IBM Customer

IBM FileNet Business Activity Monitor Install Package Service Description

January 2, 2009

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1. Description of Services

IBM Enterprise Content Manager ("ECM") is pleased to submit the Services Description to <IBM Cust>. <IBM Cust> has requested the following services from IBM:

> ➢ IBM FileNet Business Activity Monitor ("BAM") Install Package

This service provides the expert resources to install the BAM software at your site. This includes hands-on assistance to address questions, to recap key issues, and to confirm that <IBM Cust>'s systems and resources are ready to apply the knowledge to <IBM Cust>'s business needs and operational requirements.

The ECM Consultant will help guide <IBM Cust> on proven strategies and procedures that have been employed at other successful ECM installations. The completed installation also verifies that the software is supportable by IBM's Product Support organization.

The scope of this BAM Install Package is limited to the installation and base configuration of BAM. It includes the installation of BAM Platform[1].

- Review <IBM Cust>'s platform/architecture environment
    - FileNet Content Manager ("CM")
    - FileNet Business Process Manager ("BPM")
    - FileNet Process Analyzer ("PA")
- Review the BAM Prerequisites
- Deploy and validate BAM for one (1) environment
- Configure BAM
    - Import out-of-the-box ("OOTB") Metrics
    - Configure LDAP Connection
    - Configure eMail Server (optional)
- Demonstrate the System
- Review System Administration
- Deliver project management and coordination

This Install Package includes the tasks that <IBM Cust> must complete for a successful product installation and rollout. Duration of tasks varies from customer to customer based upon knowledge of the products and the complexity of the BAM environment.

The resources required for this project will include both the IBM and <IBM Cust> personnel that are required to successfully install and configure the BAM software.

Upon completion of the BAM Install Package, <IBM Cust>'s system and resources will be ready for maintenance support and to begin configuration of the system for <IBM Cust>'s specific business requirements. This installation assumes individuals knowledgeable on ECM products will be performing the tasks to identify the <IBM

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[1] The BAM software is supported for BEA WebLogic, Jboss, or IBM WebSphere. Installation and configuration of any additional services other than those required as part of the installation of the BAM are considered additional options. Contact your local Lab Services Sales Manager ("LS SM") for pricing on any additional install services.

Cust> specific definition of the system after the completion of this project. These definition services are outside the scope of deliverables of this Install Package[2].

Changes in the scope of work defined in this Services Description may result in additional costs and must be documented in a Product Change Request ("PCR").

2.   Required Product Training

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

- Course Code: F002 – P8 Platform Administration
- Course Code: F836 – Process Analyzer/Simulator for Administrators

Please note that IBM may offer an equivalent Instructor Led Online ("ILO") or self paced eLab course. Any of these courses will satisfy this installation package training requirement.

The cost for these training courses is not included in this BAM 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.

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 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:

- Implementation Project Manager (IPM) – Project Lead
- Lab Services IT Specialist ("ECM Consultant")
- Field Delivery Consultant ("FDC")

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[2] Services to configure all site and user specific preferences are outside the scope of this Package. Contact your LS SM for options.

- Software Sales Representative ("SSR")
- Sales IT Specialist ("Sales ITS")

3.2 <IBM Cust> Team Resources

<IBM Cust> must identify internal resources 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
- FileNet System Administrator
- Web Master/Web Designer
- System Operations Coordinator
- LAN Administrator
- Database Administrator

3.3 <IBM Cust> System Design Resource

<IBM Cust> will need to provide a System Design resource to conduct requirements analysis and system planning for <IBM Cust>'s BAM application. This resource will also be responsible for developing a System Design Document that reflects the results of these analysis tasks.

The System Design Resource can be an ECM resource, an ECM Business Partner resource, or an individual who is on <IBM Cust>'s staff with strong ECM design and administration knowledge. The effort for this resource is not included in this package and must be engaged separately[3]. IBM strongly recommends that this resource be an IBM FileNet Certified Professional 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 installation. Likewise, not all of the individuals will necessarily be involved in this Install.

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

<u>IBM FileNet System Administrator (1 to 3 people)</u> - This individual will learn the administration functions necessary to oversee the BAM system, and will serve as the on-going administrator. This individual will work closely with the ECM Consultant during installation and configuration of the BAM software. IBM strongly recommends that this individual become familiar with the ECM products by enrolling in ECM training prior to project initiation.

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

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[3] Services to configure all site and user specific preferences which can be delivered via a Statement of Work.

5. Responsibilities

5.1 <IBM Cust> Responsibilities

In order to facilitate a successful 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/application of appropriate levels of patches to meet ECM's minimum requirements

  ➢ Installation of the CM, BPM, and PA.

  ➢ All prerequisite hardware and software has been installed onto <IBM Cust> designated ECM servers

  – 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.

  – Download the IBM FileNet BAM software to the appropriate servers prior to the resource arriving at <IBM Cust>'s site.

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 and requirements for business application rules, processes, and security as they pertain to BAM.

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

e.) Adequate facilities for the ECM Resources; including cubicles, desks, and telephone, hardware, and internet access service.

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

g.) <IBM Cust> will make available all <IBM Cust> resources required for this project in a timely manner. Significant delays caused by <IBM Cust> resources not being available or project prerequisites not being met may result in delays and additional costs. These situations will be documented in a PCR.

5.2 IBM Responsibilities

a.) Review <IBM Cust>'s platform/architecture environment

- Review the BAM prerequisites

b.) Deploy and validate BAM for one (1) environment

c.) Configure BAM for a test environment

- Import OOTB Metrics

- Configure LDAP Connection

- Configure eMail Server (optional)

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d.) Demonstrate the BAM System to <IBM Cust> Project Team

e.) Perform System Administration Handoff

- Transfer of Information

- Routine Maintenance

- Backup Methodology

- Problem Reporting

f.) Provide <IBM Cust> a completed BAM Install Checklist

6. Assumptions & Limitations

6.1 Assumptions

a.) Installation of the BAM software will not be in a clustered environment. A chargeable PCR will be required to perform the installation in a clustered environment.

b.) CM, BPM and PA are already installed, configured, and fully operational prior to the BAM install[4].

c.) The Application Server (i.e. Weblogic, Websphere, JBOSS, etc.) must be installed and operational.

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

6.2 Service Limitations

The BAM 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 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 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 service includes domestic travel and living expenses incurred by ECM resources traveling to <IBM Cust>'s site in order to fulfill IBM IBM's tasks and responsibilities pertinent to delivering this Install Package.

The IPM will initiate the project with a kickoff conference call. Any additional status meetings required will be held via conference calls as well. The ECM Consultant will travel to <IBM Cust>'s site for **one (1)** visit for tasks associated in delivering this install service.

Additional onsite assistance requested by <IBM Cust> beyond the scope defined in this Install will be billable and documented in a PCR. IBM 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] Installation of CM, BPM, and PA are outside the scope of this Install service. Contact your LS SM for pricing for any additional install services.

7. Project Tasks & Deliverables

7.1 Task 1: Kickoff Meeting

This meeting is to prepare the <IBM Cust> and ECM project team for the BAM Install. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

7.1.1 Review Project Services Description

The ECM Project Lead will review the Install Service Description, tasks, roles, and responsibilities with <IBM Cust>'s Project Team.

7.1.2 Define/Review Project Plan

Once selected, the Project Team customizes the sample project plan that best fits <IBM Cust>'s installation needs (see Sample Project Plan). The plan is designed to complete the installation in the shortest possible timeframe. 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

IPM 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: Platform/Architecture Configuration Document & Review

The IPM 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 Platform/Architecture Configuration Document that was delivered to <IBM Cust> during the kickoff meeting. Upon successful completion of <IBM Cust> portion of the document, the IPM will schedule the software installation at least two (2) weeks into the future.

7.3 Task 3: Software Installation

The ECM Consultant, with the assistance of <IBM Cust>'s Information Technology staff, schedules the server software installation. <IBM Cust>'s Information Technology staff must review the release notes found on the software media for operating system software release levels and patches required for a successful installation.

In one (1) environment, the ECM Consultant:

- Configure connection to the Process Analyzer
- Create & Configure connection to the BAM Metadata Database
- Configure Workbench
- Test & demonstrate the out-of-the-box Metrics in the Dashboard

7.4 Task 4: Configure BAM

The ECM Consultant configures the system for initial values including:

- Import Out-of-the-box (OOTB) Metrics
- Configure LDAP Connection
- Configure eMail server (optional)

Once BAM is configured, the ECM Consultant performs initial testing to validate that the base system is operational. The Project Team members can use this phase as a learning process to ensure they understand the complete installation and testing process of the system.

7.5 Task 5: System Administration Handoff

7.5.1 Transfer of Information

The ECM Consultant will review the BAM product with the <IBM Cust> System Administrator to better prepare <IBM Cust> to utilize BAM's standard out-of-the-box metrics to monitor BPM workflows.

7.5.2 Routine Maintenance

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

7.5.3 Review Backup Methodologies

The ECM Consultant will review possible backup strategies with the <IBM Cust> System Administrator. This Install Package does not provide for the ECM Consultant to analyze <IBM Cust>'s backup objectives nor does it develop the plan to meet those objectives.

7.5.4 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 ECM 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

Upon demonstration of the product the ECM Consultant will deliver to <IBM Cust> a completed Install Checklist which constitutes completion of this project. Please refer to *IBM FileNet Business Activity Monitor Install Checklist*.

If issues arise after completion of the project, <IBM Cust> Project Team will attempt to resolve these problems independently or with the assistance of the IBM Product Support Center.