



IBM Customer ***IBM eDiscovery Analyzer
Install & Mentor Package
Service Description***

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1. Description of Services

IBM Enterprise Content Management (“ECM”) is pleased to submit this Service Description to IBM Customer (“<IBM Cust>”). <IBM Cust> has requested the following services from IBM:

- IBM eDiscovery Analyzer Install & Mentor Package (“eDiscovery Analyzer”)

NOTE: The eDiscovery Analyzer Install & Mentor Package can only be sold to follow the ECM-delivered eDiscovery Manager (“eDM”) Install & Mentor Package.¹

This service provides the expert resources to install the eDiscovery Analyzer software at your site integrating with IBM FileNet P8 Content Manager (“P8 CM”) or IBM Content Manager 8 (“CM8”). It also provides hands-on assistance and mentoring to address questions and key issues regarding the installation and configuration of the software. The ECM Consultant will help guide <IBM Cust> on strategies and procedures that have been employed by other successful ECM installations. The completed installation also ensures that the software is supportable by IBM Product Support.

The scope of this Install Package is limited to the installation and support of eDiscovery Analyzer² including the following activities:

- Review requirements and configuration options
- Review <IBM Cust>'s platform/architecture environment
 - P8 CM or CM8
 - eDM
- Install & Configure eDiscovery Analyzer – recommended on own server
 - Configure connection to P8 CM or CM8
 - Configure Security for administrators and users
- Verify Install by Creating one (1) Case
 - Create a case in eDM and set to analysis³
 - Validate Installation
- Mentoring
 - Review:
 - Index a case⁴
 - Manage flags
 - Manage “ignore text”
 - Search Strategies
 - Use of Flags & Filters
 - Release a case
 - Close & transfer a case

¹ Contact your Lab Services Sales Manager (“LS SM”) for assistance in verifying all required installation needs.

² The eDiscovery Analyzer includes the installation of one (1) eDiscovery Analyzer server. IBM recommends installing eDiscovery Analyzer on its own server.

³ Case not to exceed 2000 documents to ensure a timely completion of this effort.

⁴ Case not to exceed 10,000 documents to ensure the timely completion of this effort and full delivery of the Mentoring.

- Delete a case
- Review System Administration
- Deliver project management and coordination

This Package includes a set of tasks that <IBM Cust> must complete to facilitate a successful 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 successfully complete (or have successfully completed) the following IBM training. The IBM education required for this installation is as follows:

If P8:

- Course Code: F7450 – IBM FileNet P8 (“P8”) Platform Administration

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 eLab course. Any of these courses will satisfy this installation package training requirement.

The cost for these training courses is not included in this eDiscovery Analyzer Package. 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 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”)
- Software Sales Representative (“SSR”)
- Sales IT Specialist (“Sales 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
- FileNet System Administrator
- CM8 Administrator
- eDiscovery Administrator
- Document/Records Manager
- System Operations Coordinator
- LAN Administrator
- 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 ECM Project Lead.

eDiscovery Analyzer Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the eDiscovery Analyzer system and will serve as the on-going administrator. This

individual will work closely with the ECM Consultant during installation and configuration of the eDiscovery Analyzer software.

FileNet System Administrator (1 to 3 people) - This individual will be responsible for the administration functions of FileNet Content Manager. This individual will also provide proper passwords to allow ECM Consultants to perform their functions in the course of the installation when access to Content Manager is required. Attendance in the Administration classes is required and should be completed prior to the installation of the eDiscovery Analyzer software. This individual will work closely with the ECM Consultant during installation and configuration of the eDiscovery Analyzer software.

CM8 System Administrator (1 to 3 people) - This individual will be responsible for the administration functions of IBM Content Manager. This individual will also provide proper passwords to allow ECM Consultants to perform their functions in the course of the installation when access to Content Manager is required. Attendance in the Administration classes is required and should be completed prior to the installation of the eDiscovery Analyzer software. This individual will work closely with the ECM Consultant during installation and configuration of the eDiscovery Analyzer software.

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.
 - The signed Service Description Validation Form delivered to the ECM Project Lead.
 - All hardware, software, and network configurations must meet ECM requirements for system size and performance for the purchased software. This includes:
 - All hardware and software has been installed onto <IBM Cust>'s designated ECM servers
 - Installation of the server where eDiscovery Analyzer will be installed
 - Installation/application of appropriate levels of patches to meet ECM's minimum requirements
 - Installation of eDM with at least one case loaded
 - Perform a network check (verify server connectivity to network, addressing, correct protocol).
 - Download the eDiscovery Analyzer software to the appropriate server prior to the resource arriving at <IBM Cust>'s facility.
 - 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.) Analysis/requirements gathering of business application rules, business application processes, and application security access as they pertain to the installation of eDiscovery Analyzer system.
- d.) Local system administrator(s) trained on the administration of the CM8 or P8 products.
- e.) After the <IBM Cust> System Administrator has attended the proper training and has reinforced that training by observing the ECM Consultant during the installation, he or she will be responsible for expanding the system post-installation.

- f.) Adequate facilities for the ECM resources; including cubicles, desks, and telephone, hardware and Internet access service.
- g.) Product Subscription and Support Agreement in place through IBM.
- h.) <IBM Cust> will make available all <IBM Cust> personnel required for this project in a timely manner. 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 PCR addressing additional or extended IBM personnel requirements and additional costs.

5.2 IBM Responsibilities

- a.) Review eDiscovery Analyzer Installation & Configuration Prerequisites
- b.) Review <IBM Cust>'s platform/architecture environment
 - P8 CM or CM8
 - eDiscovery Manager
- c.) Install & Configure eDiscovery Analyzer Software
 - Configure connection to P8 or CM8
 - Configure Security for administrators and users
- d.) Verify Install by Creating one (1) Case
 - Create a case in eDM and set to analysis
 - Validate Installation
 - o Index the case
 - o Set to "available for searching"
 - o Search,
 - o Validate timeline,
 - o Expand facets
 - o Review Preview
 - o Review Flag Content
 - o Release & Transfer back to eDM
 - o Create a Folder
- e.) Mentoring
 - Review:
 - o Index a case (10K docs)
 - o Manage flags
 - o Manage "ignore text"
 - o Search Strategies
 - o Use of Flags & Filters
 - o Release a case
 - o Close & transfer a case
 - o Delete a case

- f.) Perform System Administration Handoff
 - Transfer of Knowledge
 - Routine Maintenance
 - Backup Methodology
 - Problem Reporting
- g.) Demonstrate the eDiscovery Analyzer System to <IBM Cust> Project Team
- h.) Provide <IBM Cust> a completed eDiscovery Analyzer Checklist

6. Assumptions & Limitations

6.1 Assumptions

- a.) eDM must all be installed, configured, and fully operational prior to the install⁵.
- b.) Installation of eDiscovery Analyzer 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.
- d.) Additional resources and time for the creation of a custom annotator are not included in this service.
- e.) ECM Resources are not authorized to provide legal advice regarding an eDiscovery Analyzer scenario. Contact your legal representation.

6.2 Service Limitations

The eDiscovery Analyzer 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'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** visit (up to four (4) days) for tasks associated in delivering this package service.

Additional onsite assistance requested by <IBM Cust> beyond the amount specified in the above paragraphs may 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.

⁵ Installation of P8 CM, Email Manager, and Records Manager are outside the scope of this Install service. Contact your LS SM for pricing for any additional install services.

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 eDiscovery Analyzer Service. 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 Package Service Description, the installation tasks, and 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

The 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.

- P8 CM or CM8
- eDiscovery Manager
- Appendix A – eDiscovery Analyzer Pre-Install Worksheet

Upon successful completion of the Prerequisite Fail Safe Meeting, 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 ("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 a successful 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 eDiscovery Analyzer Installation & Configuration

The ECM Consultant performs the following steps to ensure a successful installation:

- Validate eDiscovery Manager
- Install eDiscovery Analyzer
- Configure connection to P8 or CM8
- Configure Security for administrators and users

7.3.2 Verify Install by Creating One Case

The ECM Consultant along with <IBM Cust>'s eDiscovery Administrator will create a case in eDM and set to "analysis". This case will not exceed 2000 documents to ensure that the effort completes in a timely manner. Once this is complete, they will validate the installation by performing the following tasks:

- Index the case
- Set to "available for searching"
- Search,
- Validate timeline,
- Expand facets
- Review Preview
- Review Flag Content
- Release & Transfer back to eDM
- Create a Folder

7.4 Task 4: Mentoring

The ECM Consultant will perform the following with <IBM Cust>'s eDiscovery Analyzer Administrator to illustrate a typical sample configuration as a means of knowledge transfer and mentoring. This is an opportunity for <IBM Cust> to learn how to configure and maintain the system going forward.

The ECM Consultant along with <IBM Cust>'s eDiscovery Analyzer Administrator will review or performing the following as necessary for the sample configuration.

7.4.1 Create a case in eDiscovery Manager

The ECM Consultant will utilize an existing case or create a new case in eDiscovery Analyzer in order to demonstrate the eDM functionality.

7.4.1.1 *Index a case*

Before a user can search for documents in a case, the case must be indexed. The ECM Consultant and <IBM Cust>'s eDiscovery Analyzer Administrator will initiate indexing on one (1) case (of less than 10,000 documents) as a sample configuration.

7.4.1.2 *Manage Flags*

Flags identify the relevance of e-mail to a case. You can add, delete, or edit the flags that reviewers can assign to e-mail documents in a case. Flags are metadata that reviewers can assign to single documents or groups of documents to identify their relevance to the case. Reviewers can then search on flags to identify all documents that require further review.

7.4.1.3 *Manage “Ignore Text”*

Specific text can be identified to be ignored during searches, then add, delete, or edit the text. eDiscovery Analyzer does not use default stop words because such common words might occur in phrases that you want to appear in search results. However, words or phrases may be specified for the search engine to ignore by defining ignore text.

7.4.1.4 *Search Strategies*

The ECM Consultant will review and demonstrate the different search strategies to identify the e-mail documents that might be relevant to a discovery request or that require further review.

7.4.1.5 *Use of Flags & Filters*

The ECM Consultant will review and demonstrate the use of flags to identify the relevance of an e-mail to a case.

7.4.1.6 *Release a Case*

Release a case from a server if that server is no longer usable, will be taken out of service for maintenance or replacement, or otherwise unavailable to process cases. Releasing a case removes the information that associates the case with a particular server so that the case can be associated with a different server.

7.4.1.7 *Close & Transfer a Case*

After a case has been analyzed and the documents have been flagged for further review, the case is transferred back to eDiscovery Manager.

7.4.1.8 *Delete a Case*

After analysis is complete and a case is transferred back to the archive server, you can delete the case to save disk space.

7.5 Task 5: System Administration Handoff

7.5.1 Transfer of Information

The ECM Consultant will review the eDiscovery Analyzer product configuration with the <IBM Cust> System Administrator to better prepare <IBM Cust> for further expansion of the system. The ECM Consultant will reinforce topics covered in the Learning Services courses required for this Install Package.

7.5.2 Routine Maintenance

Routine maintenance involves reviewing the daily duties of <IBM Cust>'s System Administrator with respect to maintenance of the eDiscovery Analyzer system. These are tasks that should be performed daily and will be

specific to <IBM Cust>'s usage of the eDiscovery Analyzer 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 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).

7.6 Task 6: Demonstrate System to <IBM Cust> Project Team

After the initial configuration has been tested, the ECM Consultant will demonstrate the eDiscovery Analyzer 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.

7.7 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 the *eDiscovery Analyzer Install & Mentor 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.