IBM Customer

IBM eDiscovery Manager Install & Mentor Service Description

January 1, 2011

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1. Description of Services

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

> ➢ IBM eDiscovery Manager (eDiscovery Manager) Install & Mentor Package[1]

This service provides the expert resources to install the eDiscovery Manager software at your site integrating with IBM FileNet P8 Content Manager (P8 CM) or IBM Content Manager 8 (CM8). It also provides hands-on assistance and mentoring to address questions and key issues regarding the installation and configuration of the software. The Delivery Consultant will help guide <IBM Cust> on strategies and procedures that have been employed by other ECM installations. The completed installation also ensures that the software is supportable by IBM Product Support.

The scope of this Install package is limited to the installation and support of eDiscovery Manager[2] including the following activities:

- Review requirements and configuration options

- Review <IBM Cust>'s environment
    - If P8 CM
        - o FileNet Content Manager
        - o FileNet Email Manager
        - o Content Collector (Content Collector)
        - o Enterprise Records (Enterprise Records)
    - If CM8
        - o IBM Content Manager
        - o IBM Commonstore
        - o IBM Records Manager
    - Websphere Application Server
    - Mail server - Domino or Exchange

- Install eDiscovery Manager

- Email Archive Analysis

    - o Item type definitions or document classes

- Configure eDiscovery Manager

    - Define one Collection
    - Configure up to ten User IDs and their Privileges
    - Create one case
        - o Search
        - o Copy to folder
        - o Export

- Review eDiscovery Manager Monitoring

- Review System Administration

- Deliver project management and coordination

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[1] This package may be used to implement either the IBM eDiscovery Manager product or IBM InfoSphere eDiscovery Manager product.
[2] The eDiscovery Manager Install & Mentor Package includes the installation of one eDiscovery Manager Server on one Web Application Server and is not supported for High Availability or clustered environments.

This package includes a set of tasks that <IBM Cust> must complete to facilitate product installation and rollout. The duration of each task varies from customer to customer based on their knowledge of the IBM products and the complexity of the anticipated environment. The resources required for this project will include both the IBM and <IBM Cust> resources.

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. IBM education required for this installation is as follows:

- Course Code: F052 – IBM eDiscovery Core Skills
- Course Code: F055 – IBM eDiscovery Case Administration

If P8 CM:

- Course Code: F1420 – IBM FileNet P8 Platform Administration
- Course Code: F063 – IBM Content Collector Email Collection
- Course Code: F018 – IBM FileNet Records Manager Administration (if using Enterprise Records)
- Course Code: F019 – IBM FileNet Records Manager for the RM Professional (if using Enterprise Records)

If CM8:

- Course Code: IM401 - IBM DB2 Content Manager V8 Implementation and Administration
- Course Code: F063 - IBM Content Collector Email Collection
- Course Code: IM500 - Using IBM Records Manager

IBM may offer an equivalent Instructor Led Online (ILO) or self paced eLab course.   Any of these courses will satisfy this installation package training requirement.

The cost for these training courses is not included in this eDiscovery Manager 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 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 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 Team Resources

The ECM Project Lead coordinates the appropriate ECM resources as required. The ECM Team typically includes the following members:

- Project Manager (PM) – Project Lead
- IT Consulting Specialist (Delivery Consultant)
- Software Sales Representative (SSR)
- 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 Project Lead.

Depending upon, the project the <IBM Cust> Project Team may include any of the following roles:

- Project Lead
- IBM FileNet System Administrator (P8, Email Manager, Content Collector, or Enterprise Records)
- IBM CM8 Administrator (CM8, Commonstore, Records Manager)
- IBM eDiscovery Administrator
- Document or Records Manager
- Websphere Administrator
- System Operations Coordinator
- Client Desktop Coordinator
- LAN Administrator
- Database Administrator
- 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 Project Lead.

IBM eDiscovery Manager System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the eDiscovery Manager system and will serve as the ongoing administrator. Attending the 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 configuration of the eDiscovery Manager software.

IBM FileNet System Administrator (1 to 3 people) - This individual will be responsible for the administration functions of FileNet Content Manager, Email Manager, Content Collector, and Enterprise Records. This individual will also provide proper passwords to allow Delivery Consultants to perform their functions in the course of the installation when access to Content Manager, Email Manager, Content Collector, or Enterprise Records is required. Attendance in the Administration classes is required and should be completed prior to the installation of the eDiscovery Manager software. This individual will work closely with the Delivery Consultant during installation and configuration of the eDiscovery Manager software.

IBM CM8 System Administrator (1 to 3 people) - This individual will be responsible for the administration functions of IBM Content Manager, Commonstore, and Records Manager. This individual will also provide proper passwords to allow Delivery Consultants to perform their functions in the course of the installation when access to Content Manager, Commonstore, or Records Manager is required. Attendance in the Administration classes is required and should be completed prior to the installation of the eDiscovery Manager software. This individual will work closely with the Delivery Consultant during installation and configuration of the eDiscovery Manager software.

WebSphere Administrator (1 person) - This individual will assume responsibility for <IBM Cust>'s WebSphere environment. This individual will also provide proper passwords to allow Delivery Consultants to perform their functions in the course of the installation when access to WebSphere is required.

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 a WebSphere Application Server and WebSphere Server Profile for the eDM server
  - ➢ Installation and/or application of appropriate levels of patches to meet ECM's minimum requirements
  - ➢ If P8 CM: Installation of the IBM FileNet Content Manager, Email Manager, Content Collector, and Enterprise Records (optional).
    - o A full-text index must be built on the Email object class properties.
  - ➢ If CM8: Installation of IBM Content Manager, Commonstore, and Records Manager.
    - o A full-text index must be built on the Email item type definition.
  - ➢ If Lotus/Domino: Install Lotus Domino APIs onto the eDiscovery Manager server

> ➢ If Microsoft Exchange: Install Microsoft Outlook onto the eDiscovery Manager server

> o If you are searching documents that are archived from a Microsoft Exchange server, eDiscovery Manager must be installed on a Microsoft Windows system.

> ➢ All prerequisite hardware and software has been installed onto <IBM Cust>'s designated IBM ECM servers

– Perform a network check (verify server connectivity to network, addressing, correct protocol).

– Download the eDiscovery Manager software to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.

> ➢ If CM8, the IBM II4C software must also be downloaded to the eDiscovery Manager server 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 IBM FileNet software.

b.) <IBM Cust> acknowledges that:

i. If P8 CM: IBM FileNet Content Manager (CM), Email Manager (EM), Content Collector, and Enterprise Records (optional) must be installed, configured, and fully operational prior to the install[3].

ii. If CM8: IBM Content Manager, Commonstore, and Records Manager must all be installed, configured, and fully operational prior to the install[4].

iii. IBM WebSphere Application Server must be installed, configured, and fully operational prior to the install[5].

iv. Installation of the eDiscovery Manager software in a highly-available manner (clustering and/or farming) is not included in this eDiscovery Manager Install Package. A chargeable PCR will be required to perform the installation in a highly-available configuration.

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

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/or requirements gathering of business application rules, business application processes, and application security access as they pertain to the installation of eDiscovery Manager system.

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

f.) 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.

g.) Adequate facilities for each Delivery Consultant including:

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[3] Installation of IBM P8 CM, EM, Content Collector, and Enterprise Records are outside the scope of this Install service. Contact your Software Services Sales Leader for pricing for any additional install services.
[4] Installation of IBM Content Manager, Commonstore, and Records Manager are outside the scope of this Install service. Contact your Software Services Sales Leader for pricing for any additional install services.
[5] Installation of the IBM Websphere Application Server is outside the scope of this Install service. Contact your Software Services Sales Leader for pricing for any additional install services.

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

h.) 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 preloaded with all required connectivity tools appropriate to <IBM Cust>'s environment.

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

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 ECM Responsibilities

The IBM responsibilities for this package include:

a.) Review eDiscovery Manager Installation & Configuration Prerequisites

b.) Review <IBM Cust>'s environment

- Deliver & Review the Environment Prerequisite Checklist
- If P8 CM
  o FileNet Content Manager
  o FileNet Email Manager
  o Content Collector
  o Enterprise Records
- If CM8
  o IBM Content Manager
  o IBM Commonstore
  o IBM Records Manager
- eDM server - Websphere Application Server
- Mail server - Domino or Exchange

c.) Install eDiscovery Manager Software

- If CM8, install II4C.

d.) Configure eDiscovery Manager

- Define one Collection
- Configure up to ten User IDs and their Privileges
- Create one case

  o Search

  o Copy to folder

  o Export

e.) Review eDiscovery Manager Monitoring

- Case Information Page
- Work Manager Status Page

f.) Test eDiscovery Manager System

g.) Perform System Administration Handoff

– Transfer of Information

– Routine Maintenance

– Backup Methodology

– Problem Reporting

h.) Demonstrate the eDiscovery Manager System to <IBM Cust> Project Team

i.) Provide <IBM Cust> a completed eDiscovery Manager Checklist

6. Limitations

6.1 Service Limitations

The eDiscovery Manager 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 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 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 with 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. 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 team for the eDiscovery Manager Service. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

7.1.1 Review Project Services Description

The ECM 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.

- If P8 CM
  - o FileNet Content Manager
  - o FileNet Email Manager
  - o FileNet Records Manager
- If CM8
  - o IBM Content Manager
  - o IBM Commonstore
  - o IBM Records Manager
- Websphere Application Server
- Mail Server – Domino or Exchange
- Appendix A – eDiscovery Manager Pre-Install Worksheet

ECM 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 (IT) staff, will schedule the server 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 software installation.

A member of <IBM Cust>'s IT staff must have attended the appropriate Administration training prior to this step to facilitate appropriate system configuration choices and ease support transition to <IBM Cust>.

7.3.1 eDiscovery Manager Installation

The Delivery Consultant performs the following steps for installation:

- Validate the WebSphere server profile for eDiscovery Manager

- If Lotus/Domino: Validate Lotus Domino APIs have been installed onto the eDiscovery Manager server

- If Microsoft Outlook: Validate Microsoft Outlook has been installed onto the eDiscovery Manager server

- If utilizing RM: Validate Records Manager (P8 or CM8) for eDiscovery Manager

- Install eDiscovery Manager

7.4 Task 4: Sample Configuration & Mentoring

The Delivery Consultant will perform the following with <IBM Cust>'s eDiscovery Manager Administrator to illustrate a typical sample configuration as a means of knowledge transfer and mentoring. This is an opportunity for <IBM Cust> to learn how to configure and maintain the system going forward.

7.4.1 Configure one Collection

Collection has a slightly different meaning, depending on whether the underlying content management system is P8 CM or CM8. In P8 CM environments, a collection is simply one or more object classes. In CM8 environments, a collection is one or more item types, each with a distinct data range without gaps or overlaps.

The Delivery Consultant and <IBM Cust>'s eDiscovery Manager Administrator will create one collection as a sample configuration.

7.4.2 Configure Viewing

eDiscovery Manager users can view the contents of a document that is displayed on the Search Results page of the eDiscovery Manager Web client in the following ways:

- Previewing

- Domino Web Access Viewing (HTTP)

- Lotus Notes Viewing

- Microsoft Outlook Viewing

Each will be demonstrated based upon your given environment.

7.4.3 User IDs and Privileges

When your users log on to the eDiscovery Manager client, they connect to a content management repository (P8 CM or CM8). In CM8 environments, the user IDs that users enter when they log on to the eDiscovery Manager Web client are created by the CM8 administrator. In P8 CM environments, the user IDs that user's enter when they log on to the eDiscovery Manager Web client are created by the LDAP administrator.

7.4.4 Create One Case & Test

The Delivery Consultant along with <IBM Cust>'s eDiscovery Manager Administration will create a case and then execute the following methods to test the product.

- Search

- Copy to folder

- Export

For demonstration purposes and to ensure the completion of the testing, the Delivery Consultant will select a subset of data not to exceed 10,000 search results items. This selection will ensure that testing will complete within a timely manner in order that full knowledge transfer will take place.

7.5   Task 5: System Administration Handoff

7.5.1 Transfer of Information

The Delivery Consultant will review the eDiscovery Manager product configuration with the <IBM Cust> System Administrator to help prepare <IBM Cust> for further expansion of the system. The Delivery Consultant will reinforce topics covered in the Learning Services courses required for this Install package.

7.5.2 Routine Maintenance

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

7.5.3 Review Backup Methodologies

The Delivery Consultant will review possible backup strategies with the <IBM Cust> System Administrator. This Install 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.

7.5.4 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 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.

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

After the initial configuration has been tested, the Delivery Consultant will demonstrate the eDiscovery Manager 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.

7.7 Task 7: Project Completion Checklist

Upon demonstration of the product the Delivery Consultant will deliver to <IBM Cust> a Install Completion Checklist which constitutes completion of this project. Please refer to the *IBM eDiscovery Manager 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.