IBM

IBM Customer

IBM FileNet eForms
Install & Mentor Package
Service Description

January 1, 2010

Information Management

Table of Contents

1. Description of Services

Information Management Analytics & Optimization (IMAO) 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 eForms (eForms) Install & Mentor Package

This service will provide <IBM Cust> with a standard for eForms. FileNet eForms consists of an easy to use eForm designer to allow the rapid deployment of forms to be integrated in an IBM FileNet P8 (P8) system as eForm documents or eForms step processors. By fully utilizing the integration of eForms, <IBM Cust> will be able to submit the forms as documents into the P8 system and have the documents move through the workflow process automatically based upon data contained within the form. The Delivery Consultants will guide <IBM Cust> on proven strategies and procedures employed at other Enterprise Content Management (ECM) installations. The completed installation confirms that the software is supportable by IBM's Support organization.

The scope of this Install Package is limited to the installation and configuration of eForms software in one (1) P8 environment.

This Install Package includes a set of tasks that <IBM Cust> must complete to facilitate 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 eForms environment. The resources required for this project include both IBM and <IBM Cust> personnel to configure the eForms software.

The eForms Install Services will provide:

- Review <IBM Cust>'s environment

- Installation of eForms in one (1) P8 environment

- Review of three sample <IBM Cust> forms, selecting one to create as an eForm

- Creation of one high-use, single-page, well-designed eForm (created off-site)

- Creation of one five-step workflow (created off-site)

- Implement eForm and workflow at <IBM Cust>'s site in one P8 environment

- Test and Validate eForm and workflow

- Review eForm functionality with <IBM Cust>'s project team

- 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).

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: F046 – BPM Administration Add-on

- Course Code: F047 - IBM FileNet BPM Process Design

- Course Code: F024 – eForms Design for Workplace

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 eForms 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 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 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 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
- Forms Administrator
- Forms Designer

- IBM FileNet System Administrator

- Web Master and/or Web Designer

- System Operations Coordinator

- Database Administrator

- End-User Manager

- Business Analyst

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.

Forms Administrator (1 or 2 people) - This individual will serve as the ongoing administrator for the eForms system and work closely with the FDC during installation and configuration of the IBM FileNet software.

Forms Designer (1 or more people) - Forms designers are responsible for developing the eForms to be deployed. Their primary tool will be IBM FileNet Forms Designer. These users will work with the Delivery Consultant to determine appropriate design guidelines for <IBM Cust>'s eForms.

DBA (1 person) - This individual will assume responsibility for <IBM Cust>'s database. This individual will also provide proper passwords to allow Delivery Consultants to perform their functions in the course of the installation when access to the database is required.

End-user Manager and/or Business Analyst (1 or more people) - These individuals are responsible for providing specific details on the form-based process.

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 and/or application of appropriate levels of patches to meet ECM's minimum requirements
  - ➢ All prerequisite hardware and software has been installed onto <IBM Cust>'s designated IBM FileNet servers
- Perform a network check (verify server connectivity to network, addressing, correct protocol).

–   Have attended the required training prior to the installation of any ECM software.

–   Download the eForms software to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.

–   Complete the *Environment Prerequisite Checklist*.

–   Update the *P8 Plan & Prepare Worksheet*.

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.) Sample form and workflow for pilot site - The Delivery Consultant will work with <IBM Cust> to select an appropriate sample form and workflow (up to five steps) from <IBM Cust>'s existing forms inventory. Guidelines for this form are one (1) high-use, single-page form consisting of approximately 20 (no more than 30) fields. The selected form should take no longer than one day for the Delivery Consultant to develop and test offsite. If the customer does not provide a sample form and workflow for testing, IBM will utilize an existing sample form and workflow to test the installation. The sample provided by IBM may or may not be relevant to the <IBM Cust>'s business requirements.

d.) Local system administrator(s) trained on the administration of the ECM products installed and to be installed at <IBM Cust>. This person(s) is also responsible for reviewing the P8 Platform Requirements and Release notes in preparation for this installation.

e.) After the <IBM Cust> Forms Administrator and Forms Designer resources have attended the proper training and have reinforced that training by observing the Delivery Consultants during the installation and configuration, he or she will be responsible for expanding the system post-installation.

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 pre-loaded 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

•   Deliver & Review the P8 Plan & Prepare Worksheet

b.) Installation and configuration of the eForms software.

- Install the Application Engine setup patch and eForms Workplace

- Refresh the documentation server (1 instance)

- Install eForms Designer

- Install eForms Print Services (optional)

- Install Application Integration (access Workplace from eForms Designer)

c.) Creation of one high-use, single-page form consisting of approximately 20 (no more than 30) fields. Where possible, the form should illustrate at least five of the following intelligence features:

- Automatic data Formatting

- Low to mid-level automatic Value calculations

- Simple field-level Help

- Low to mid-level Check calculations (business rules)

- Conditional Tab calculations

- Basic Choice Lists

- Sequential (unique) numbering

- Include up to one e-signature (IBM FileNet I-Sign signature)

- Include up to one lookup (JDBC)

- Include up to one submit (JDBC)

- Display the form in the workflow step processor (only applies in workflow usage scenario)

- Map up to five cells to a P8 eForms property

d.) Creation of one workflow consisting of no more than five steps. The workflow will be created within the following guidelines:

- The workflow cannot contain sub-maps, arrays, splits, or eRouters.

- The out of the box eForms step processor will be used.

- The workflow will be limited to three different users or groups

- No additional attachments other than the specified eForm

e.) Test eForms system

- Log in to P8

- Launch Workflow

- Verify that eForm is displayed correctly

- Validate Sequential Numbering (if applicable)

- Save / Checkin / Checkout

- Validate Signature (if applicable)

- Validate Property mapping (if applicable)

- Validate Database look up and submit (if applicable)

- Submit the form through the workflow and verify that the behavior is correct at each workflow step

f.) System Administration Handoff

- Transfer of Information

- Problem Reporting

g.) Demonstrate the eForms System to <IBM Cust> Project Team

h.) Deliver agreed upon designed eForm and Workflow

i.) Provide <IBM Cust> a completed eForms Install & Mentor Checklist

6. Assumptions & Limitations

6.1 Assumptions

a.) Installation of eForms 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 eForms 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.

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 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 SIM will initiate the project with a kickoff conference call. Any additional status meetings required will be held via conference calls as well. The FDC and Delivery Consultants will travel to <IBM Cust>'s site for **one (1)** visit each for tasks associated with delivering this Install Package. The FDC will be on site for up to one (1) day. The Delivery Consultant will be on site for up to three days.

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 IMAO Software Services team for the eForms Install & Mentor 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 Architecture Review

Review 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.

7.1.4 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 is delivered to <IBM Cust>. Upon completion of <IBM Cust>'s portion of this document, the SIM will schedule the software installation.

In addition to the *Environment Prerequisite Checklist*, the FDC will generate an installation *P8 Plan & Prepare Worksheet*. This worksheet will gather specific details needed to perform the installation, such as server names, IP addresses, directory paths, tablespace names, administrator IDs, etc. The FDC will review the *P8 Plan & Prepare Worksheet* with the <IBM Cust> resource who will coordinate the completion of this spreadsheet. A number of items listed on this worksheet must be completed on or by <IBM Cust>'s systems or administrators days or weeks prior to the initiation of the installation. Focus should be on the priority defined by the FDC.

ECM recommends reviewing any questions arising from the completion of the *Environment Perquisite Checklist* or the *P8 Plan & Prepare Worksheet* during the weekly status calls.

7.3 Task 3: Form Analysis & Requirements Gathering

During this task, the Delivery Consultant will review the sample forms provided by <IBM Cust> to understand the business requirements and desired form and workflow intelligence. One form will be selected to be converted into a well-designed eForm, which <IBM Cust> will use as sample for creating additional forms going forward.

This form will be implemented during the configuration phase using a five (5)-step workflow as discussed and defined by the project team.

Up to eight (8) hours will be spent designing the selected eForm and up to eight (8) hours will be spent designing the identified five (5)-step workflow. Both items will be developed remotely to be implemented during Task 4.

7.4 Task 4: Software Installation

7.4.1 eForms Installation

The FDC, with the assistance of <IBM Cust>'s Information Technology staff, schedules the server software installation. Release notes included on the software media; provide the latest information with respect to operating system software releases, etc. required for software installation.

A member of <IBM Cust>'s IT staff should have received P8 Administration training prior to this step. This assures appropriate system configuration choices and eases support transition to <IBM Cust>.

The FDC installs the eForms software and configures the initial system. Once the software is installed, the FDC performs initial testing to validate that the eForms system is operational. The Project Team members can use this phase as a learning process to confirm they understand the complete installation and testing process of the eForms system.

7.4.2 eForms Access from P8 system

The FDC validates that clients can access eForms and workflow through the P8 system. The following user functions will be validated:

- Add Workflow
- Add eForm document
- Add a Document Form Policy
- Add a Workflow Form Policy
- Open a folder
- Open an eForm document
- Checkin and/or Checkout
- Submit the form through the workflow and verify that the behavior is correct at each workflow step

7.5 Task 5: <IBM Cust>'s System

7.5.1 Initial Security Setup

The Delivery Consultant defines a single profile for administrator, designer, and user across the P8 repository and workflow.

7.5.2 Initial Property Setup

This phase includes hands-on instruction on defining eForms parameters for the P8 repository and workflow system. The Delivery Consultant will deploy and test one eForm for the validation of system readiness. The Project Team members can use this phase as a learning process to confirm they understand the database setup, modification, and testing process of the P8 system and workflow as they relate to eForms.

7.5.3 Form Design and Load

The sample form provided by the customer and designed off-site will be reviewed for desired "look and feel". Once <IBM Cust> has approved the form, it will be added to the P8 repository with the appropriate properties and security.

7.5.4 Workflow Creation and Load

The sample workflow defined by <IBM Cust> and created off-site will also be reviewed to validate the business process. Once the workflow has been approved, the workflow will be added to the P8 repository with the appropriate properties and security.

7.5.5 Test eForms System

Working with <IBM Cust>'s designated eForms designer resources (up to three <IBM Cust> resources) and possibly the IBM FileNet System Administrator, the Delivery Consultant will launch the workflow and verify that the form is displayed correctly. The Delivery Consultant will then submit the form through the sample workflow to verify that each step works according to the <IBM Cust> requirements. Some examples include:

- Log in to P8
- Launch Workflow
- Open eForm
- Verify that eForm is displayed correctly
- Validate Sequential Numbering (if applicable)
- Add data to the eForm
- Validate Database look up (if applicable)
- Apply and Validate Signature (if applicable)
- Save / Checkin / Checkout
- Submit the form through the workflow and verify that the behavior is correct at each workflow step
- Validate Property mapping (if applicable)
- Performing the workflow as different users with different security rights

7.6 Task 6: System Administration Handoff

7.6.1 Transfer of Information

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

- Form customization

- Form deployment

- Document property changes

- P8 property configuration for eForms

- Form integration with workflow

7.6.2 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 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 (1-800-429-7378).

7.7 Task 7: Demonstrate System to <IBM Cust> Project Team

After the initial samples have been tested, IBM will demonstrate the eForms 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.

7.8 Task 8: 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 FileNet eForms 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 (1-800-429-7378).