IBM Customer

IBM FileNet Business Process Framework Install and Mentor Package Service Description

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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 Business Process Framework (BPF) Install & Mentor Package

This service provides the expert resources to install the BPF software. This provides hands-on assistance to address questions, to recap key issues, and to confirm that <IBM Cust>'s systems and resources are ready to begin applying <IBM Cust>'s business needs and operational requirements.

The Delivery Consultants will help guide <IBM Cust> on proven strategies and procedures that have been employed by other ECM installations. The completed installation also verifies that the software is supportable by IBM's Product Support organization.

This BPF Install & Mentor Package provides <IBM Cust> with the core interface to BPF and includes the following for one environment:

- Review <IBM Cust>'s environment
    - Hardware
    - Software
    - Database
    - Network
    - Web
- Install BPF on one environment
- Test functionality
- Demonstrate Product
- Mentor <IBM Cust> on BPF Application Development
- Deliver project management and coordination

BPF is a delivery approach that utilizes consistent, reusable code and tools, enabling <IBM Cust>'s development team to create custom applications. This Install & Mentor package includes overall project management, system information gathering, installation, testing, and training tasks necessary for the BPF. The duration of each task may vary based on <IBM Cust>'s configuration and complexity of environment. For installation, <IBM Cust> is expected to provide resources in a timely manner, to assist in the completion of these tasks.

This project depends on availability of key <IBM Cust> resources to assist in IBM's understanding of the business requirements.

Changes in the scope of work defined in this Services Description may result in additional costs to 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: F1420 – P8 Platform Administration
- Course Code: F013 - IBM FileNet BPF Foundation

- Course Code: F014 - IBM FileNet BPF Developer

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 BPF Install & Mentoring 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 Lead
- IBM FileNet System Administrator
- Web Master and/or Web Designer
- System Operations Coordinator
- Client Desktop Coordinator

- LAN Administrator
- Database Administrator
- Document and/or Records Manager
- Document Entry Supervisor
- End-User Manager
- End-User Specialist
- Application Developer
- Workflow Consultant

4. Role Definitions

<IBM Cust> must identify resources to fill the roles as listed in Section 3, Resources. The following outlines roles for each of these individuals. Additional resources may be required at various phases of the installation. Not all of the individuals will 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.

IBM FileNet System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the BPF system, and will serve as the ongoing administrator. Attending the required classes and should be completed prior to the Mentoring phase of this project. This individual will work closely with the Delivery Consultant during the configuration of the BPF 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 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 the project, <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
  - ➢ BPF prerequisites found on the installation media
  - ➢ 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).
- Download BPF software to the appropriate servers prior to the resource arriving at <IBM Cust>'s site.
- Complete the *Environment Prerequisite Checklist.*
- Have attended the required training prior to the Mentoring phase of this project.

b.) <IBM Cust> acknowledges that:

   i.   Installation of the BPF 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. Additional resources and time to develop "custom applications" are not included in this Install.

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.) Analysis and requirements for business application rules, processes, and security as they pertain to the installation of BPF.

e.) <IBM Cust>'s Resource(s) attendance of the required ECM Training Courses, BPF Foundation and BPF Developer, prior to the BPF Application Development Mentoring.

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

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

h.) Adequate facilities for each Delivery Consultant including:

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

i.) 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.

j.) <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 the Environment Prerequisite Checklist

b.) Install BPF on one environment

c.) Test BPF functionality

d.) Perform System Administration Handoff

   •   Transfer of Information
   •   Routine Maintenance
   •   Problem Reporting

e.) Demonstrate the Product

f.) Mentor <IBM Cust> on BPF Application Development

g.) Deliver the BPF Install & Mentor Checklist

6. Limitations

6.1 Service Limitations

The BPF 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 non-qualified hardware, or non-qualified operating systems. Any IBM involvement will be charged on a Time-and-Materials (T&M) basis and documented in a PCR.

Installation of IBM FileNet Content Manager (CM) or IBM FileNet Business Process Manager (BPM) is not included within the scope of this Install.

IBM 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 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 may travel to <IBM Cust>'s site for up to **two (2)** 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.

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

This meeting is to prepare the <IBM Cust> team and ECM Software Services project team for the BPF Install & Mentor. 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 & Mentor 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: BPF Installation

7.3.1 Software Installation

The Delivery Consultant, with the assistance of <IBM Cust>'s Information Technology staff, schedules the software installation. <IBM Cust>'s Information Technology 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 software installation.

The installation is a step-by-step process which must be completed in order.

- Data Storage Setup
- Web Deployment
- Workflow Setup
    - Queue Setup
    - BPF Operations Setup
    - Process Map Setup
- Metastore Configuration
- General Configuration & Verification

7.3.2 System Functionality Test

After BPF has been installed and configured, the ECM Software Services and <IBM Cust> Project Team members perform functional testing of the implemented processing functions to confirm that all components have been correctly configured and are operating as expected.

7.4 Task 4: BPF Training

This Install package requires attendance of <IBM Cust> in the BPF Foundation and BPF Developer courses prior to initiating Task 5: BPF Application Development Mentoring.

7.5 Task 5: BPF Application Development Mentoring

BPF Mentoring provides the on-site assistance needed to put the BPF tools and training knowledge gained into practice. The Delivery Consultant will work with your project personnel with a best practice approach to begin the design and development of your BPF application. The mentoring provided is at the direction of your project manager and focuses on the areas you need the most help with. Typically this includes getting started in these key areas:

- Provide guidance on business process design and how to translate business requirements into BPM and BPF configurations.

- Advise developer personnel on how best to write functional code extensions to BPF.

- Provide recommendations on managing multiple deployment environments

7.6 Task 6: System Administration Handoff

7.6.1 Transfer of Information

The Delivery Consultant reviews the BPF product installation with the <IBM Cust> System Administrator to prepare <IBM Cust> for expansion of the system. The Delivery Consultant will reinforce topics covered during the installation.

7.6.2 Routine Maintenance

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

7.6.3 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 will be able to resolve or report them as necessary.

For integrity issues, ECM Software Services 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.

7.7   Task 7: 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.

7.8   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 BPF 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.