IBM

IBM Customer

IBM InfoSphere Classification Module for P8 Install & Mentor Service Description

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IBM

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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 InfoSphere Classification Module for P8 (ICM for P8) Install & Mentor Package

This service provides the expert resources to install the ICM for P8 software at your site for use in classifying documents or emails already stored in your IBM FileNet P8 repository. It also provides hands-on assistance and mentoring to address questions and key issues regarding the installation and configuration of the ICM product. The Delivery Consultant will help guide <IBM Cust> on strategies and procedures that have been employed by other Enterprise Content Management (ECM) installations. The completed installation also ensures that the software is supportable by IBM product support.

The scope of this Install & Mentor Package is limited to the installation and support of ICM for P8[1] including the following activities:

- Review <IBM Cust>'s environment[2]

- Install the ICM software

  - One (1) instance of the ICM server software
  - ICM Classification Workbench
  - Classification Center
  - P8 Integration

- Extract and configure one (1) sample Knowledge Base (KB) using sample data in one of the following formats:

  - Files in file system folders, such as Microsoft® Word documents, PDF documents, and HTML documents
  - ICM formatted XML (extensible markup language)
  - CSV (comma separated values file)
  - PST (Microsoft Outlook folder)
  - Up to fifty (50) documents each from up to twelve (12) P8 Folders

- Configure one sample Decision Plan (DP), if required

- Classify up to fifty thousand (50,000) P8 documents or emails into twelve (12) P8 Document Classes and/or Folders, single pass per classifying run.

  - Using the Classification Center Review, audit the results of fifty (50) documents to validate appropriate classification.

- Review System Administration

  - Management Console
  - Classification Workbench
  - Classification Center
  - Logging, Monitoring, and Troubleshooting

- Demonstrate the Product

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[1] The ICM for P8 Install & Mentor Package includes the installation of one (1) instance of ICM in one (1) P8 environment. Contact your Lab Services Sales Manager (LS SM) for pricing for any additional component services.
[2] Installation of prerequisite products (hardware and software) required for ICM is <IBM Cust>'s responsibility. Please see the **IBM Classification Module Information** found on http://www.ibm.com/support/us/en/.

- Deliver project management and coordination

This Package includes a set of tasks that <IBM Cust> must complete to facilitate product installation and rollout. The duration of each task varies from customer to customer based on their knowledge of the ECM products and the complexity of the anticipated environment. The resources required for this project will include both the IBM and <IBM Cust> resources.

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: F042 – IBM FileNet P8 Platform Administration 4.5

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 ICM for P8. 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 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)

- 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

- IBM FileNet P8 System Administrator

- IBM FileNet P8 Email Manager System Administrator

- ICM System Administrator

- Document or Records Manager

- Web Administrator

- System Operations Coordinator

- Client Desktop Coordinator

- LAN 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 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.

Document or Records Manager or Line of Business Representative (1 to 3 people) – This individual must be knowledgeable of the taxonomy and categorization of documents stored on the P8 system to assist the Delivery Consultant through the classification process. Frequently this will be a records manager, subject matter expert, or line of business representative.

ICM System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the ICM configuration and will serve as the ongoing administrator. This individual will work closely with the Delivery Consultant during installation and configuration of the ICM software. At least one <IBM Cust> resource must have attended the P8 Platform Administration class prior to the installation of the software.

P8 CM System Administrators (1 to 3 people) - This individual will assume responsibility for the administration of the P8 CM environment and serves as the ongoing administrator. This individual will also provide proper

passwords to allow the Delivery Consultant to perform his/her functions in the course of the installation when access to the CM environment is required.

Web Administrator (1 person) - This individual will assume responsibility for <IBM Cust>'s web server administration. This individual will also provide proper passwords to allow the Delivery Consultant to perform his/her functions in the course of the installation when access to the web server 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 web site[3]
  - ➢ 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 ECM servers
- ICM prerequisite documentation may be found on the IBM web site. See the **IBM Classification Module Information** found on http://www.ibm.com/support/us/en/.
- Download the ICM software to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
- Complete the Environment Prerequisite Checklist.
- Perform a network check (verify server connectivity to network, addressing, correct protocol).
- Have attended the required training prior to the installation of any IBM 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.) Analysis or requirements gathering of business application rules, business application processes, and application security access as they pertain to the installation and configuration of ICM.

d.) Local system administrator(s) trained on the administration of the IBM & FileNet products installed at <IBM Cust>.

e.) After the <IBM Cust> ICM System Administrator has attended the proper training and has reinforced that training by observing the Delivery Consultant during the installation, he or she will be responsible for expanding the system post-installation.

f.) Adequate facilities for each Delivery Consultant including:

- cubicle, desk, telephone, and Internet access,
- remote access (e.g. VPN access),

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[3] The customer supplied-web site can reside on the P8 Application Engine if necessary, but is not required.

- direct access to the keyboard.

g.) 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.

h.) IMAO Software Services recommends reserving a conference room and presentation projector for the demonstration portion of this project.

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 <IBM Cust> Environment

– Deliver & Review the Environment Prerequisite Checklist

b.) Install ICM Software

- One (1) instance of the ICM server software

- ICM Classification Workbench

- Classification Center

- P8 Integration

c.) Extract and configure one (1) sample Knowledge Base (KB) using sample data in one of the following formats:

- Files in file system folders, such as Microsoft® Word documents, PDF documents, and HTML documents

- ICM formatted XML (extensible markup language)

- CSV (comma separated values file)

- PST (Microsoft Outlook folder)

- Up to fifty (50) documents each from up to twelve (12) P8 Folders

d.) Classify up to fifty thousand (50,000) P8 documents or emails into the twelve (12) P8 Document Classes and/or Folders

- Using the Classification Center Review, audit the results of fifty (50) documents to validate appropriate classification (up to 8 hours).

e.) Perform System Administration Handoff

- Transfer of Information

- Routine Maintenance

- Backup Methodology

- Problem Reporting

f.) Demonstrate ICM to <IBM Cust> Project Team

g.) Provide <IBM Cust> a completed ICM for P8 Checklist

6. Assumptions & Limitations

6.1 Assumptions

a.) IBM FileNet P8 Content Manager (P8 CM) has previously been installed, configured, and validated as operating as expected prior to the initiation of this project. At least 600 documents are currently stored in the P8 system ready for classification.

b.) The Delivery Consultant will spend up to eight (8) hours working with the ICM Administrator to modify or enhance the knowledge base to enhance the accuracy of the classification process.[4]

c.) Installation of ICM software will not be in a clustered environment. A chargeable PCR may be required to perform the installation 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 ICM for P8 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 Delivery Consultant may travel to <IBM Cust>'s site for two **(2)** 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.

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[4] Request for additional assistance beyond this eight (8) hour limit can be accommodated with a Project Change Request. Contact your LS SM for assistance.

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 ICM for P8 Service. 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 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 & Delivery Consultant 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.

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

7.3.1 ICM Installation

The Delivery Consultant performs the following steps for installation:

- Validate P8 installation
- Install ICM Software to include:
  - One (1) instance of the ICM server software
  - ICM Classification Workbench
  - Classification Center
  - P8 Integration components

7.4 Task 4: Knowledge Bases

Depending upon the selection from above, the Delivery Consultant along with <IBM Cust>'s ICM administrator will create a knowledge base based upon the data extracted from P8 and imported into a Classification Workbench. The Classification Workbench will analyze a body of categorized sample documents and gather statistics. Training the knowledge base with real-world examples enables the Classification Module to classify similar documents. The knowledge base can be jumpstarted using data in the following format:

- Files in file system folders, such as Microsoft® Word documents, PDF documents, and HTML documents
- ICM formatted XML (extensible markup language)
- CSV (comma separated values file)
- PST (Microsoft Outlook folder)

As a special case, if the documents are not readily available in the above format, then the Delivery Consultant along with <IBM Cust>'s P8 administrator can extract documents from a P8 repository to create the initial knowledge base.

7.5 Task 5: Extract Documents

The Delivery Consultant will work with <IBM Cust>'s ICM administrator to select up to fifty (50) documents (current document version) from up to twelve (12) P8 Folders. ECM recommends that at least 600 documents and/or emails in total must be already stored on the P8 CM environment and available for this task. This will be the sample data to import using the Knowledge Bases to be defined or imported in the next Task.

Based upon <IBM Cust>'s needs, the Delivery Consultant can also demonstrate how to mark selected documents in P8 to automatically reclassify documents.

7.6 Task 6: Classify Extracted Documents

Now that the Knowledge Bases are defined, the project team will configure and start the Classification Center to classify and monitor progress. This process will classify up to fifty thousand (50,000) documents into the identified twelve (12) P8 Document Classes or Folders.

7.7 Task 7: Classification Workbench & Classification Center

Working with <IBM Cust>'s ICM Administrator, the Delivery Consultant will demonstrate the Classification Workbench and Review capabilities of Classification Center in modifying the configuration to enhance the

knowledge base for accuracy. Together they will audit the results of up to fifty (50) documents to validate appropriate classification.[5]

7.8 Task 8: System Administration Handoff

7.8.1 Transfer of Information

The Delivery Consultant will review the ICM product configuration with the <IBM Cust> System Administrator to better prepare <IBM Cust> for further expansion of the system. The Delivery Consultant will reinforce topics covered during this Install & Mentor Package.

- ICM Classification Workbench
- Classification Center
- Management Console
- Knowledge Base & Decision Plans

7.8.2 Routine Maintenance

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

7.8.3 Review Backup Methodologies

The Delivery Consultant will review possible backup strategies with the <IBM Cust> System Administrator. This Install Package neither does provide for the Delivery Consultant to analyze <IBM Cust>'s backup objectives nor does it develop the plan to meet those objectives.

7.8.4 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 or 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).

7.9 Task 9: Demonstrate System to <IBM Cust> Project Team

After the initial configuration has been tested, the Delivery Consultant will demonstrate the ICM 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.

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[5] This effort is not to exceed eight (8) hours. Request for additional assistance beyond this eight (8) hour limit can be accommodated with a PCR. Contact your IBM Project Manager or your LS SM for assistance.

7.10 Task 10: Project Completion Checklist

Upon demonstration of the product the Delivery Consultant will deliver to <IBM Cust> a completed Install Checklist which constitutes completion of this project. Please refer to the *ICM for P8 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).