IBM Customer

IBM FileNet Application Connector for SAP R/3 J2EE Core + 1 Add-on Component Install Package Service Description

January 2, 2009

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1.   Description of Services

IBM 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 FileNet Application Connector for SAP R/3 J2EE Core + 1 Add-on Component ("ACSAP J2EE Core+1 Add-on Comp") Install Package

This install provides the expert resources to install ACSAP R/3 J2EE software. This provides hands-on assistance to address questions, to recap key issues, and to verify that <IBM Cust>'s systems and resources are ready to begin applying <IBM Cust>'s business needs and operational requirements. The ECM Consultants guide <IBM Cust> on proven strategies and procedures that have been employed by other successful ECM installations. The completed Install verifies that the software is supportable by IBM Product Support organization.

This install provides <IBM Cust> with the core interface to ACSAP and includes the following for one (1) environment:

- Review <IBM Cust>'s ACSAP requirements[1]

- Select one of the following Components for this Requirements Gathering[2]

    – Inbound Client Linking

    – Inbound Barcode Linking

    – Outbound Data Archiving

    – Outbound DART

    – Outbound Document Archiving – Printlists

    – Outbound Document Archiving – SAP Scripts

    – Kpro DMS

- Create the ACSAP Environment Configuration Worksheet

- Install ACSAP Core

- Customize SAP ArchiveLink for the Add-on Component selected

- Configure ACSAP to support the Add-on Component selected

- Configure storage repository (P8 or IM)

- Test functionality

- System Administration Handoff

- Demonstrate selected Component functionality to Project Team

- Mentor ECM System Administrator on ACSAP J2EE

- Mentor SAP Basis resource on Customization of SAP ArchiveLink

- Deliver ArchiveLink Configuration Document

- Deliver ACSAP Environment Configuration Worksheet

- Deliver project management and coordination

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[1] Installation of prerequisite products (hardware and software) required for the ACSAP J2EE Platform is <IBM Cust>'s responsibility. Please see the *Hardware/Software Requirements for FileNet Products* document found on http://www-01.ibm.com/software/sw-atoz/indexF.html.
[2] The ACSAP J2EE Core+1 Add-on Component Install Package includes the installation of the core software and the configuration of one of the above listed components. If more than one component must be installed, contact your Lab Services Sales Manager ("LS SM") to purchase additional ACSAP Add-on Component Install packages.

ArchiveLink is the interface layer that connects the IBM FileNet Image Manager ("IM") or IBM FileNet Content Manager ("CM") to SAP R/3 systems. SAP ArchiveLink provides a library of functions to all SAP application modules used to manage documents stored on the ECM system. In conjunction with the ECM system, SAP ArchiveLink provides several processing functions. The ArchiveLink processing functions are to be specifically customized for <IBM Cust> by the ECM Consultant.

This Install includes overall project management, system information gathering, installation, customization, and configuration tasks necessary for the ACSAP R/3 J2EE Core and selected Add-on Component with IM or CM. The duration of each task may vary based on <IBM Cust>'s configuration and complexity of SAP and the ECM systems. To verify successful install, <IBM Cust> is expected to provide resources in a timely manner, to assist in the completion of these tasks.

The success of this project depends on availability of key <IBM Cust> resources to assist in IBM ECM'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 successfully complete (or have successfully completed) the following IBM training. The IBM education required for this installation is as follows:

- Course Code: F002 – P8 Platform Administration **or**

- Course Code: F4580 – Image Services ("IS") System Administration

Please note that 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 ACSAP J2EE Core+1 Add-on Comp 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 timee.

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:

- Implementation Project Manager ("IPM") –Project Lead
- Lab Services IT Specialist ("ECM Consultant")
- Field Delivery Consultant ("FDC")
- Software Sales Representative ("SSR")
- Sales IT Specialist ("Sales 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
- FileNet System Administrator
- FileNet Capture Administrator
- Web Application Server Administrator
- System Operations Coordinator
- Client Desktop Coordinator
- LAN Administrator
- SAP Basis Technical Resource
- SAP Functional Resource
- Database Administrator
- Document/Records Manager
- Document Entry Supervisor
- End-User Manager
- End-User Specialist
- Application Developer
- Workflow Consultant

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.

FileNet System Administrator (1 to 3 people) - This individual will be the administrator for the IBM FileNet system and should have already completed the IS or P8 Administration course.   This individual will work closely with the ECM Consultant during the configuration of the IBM FileNet software.

FileNet ACSAP Systems Administrator - This individual will be the administrator for the ACSAP system.

DBA (1 person) - This individual will assume responsibility for <IBM Cust>'s database. This individual will also provide proper passwords to allow ECM 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 a successful 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.
- ACSAP prerequisites found in the Application Connector for SAP R/3, J2EE Edition, Hardware and Software Requirements document.
- The signed Service Description Acknowledgement Form delivered to the ECM Project Lead.
- All hardware, software, and network configurations must meet ECM requirements for system size and performance for the purchased software. This includes:
  - ➢ Installation or validation of the operating system and version
  - ➢ Installation of the web application server
  - ➢ Installation/application of appropriate levels of patches to meet ECM's minimum requirements
- Perform a Network check (verify server connectivity to network, addressing, correct protocol).
- Ensure either IM or CM is installed, configured, and fully operational prior to initiation of this Install Package[3].
- Ensure the Web Application Server (i.e. Weblogic, Websphere, JBOSS, etc.) is installed and operational.
- Download the ACSAP J2EE Core+1 Add-on Comp software and associated patches to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
- Download SAP JCO (Java Connector) software from SAP Service Marketplace.
- Have attended the required training prior to the installation of any ECM software.

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[3] Installation of IM or CM is outside the scope of this installation service. IBM can perform the installation for <IBM Cust> upon purchase of the appropriate Install Package.

- If installing ACSAP with IM, then Image Services Resource Adaptor ("ISRA") must be installed, configured, and fully operational and associated patches must have been downloaded to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
- If installing with IM, IBM FileNet Capture Professional is required to be installed and fully operational prior to the initiation of this project (Inbound Document Linking only).
- If installing with CM, Capture Desktop or Capture Professional (v4.0 or higher) is required to be installed and fully operational prior to the initiation of this project (Inbound Document Linking only).

b.) 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

c.) SAP R/3 server environment.

d.) SAPGUI Client is installed and operational.

e.) Analysis/requirements gathering of business application rules, business application processes, and application security access as they pertain to the installation of the ACSAP system.

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

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

h.) Adequate facilities for the ECM resources; including cubicles, desks, and telephone, hardware and Internet access service. IBM recommends reserving a conference room and presentation projector for the week of the on-site visit.

i.) After the <IBM Cust> System Administrator has attended the proper training and has observed the ECM Consultant during the installation, he or she will be responsible for expanding the 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 in a timely manner. 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 PCR addressing additional or extended IBM personnel requirements and additional costs.

5.2 IBM Responsibilities

a.) Perform Requirements Gathering

Select one of the following Components for this Requirements Gathering[4]:

- Inbound Client Linking
- Inbound Barcode Linking
- Outbound Data Archiving
- Outbound DART
- Outbound Document Archiving – Printlists
- Outbound Document Archiving – SAP Scripts
- Kpro DMS

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[4] The ACSAP J2EE Core+1 Add-on Component Install Package includes the installation of the core software and the configuration of one of the above listed components. If more than one component must be installed, contact your LS SM to purchase additional ACSAP Add-on Component Install packages.

b.) Verify <IBM Cust> has met project prerequisites.

c.) Review of IM or CM software configuration.

d.) Document ACSAP Environment Configuration Worksheet.

e.) Install SAP JCO (Java Connector)[5].

f.) Install one (1) instance of ACSAP R/3 J2EE on the web application server.

g.) Deploy and configure ACSAP R/3 J2EE on the web application server.

h.) Configure Client Components (if necessary).

i.) Customize and document SAP ArchiveLink configuration.

j.) Test ACSAP functionality.

k.) Perform System Administration Handoff

- Transfer of Information

- Routine Maintenance

- Problem Reporting

l.) Demonstrate the ACSAP Functionality to <IBM Cust> Project Team.

m.) Deliver ACSAP Environment Configuration Worksheet.

n.) Deliver the ArchiveLink Configuration Document.

o.) Provide <IBM Cust> a completed ACSAP J2EE Core+1 Add-on Comp Install Checklist.

6. Assumptions & Limitations

6.1 Assumptions

a.) Installation of ACSAP software will not be in a clustered environment. A chargeable PCR may be required to perform the installation in a clustered environment.

b.) Installation of ACSAP software will not be in an SSL environment. A chargeable PCR may be required to perform the installation in a SSL environment.

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

6.1.1 Use of IBM FileNet Capture Professional ("Capture")

Below are details regarding the Capture configuration that <IBM Cust> should validate to prepare for if the Inbound Processing Add-on component was selected[6].

- Verify that the scanner, scanner controller, and Microsoft Windows operating system are installed and operating properly on the IM or CM system

- Verify installation and configuration of Kofax Image Controls and Software (if applicable)

- Verify Capture software installation/configuration

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[5] <IBM Cust> must download SAP JCO from the SAP Service Marketplace.
[6] Installation of Capture Professional is outside the scope of this installation service. IBM can perform the installation for <IBM Cust> upon purchase of the appropriate Install Package.

- If SAP Bar Code processing is required, then is required for defining the Capture setup to recognize bar coding.

    – Install and configure Document Processing Component (if applicable)

    – Create repository structure

    – Create Capture Paths

    – Select/configure Capture components for each capture path

    – Create Templates

    – Configure Index properties

    – Customize keyboard shortcuts

    – Create and configure Batch Report attributes and properties

    – Customize UI (user interface)

6.2 Service Limitations

a.) The ACSAP J2EE Core+1 Add-on Comp Install Package does not include repairs, corrections or troubleshooting of performance degradation, data corruption, errors and faults that are discovered during the process due to hardware failures, or non-qualified hardware or operating systems. Repairs, corrections or troubleshooting of such errors and faults will be <IBM Cust>'s responsibility; any IBM involvement will be charged on a Time and Materials ("T&M") basis.

b.) Installation of IM or CM, IBM FileNet Desktop, IBM FileNet Capture Professional, or IBM FileNet Web Services is not included within the scope of this Install.

c.) Installation of SAP Business Workflow or SAP Client Software ("SAPGUI") is not within the scope of this install.

d.) IBM ECM Application programming is not within the scope of this install.

e.) Configuration of SAP's Archive Development Kit ("ADK") or Data Retention Tool ("DART") is not within the scope of this Install service. <IBM Cust> is responsible for the successful configuration and operation of the SAP system and all SAP business applications.

f.) This install service package includes the installation services to implement ACSAP R/3 J2EE Core + one (1) Add-on Component for customers using P8 or IM. Installation of additional SAP ArchiveLink interface processing Add-on options beyond the one component (e.g. Inbound Processing, Outbound Processing, Kpro DMS, Document Data Archiving, or DART) are available at additional cost.

g.) 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.

6.2.1 Travel & Living Expenses

This service includes 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 Install Package.

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

Additional onsite assistance requested by <IBM Cust> beyond the amount specified in the above paragraphs may 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 the <IBM Cust> team and the ECM team for the ACSAP J2EE Core+1 Add-on Comp Install Project. 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 Install Package Service Description, the installation tasks, and roles and responsibilities with <IBM Cust>'s Project Team.

7.1.2 Define/Review Project Plan

The project team develops a custom project plan specific to <IBM Cust>'s installation, which is designed to complete an installation in the shortest timeframe.

Each project task is assigned appropriate resources and time window based on the effort required to complete the task. Those tasks requiring specialized ACSAP experience are assigned to the ECM resource with the appropriate skill set. Acceptance of the plan by the project team initiates the ACSAP J2EE Core +1 Add-on Install.

The starting date for this project must be scheduled and confirmed by the IBM and <IBM Cust> Project Leads and ECM Consultant.

7.1.3 Project Status

The IPM 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: SAP Business Analysis Review

The ECM Consultant and <IBM Cust> will review the business analysis that defined the use of one of the following components:

- Inbound Client Linking
- Inbound Barcode Linking
- Outbound Data Archiving
- Outbound DART
- Outbound Document Archiving – Printlists
- Outbound Document Archiving – SAP Scripts
- Kpro DMS

This may include reviewing:

- business process to archive link enable,

- document types,

- business objects, and

- transaction codes used to perform the business functions.

7.3 Task 3: ACSAP Requirements Gathering

The ECM Consultant will gather details on <IBM Cust>'s SAP and IBM FileNet Systems (i.e., users, document types, document routing, archive types, etc.).

IBM FileNet and SAP systems can be configured in a variety of ways to meet the requirements of a business application. Adequate configuration to meet <IBM Cust>'s processing demands begins with valid business assumptions which were discussed in Task 2. The Project Team discusses these assumptions and various application requirements to define a set of parameters for system configuration.

Analysis details for <IBM Cust>'s SAP and IBM FileNet systems include:

- System domain names and network addresses

- Users, groups and security access

- Database partition sizing

- Document types, classes and families

- Document output volumes (data archived and retrieved)

- Document input volumes (scanned images)

- Document output volumes (images retrieved)

Changing business assumptions may require changes in the configuration.

7.4 Task 4: Product Configuration Worksheet (Draft) and Architecture Review Meeting

Armed with information gathered, the ECM Consultant builds a draft Product Configuration Worksheet containing the following:.

- System identification and functionality

- Installation parameters

- Configuration settings

- Users, Groups

- SAP information for the ArchiveLink customization (Document Types, Business Objects, Document Classes, etc.)

- FileNet properties (Document Classes, Index Properties, Queue and Workspace information)

- Security profiles

- Other pertinent data

This document describes details for the Add-On Component(s) configuration and is the guidebook for subsequent installations and projects.

7.5 Task 5: Pre-Installation

7.5.1 Verify Web Application Server

ACSAP R/3 J2EE components must be installed and configured on a J2EE compliant Web Application server (i.e. BEA Weblogic, JBOSS, WebSphere, etc.), which is separate from the IM or CM server.

7.5.2 Install and Configure ISRA

ISRA is required to maintain communications between ACSAP server components and IM. ISRA needs to be installed/deployed and configured only when using IM.

ISRA is not needed if CM is used.

7.6 Task 6: ACSAP R/3 J2EE Software Installation

7.6.1 Review of IM or CM on IBM FileNet Server

The ECM Consultant will review the existing IM or CM configuration and modify as needed to support ACSAP.

7.6.2 Install ACSAP

Application Connector for SAP R/3 J2EE is installed on a separate server for the appropriate operating system.

7.6.3 ACSAP Deployment & Configuration

Following the installation, ACSAP is deployed on the web application server and the configuration tool is used to define the ACSAP parameters. The following is an example of information that will be required during configuration & deployment:

- SAP Version
- SAP System Name
- SAP Host Name
- SAP Gateway Service
- SAP Client Number
- SAP User
- SAP Password
- SAP Archive ID

In addition, the following components are defined and configured as part of the ACSAP Install service:

- Disk Families (IM only)
- Document Classes (up to 3)
- Property/Index Fields
- Queues and Workspaces

7.6.4 Customize the SAP R/3 System Configuration for Selected Add-on

The ArchiveLink processing functions are setup via customization screens that enable the ECM Consultant to define the associated queues, directories, protocols and specific function parameters to deploy the functions to be invoked. This customization is based upon the discussions and decisions defined in previous tasks.

The configuration is limited to three (3) business objects/document types or business scenarios and will be documented in the ArchiveLink Configuration Document.

7.6.5 Setup Configuration of Viewer Components

A viewer may need to be selected and configured within SAP to meet business requirements. Viewers that can be used include:

- SAPGUI
- Pure Thin Client

7.6.6 Test

Initial testing will be done to ensure that we can successfully archive and retrieve documents or data that have been linked to the IBM FileNet Content Repository. Then IBM will demonstrate the ACSAP J2EE Add-on component(s) to the <IBM Cust> Project Team.

7.6.7 Review IBM FileNet and SAP Security

The ECM Consultant will review the IBM FileNet security for document classes, users and user groups, and configuration of the ACSAP Administrator profile.

SAP security must be defined and set within the SAP R/3 system. This Install service only includes defining an ArchiveLink CPIC user profile.

7.7 Task 7: System Administration Handoff

7.7.1 Transfer of Information

The ECM Consultant will review the ACSAP product installation with the <IBM Cust> System Administrator to better prepare <IBM Cust> for further expansion of the system.

As part of the overall installation review, any Add-on services (if purchased) delivered during this service will also be reviewed.

7.7.2 Routine Maintenance

Routine maintenance includes reviewing daily duties of <IBM Cust>'s System Administrator regarding maintenance of the system. These tasks 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.

7.7.3 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 ECM 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 (1-800-429-7378).

7.8   Task 8: Demonstrate System to <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.

7.8.1   Refine System

The ECM Consultant will lead the Project Team in a system refinement post mortem. The team may identify modifications to the system and the System Administrator will make appropriate changes.

7.8.2   System Functional Testing

<IBM Cust> Project Team members perform functional testing of configured add-on components to verify that all components have been correctly configured and are operating as intended.

The <IBM Cust> SAP functional resources will perform extended testing based of whatever test plan criteria they have designed.

<IBM Cust> will provide resources and access to SAP R/3 J2EE and the IM or CM systems to execute the functionality tests according to the acceptance criteria. If not, <IBM Cust> will accept the Install by default.

<IBM Cust> is responsible for the proper operation of the SAP R/3 J2EE and the IM or CM systems including all business application modules used during testing.

7.9   Task 9: ACSAP Final Documentation Deliverables

The ECM Consultant will provide <IBM Cust> the final versions of the following documents:

- ACSAP Environment Configuration Worksheet
- ArchiveLink Configuration Document

7.10   Task 10: Project Completion

Upon demonstration of the product, the ECM Consultants will deliver to <IBM Cust> a completed Install Checklist which constitutes completion of this project. Please refer to *IBM FileNet Application Connector for SAP R/3 J2EE Core + 1 Add-on Component Install Checklist.*

If issues arise after completion of the project, <IBM Cust> Project Team will attempt to resolve these problems independently or with the assistance of the IBM Product Support Center.