IBM

IBM Customer

IBM FileNet High Performance or Mid Range Image Import Install Package Service Description

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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 FileNet High Performance or Mid Range Image Import (HPII or MRII) Install Package

This service provides the expert resources to install the HPII or MRII software at your site. It also provides hands-on assistance to address any questions and to verify that <IBM Cust>'s systems and resources are ready to begin applying the knowledge gained 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 Enterprise Content Management (ECM) installations. The completed Install also verifies that the software is supportable by IBM's Support organization.

The HPII and/or MRII Install Service will provide:

- Review <IBM Cust>'s environment

- Install Image Services Tool Kit (if necessary)[1]

- Install and configure the HPII or MRII Utility

- Test the HPII and/or MRII Utility

- Train <IBM Cust>'s System Administrator(s) on the operation of HPII and/or MRII, providing for a smooth System Administration handoff

- Project management and coordination to facilitate a 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 environment.

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

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 HPII or MRII 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.

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[1] Installation or upgrade of any additional ISTK utilities or ISTK custom applications are considered out of scope.

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 IMAO 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   IMAO Software Services Team Resources

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

- Solution Implementation Project Manager (SIM) –Project Lead

- Lab 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 IMAO 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

- LAN Administrator

- Document and/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 IMAO Software Services Project Lead.

FileNet System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the HPII or MRII software and will serve as the on-going administrator. IS 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 HPII or MRII.

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 the IBM FileNet HPII or MRII software to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
- Have attended the training required in this HPII or MRII Install package 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.) Local system administrator(s) trained on the administration of the ECM products.

d.) After the <IBM Cust> System Administrator has observed the FDC during the installation, he or she will be responsible for expanding the software post-installation.

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 preloaded 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 IBM personnel requirements and additional costs.

5.2   IBM Responsibilities

a.) Review Environment

– Deliver & Review *Environment Prerequisite Checklist*

b.) Install HPII or MRII Utility

c.) Configure HPII or MRII Utility

d.) Test HPII or MRII Utility

e.) Train <IBM Cust> on HPII and/or MRII operation

f.) System Administration Handoff

– Transfer of Information

– Routine Maintenance

– Problem Reporting

g.) Demonstrate the system

h.) Provide <IBM Cust> a completed HPII or MRII Install Checklist

6.   Assumptions & Limitations

6.1   Assumptions

a.) Indexes, document classes and optical disk families required for HPII and/or MRII operation are defined and configured. This must be done prior to the arrival of the FDC.[2]

b.) Installation of HPII or MRII software will not be in a clustered environment. A chargeable PCR may be required to perform the installation in a clustered environment.

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

6.2   Service Limitations

The HPII or MRII 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

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[2] If <IBM Cust> needs assistance in setting up indexes, document classes or disk families, these tasks may be delivered via a custom Statement of Work.

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.

IMAO 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 IMAO Software Services 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 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 IMAO Software Services team for the HPII or MRII Install Project. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

7.1.1 Review Project Services Description

The IMAO 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.

IMAO 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 FDC will perform the following detailed tasks in the installation phase.

- Install ISTK (formerly known as WAL) software, if required[3]

- Install HPII and/or MRII utility

- Configure HPII and/or MRII

- Initial test of HPII and/or MRII with <IBM Cust> data files. If necessary, the FDC will use an ECM sample batch of files

- Verify migration of HPII and/or MRII batches to optical disk or MSAR surfaces

- Retrieve, display and verify migrated documents using <IBM Cust> display station

- Load and test HPII and/or MRII with production volumes

7.4 Task 4: System Administration Handoff

7.4.1 Transfer of Information

The FDC will review the HPII and/or MRII product with the <IBM Cust> System Administrator to better prepare <IBM Cust> for further expansion of the system.

7.4.2 Routine Maintenance

Routine maintenance involves reviewing the daily duties of <IBM Cust>'s System Administrator with respect to maintenance of the system. These are tasks that should be performed daily and will be specific to <IBM Cust>'s usage of the system and its configuration. IBM recommends that the System Administrator develop a schedule of "housekeeping" procedures and tasks to be performed.

7.4.3 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

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[3] Installation or upgrade of any additional ISTK utilities or ISTK custom applications are considered out of scope.

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 (1-800-429-7378).

7.5   Task 5: Demonstrate System to <IBM Cust> Project Team

After the initial samples have been tested, IMAO Software Services will demonstrate the HPII or MRII software 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: Project Completion Checklist

Upon completion of the Package, the FDC will deliver to <IBM Cust> a completed Install Checklist which constitutes completion of this project. Please refer to *High Performance or Mid Range Image Import 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 (1-800-429-7378).