



IBM Customer ***IBM FileNet Records Crawler
Install & Mentor Package
Service Description***

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1. Description of Services

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

➤ IBM FileNet Records Crawler Install & Mentor Package

This service provides the expert resources to install the RC software at your site. It also provides hands-on assistance and mentoring to address questions and key issues regarding the installation and configuration of the software. The IBM ECM consultant will help guide <IBM Cust> on strategies and procedures that have been employed by other successful IBM ECM installations. The completed installation also ensures that the software is supportable by IBM ECM Product Support.

The scope of this Installation Package is limited to the installation and support of IBM FileNet Records Crawler¹ including the following activities:

- Review requirements and configuration options
- Install software
 - Source connector: NTFS
 - Target connector (one): Content Manager, Image Manager, or Content Services
- Configure RC
 - Configure up to five (5) sample RC Task Routes
- Demonstrate Product
- 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 IBM ECM products and the complexity of the anticipated environment. The resources required for this project will include both the IBM ECM 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. IBM education required for this installation is as follows:

- Course Code: F002 – P8 Platform Administration²

The cost for these training courses is not included in this RC 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 relevant IBM Web site locations.

¹ The RC Install & Mentor Package includes NTFS as a source connector and Content Manager, Image Manager, or Content Services as target connectors.

² This course is available via classroom, instructor led on-line or eLab instruction.

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 IBM Software Sales Team can assist <IBM Cust> in obtaining a recommended training plan specific to <IBM Cust>'s requirements.

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 IBM ECM Account Team, the <IBM Cust> technical staff and, when applicable, an IBM ECM Business Partner. Examples of Project Team members are listed below.

3.1 IBM ECM Team Resources

The IBM ECM Project Lead coordinates the appropriate IBM ECM resources as required. The IBM ECM Team typically includes the following members:

- IBM ECM Implementation Project Manager ("IPM") –Project Lead
- Lab Services IT Specialist ("IBM ECM Consultant")
- Technical Consultant ("TC")
- IBM ECM Sales Specialist
- IBM ECM Sales IT Specialist ("IBM ECM 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 IBM ECM Project Lead.

Depending upon, the project the <IBM Cust> Project Team may include any of the following roles:

- Project Lead
- IBM FileNet System Administrator
- Document/Records Manager
- Web Master/Web Designer
- System Operations Coordinator
- Client Desktop Coordinator
- LAN Administrator
- Database 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 IBM ECM Project Lead.

Technical Project Installation Resource (1 to 2 people) - This individual(s) will work closely with the IBM ECM Consultant during the installation and configuration of the IBM FileNet software. The resource(s) will provide technical insight into the current <IBM Cust> information systems, as required, for the installation phase. IBM ECM strongly recommends that this individual become familiar with the IBM ECM products by enrolling in IBM ECM training prior to project initiation.

IBM FileNet System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the Records Crawler system and will serve as the on-going administrator. Attending the P8 Platform Administration class (or other Administration class as appropriate depending on the planned target connector) is required and should be completed prior to the installation of the software. This individual will work closely with the TC during installation and configuration of the Records Crawler software.

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

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 ECM can begin the installation of the product.
 - All hardware, software, and network configurations must meet IBM 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 IBM ECM's minimum requirements
- 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 Records Crawler system.
- d.) Local system administrator(s) trained on the administration of the IBM FileNet products installed at <IBM Cust>.

- e.) After the <IBM Cust> System Administrator has attended the proper training and has reinforced that training by observing the IBM ECM Consultant during the installation, he or she will be responsible for expanding the system post-installation.
- f.) Adequate facilities for the IBM ECM resources; including cubicles, desks, and telephone, hardware and Internet access service.
- g.) Product Support Agreement in place through IBM ECM to provide for on-going maintenance post-installation.
- 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 ECM personnel requirements and additional costs.

5.2 IBM ECM Responsibilities

- a.) Install Records Crawler Software
- b.) Provide initial configuration to validate the product capabilities and mentoring to illustrate typical product usage and configuration
 - Configure for one (1) Target Connector: CM, IM, or CS
 - Configure up to five (5) sample RC Task Routes
- c.) Test Records Crawler System
- d.) Demonstrate the Records Crawler System to <IBM Cust> Project Team
- e.) Perform System Administration Handoff
 - Knowledge Transfer
 - Routine Maintenance
 - Backup Methodology
 - Problem Reporting
- f.) Provide <IBM Cust> a completed RC Install & Mentor Package Checklist

6. Assumptions & Limitations

6.1 Assumptions

- a.) <IBM Cust> should have attended the training required in this RC Install & Mentor Package prior to the installation of any IBM FileNet software.
- b.) <IBM Cust> will perform a Network check (verify server connectivity to network, addressing, correct protocol).
- c.) All prerequisite hardware and software has been installed onto <IBM Cust>'s designated IBM ECM servers.
- d.) IBM FileNet Records Crawler software has been downloaded to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
- e.) Installation of Records Crawler software will not be in a clustered environment. A chargeable PCR may be required to perform the installation in a clustered environment.
- f.) Additional resources and time for the development of "custom applications" are not included in this service.

- g.) IBM ECM Consultant will configure up to five (5) sample RC Task Routes using one (1) target library connector. Any additional Task Routes or the configuration of additional library connectors will be the responsibility of <IBM Cust>.

6.2 Service Limitations

The RC 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 ECM involvement will be charged on a Time and Materials ("T&M") basis.

IBM 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 IBM ECM resources traveling to <IBM Cust>'s site in order to fulfill IBM ECM'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 IBM ECM consultant will travel to <IBM Cust>'s site for **one** visit (up to three 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 ECM 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 IBM ECM team for the RC Install & Mentor Package Service. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

7.1.1 Review Project Services Description

The IBM 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 ECM 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 IBM ECM software purchased, <IBM Cust>'s server configuration (hardware, operating system and site specific software), IBM 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>'s portion of the document, the IPM will schedule the software installation at least 2 weeks into the future.

7.3 Task 3: Software Installation

The IBM 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 Records Crawler Component Installation

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

- Validate Database installation
- Install Records Crawler components
- Configuration of a simple RC Task Route to validate product installation

7.4 Task 4: Sample Configuration

7.4.1 Initial Records Crawler Configuration & Mentoring

The IBM ECM Consultant will configure up to five (5) RC Task Routes to illustrate a variety of typical sample configurations as a means of knowledge transfer and mentoring. The IBM ECM Consultant will discuss with the <IBM Cust> to implement specific configuration options based on the <IBM Cust>'s intended use of the RC system. This is an opportunity for <IBM Cust> to learn how to configure and maintain the system going forward.

7.4.2 Client Workstation Testing

After the system is fully operational, the <IBM Cust> Project Team will be responsible to test Client Workstations to ensure client interaction with the Records Crawler system is operating as expected for out-of-box functionality. The IBM ECM Consultant will assist with testing if needed.

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

After the initial configuration has been tested, the IBM ECM Consultant will demonstrate the RC 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.

7.6 Task 6: System Administration Handoff

7.6.1 Knowledge Transfer

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

- Creating and editing sample RC Task Routes to support typical configurations
- P8 Platform Documentation

7.6.2 Routine Maintenance

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

7.6.3 Review Backup Methodologies

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

7.6.4 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 IBM ECM Consultant or TC 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: Project Completion

Upon demonstration of the product the IBM ECM consultant will deliver to <IBM Cust> a completed Install Checklist which constitutes completion of this project. Please refer to the *Records Crawler 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.