up to five properties, resources, job duties, and/or shifts
- Test Simulation on the ECM-supplied scenario and/or workflows

7.4 Task 4: System Administration Handoff

7.4.1 Transfer of Information

The Delivery Consultant will review the Case Analyzer/Process Simulator products and reinforce topics covered in the Process Analyzer/Simulator class. The intent of this session is to review the configuration tasks delivered during this installation to help prepare the customer to further expand their system.

7.4.2 Routine Maintenance

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

7.4.3 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 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.

7.5 Task 5: Demonstrate System to <IBM Cust> Project Team

After the initial samples have been tested, IBM will demonstrate the Case Analyzer/Process Simulator 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.

7.6   Task 6: 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 Case Analyzer & FileNet Process Simulator 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.