IBM

IBM Customer

IBM Cognos Real Time Monitor for P8 Install & Mentor Package Service Description

January 1, 2011

Table of Contents

IBM.®

1. Description of Services

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

> ➢ IBM Cognos Real Time Monitor for P8 (Real Time Monitoring for P8) Install & Mentor Package

This service provides the expert resources to install the Real Time Monitoring for P8 software at your site. This includes hands-on assistance to address questions, to recap key issues, and to confirm that <IBM Cust>'s systems and resources are ready to apply the knowledge 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 at other ECM installations. The completed installation also verifies that the software is supportable by IBM's Product Support organization.

The scope of this Real Time Monitoring for P8 Install & Mentor Package is limited to the installation and base configuration of Real Time Monitoring[1]. The package includes the following activities:

- Review <IBM Cust>'s environment
    - IBM FileNet Business Process Manager (BPM)
    - IBM Case Analyzer (Case Analyzer)
    - Deliver & Review *Environment Prerequisite Checklist*
- Review the Real Time Monitoring for P8 Prerequisites
- Deploy and validate Real Time Monitoring for P8 for one environment
- Configure:
    - Import out-of-the-box (OOTB) Dashboards & Dashboard Objects
    - Configure data source from Case Analyzer
    - Configure LDAP Connection (optional)
    - Configure SMTP eMail Server (optional)
- Create one sample predefined Dashboard
- Configure up to three pre-defined Dashboard Objects that display process data
- Demonstrate the System
- Review System Administration
- Deliver project management and coordination

This package includes the tasks that <IBM Cust> must complete for product installation and rollout. Duration of tasks varies from customer to customer based upon knowledge of the products and the complexity of the Real Time Monitoring for P8 environment.

---

[1] The Real Time Monitoring for P8 software is supported for BEA WebLogic, JBoss, or IBM WebSphere. Installation and configuration of any additional services other than those required as part of the installation of the Real Time Monitoring for P8 are considered additional options. Contact your local Software Services Sales Leader for pricing on any additional install services.

The resources required for this project will include both the IBM and <IBM Cust> personnel that are required to install and configure the Real Time Monitoring for P8 software.

Upon completion of the Real Time Monitoring for P8 Install & Mentor Package, <IBM Cust>'s system and resources will be ready for maintenance support and to begin configuration of the system for <IBM Cust>'s specific business requirements. This installation assumes individuals knowledgeable on ECM products will be performing 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 [2].

Changes in the scope of work defined in this Services Description may result in additional costs and must be documented in a Product 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: F042 – P8 Platform Administration
- Course Code: F026 – Process Analyzer/Simulator for Administrators

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 Real Time Monitoring for P8 Install & Mentor 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 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] Services to configure all site and user specific preferences are outside the scope of this package. Contact your Software Services Sales Leader for options.

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> must identify internal resources 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
- Web Master and/or Web Designer
- System Operations Coordinator
- LAN Administrator
- Database Administrator

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 Real Time Monitoring for P8 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 ECM Business Partner resource, or an individual who is on <IBM Cust>'s staff with strong ECM design and administration knowledge. The effort for this resource is not included in this package and must be engaged separately[3]. 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 will necessarily be involved in this Install.

<u>Project Lead</u> - This individual will represent <IBM Cust> resources and provide project coordination in conjunction with the ECM Software Services Project Lead.

<u>IBM FileNet System Administrator (1 to 3 people)</u> - This individual will learn the administration functions necessary to oversee the Real Time Monitoring for P8 system, and will serve as the ongoing administrator. This individual will work closely with the Delivery Consultant during installation and configuration of the Real Time

---

[3] Services to configure all site and user specific preferences which can be delivered via a Statement of Work.

Monitoring for P8 software. IBM strongly recommends that this individual become familiar with the ECM products by enrolling in ECM training prior to project initiation.

Database Administrator (1 person) - This individual will assume responsibility for <IBM Cust>'s database. This individual will also provide proper passwords to allow Delivery Consultants to perform their 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/or application of appropriate levels of patches to meet ECM's minimum requirements
  - ➢ Installation of IBM FileNet Content Manager (CM), Business Process Manager (BPM), and Case Analyzer.
  - ➢ All prerequisite hardware and software has been installed onto <IBM Cust> designated ECM servers
  - Perform a network check (verify server connectivity to network, addressing, correct protocol).
  - Have attended the required training prior to the installation of any IBM software.
  - Download the IBM Cognos Real Time Monitor for P8 software to the appropriate servers prior to the resource arriving at <IBM Cust>'s site.
  - Complete the *Environment Prerequisite Checklist*.

b.) <IBM Cust> acknowledges that:

i.   Installation of the Real Time Monitoring for P8 software will not be in a highly-available manner (clustering and/or farming). A chargeable PCR will be required to perform the installation in a highly-available configuration.

ii.   IBM Case Analyzer is already installed, configured, and fully operational prior to the Real Time Monitoring for P8 install[4].

iii. The Application Server (i.e. Weblogic, WebSphere, JBoss, etc.) must be installed and operational.

iv.   Additional resources and time for the development of "custom applications or any additional objects beyond what is included" are not included in this Installation.

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

---

[4] Installation of CM, BPM, and Case Analyzer are outside the scope of this Install service. Contact your Software Services Sales Leader for pricing for any additional install services.

- Sign project-related documents

d.) Analysis and requirements for business application rules, processes, and security as they pertain to Real Time Monitoring for P8.

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

f.) Adequate facilities for each Delivery Consultant including:

- cubicle, desk, telephone, and Internet access,

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

- direct access to the keyboard.

g.) 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.

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

f.) <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 <IBM Cust>'s environment

- Review the Real Time Monitoring for P8 prerequisites

- Deliver & Review Environment Prerequisite Checklist

b.) Deploy and validate Real Time Monitoring for P8 for one environment

c.) Configure for a test environment:

- Import OOTB Dashboard Objects

- Configure LDAP Connection (optional)

- Configure eMail Server (optional)

d.) Create one sample pre-defined Dashboard

e.) Configure up to three pre-defined Dashboard Objects that display process data.

f.) Demonstrate the Real Time Monitoring for P8 System to <IBM Cust> Project Team

g.) Perform System Administration Handoff

- Transfer of Information

- Routine Maintenance

- Backup Methodology

- Problem Reporting

h.) Provide <IBM Cust> a completed Real Time Monitoring for P8 Install & Mentor Checklist

6.   Limitations

6.1   Service Limitations

The Real Time Monitoring for P8 Install & Mentor 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

6.1.1   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 **two** (2) visit for tasks associated with delivering this service. The PM may participate in up to two (2) on-site meetings. 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.

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.

7.   Project Tasks & Deliverables

7.1   Task 1: Kickoff Meeting

This meeting is to prepare the <IBM Cust> and ECM Software Services project team for the Real Time Monitoring for P8 Install. 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 Service Description, tasks, 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

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.

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

The Delivery Consultant, with the assistance of <IBM Cust>'s Information Technology staff, schedules the server software installation. <IBM Cust>'s Information Technology staff must review the release notes found on the software media for operating system software release levels and patches required for installation.

In one environment, the Delivery Consultant:

- Configure connection to the Case Analyzer
- Create and configure connection to the Real Time Monitoring for P8 Metadata Database
- Configure Workbench
- Test and demonstrate the OOTB Dashboard Object in the OOTB Dashboards

7.4 Task 4: Configure Real Time Monitoring for P8

The Delivery Consultant configures the system for initial values including:

- Import OOTB Dashboard Objects
- Configure LDAP Connection (optional)
- Configure eMail server (optional)

Once Real Time Monitoring for P8 is configured, the Delivery Consultant performs initial testing to validate that the base system is operational. The Project Team members are expected to use this phase as a learning process to ensure they understand the complete installation and testing process of the system.

7.5 Task 5: Configure One Sample Pre-defined Dashboard

Following the base configuration, the Delivery Consultant will mentor the Project Team on creating one sample Dashboard explaining how to configure and test the sample Dashboard.

- Review Dashboard(s) containing Dashboard objects
- Configure and Test one sample Dashboard.

7.6 Task 6: Configure Three Sample Dashboard Objects utilizing workflow data fields

Delivery Consultant will add on necessary now configure up to three sample dashboard objects

- Review details for the predefined Dashboard Object setup
- Configure and Test the sample Dashboard Objects
- Add and test the sample Dashboard Objects to a Dashboard

7.7 Task 7: System Administration Handoff

7.7.1 Transfer of Information

The Delivery Consultant will review the Real Time Monitoring for P8 product with the <IBM Cust> System Administrator to help prepare <IBM Cust> to utilize Real Time Monitoring for P8's standard OOTB Dashboard objects to monitor BPM workflows.

7.7.2 Routine Maintenance

Routine maintenance involves reviewing the daily duties of <IBM Cust>'s System Administrator with respect to maintenance of the Real Time Monitoring for P8 system. These are tasks that should be performed daily and will be specific to <IBM Cust>'s usage of the Real Time Monitoring for P8 system and its configuration. IBM recommends that the System Administrator develop a schedule of "housekeeping" procedures and tasks to be performed.

7.7.3 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.

7.7.4 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 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.

7.8 Task 8: 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.

7.9   Task 9: 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 *IBM Cognos Real Time Monitor for P8 Install & Mentor 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.