IBM Customer

IBM FileNet Protected Storage for Image Services Migration Mentoring Package Service Description

June 1, 2010

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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 FileNet Protected Storage for Image Services (Protected Storage for IS) Migration Mentoring Package for one of the following:
>> ▪ NetApp SnapLock
>> ▪ EMC Centera
>> ▪ IBM DR550
>> ▪ Sun 5320 NAS series of storage devices

NOTE: The Protected Storage Migration Mentoring Package can only be sold to follow the ECM Software Services-delivered Protected Storage for IS Install Package.

This service will provide <IBM Cust>'s system administrator with the skills and knowledge necessary to manage the migration of optical media or MSAR to a protected storage device on their production system.

The Delivery Consultants will help guide <IBM Cust> on proven strategies and procedures that have been employed by other ECM Software Services deliveries. The actual duration of each task varies from customer to customer, based upon their knowledge of the products and the complexity of the Protected Storage solution.

The scope of this Package is limited to the Migration Mentoring for IBM FileNet Protected Storage for IS[1].

This Package includes a set of tasks that <IBM Cust> must complete to facilitate a migration mentoring.

The resources required for this project will include both the IBM and <IBM Cust> personnel that are required to migrate documents from Optical and/or MSAR storage to the protected storage device.

The Protected Storage Migration Mentoring Services will provide:

- Review <IBM Cust>'s requirements to migrate documents from Optical and/or MSAR to protected storage. [2]

- Perform migration analysis and develop a migration strategy for moving <IBM Cust>'s documents to the new protected storage device.

- Mentor <IBM Cust>'s system administrator(s) on migration "best practices" (how to execute, manage, and reconcile the migration effort).

- System Administration Handoff

- Demonstrate migration results to the project team

- Update the Protected Storage Operations Guide to include the Migration Procedures

- Project management and coordination to facilitate a smooth and professional project delivery.

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).

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[1] The Protected Storage Migration Mentoring must follow the IBM FileNet Protected Storage for IS Install Package in support of the protected storage devices listed above. This Migration Mentoring Package does not include the installation of the Protected Storage software, upgrade of IBM FileNet Image Services (IS) 4.0 or 4.1 Service Packs, nor the installation/upgrade of ISTK. Installation or upgrades are considered out of scope.
[2] Installation of prerequisite products (hardware and software) required for the Image Services 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. Required Product Training

As part of the delivery, <IBM Cust> is required to have at least one person complete the following IBM training. The IBM education required for this installation is as follows:

- Course Code: F4580: – Image Services (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 Protected Storage for IS 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 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:

- Solution Implementation Manager (SIM) – Project Lead

- Software Services IT Specialist (Delivery Consultant)

- 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
- FileNet System Administrator
- System Operations Coordinator
- Protected Storage Device 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 project. Likewise, not all of the individuals may necessarily be involved in this service.

Project Lead - This individual will represent <IBM Cust> resources and provide project coordination in conjunction with the ECM Software Services Project Lead.

FileNet System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the IBM FileNet system and will serve as the on going administrator. Attending the IS System Administration class is required and should be completed prior to the initiation of this service. This individual will work closely with the Delivery Consultant during migration and configuration of the Protected Storage for IS server and clients.

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 Migration Mentoring.
- Completion of the ECM Software Services-delivered Protected Storage for Image Services Install Package.
- At least, the most recent version of IS (4.0 or 4.1) is installed and properly configured. Improperly installed or incomplete system configuration may necessitate a PCR to this project if <IBM Cust> desires IBM to correct system deficiencies.
- Protected Storage is already installed and working as expected.
- Perform a network check (verify server connectivity to network, addressing, correct protocol).
- All prerequisite hardware and software has been installed onto <IBM Cust>'s designated ECM servers.
- Ensure <IBM Cust> is running the currently supported IS software release. IS version 4.0 must already be installed, configured, and fully operational prior to the commencement of the Protected Storage Migration Mentoring Services[3].
- Have attended the required training prior to the installation of any ECM software.

b.) A Project Lead with sufficient authority to:
- Represent <IBM Cust>'s interests

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[3] This service is outside the scope of the Protected Storage Migration Mentoring Package. IBM can perform the IS Install for <IBM Cust>. <IBM Cust> will need to purchase the appropriate IS Install Package.

- Serve as the focal point for all decisions and communications
- Coordinate activities assigned to <IBM Cust> resources
- Sign project-related documents

c.) Analysis and/or requirements gathering of business application rules, business application processes, and application security access as they pertain to the migration of the Protected Storage for IS system. The outcome of this process is a System Design Document.

d.) Local system administrator(s) trained on the administration of the IBM FileNet products previously installed.

e.) Adequate facilities for each Delivery Consultant including:

- cubicle, desk, telephone, and Internet access,

- remote access (e.g. VPN access),

- direct access to the keyboard.

f.) 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 pre-loaded with all required connectivity tools appropriate to <IBM Cust>'s environment.

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

h.) <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 ECM Software Services personnel requirements and additional costs.

5.2   IBM Responsibilities

a.) Provide project management and reporting.

b.) Conduct a migration analysis, develop a migration strategy for moving <IBM Cust>'s documents to the new protected storage device and document the migration strategy.

c.) Create the migration process.

d.) Mentor <IBM Cust>'s System Administrator on how to execute, manage and reconcile the migration effort.

e.) System Administration Handoff

- Transfer of Information

- Problem Reporting

f.) Demonstrate migration results to the project team.

g.) Deliver updated Protected Storage Operations Guide to include the Migration Mentoring Procedures.

h.) Provide <IBM Cust> a completed Protected Storage Migration Mentoring Checklist.

6. Assumptions & Limitations

6.1 Assumptions

a.) The effort to configure a "Cache Only" IS system (decommissioning an OSAR or MSAR) is not included in this Migration Mentoring Package.

b.) Protected Storage Software has been implemented previously with the IBM FileNet Protected Storage Install Package and is working as designed.

c.) Configuration of Protected Storage for IS will not be in a clustered environment. A chargeable PCR may be required to perform the configuration in a clustered environment.

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

6.2 Service Limitations

The Protected Storage Migration 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 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 **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 or 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 Protected Storage for IS 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 Migration Mentoring Package Service Description, the tasks, and roles and responsibilities with <IBM Cust>'s Project Team.

7.1.2 Define and Review Project Schedule

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. The duration of the Protected Storage for IS Migration is dependent on the number of documents and the availability of <IBM Cust>'s System Administrator to perform the services.

The starting date to begin the Protected Storage for IS Migration Mentoring for <IBM Cust> will be scheduled with the IBM FileNet Install and/or Upgrade Team and the Delivery Consultants based upon the Support Team and resource availability.

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: Migration Review

This portion of the service will assist <IBM Cust> with identifying the requirements for their Protected Storage Migration Mentoring. The Delivery Consultant will conduct a migration analysis and develop a migration strategy for moving <IBM Cust>'s documents to the new protected storage device. The migration strategy will be documented in the updated Protected Storage Operations Guide.

7.3 Task 3: Document Migration Training

The Delivery Consultant will configure the archive jobs and migrate up to 10,000 documents while training <IBM Cust> personnel to perform the remainder of the migration.

The Delivery Consultant will provide technical support for the migration process and to analyze all archive job procedures, including a review of the Migration Logs, with <IBM Cust>'s System Administrator.

The Delivery Consultant will validate the initial migration by retrieving 35 random documents from the migrated documents verifying the updated Protected Storage indexes. The Delivery Consultant will also retrieve 10 documents from the protected storage device. Retrieval of the documents will constitute project completion.

Migration training includes the following:

- Archive procedural design
- Archive 10,000 documents with full training

- Migration procedures and user documentation for Migration Procedures

- Training

- Initial migration and image retrieval testing

- Ten (10) hours of post-training telephone support[4] - This support will be accrued in forty (40) minute minimum increments (maximum total of 15 calls). If <IBM Cust> requires additional technical support, IBM will issue a PCR and charge for support bi-weekly as incurred, at standard Lab Services technical support rates.

7.4   Task 4: System Administration Handoff

7.4.1   Transfer of Information

The Delivery Consultant will review the Protected Storage Migration and Procedures functionality with <IBM Cust>'s system administrator(s).

7.4.2   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.

7.5   Task 5: Demonstrate Migration Results 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.

7.6   Task 6: Protected Storage Operations Guide

The output of IBM's requirements gathering is an update to the Protected Storage Operations Guide to include the following information:

- Migration procedures
  User Documentation for Migration Procedures

7.7   Task 7: Project Completion Checklist

Upon demonstration of the product the Delivery Consultant will deliver to <IBM Cust> a completed Migration Mentoring Checklist which constitutes completion of this project. Please refer to *IBM FileNet Protected Storage for Image Services Migration Mentoring 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.

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[4] Additional telephone support may be purchased. Please contact your Software Services Sales Learder for options.