IBM

IBM Customer

OmniFind Enterprise Edition Install and Fast Start for Windows Package Service Description

January 1, 2011

Table of Contents

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:

> ➢   OmniFind Enterprise Edition Install and Fast Start for Windows (OmniFind for Windows) Package

This service provides the expert resources to install the OmniFind software at your site. It also provides hands-on assistance to address any questions, recap key issues, 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 Consultants 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.

The scope of this Install and Fast Start Package is limited to the installation and support of OmniFind Enterprise Edition[1].

This IOEE Install & Fast Start Service will include the following activities:

- Review <IBM Cust>'s environment

- Document Analysis and Requirements Gathering for the creation of a Data Source Configuration Document

- Installation of the following OmniFind Enterprise Edition Core components:
    - IOEE Core Components
        - Parser
        - Crawler
        - Indexer
    - Search Client Components
        - ESSearchPortlet on WebSphere Portal Server
        - ESSearchApplication on WebSphere Application Server

- Configure Crawler for a Simple Index
    - Configure for up to two Data Sources[2]
    - Up to two Collections, no more than 100,000 documents
    - Index Content[3]

- Install Sample Search Portlet (optional)

- Search Configuration
    - Search Results List Layout
    - Document Ranking

---

[1] This service includes the installation of OmniFind Enterprise Edition in a one server, two servers, or four server architecture, Microsoft Windows Operating Systems only. Installation and configuration of any additional services other than those defined as part of this Install & Fast Start service are considered additional options. Contact your Software Services Sales Leader for options.
[2] The supported data sources for this implementation are listed on 7.5.1 Supported Data Sources.
[3] For demonstration purposes and to ensure the completion of indexing, the Delivery Consultant will select a subset of content which contains up to 100,000 documents of no more than 10 MG each.

- Categories
- Review Security[4]
    - Global Level Security
    - Document Level Security
- Demonstrate the System to the Project Team
- Project management and coordination to facilitate a professional project delivery

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 IOEE environment.

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

At the completion of the Install & Fast Start 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. This installation assumes individuals knowledgeable on IBM products will be performing the tasks to identify and expand the <IBM Cust> specific definition of the system after the completion of this project. Additional definition services beyond what is documented in this Service Description are outside the scope of deliverables of this Install & Fast Start Package[5].

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. 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.

2.1 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)
- Sales IT Specialist (ITS)

2.2 <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:

---

[4] Configuration of Single Signon is not included in this service. Contact your Software Services Sales Leader for options.
[5] Services to configure additional site and user specific preferences can be accommodated through a Statement of Work. Contact your Software Services Sales Leader options.

- Project Lead

- IBM OmniFind System Administrator

- Data Source Administrator

- IT Security Administrator

- User Interface Designer and/or Developer

- Infrastructure Specialist

- Business Lead Requirements Owner

3.   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.

IOEE Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee IOEE and will serve as the ongoing administrator for the system. This individual will work closely with the Delivery Consultants during installation and configuration of the IBM IOEE 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.

4.   Responsibilities

4.1   <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
       - Must comply with the IOEE operating system requirements for Microsoft Windows
    ➢ Installation of IIS
    ➢ Installation of the Web Server, if not IBM HTTP server
    ➢ Installation of IBM JDK 1.4.2 (JDK 1.5 is not supported)
    ➢ Installation of WebSphere Portal if using for the IOEE User Interface
    ➢ Installation and/or application of appropriate levels of patches to meet IOEE's minimum requirements
  – All prerequisite hardware and software has been installed onto <IBM Cust>'s designated ECM servers.

- Perform a network check (verify server connectivity to network, addressing, correct protocol).
- Download the IBM FileNet OmniFind for Windows software to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
- Complete the *Environment Prerequisite Checklist.*

b.) <IBM Cust> acknowledges that:

i. Data Sources to be crawled must be installed, configured, and populated with data.

ii. This IOEE implementation is designated for English language use only.[6]

iii. Installation of OmniFind for Windows 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.

iv. 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 implementation of IOEE. The outcome of this process is a System Design Document.

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

f.) After the <IBM Cust> System Administrator has observed the Delivery Consultant during the installation, he or she will be responsible for completing the following items.

- Defining and Indexing additional Collections & Data Sources
- Defining and maintaining crawler & indexing scheduling

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

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

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

k.) <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

---

[6] Services to configure other languages can be accommodated by creating and Statement of Work, contact your Software Services Sales Leader for options.

sufficiently to require a chargeable PCR addressing additional or extended IBM personnel requirements and additional costs.

4.2   IBM Responsibilities

The IBM responsibilities for this package include:

a.)   Project Management

b.)   Review <IBM Cust>'s Environment

- Deliver & Review the Environment Prerequisite Checklist

- Review IOEE Architecture

c.)   Configuration Requirements Gathering

- Review of IOEE Functionality

- Create an OmniFind EE Implementation:

    - Two collections, two Crawlers per Collection

    - Up to two Data Sources

- Data Source Configuration Document

d.)   Install the following OmniFind Enterprise Edition Components:

- One Parser Component

- One Crawler Component

- Up to two Search Components

    - ESSearchPortleton WebSphere Portal Server

    - ESSearchApplicationon WebSphere Application Server

- One Index Component

e.)   Configure Crawler(s)

- For up to two Data Sources

- Two Collections, two Crawlers, no more than 100,000 documents

f.)   Index Content[7]

g.)   Install ESSearchPortlet (optional)

h.)   Configure Search

- Search Results List Layout

- Document Ranking

- Categories

i.)   Review Security

- Global Level Security

- Document Level Security

---

[7] For demonstration purposes and to ensure the completion of indexing, the Delivery Consultant will select a subset of content which contains up to 100,000 documents of no more than 10 MG each.

j.) Perform IOEE Administration Handoff

- Transfer of Information

- Routine Maintenance

- Backup Methodology

- Problem Reporting

k.) Demonstrate Product to the Project Team

l.) Provide <IBM Cust> a completed OmniFind for Windows Checklist

5. Limitations

5.1 Service Limitations

The OmniFind for Windows 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.

5.1.1 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 Delivery Consultant may travel to <IBM Cust>'s site for three **(3)** visits 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.

6. Project Tasks & Deliverables

The Project Team will perform the following tasks. Deliverables for each task are detailed within the task descriptions.

6.1   Task 1: Kickoff Meeting

The purpose of this meeting is to prepare both the <IBM Cust> team and the ECM team for the OmniFind for Windows Project. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

6.1.1   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.

6.1.2   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.

6.1.3   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.

6.2   Task 2: Environment Review

The PM and the Delivery Consultant will review the IBM software purchased, <IBM Cust>'s server configuration (hardware, operating system and site specific software), IBM 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> portion of this document, the PM will then schedule the software installation.

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

6.3   Task 3: Document Analysis & Requirements Gathering

IOEE can be configured in a variety of ways in order to meet the requirements of a given business. An adequate configuration that meets <IBM Cust>'s needs begins with valid business assumptions. The Delivery Consultant discusses various business requirements with <IBM Cust> and develops a set of assumptions that the team employs during the Fast Start activities. Prior to acceptance by the Project Team, <IBM Cust> reviews these assumptions for accuracy. Should these business assumptions change, the configuration may require changes, as well, to reflect the new assumptions.

The Install & Fast Start package is specially designed to ask the necessary questions and guide <IBM Cust> through the design and implementation process of an IOEE system. The Delivery Consultant will perform a data analysis in regards to the configuration of the IOEE system to match the defined needs of the business utilization. Tasks include defining an IOEE collections, data sources, and indexing identified data. The Delivery Consultant and <IBM Cust>'s IOEE System Administrator will finalize a Data Source Configuration Document with the information gathered during this analysis[8.]. This document will be used to communicate with <IBM Cust> personnel for additional information and clarification.

---

[8] The Delivery Consultant time required for performing the analysis and creating the Data Source Configuration Document should not exceed one day.

6.4   Task 4: Software Installation

6.4.1   Install IOEE Core Components

The Delivery Consultant, with the assistance of <IBM Cust>'s IOEE System Administrator, schedules the server 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.

Together the team will install the Parser, Crawler, Indexer runtime components on the designated Windows servers.

6.4.2   Search Client Components

The ESSearchPortlet will be installed on the WebSphere Portal Server providing the Portal user interface. The ESSearchApplication will be installed WebSphere on the Web Application Server providing a web application interface.

6.5   Task 5: Configure Crawler

With the software installed, the Delivery Consultant will configure the product for the selected data source(s) for a simple index using the Collections and Crawlers defined in the Data Source Configuration Document.   In order to test the configuration, the Delivery Consultant and <IBM Cust>'s IOEE System Administrator will index up to 100,000 documents of no more than 20MB each.

6.5.1   Data Sources

The Data Source options for this Service[9] include (OEE V8.5 only):

- DB2$^®$ Content Manager Multiplatform V8.3, V8.4
- DB2 Universal Database for Linux, UNIX, Windows$^®$ V8.1, V8.2, V9.1, V9.5
- FileNet P8 Content Manager 3.0, 3.5, 3.5.2, V4.0
- Lotus$^®$ Domino® Document Manager 6.5.1, 7.0
- Lotus Notes$^®$/Domino Server 5.0.9a, or later, 6.0.2CF2, 7.0 (v6.0.2 or later is required to configure native security)
- UNIX file systems
- Windows file systems – Windows 2000 Server, Windows 2003 Server
- Web (HTTP or HTTPS)
- WebSphere$^®$ Portal Web pages 5.1.0.1, 6.0, 6.0.1
- WebSphere Portal Document Manager 5.1.0.1, 5.1.0.3, 6.0
- Workplace Web Content Management 2.5, 5.1, 6.0, 6.0.1

---

[9] Implementing Data Source options other than those indicated in this Service are considered out of scope. Contact your Software Services Sales Leader for options.

6.6   Task 6: Install Sample Search Portlet (optional)

If selected, the Delivery Consultant and <IBM Cust>'s IOEE System Administrator will install the Sample Search Portlet. This portlet is provided as a sample user interface for WebSphere Portal. Customization of this portlet is the sole responsibility of <IBM Cust>.

6.7   Task 7: Configure Search

6.7.1   Search Results Layout

There are numerous options as to the content which is displayed in the search results: any field in the structured document can be either displayed or suppressed; the content of the search item summary can also be controlled, as well as the summary length; the clickable link can be set to any text contained in the result. Working with the <IBM Cust>, the Delivery Consultant will configure these options to the <IBM Cust>'s choices.

6.7.2   Document Ranking

Document ranking, i.e. "relevancy", in IOEE is configurable: for this package, static ranking will be applied, with the basic choices of ranking by number of links to the document, or ranking by date (assuming that the Notes/Domino documents contain a date field).

The ranking can be extended, if the <IBM Cust> chooses, with the following options:

1. Custom boost word dictionary: the Delivery Consultant will create, with feedback from the <IBM Cust>, a custom boost word dictionary, and add it to the IOEE configuration. This dictionary will be considered a sample only, with the intention of instructing the <IBM Cust>'s IOEE Administrator in the process of creating and maintaining boost word dictionaries.

2. Assign boost factors to URI patterns: the Delivery Consultant, with feed back from the <IBM Cust> will demonstrate how to assign boost factors to URI patterns of the <IBM Cust>'s choosing (up to five patterns will be configured with the assistance of the Delivery Consultant). This configuration will be considered a sample only, with the intention of instructing the <IBM Cust>'s IOEE Administrator in the process of assigning boost factors to URI patterns.

6.7.3   Categories

A category tree will be configured, using the <IBM Cust>'s input, in one of the two following ways:

1. Sample category tree, created with ESAdmin. The Delivery Consultant, in tandem with the <IBM Cust>'s IOEE Administrator, will demonstrate how to create, add, modify and edit a rule-based category tree. This configuration is intended only as an instructive sample, and will have a maximum depth of five child nodes, with the aid of the Delivery Consultant.

2. Category tree (taxonomy) ported from exiting WebSphere Portal configuration. In the case that the <IBM Cust> has an existing taxonomy in WebSphere Portal Server, the Delivery Consultant will perform a one time migration to an Enterprise Search category tree, and demonstrate how to create, add, modify and edit a rule-based category tree.

6.7.4 Test

Upon completion of the configuration the Delivery Consultant will perform initial testing to validate that the system is operational. The Project Team members can use this phase as a learning process to ensure they understand the complete installation and testing process of the IOEE system.

Test the initial configuration validating:

- User Interface
- Search Results List Layout
- Response Retrieval
- Response Presentation

6.8 Task 8: Review Security

6.8.1 Global Level Security

Global Security (WebSphere Application Server Global Security) will be configured in all cases. The server will authenticate against the <IBM Cust>'s LDAP directory; WebSphere Console Administrators will be assigned via existing LDAP groups.

In the case of WebSphere Portal, the Delivery Consultant will run a one-time security integration between Enterprise Search (WebSphere Global) Security, and WebSphere Portal Server Security.

SSO/LTPA configuration will also be configured by the Delivery Consultant, thereby giving only LDAP users transparent, authorized access to supported SSO Collections.

6.8.2 Document Level Security

SSO for Identity management will be configured, thereby allowing LDAP authenticated users to search only documents for which they are authorized.

Note: in terms of the Delivery Consultant's responsibility for this engagement, this task is limited to configuration of SSO: as the credentials of all the company's users are controlled by the company's LDAP and/or Security administrator, the Delivery Consultant will not be able to solve document-level access anomalies.

6.9 Task 9: System Administration Handoff

6.9.1 Transfer of Information

The Delivery Consultant will review the product with the <IBM Cust> IOEE 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 and Fast Start Package.

6.9.2 Routine Maintenance

Routine maintenance involves reviewing the daily duties of <IBM Cust>'s IOEE System Administrator with respect to maintenance of the system. These are tasks that should be performed daily and will 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.

6.9.3 Review Backup Methodologies

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

6.9.4 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> IOEE 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.

6.10 Task 10: 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.

6.11 Task 11: 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 the *OmniFind Enterprise Edition Install & Fast Start for Windows 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.