



IBM Customer ***IBM FileNet Capacity Planning
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 Capacity Planning Package (“Capacity Planning”) one of the following:
 - small system (1 server) or
 - medium system (2 - 3 servers) or
 - large system (4 - 5 servers).

Capacity Planning services involve modeling <IBM Cust>’s projected growth rates on <IBM Cust>’s existing servers, and on newly planned servers to identify the model configurations that can manage <IBM Cust>’s estimated growth. IBM strongly recommends that clients complete the Performance Optimization service prior to executing the Capacity Planning service.

The scope of this Package is limited to <IBM Cust>’s IBM FileNet Production environment.

The Package will:

- Review one (1) IBM FileNet Configuration (Image Manager or P8)
- Review current system and workloads
- Review anticipated growth and planned architecture changes
- Model ECM system utilization based on planned growth and architecture changes
- Deliver a Capacity Planning Report that reviews modeled growth scenarios and IBM recommendations
- Deliver project management and coordination

While the Capacity Planning Package provides a set of potential models and recommendations, determining the feasibility of implementing these recommendations is outside the scope of this engagement¹.

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:

- Implementation Project Manager (“IPM”) – Project Lead
- Performance Optimization Specialist (“Specialist”)
- Field Delivery Consultant (“FDC”)
- Software Sales Representative (“SSR”)
- Sales IT Specialist (“Sales ITS”)

¹ If <IBM Cust> requests assistance in implementing the recommendations outlined, please contact your Lab Services Sales Manager (“LS SM”) for assistance.

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:

- Project Lead
- FileNet System Administrator
- Database Administrator

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 IBM ECM Project Lead.

P8 or Image Manager System Administrator (1 to 3 people) - This individual serves as the on-going FileNet system administrator and will provide proper passwords and access to the FileNet system as necessary for the delivery of this package service.

DBA (1 person) - This individual serves as the on-going database administrator. This individual will also provide proper passwords to allow the Performance Optimization Specialist to perform his/her functions in the course of this package service.

4. Responsibilities

4.1 <IBM Cust> Responsibilities

In order to facilitate a successful delivery, <IBM Cust> has the responsibility to provide the following:

- a.) All prerequisites must be met before IBM can begin the installation of the product.
 - Provide a stable system environment during the service-monitoring period.
 - A supported version of ECM (FileNet Image Services (“IS”), eProcess, Content Manager (“CM”), Business Process Manager 9”BPM”)) software for the selected system installed and operational.
 - If the service is being performed on a CM or BPM system, the system must be running version 3.5.2 or later.
 - Environments running IS and CM and/or BPM are considered 2 separate systems.
 - Hardware and/or software additions or modifications to <IBM Cust>’s IBM FileNet system will be completed prior to (preferably) or after delivery of these services.
 - Perform a network check (verify server connectivity to network).
- 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.) Provisions of a completed *Capacity Planning Questionnaire* prior to the Kick-off conference call.
- d.) Provide access to the required hardware and software in a timely manner to achieve the appropriate optimization.
- e.) Remote access to the existing IBM FileNet system including:
- Dial-in modem access: 9600-baud dial-up modem or better
 - Password: Root, fnsw, SysAdmin and Oracle Internal Passwords.
 - Optional: Internet access and key staff e-mail addresses.
 - Locally stored statistical files and logs generated by and for this service.
- f.) Implementation of any or all of IBM's recommendations.
- g.) IBM access to the technical or operational resources that can review and approve recommended changes to enhance system performance.
- h.) Product Subscription and Support Agreement in place through IBM.
- i.) <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.

4.2 IBM Responsibilities

- a.) Review <IBM Cust> current and planned system workloads and architecture changes
- b.) Provide models and recommendations of <IBM Cust>'s anticipated changes.
- c.) Review IBM's recommendations and models with <IBM Cust>.
- d.) Provide <IBM Cust> a completed Capacity Planning Checklist

5. Assumptions & Limitations

5.1 Assumptions

- a.) Capacity Planning Package IBM FileNet Capacity Planning Package is delivered remotely via modem dial-in and conference calls, and there is no on-site activity associated with its delivery. As such, no travel time or expense is anticipated or included with the service.
- b.) The cost to implement any recommendations made as a result of the Capacity Planning Package described herein is not included in the package. Any implementation of recommendations made herein should be delivered by an FDC or by <IBM Cust> themselves²

5.2 Service Limitations

The Capacity Planning 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

² IBM recommends that <IBM Cust> have their local FDC assist in implementing any recommendations. Should <IBM Cust> elect to have a FDC implement the recommendations, these services will be delivered separately on a Time and Materials (T&M) basis plus expenses. IBM will work with <IBM Cust> customer team to contact the local Field Delivery Manager to arrange for coordination of these additional services.

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. For tasks to be completed on a weekend (after 5:00 p.m. Friday and before 8:00 a.m. Monday), Specific details regarding schedules will be mutually agreed upon prior to the project start-date.

5.2.1 Travel & Living Expenses

There are no travel and living expense requirements for this service. This service does not include domestic travel and living expenses incurred by ECM resources traveling to <IBM Cust>'s site in order to fulfill IBM ECM's tasks and responsibilities pertinent to delivering this Capacity Planning service.

6. Project Tasks & Deliverables

Capacity Planning services involve modeling <IBM Cust>'s projected growth rates on <IBM Cust>'s existing servers, and on newly planned servers to identify the model configurations that can manage <IBM Cust>'s estimated growth. IBM strongly recommends that clients complete either the Performance Optimization or Performance Optimization Annual service prior to delivering the Capacity Planning service.

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

6.1 Task 1: Kickoff Conference Call

The purpose of this conference call is to prepare both the <IBM Cust> project team and the Performance Optimization Specialist for the Capacity Planning Project. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

6.1.1 Capacity Planning Service Requirements Questionnaire Review

At the onset of this project, the Performance Optimization Specialist will need to understand and review <IBM Cust>'s server configuration (hardware, operating system and site specific software), FileNet specific network configuration, and <IBM Cust>'s System Diagram. IBM will ask <IBM Cust> to complete a *Capacity Planning Questionnaire* form, outlining the parameters of their IBM FileNet system(s), current and planned work loads and any planned changes prior to this discussion.

6.1.2 Define Project Team

The Performance Optimization Specialist will work with <IBM Cust> to identify the project management structure and the individuals required for the Capacity Planning Project.

6.1.3 Project Services Description Review

The IPM or the Performance Optimization Specialist will review the Services Description, the deliverables, and the project tasks with <IBM Cust>'s PM.

The starting date to begin the Capacity Planning Project for <IBM Cust> will be scheduled and confirmed by IBM and the assigned <IBM Cust> PM.

IBM anticipates scheduling these services within fifteen (15) business days from date of initiation.

6.1.4 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.

6.2 Task 2: SCouT Model

A Performance Optimization Specialist will utilize IBM FileNet's System Capacity Planning Tool ("ScouT") to model the existing systems' capacity. The Specialist will input actual transaction data into the SCouT model. Using this information, SCouT will show the model's utilization in comparison to the actual performance data.

Next, SCouT will model medium and high growth scenarios to indicate the need for upgrading hardware or distributing services amongst a number of servers.

SCouT Data Collection includes:

- All IBM FileNet Subsystem Usage
- OSAR and Robotic Arm Usage, if applicable
- Optical Drive Usage, if applicable
- Network Usage/Demand (based upon available data)
- CPU Activity

6.3 Task 3: Capacity Planning Report & Review

6.3.1 Capacity Planning Report

The Capacity Planning Report will consist of:

1. SCouT Model of existing workload on current platform.
2. SCouT Models for medium and high growth scenarios, including all attempted configurations (various server types, number of CPUs, additional OSARs, web server number, etc.).

6.3.2 Capacity Planning Report Review

IBM will coordinate a Capacity Planning Report conference call during which the Performance Optimization Specialist and <IBM Cust>'s project team will review the report and its capacity recommendations.

6.4 Task 4: Project Completion

The ECM Consultant will deliver to <IBM Cust> a completed Capacity Planning Checklist which constitutes completion of this project. Please refer to *IBM FileNet Capacity Planning Checklist*.