IBM

IBM Customer

IBM InfoSphere Content Collector for Email Fast Start Service Description

January 1, 2010

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1. Description of Services

Information Management Analytics & Optimization (IMAO) is pleased to submit this Service Description to IBM Customer (<IBM Cust>). <IBM Cust> has requested the following services from IBM:

> ➢ IBM InfoSphere Content Collector for Email (ICC for Email) Fast Start Package

This service provides the expert resources to assist <IBM Cust> in identifying the design specifications, prototyping, implementation planning, and the associated deployment of ICC for Email for a pilot solution[1]. It also provides hands-on assistance to address 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 Delivery Consultants will help guide <IBM Cust> on proven strategies and procedures that have been employed at other ECM implementations.

The scope of this package is limited to the design, implementation planning, and implementation aspects of ICC for Email on one (1) environment[2]. The ICC for Email product must have been previously installed and must be fully operational prior to the initiation of the ICC for Email Fast Start Package.

- Review current IBM Repositories (P8 or CM8), ICC for Email, and Email system configurations

- Perform Analysis and Requirements gathering

- Define System Design Requirements

- Create an ICC for Email System Design Document defining

    - Ingestion

    - Email Client Usage

    - Content Manager Folders

    - Security

    - Configuration

    - Records Manager (optional)

- Configure ICC for Email per the System Design Document

- System Administration Handoff

- Demonstrate environment

- Deliver project management and coordination

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

The resources required for this project will include both the IBM and <IBM Cust> personnel necessary to design, configure, and implement the EM software.

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[1] For user acceptance testing or support, or for production rollout assistance, contact your Lab Services Sales Manager (LS SM) to scope the appropriate services to perform this effort.
[2] This service provides the limited design and configuration of an ICC for Email environment. This service does not provide the effort to perform the install of the ICC for Email software. Contact your LS SM for the appropriate services to perform the software install.

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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. IBM education required for this installation is as follows:

- Course Code: F060 - IBM Content Collector Prerequisite Skills 2.1

Additionally if P8:

- Course Code: F042 – P8 Platform Administration 4.5

Additionally if CM8:

- Course Code: IM401 - IBM DB2 Content Manager V8 Implementation and 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 this training course is not included in this Service. 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 preparing the system to 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 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:

- Solution Implementation Manager (SIM) – Project Lead
- Lab Services Consultant (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 Project Lead.

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

- Project Lead
- P8 or CM8 System Administrator
- Web Master or Web Designer
- System Operations Coordinator
- Client Desktop Coordinator
- LAN Administrator
- Email Administrator
- Database Administrator
- 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 service. Likewise, not all of the individuals will necessarily be involved in this service.

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

ICC for Email System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the ICC for Email system, and will serve as the ongoing administrator. This individual will work closely with the Delivery Consultants during design and configuration.

5. Responsibilities

5.1 <IBM Cust> Responsibilities

In order to facilitate the Fast Start, <IBM Cust> has the responsibility to provide the following:

a.) 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:

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- Installation of the operating system
- Installation of the customer-supplied database
- Perform a network check (verify server connectivity to network, addressing, correct protocol).
- ICC for Email software and the IBM Repository (P8 or CM8) has been installed, configured, and verified as operating as expected.
- 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
- Serve as the focal point for all decisions and communications
- Coordinate activities assigned to <IBM Cust> resources
- Sign project-related documents

c.) <IBM Cust> will provide access, PRIOR to the project kick-off meeting, to all pertinent <IBM Cust> documentation, including written and electronic copies of all development and system standards which may constrain or affect the ICC for Email Fast Start project.

d.) Local system administrator(s) trained on the administration of ECM products installed at <IBM Cust>, specifically the EM Administration training.

e.) Following the completion of the ICC for Email Fast Start package, <IBM Cust> System Administrator and/or <IBM Cust> EM Administrator will be responsible for expanding the system.

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

g.) Adequate facilities for the Delivery Consultants; including cubicles, desks, and telephone, hardware and Internet access service.

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 chareable PCR addressing additional or extended IBM personnel requirements and additional costs.

5.2 IBM Responsibilities

a.) Analysis and requirements discussion topics:
- Review goals of the Email archiving project
- Review of existing Email archive procedures
- Review of current taxonomies
- Review of EM user roles and responsibilities

b.) System Design Requirements Gathering
- Email Management Goals
- Document & Email architecture
- Email & attachment analysis
- Define users, groups, roles

c.) Define EM System Design Document
- Ingestion

    Identify up to twelve (12) public folders or mailboxes or journal locations

                    Identify up to five PST's

                    Identify up to three Email servers

- Content Manager Folders

                    Identify any unfiled Emails

                    Identify up to thirty content management folders (P8 Only)

- Security

                    Identify the appropriate folder security for up to five Email content management Folders (P8 Only)

                    Identify LDAP groups

d.) Pilot Configuration

- Identify up to twelve initial email collectors

- Identify up to five PST collectors (Outlook only)

- Identify up to twelve Task Routes

- Identify up to twelve Rules including up to two Regular Expression (RegEx) based rules Identify up to twelve Capture Templates used in task route. Capture templates can be in a many to one relationship to task routes.

- Identify up to two lists

- For environments Integrating with FileNet or IBM Records Manager

                    Design additional security for up to four (4) classifications

                    Design up to two static and two dynamic classifications

e.) Perform System Administration Handoff

    – Transfer of Information
    – Problem Reporting

f.) Demonstrate ICC for Email System to <IBM Cust> Project Team

g.) Deliver the System Design Document

h.) Provide <IBM Cust> a completed ICC for Email Fast Start Checklist

6. Assumptions & Limitations

6.1 Assumptions

a.) IBM is not responsible for performing the compliance investigation or the records inventory. IBM may provide guidelines for performing these tasks.

b.) Search templates, scripts and custom workflows are not included as part of this package.

c.) For configurations Integrating with RM:

- <IBM Cust> has RM (for P8 or CM8) installed and configured

- <IBM Cust> has their core file plan folder structure and record classes in place

- <IBM Cust> has an established records management program. <IBM Cust> has an established file plan (records retention plan).

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

e.) Additional resources and time for user acceptance testing or support, or production rollout assistance are not included in this service[3].

6.2 Service Limitations

The ICC for Email Fast Start 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.

Specific details regarding schedules will be determined prior to the project start-date.

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 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 up to **three (3)** 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 team for the ICC for Email Assessment & Design Project. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

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[3] Contact your LS SM to scope the appropriate services to perform this effort.

7.1.1 Review Project Services Description

The SIM will review the Package Service Description, the project 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: Infrastructure Review

The project team will review the installed ECM software, <IBM Cust>'s server configuration (hardware, operating system and site specific software), ECM specific network configuration, and <IBM Cust>'s System Diagram.

7.3 Task 3: Analysis and Requirements Gathering

IBM systems can be configured in a variety of ways in order to meet the requirements of a given business. An adequate configuration that meets <IBM Cust>'s document management needs begins with valid business assumptions. The Delivery Consultant discusses various business requirements with <IBM Cust> and develops a set of assumptions that the team employs during the implementation. Prior to acceptance by the Project Team, <IBM Cust> reviews these assumptions for accuracy. Should these business assumptions change, the configuration may require changes, as well, to reflect the new assumptions.

This effort is specially designed to ask the necessary questions and guide <IBM Cust> through the design and implementation process of an ICC for Email system. The Delivery Consultant will perform an Email and attachment analysis in regards to the customization of the ECM document storage and index system to match the defined needs of the business utilization.

7.3.1 Document Business Processes

The Delivery Consultant will work with <IBM Cust> Project Team to determine the business requirements, business rules, and desired outcome for <IBM Cust>'s ICC for Email System gathering information on <IBM Cust>'s object usage, type, security, etc.. This will define how objects are managed.

7.3.2 EM Ingestion Process

The Delivery Consultant and the <IBM Cust> Project Team will define the ICC for Email Management solution by specifically discussing how to capture, classify, and store, Emails and attachments according to defined <IBM Cust> requirements. The outcome of these discussions will include identifying:

- Email Servers
- EM journals, mailboxes and/or public folders
- Microsoft Exchange PST's

- Folders needed in Content Manager for Email ingestion

- How to manage unfiled Emails

7.3.3 Email Life Cycle

From the life cycle discussions, the Project Team determines the how email will be treated in the end user environment from stubbing to deletion. The Delivery Consultant assists <IBM Cust> in collecting and recording the following information:

- Types of documents or objects specific to <IBM Cust>'s business

- Email lifecycles

- Security templates and Policies

- Automatic Email classification

- Attachment and stubbing rules

7.3.4 Properties

Properties are the individual values that describe an object. Property Templates are assigned to object classes where they become properties of that class. The Delivery Consultant discusses properties and property templates with the System Administrator to begin defining the storage, retrieval, and routing of objects.

7.3.5 Security Strategies and Security Access

The Project Team will discuss the security strategies available to <IBM Cust> so that the ICC for Email System Administrator can begin to formulate and implement an evolving security mechanism and procedure.

Areas of discussion include:

- The various security strategies (or methods of implementation) that the system can accommodate and which of these are best suited to <IBM Cust>'s requirements.

- How to organize users into different security or access groups.

- Determining the types of functions (system capabilities) that are appropriate for, or required by, users.

- Determining the security types required by the business needs.

- Determining which types of functions should be restricted to different classes of users or groups.

7.3.6 System Design Document

Based on information gathered in the prior tasks, the Delivery Consultant will build a System Design Document. This document describes the system components, parameters, configuration settings, users, groups, object stores, document classes, properties, security profiles, and all other pertinent data for a complete production system. The Delivery Consultant will provide <IBM Cust> with a copy of the System Design Document. This document is the guidebook for subsequent software installation, configuration, and testing by IBM and <IBM Cust>.

7.4   Task 4: Pilot Configuration

Upon acceptance of the ICC for Email System Design Document, the Delivery Consultant along with <IBM Cust>'s System Administrator will configure one ICC for Email environment based upon the documented definitions and configurations.

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7.4.1 Security Setup

<IBM Cust>'s ECM Administrator and the Delivery Consultant will define users or groups profiles for up to five Email folders.

7.4.2 Property & Document Class Setup

<IBM Cust>'s ECM Administrator and the Delivery Consultant will define up to five document classes and twenty properties. Once these objects have been placed under Content Management system control, object method functionality (check-in, checkout, retrieval and printing) will be validated.

7.4.3 ICC Collectors and Task Routes

<IBM Cust>'s ECM Administrator and the Delivery Consultant will define and test ICC for Email collectors and task routes, and lists:

- Identify up to twelve initial email collectors

- Identify up to five PST collectors

- Identify up to twelve Task Routes

- Identify up to twelve Rules including up to two Regular Expression (RegEx) based rules

- Identify up to twelve Capture Templates used in task route. Capture templates can be in a many to one relationship to task routes.

- Identify up to two lists

7.5 Task 5: System Administration Handoff

7.5.1 Transfer of Information

The Delivery Consultant will review the ICC for Email product with the <IBM Cust> System Administrator to better prepare <IBM Cust> for further expansion of the system.

7.5.2 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 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).

7.6 Task 6: Demonstrate System 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.

7.7   Task 7: Project Completion Checklist

Upon demonstration of the product, the Delivery Consultants will deliver to <IBM Cust> a completed Install Checklist which constitutes completion of this project. Please refer to *IBM InfoSphere Content Collector for Email Fast Start 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 (1-800-429-7378).

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