



***IBM Customer*** ***IBM Enterprise Records  
Install & Mentor  
Service Description***

**January 1, 2011**



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## 1. Description of Services

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

- IBM Enterprise Records (Enterprise Records) Install & Mentor Package<sup>1</sup>

This service provides the expert resources to install the Enterprise Records software onto an existing IBM FileNet Content Manager (CM) or IBM FileNet Business Process Manager (BPM) system at your site. It also provides hands-on assistance to address any questions, recap key issues covered in formal training classes, 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 EMC 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 supported by IBM Product Support.

The scope of this package is limited to the installation and support of Enterprise Records<sup>2</sup>. The CM or BPM product must have been previously implemented and must be fully operational prior to the initiation of the Enterprise Records Install & Mentor package.

The Enterprise Records Install & Mentor Package will include the following activities:

- Review <IBM Cust> environment
- Installation of the Enterprise Records software
- Configuration of the system for initial validation
- Validation of the System
- High Level Enterprise Records Mentoring
- System Administration Handoff
- Demonstrate the System to the <IBM Cust> Project Team
- Deliver project management and coordination

This 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 Enterprise Records environment.

The resources required for this project will include both the IBM and <IBM Cust> personnel necessary to install and configure the Enterprise Records software.

At the completion of this 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 install assumes individuals knowledgeable on ECM products will be performing the tasks to identify the <IBM Cust>

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<sup>1</sup> This package may be used to implement either the IBM Enterprise Records product or IBM InfoSphere Enterprise Records product.

<sup>2</sup> The Enterprise Records Install & Mentor Package includes installation of the Enterprise Records software in one CM or BPM environment and up to four consecutive days of Enterprise Records mentoring. Installation and configuration of any additional services other than those required as part of the installation of Enterprise Records are considered additional options. Contact your Software Services Sales Leader for additional installation services.

specific definition of the system after the completion of this project. These definition services are outside the scope of deliverables of this package<sup>3</sup>.

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. The IBM education required for this installation is as follows:

- Course Code: F1420 – IBM FileNet P8 Platform Administration
- Course Code: F018 – IBM FileNet Records Manager Administration Add-On

*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.*

*Existing courses in the course catalog may still have previously used product names. New versions of these courses may be available in the future with course numbers that are different from the ones listed above.*

The cost for these training courses is not included in this Enterprise Records 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 Software Services 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 Software Services Education Team at [ecmeduna@us.ibm.com](mailto:ecmeduna@us.ibm.com) or 800-455-7468.*

IBM Learning Services Web Site:

[www.ibm.com/software/data/content-management/training.html](http://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 IBM 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:

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<sup>3</sup> Services to configure site and user specific preferences are described in the Enterprise Records Fast Start Package which is delivered as a separate service offering.

- Project Manager (PM) – Project Lead
- IT Consulting Specialist (installation) - Delivery Consultant
- IT Enterprise Records Consulting Specialist (mentoring) - Mentoring Consultant
- 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
- FileNet System Administrator
- Web Master or Web Designer
- System Operations Coordinator
- LAN Administrator
- Database Administrator
- Document or Records Manager
- Document Entry Supervisor
- 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 Software Services Project Lead.

IBM FileNet System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the Enterprise Records system and will serve as the ongoing administrator. Attending the Records Manager Administration Add-On class is required and should be completed prior to the installation of the software. This individual will work closely with the install team during install and configuration of the Enterprise Records software.

Database Administrator (1 person) - This individual will assume responsibility for <IBM Cust>'s database. This individual will also provide proper passwords to allow ECM Software Services 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 the operating system
    - Installation of the customer-supplied database
    - Installation of the CM or BPM software and validation that the software is operating as expected.
    - See System requirements: Hardware and software requirements for supported IBM FileNet P8 versions link address: <http://www-01.ibm.com/support/docview.wss?rs=3278&uid=swg27013654>
  - Perform a network check (verify server connectivity to network, addressing, correct protocol).
  - Download the Enterprise Records software to the appropriate servers 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 ECM software.
- b.) <IBM Cust> acknowledges that:
  - i. Installation of the Enterprise Records 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.
  - ii. 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 the Enterprise Records system.
- e.) Local system administrator(s) trained on the administration of the ECM products installed and to be installed at <IBM Cust>, specifically the P8 Platform Administration and the Records Manager Administration Add-On courses.
- f.) After the <IBM Cust> System Administrator has attended the proper training and has reinforced that training by observing the Delivery Consultants during the installation and mentoring, he or she will be responsible for expanding the environment following this service.
- g.) Local help desk personnel trained on the ECM client products 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 adequate remote access into <IBM Cust>'s environment and remote access to a workstation in the network that:
  - can connect to all required servers and
  - is pre-loaded 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 sufficiently to require a chargeable PCR addressing additional or extended IBM personnel requirements and additional costs.

## 5.2 IBM Responsibilities

The IBM responsibilities for this package include:

- a.) Conduct Kickoff Meeting
- b.) Review Environment
  - Deliver & Review Environment Prerequisite Checklist
- c.) Install Enterprise Records on one environment
  - Install Enterprise Records Software
  - Configure Enterprise Records for system validation
  - Test the Enterprise Records system, performing “Records Lifecycle” validation (sample test case provided)
- d.) Demonstrate the Enterprise Records system to <IBM Cust> Project Team.
- e.) Perform System Administration Handoff
  - Transfer of Information
  - Routine Maintenance
  - Backup Methodology
  - Problem Reporting
- f.) Provide <IBM Cust> a completed Enterprise Records Install & Mentor Checklist – Part I install
- g.) Perform high-level Enterprise Records mentoring
- h.) Provide <IBM Cust> a completed Enterprise Records Install & Mentor Checklist – Part II mentoring

## 6. Limitations

### 6.1 Service Limitations

The Enterprise Records Install & Mentor 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.

### 6.1.1 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 PM will initiate the project with a kickoff conference call. It is intended that status meetings will be held via conference calls. The Delivery Consultant and the Mentoring Consultant may each travel to <IBM Cust>'s site for **one (1)** visit 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.

## 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 Enterprise Records Install & Mentor Package Project. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

#### 7.1.1 Review Project Services Description

The PM 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 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.

ECM Software Services recommends reviewing any questions arising from the completion of the *Environment Prerequisite 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 P8 Platform Administration training prior to this step to facilitate appropriate system configuration choices and ease support transition to <IBM Cust>.

### 7.3.1 Enterprise Records Install

The Delivery Consultant will install the Enterprise Records software on a single pre-existing and validated CM or BPM environment. The install will include basic configuration of object stores to support record declaration for purposes of validating system functionality.

### 7.3.2 Validate Installation

The Delivery Consultant validates that a client workstation can access Enterprise Records via P8 WorkPlace or Workplace XT. The following user functions will be validated:

- Log on or log off from Workplace
- Open the Enterprise Records Application from the Workplace link
- Add a Folder to the ROS object store from Workplace
- Add a sample document to a folder in the ROS object store
- Modify the properties of a document
- Check out or Check in a document
- Delete a document

### 7.3.3 Enterprise Records Lifecycle Testing

After validation of the base P8 system, the Delivery Consultant will perform Enterprise Records Lifecycle testing, based upon a provided sample test case. This test process will include the creation of associated Enterprise Records system entities required to thoroughly validate the base Enterprise Records functionality. This testing will include:

- Creating a test Category in the Enterprise Records File Plan
- Creating a test Record Folder
- Declaring a document from the ROS as a record

- Running Disposition Sweep
- Initiating Disposition
- Approving destruction of the sample entities
- Verifying destruction by viewing the transcript and searching for the original document
- Configuring and running Hold Sweep to verify functionality

## 7.4 Task 4: Demonstrate System to <IBM Cust> Project Team

After the initial samples have been tested, the Delivery Consultant will demonstrate the Enterprise Records 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. This task completes the installation portion of this package.

The mentoring portion of this package is typically delivered by a Mentoring Consultant who specializes in Enterprise Records solution consulting during a separate on-site visit.

## 7.5 Task 5: System Administration Handoff

### 7.5.1 Transfer of Information

The Delivery Consultant will review a limited set of basic OOTB functionality of the Enterprise Records product with the <IBM Cust> System Administrator in preparation for the high-level mentoring session which is to follow. The Delivery Consultant will reinforce specific topics related to ensuring that all software components are properly started and functioning. Topics to be reviewed:

- Accessing FileNet P8 Platform Documentation including the documentation specific to Enterprise Records
- Verifying that the Process Engine and Component Manager have been properly started and configured for Enterprise Records

### 7.5.2 Routine Maintenance

Routine maintenance involves reviewing the daily duties of <IBM Cust>'s System Administrator with respect to maintenance of the Enterprise Records system. These are tasks that should be performed daily and will be specific to <IBM Cust>'s usage of the Enterprise Records 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 system backup preparation
- Checking the server logs

### 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: Provide a completed Enterprise Records Install & Mentor Completion Checklist – Install

Upon completing the installation and demonstrating the basic validation functionality to the System Administrator, the Delivery Consultant will provide a completed Install Checklist which constitutes completion of the installation portion of this project.

The Mentoring portion of the project will now be scheduled. Please refer to the *IBM Enterprise Records 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.

#### 7.7 Task 7: High Level Enterprise Records Mentoring

After the product installation has been completed, the Project Manager will schedule the Mentoring Consultant to perform the high-level mentoring on the product, which may include, but is not limited to:

- Current System Demonstration
- Walkthrough and Review Enterprise Records
- Review Records Management Requirements
- Review Gap Analysis
- Build Sample Enterprise Records File Plan
- Discuss and document go-forward strategies

See Appendix A – Enterprise Records Mentoring Agenda for details.

#### 7.8 Task 8: Provide a completed Enterprise Records Install & Mentoring Completion Checklist - Mentoring

The Mentoring Consultant will deliver to <IBM Cust> a completed mentoring portion of the Checklist which constitutes completion of this project. Please refer to the *IBM Enterprise Records 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.