



IBM Customer ***IBM FileNet Image Services
Install Package
Service Description***

July 1, 2010



Table of Contents

- 1. DESCRIPTION OF SERVICES..... 1
- 2. REQUIRED PRODUCT TRAINING 2
- 3. RESOURCES 2
 - 3.1 ECM SOFTWARE SERVICES TEAM RESOURCES 2
 - 3.2 <IBM CUST> TEAM RESOURCES 3
 - 3.3 <IBM CUST> SYSTEM DESIGN RESOURCE 3
- 4. ROLE DEFINITIONS 3
- 5. RESPONSIBILITIES 4
 - 5.1 <IBM CUST> RESPONSIBILITIES 4
 - 5.2 IBM RESPONSIBILITIES..... 5
- 6. ASSUMPTIONS & LIMITATIONS..... 6
 - 6.1 ASSUMPTIONS..... 6
 - 6.2 SERVICE LIMITATIONS 6
 - 6.2.1 Travel & Living Expenses 6
- 7. PROJECT TASKS & DELIVERABLES..... 6
 - 7.1 TASK 1: KICKOFF MEETING 7
 - 7.1.1 Review Project Services Description 7
 - 7.1.2 Define and Review Project Plan 7
 - 7.1.3 Project Status..... 7
 - 7.2 TASK 2: ENVIRONMENT REVIEW..... 7
 - 7.3 TASK 3: SOFTWARE INSTALLATION 7
 - 7.3.1 IS Install 7
 - 7.4 TASK 4: <IBM CUST>'S SYSTEM 8
 - 7.4.1 Initial Security Setup 8
 - 7.4.2 Initial Property & Document Class Setup..... 8
 - 7.4.3 Load Sample Documents..... 8
 - 7.4.4 Document Access Validation 8
 - 7.4.5 Test IS System..... 8
 - 7.4.6 Client Workstation Testing 8
 - 7.5 TASK 5: SYSTEM ADMINISTRATION HANDOFF 8
 - 7.5.1 Transfer of Information..... 8
 - 7.5.2 Routine Maintenance 9
 - 7.5.3 Review Backup Methodologies 9
 - 7.5.4 Problem Reporting 9
 - 7.6 TASK 6: DEMONSTRATE SYSTEM TO <IBM CUST> PROJECT TEAM 9
 - 7.7 TASK 7: SYSTEM CONFIGURATION DOCUMENT 9
 - 7.8 TASK 8: PROJECT COMPLETION CHECKLIST..... 10

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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 FileNet Image Services (IS) Install Package

This service provides the expert resources to install the IS software at your site. It also provides hands-on assistance to address any questions, recap key issues covered in formal training classes, and to confirm 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 Field Delivery Consultant (FDC) will help guide <IBM Cust> on proven strategies and procedures that have been employed by other ECM installations. The completed installation also verifies that the software is supportable by IBM's Product Support organization.

The scope of this Install Package is limited to the installation and base configuration of IS¹.

The IS Install Package will provide:

- Review <IBM Cust>'s environment
- Review the <IBM Cust>-supplied System Design Document
- Installation of the following IS Suite of products:
 - Combined Service: Root/Index/OSAR
 - Printer or outbound fax or Capture Pro
 - Web integrated browser
 - IDM Desktop
- Configuration of IS system for an initial test environment
- Validation of the IS system
- Reinforcement of the formal training, providing for a smooth System Administration handoff
- Demonstration of the IS system to the Project Team
- Delivery of the System Configuration Document
- Project management and coordination to facilitate a and professional project delivery

This Install Package includes a set of tasks that <IBM Cust> must complete to facilitate a 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 IS environment.

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

At the completion of the IS Install 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 ECM products will be performing the tasks to identify the

¹ The IS Platform includes one Combined Service: Root/Index/OSAR, one peripheral server (Print, Outbound Fax, or Capture Professional), one web integrated browser, and one IDM Desktop. Installation and configuration of any additional services other than those required as part of the installation of the IS are considered additional options. Contact your Software Services Sales Leader (SS SL) for pricing for any additional Install services.

<IBM Cust> specific definition of the system after the completion of this project. These definition services are outside the scope of deliverables of this Install Package².

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 completed) the following IBM training. The IBM education required for this installation is as follows:

- Course Code: F458 – IBM FileNet IS System Administration

Please note that IBM may offer an equivalent Instructor Led Online (ILO) or Self Paced Virtual Course (SPVC). Any of these courses will satisfy this installation package training requirement.

The cost for these training courses is not included in this IS Install Package. Please refer to the [IBM Learning Services web site](#) for detailed information regarding class cost, schedules, course descriptions, ordering options, registration instructions and other relevant IBM web site locations.

While the training defined in this service provides a good foundation for administering the system in a pre-production status, <IBM Cust> should not consider this the total set of training that their resources will need to manage their production system. The ECM Education team can assist <IBM Cust> in obtaining a recommended training plan specific to <IBM Cust>'s requirements.

For individual training recommendations, please reference the [ECM Training Paths](#).

For training recommendations for your entire organization, please request an [Enterprise Training Plan](#) or contact the ECM Education Team at ecmeduna@us.ibm.com or 800-455-7468.

IBM Learning Services web site:

www.ibm.com/software/data/content-management/training.html

In the interests of quality education, IBM reserves the right to update training courses at any time.

3. Resources

The <IBM Cust> Project Team will consist of the resources from the ECM Software Services Account Team, the <IBM Cust> technical staff and, when applicable, an ECM Business Partner. Examples of Project Team members are listed below.

3.1 ECM Software Services Team Resources

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

- Solution Implementation Project Manager (SIM) – Project Lead
- Software Services IT Specialist (Delivery Consultant)

² Services to configure all site and user specific preferences are described in the IS Fast Start Package. Contact your SS SL for pricing for any additional services.

- Field Delivery Consultant (FDC)
- Software Sales Representative (SSR)
- Sales IT Specialist (ITS)

3.2 <IBM Cust> Team Resources

<IBM Cust> will need to identify internal personnel to fill the roles of the <IBM Cust> Project Team. <IBM Cust> is responsible for selecting a Project Lead to share lead responsibilities with the ECM Software Services Project Lead.

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

- Project Lead
- System Administrator
- Web Master and/or Web Designer
- System Operations Coordinator
- Client Desktop Coordinator
- LAN Administrator
- Database Administrator
- Document and/or Records Manager
- Document Entry Supervisor
- End-User Manager

3.3 <IBM Cust> System Design Resource

<IBM Cust> will need to provide a System Design resource to conduct requirements analysis and system planning for <IBM Cust>'s CM application. This resource will also be responsible for developing a System Design Document that reflects the results of these analysis tasks.

The System Design Resource can be an ECM Software Services resource, an IBM Partner resource, or an individual who is on <IBM Cust>'s staff with strong ECM design and administration knowledge. The effort for this resource is not included in this package and must be engaged separately³. IBM strongly recommends that this resource be an ECM Certified Professional Administrator.

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 Software Services Project Lead.

³ Services to complete these activities are described in the IM Fast Start Package, which may be delivered through a custom Statement of Work.

IS System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the IS system and will serve as the on-going 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 FDC during installation and configuration of the IS server and clients.

DBA (1 person) - This individual will assume responsibility for <IBM Cust>'s database. This individual will also provide proper passwords to allow FDC 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 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
 - Installation of the customer-supplied database
 - Installation and application of appropriate levels of patches to meet ECM's minimum requirements
 - Perform a network check (verify server connectivity to network, addressing, correct protocol).
 - Download IBM FileNet Image Services software to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
 - Have attended the training required prior to the installation of any ECM software.
 - Complete the *Environment Prerequisite Checklist*.
- 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.) Analysis and requirements gathering of business application rules, business application processes, and application security access as they pertain to the installation of the IS system. The outcome of this process is a System Design Document.
- d.) Local system administrator(s) trained on the administration of the ECM products.
- e.) After the <IBM Cust> System Administrator has attended the proper training and has reinforced that training by observing FDC during the installation, he or she will be responsible for completing the following items.
 - Expansion of Security Schema
 - Expansion of Users and/or Groups
 - Creation of Additional Document Classes & Families
 - Creation of Additional Custom Properties
- f.) Local help desk personnel trained on the ECM client products to be installed at <IBM Cust>.

- g.) Adequate facilities for each Delivery Consultant including:
 - 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 Responsibilities

- a.) Review Environment
 - Deliver & Review *Environment Prerequisite Checklist*
- b.) Install IS Software:
 - One (1) Combined Service: Root/Index/OSAR
 - One (1) printer or outbound fax or Capture Pro
 - One (1) web integrated browser
 - One (1) IDM Desktop
- c.) Configure IS for a test environment
 - Create one (1) user and/or group profile
 - Create one (1) custom property
 - Create one (1) document class
 - Configure one (1) <IBM Cust>'s MSAR (if purchased)
- d.) Test IS System
 - Execute Methods on an object
 - Search
 - Index Update
 - Security Change
 - Annotation Creation
 - Display
- e.) Perform System Administration Handoff
 - Transfer of Information
 - Routine Maintenance
 - Backup Methodology
 - Problem Reporting

- f.) Demonstrate the IS System to <IBM Cust> Project Team
- g.) Deliver System Configuration Document
- h.) Provide <IBM Cust> a completed IS Install Checklist

6. Assumptions & Limitations

6.1 Assumptions

- a.) Installation of IS software will not be in a clustered environment. A chargeable PCR may be required to perform the installation in a clustered environment.
- b.) Additional resources and time for the development of “custom applications” are not included in this service.

6.2 Service Limitations

The IS 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.

ECM Software Services 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 Package does **not** include domestic travel and living expenses incurred by ECM Software Services resources traveling to <IBM Cust>'s site in order to fulfill IBM's tasks and responsibilities pertinent to delivering this service.

The SIM will participate in up to **two** (2) meetings remotely. It is intended that status meetings will be held via conference calls. The FDC 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 Software Services team for the IS Install Project. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

7.1.1 Review Project Services Description

The ECM Software Services Project Lead will review the Install 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 SIM 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 SIM 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 was delivered to <IBM Cust>. Upon completion of <IBM Cust>'s portion of the document, the SIM will schedule the software installation.

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

At this time, the ECM Software Services Install Team will also review the System Design Document with the <IBM Cust> Project Team with regard to overall IS system design.

7.3 Task 3: Software Installation

The FDC, 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 a software installation.

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

7.3.1 IS Install

The FDC will install the IS software, one (1) Combined Server: Root/Index/OSAR, one peripheral server (Print, Outbound Fax, or Capture Professional), one web integrated browser, and one IDM Desktop.

7.4 Task 4: <IBM Cust>'s System

7.4.1 Initial Security Setup

The FDC defines one user and/or group profile based upon <IBM Cust>-supplied information.

7.4.2 Initial Property & Document Class Setup

This phase includes hands-on instruction on defining parameters of IS. The FDC will install and test one document class and one property for the validation of system readiness.

7.4.3 Load Sample Documents

Once the IS has been configured, <IBM Cust> will supply several sample documents. These are loaded into the system, with the security privilege and properties denoted by <IBM Cust>.

7.4.4 Document Access Validation

The FDC validates that clients can access the IS via the IDM Desktop. The FDC will test the out-of-box IS functionality. The following user functions will be validated:

- Log on and log off
- Add and Delete and View a document
- Modify a document's properties
- Modify a document class' properties

7.4.5 Test IS System

Once sample documents are loaded into the system, the FDC and the <IBM Cust> System Administrator will execute a set of routine business processes with the samples. Examples include:

- New Document creation
- Document access changes
- Document search, copy, view and print functions

7.4.6 Client Workstation Testing

After the system is fully operational, the <IBM Cust> Project Team will be responsible to test Client Workstations to ensure client interaction with the IS system is operating as expected for out-of-box functionality. The FDC will assist with testing if needed.

7.5 Task 5: System Administration Handoff

7.5.1 Transfer of Information

The FDC will review the IS product with the <IBM Cust> System Administrator to better prepare <IBM Cust> for further expansion of the system. The FDC will reinforce topics covered in the IS Learning Services courses required for this Install Package. Topics to be reviewed:

- Entering document class definitions data into the system as part of the configuration

- Entering document index and property definitions into the system as part of the configuration
- Entering security profile definitions data into the system as part of the configuration
- Review IS Platform Documentation “Best Practices”

7.5.2 Routine Maintenance

Routine maintenance involves reviewing the daily duties of <IBM Cust>’s System Administrator with respect to maintenance of the IS system. These are tasks that should be performed daily and will be specific to <IBM Cust>’s usage of the IS system and its configuration. IBM recommends that the System Administrator develop a schedule of “housekeeping” procedures and tasks to be performed. Some examples include:

- Checking system services
- Monitoring system usage
- Initiating IS system backup preparation
- Checking the event log
- Checking IS system administration log
- Checking the amount of free space

7.5.3 Review Backup Methodologies

The FDC will review possible backup strategies with the <IBM Cust> System Administrator. This Install Package does not provide for the FDC 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 FDC 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 samples have been tested, IBM will demonstrate the IS 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: System Configuration Document

As <IBM Cust> tests the system, the FDC will provide <IBM Cust> the completed System Configuration Document, which includes the <IBM Cust>-supplied data as well as the installed ECM software versions and patches. This document represents a starting point for on-going maintenance and modification of the system.

<IBM Cust> should include this document with the final System Design Document.

7.8 Task 8: Project Completion Checklist

Upon demonstration of the product the FDC will deliver to <IBM Cust> a completed Install Checklist which constitutes completion of this project. Please refer to *IBM FileNet Image Services Install 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.