

***IBM Customer*** ***IBM FileNet Application  
Connector for SAP J2EE Core  
+ 1 Add-on Component Install  
Package  
Service Description***

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## 1. Description of Services

Enterprise Content Management (ECM) 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 Application Connector for SAP J2EE Core + 1 Add-on Component (ACSAP J2EE Core+1 Add-on Comp) Install Package

This install provides the expert resources to install ACSAP J2EE software. This provides hands-on assistance to address questions, to recap key issues, and to verify that <IBM Cust>'s systems and resources are ready to begin applying <IBM Cust>'s business needs and operational requirements. The Delivery Consultants guide <IBM Cust> on proven strategies and procedures that have been employed by other ECM installations. The completed Install verifies that the software is supportable by IBM Product Support organization.

This install provides <IBM Cust> with the core interface to ACSAP and includes the following for one environment:

- Review <IBM Cust>'s ACSAP requirements<sup>1</sup>
- Check one of the following Components for this Requirements Gathering<sup>2</sup>
  - Inbound Client Linking
  - Inbound Barcode Linking
  - Outbound Data Archiving
  - Outbound DART
  - Outbound Document Archiving – Printlists
  - Outbound Document Archiving – SAP Scripts
  - KPro DMS
- Update the ACSAP Plan & Prepare Worksheet
- Install ACSAP Core
- Customize SAP ArchiveLink for the Add-on Component selected
- Configure ACSAP to support the Add-on Component selected
- Configure storage repository (IBM FileNet P8 Content Manager (P8 CM) or IBM FileNet Image Services (IS))
- Test functionality
- System Administration Handoff
- Demonstrate selected Component functionality to Project Team
- Mentor ECM System Administrator on ACSAP J2EE
- Mentor SAP Basis resource on Customization of SAP ArchiveLink
- Deliver SAP ArchiveLink Configuration Document
- Deliver updated ACSAP Plan & Prepare Worksheet
- Deliver project management and coordination

<sup>1</sup> Installation of prerequisite products (hardware and software) required for the ACSAP J2EE Platform is <IBM Cust>'s responsibility. Please see the **Hardware/Software Requirements for FileNet Products** document found on <http://www-01.ibm.com/software/sw-atoz/indexF.html>.

<sup>2</sup> The ACSAP J2EE Core+1 Add-on Component Install Package includes the installation of the core software and the configuration of one of the above listed components. If more than one component must be installed, contact your Software Services Sales Leader to purchase additional ACSAP Add-on Component Install packages.

ArchiveLink is the interface layer that connects the IS or (P8 CM) to SAP systems. SAP ArchiveLink provides a library of functions to all SAP application modules used to manage documents stored on the ECM system. In conjunction with the ECM system, SAP ArchiveLink provides several processing functions. The ArchiveLink processing functions are to be specifically customized for <IBM Cust> by the Delivery Consultant.

This Install package includes the tasks necessary to implement the ACSAP J2EE Core and selected Add-on Component. These tasks include:

- overall project management
- system information gathering
- installation
- customization
- configuration

The duration of each task may vary based on <IBM Cust>'s configuration and complexity of SAP and the ECM systems. To verify the install, <IBM Cust> is expected to provide resources in a timely manner, to assist in the completion of these tasks.

This project depends on availability of key <IBM Cust> resources to assist in ECM Software Service's understanding of the business requirements.

Changes in the scope of work defined in this Services Description may result in additional costs to 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: F1420 – IBM FileNet P8 Platform Administration **or**
- Course Code: F458 – Image Services (IS) System Administration

*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 ACSAP J2EE Core+1 Add-on Component 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](mailto:ecmeduna@us.ibm.com) or 800-455-7468.*

IBM Learning Services web site:

[www.ibm.com/software/data/content-management/training.html](http://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 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 ECM Software Services Team Resources

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

- Project Manager (PM) – Project Lead
- IT Consulting Specialist (Delivery Consultant)
- 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 ECM Software Services Project Lead.

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

- Project Lead
- FileNet System Administrator
- FileNet Capture Administrator
- Web Application Server Administrator
- System Operations Coordinator
- Client Desktop Coordinator
- LAN Administrator
- SAP Basis Technical Resource
- SAP Functional Resource
- Document and/or Records Manager
- Document Entry Supervisor
- End-User Manager
- End-User Specialist
- Application Developer
- Workflow Consultant

## 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 Software Services Project Lead.

FileNet System Administrator (1 to 3 people) - This individual will be the administrator for the IBM FileNet system and should have already completed the IS or P8 Administration course. This individual will work closely with the Delivery Consultant during the configuration of the IBM FileNet software.

FileNet ACSAP Systems Administrator - This individual will be the administrator for the ACSAP application. This individual will work closely with the FileNet System Administrator and the SAP Basis resource to configure the ACSAP application for <IBM Cust>. This person may or may not be the same person as the FileNet System Administrator. This individual will work closely with the Delivery Consultant during the configuration of the IBM FileNet software.

## 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.
  - ACSAP prerequisites found in the Application Connector for SAP, J2EE Edition, Hardware and Software Requirements document.
  - All hardware, software, and network configurations must meet ECM requirements for system size and performance for the purchased software. This includes:
    - Installation or validation of the operating system and version
    - Installation of the web application server
    - Installation and/or application of appropriate levels of patches to meet ECM's minimum requirements
  - Perform a Network check (verify server connectivity to network, addressing, correct protocol).
  - Ensure either IS or P8 CM is installed, configured, and fully operational prior to initiation of this Install package<sup>3</sup>.
  - Ensure the Web Application Server (i.e. Weblogic, WebSphere, JBoss, etc.) is installed and operational.
  - Download the ACSAP J2EE Core+1 Add-on Component software and associated patches to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
  - Download SAP JCO (Java Connector) software from SAP Service Marketplace.
  - Complete the *Environment Prerequisite Checklist*.
  - Have attended the required training prior to the installation of any ECM software.

<sup>3</sup> Installation of IS or P8 CM is outside the scope of this installation service. IBM can perform the installation for <IBM Cust> upon purchase of the appropriate Install package.

- If installing with IS, IBM FileNet Capture Professional is required to be installed and fully operational prior to the initiation of this project (Inbound Document Linking only).
  - If installing with P8 CM, Capture Desktop or Capture Professional (v4.0 or higher) is required to be installed and fully operational prior to the initiation of this project (Inbound Document Linking only).
- b.) <IBM Cust> acknowledges that:
- i. Installation of ACSAP software will not be in a highly-available manner (clustering and/or farming). A chargeable PCR may be required to perform the installation in a highly-available configuration.
  - ii. Installation of ACSAP software will not be in a Secure Socket Layer (SSL) environment. A chargeable PCR may be required to perform the installation in a SSL environment.
  - iii. Additional resources and time for the development of “custom applications” are not included in this service.
  - iv. Use of IBM FileNet Capture Professional (Capture)  
If the Inbound Processing Add-on component was selected, the following details regarding the Capture configuration must be validated by <IBM Cust> prior to the arrival of the Delivery Consultant<sup>4</sup>.
    1. Verify that the scanner, scanner controller, and Microsoft Windows operating system are installed and operating properly on the IS or P8 CM system.
    2. Verify installation and configuration of Kofax Image Controls and Software (if applicable).
    3. Verify Capture software installation and configuration.
    4. If SAP Bar Code processing is required, then <IBM Cust> is responsible for ensuring that Capture is setup to recognize bar coding.
- c.) 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
- d.) SAP server environment.
- e.) SAPGUI Client is installed and operational.
- f.) Analysis and/or requirements gathering of business application rules, business application processes, and application security access as they pertain to the installation of the ACSAP system.
- g.) Local system administrator(s) trained on the administration of the ECM products previously installed.
- h.) Local help desk personnel trained on the ECM client products to be installed at <IBM Cust>.
- i.) Adequate facilities for each Delivery Consultant including:
- cubicle, desk, telephone, and Internet access,
  - remote access (e.g. VPN access),
  - direct access to the keyboard.
- j.) 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

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<sup>4</sup> Installation of Capture Professional is outside the scope of this installation service. IBM can perform the installation for <IBM Cust> upon purchase of the appropriate Install package.

- is pre-loaded with all required connectivity tools appropriate to <IBM Cust>'s environment.
- k.) IBM recommends reserving a conference room and presentation projector for the week of the on-site visit.
- l.) After the <IBM Cust> System Administrator has attended the proper training and has observed the Delivery Consultant during the installation, he or she will be responsible for expanding the environment.
- m.) Product Subscription and Support Agreement in place through IBM.
- n.) <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

The IBM responsibilities for this package include:

- a.) Environment Review
  - Deliver & Review the Environment Prerequisite Checklist
  - Deliver & Review the ACSAP Plan & Prepare Worksheet
- b.) Perform Requirements Gathering
- c.) Check one of the following Components for this Requirements Gathering<sup>5</sup>:
  - Inbound Client Linking
  - Inbound Barcode Linking
  - Outbound Data Archiving
  - Outbound DART
  - Outbound Document Archiving – Printlists
  - Outbound Document Archiving – SAP Scripts
  - KPro DMS
- d.) Review of IS or P8 CM software configuration
- e.) Install SAP JCO (Java Connector – if executing client linking with barcodes)<sup>6</sup>
- f.) Install IBM FileNet Image Services Resource Adapter (ISRA - if connecting to IS)
- g.) Install one instance of ACSAP J2EE on the web application server
- h.) Deploy and configure ACSAP J2EE on the web application server
- i.) Configure Client Components (if necessary)
- j.) Customize and document SAP ArchiveLink configuration
- k.) Test ACSAP functionality
- l.) Perform System Administration Handoff
  - Transfer of Information

<sup>5</sup> The ACSAP J2EE Core+1 Add-on Component Install Package includes the installation of the core software and the configuration of one of the above listed components. If more than one component must be installed, contact your Software Services Sales Leader to purchase additional ACSAP Add-on Component Install packages.

<sup>6</sup> <IBM Cust> must download SAP JCO from the SAP Service Marketplace.



- Routine Maintenance
  - Problem Reporting
- m.) Demonstrate the ACSAP Functionality to <IBM Cust> Project Team.
- n.) Deliver Updated ACSAP Plan & Prepare Worksheet.
- o.) Deliver the SAP ArchiveLink Configuration Document.
- p.) Provide <IBM Cust> a completed ACSAP J2EE Core+1 Add-on Component Install Checklist.

## 6. Limitations

### 6.1 Service Limitations

- a.) The ACSAP J2EE Core+1 Add-on Component 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.
- b.) Installation of IS or P8 CM, IBM FileNet Desktop, IBM FileNet Capture Professional, or IBM FileNet Web Services is not included within the scope of this Install.
- c.) Installation of SAP Business Workflow or SAP Client Software (SAPGUI) is not within the scope of this install.
- d.) IBM ECM Application programming is not within the scope of this install.
- e.) Configuration of SAP's Archive Development Kit (ADK) or Data Retention Tool (DART) is not within the scope of this Install service. <IBM Cust> is responsible for the configuration and operation of the SAP system and all SAP business applications.
- f.) This install service package includes the installation services to implement ACSAP J2EE Core + one (1) Add-on Component for customers using P8 CM or IS. Installation of additional SAP ArchiveLink interface processing Add-on options beyond the one component (e.g. Inbound Processing, Outbound Processing, KPro DMS, Document Data Archiving, or DART) are available at additional cost.
- g.) ECM 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.

#### 6.1.1 Travel & Living Expenses

This package does **not** include domestic travel and living expenses incurred by ECM Software Services resources traveling to <IBM Cust>'s site in order to fulfill IBM's tasks and responsibilities pertinent to delivering this service.

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

## 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 the <IBM Cust> team and the ECM Software Services team for the ACSAP J2EE Core+1 Add-on Component Install Project. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

#### 7.1.1 Review Project Services Description

The ECM 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

The project team develops a custom project plan specific to <IBM Cust>'s installation.

Each project task is assigned appropriate resources and time window based on the effort required to complete the task. Those tasks requiring specialized ACSAP experience are assigned to the ECM Software Services resource with the appropriate skill set. Acceptance of the plan by the project team initiates the ACSAP J2EE Core +1 Add-on Install.

The starting date for this project must be scheduled and confirmed by the IBM and <IBM Cust> Project Leads and Delivery Consultant.

#### 7.1.3 Environment Review

The PM 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 PM will schedule the software installation.

In addition to the *Environment Prerequisite Checklist*, the Delivery Consultant will generate an installation *ACSAP 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 Delivery Consultant will review the *ACSAP Plan & Prepare Worksheet* with the <IBM Cust> resource who will coordinate the completion of this worksheet. 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 Delivery Consultant.

ECM Software Services recommends reviewing any questions arising from the completion of the *Environment Prerequisite Checklist* or the *ACSAP Plan & Prepare Worksheet* during the weekly status calls.

#### 7.1.4 Project Status

The PM 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: SAP Business Analysis Review

The Delivery Consultant and <IBM Cust> will review the completed SAP business analysis that led to the decision to implement the one selected component. The IBM Delivery Consultant is not an SAP business analyst and is not responsible for completing the business analysis for <IBM Cust>.

- Inbound Client Linking
- Inbound Barcode Linking
- Outbound Data Archiving
- Outbound DART
- Outbound Document Archiving – Printlists
- Outbound Document Archiving – SAP Scripts
- KPro DMS

This may include reviewing:

- business process to archive link enable
- document types
- business objects
- transaction codes used to perform the business functions

### 7.3 Task 3: ACSAP Requirements Gathering

The Delivery Consultant will gather details on <IBM Cust>'s SAP and IBM FileNet Systems (i.e., users, document types, document routing, archive objects, etc.).

IBM FileNet and SAP systems can be configured in a variety of ways to meet the requirements of a business application. Adequate configuration to meet <IBM Cust>'s processing demands begins with valid business assumptions which were discussed in Task 2. The Project Team discusses these assumptions and various application requirements to define a set of parameters for system configuration.

Analysis details for <IBM Cust>'s SAP and IBM FileNet systems include:

- System domain names and network addresses
- Users, groups and security access
- Database partition sizing
- Document types, classes and families
- Document output volumes (data archived and retrieved)
- Document input volumes (scanned images)
- Document output volumes (images retrieved)

Changing business assumptions may require changes in the configuration.

## 7.4 Task 4: Product Plan & Prepare Worksheet (Draft) and Architecture Review Meeting

Armed with information gathered, the Delivery Consultant builds a draft Product Plan & Prepare Worksheet containing the following:

- System identification and functionality
- Installation parameters
- Configuration settings
- Users, Groups
- SAP information for the ArchiveLink customization (Document Types, Business Objects, Technical Document Classes, etc.)
- FileNet properties (Document Classes, Index Properties, Queue and Workspace information)
- Security profiles
- Other pertinent data

This document describes details for the Add-On Component(s) configuration and is the guidebook for subsequent installations and projects.

## 7.5 Task 5: Pre-Installation

### 7.5.1 Verify Web Application Server

ACSAP J2EE components must be installed and configured on a J2EE compliant Web Application server (i.e. BEA Weblogic, JBoss, WebSphere, etc.), which is separate from the IS or P8 CM server.

### 7.5.2 Verify IS or P8 CM Environment

The IS or P8 CM environment needs to be completely installed and operational prior to the start of the ACSAP J2EE installation.

## 7.6 Task 6: ACSAP J2EE Software Installation

### 7.6.1 Review of IS or P8 CM on IBM FileNet Server

The Delivery Consultant will review the existing IS or P8 CM configuration and modify as needed to support ACSAP.

### 7.6.2 Install ACSAP

Application Connector for SAP J2EE is installed, typically, on the same Web Application Server as the Application Engine (AE) in a P8 CM environment and is installed on the same Web Application Server as ISRA in an IS environment.

### 7.6.3 Install and Configure ISRA

ISRA is required to maintain communications between ACSAP server components and IS. ISRA needs to be installed, deployed, and configured only when using IS.

ISRA is not needed if P8 CM is used.

### 7.6.4 ACSAP Deployment & Configuration

Following the installation, ACSAP is deployed on the web application server and the configuration tool is used to define the ACSAP parameters. The following is an example of information that will be required during configuration & deployment:

- SAP Version
- SAP System Name
- SAP Host Name
- SAP Gateway Service
- SAP Client Number
- SAP User
- SAP Password
- SAP Archive ID
- SAP Document Types - up to 3

In addition, the following components are defined and configured as part of the ACSAP Install service:

- Disk Families (IS only)
- Document Classes (up to 3)
- Property and/or Index Fields
- Queues and Workspaces

### 7.6.5 Customize the SAP System Configuration for Selected Add-on

The ArchiveLink processing functions are setup via customization screens that enable the Delivery Consultant to define the associated queues, directories, protocols and specific function parameters to deploy the functions to be invoked. This customization is based upon the discussions and decisions defined in previous tasks.

The configuration is limited to three business objects and/or document types or business scenarios and will be documented in the ArchiveLink Configuration Document.

### 7.6.6 Setup Configuration of Viewer Components

A viewer may need to be selected and configured within SAP to meet business requirements. Viewers that can be used include:

- SAPGUI
- Pure Thin Client

### 7.6.7 Test

Initial testing will be done to ensure that we can archive and retrieve documents or data that have been linked to the IBM FileNet Content Repository. Then IBM will demonstrate the ACSAP J2EE Add-on component(s) to the <IBM Cust> Project Team.

### 7.6.8 Review IBM FileNet and SAP Security

The Delivery Consultant will review the IBM FileNet security for document classes, users and user groups, and configuration of the ACSAP Administrator profile.

SAP security must be defined and set within the SAP system. This Install service only includes defining an ArchiveLink CPIC user profile.

## 7.7 Task 7: System Administration Handoff

### 7.7.1 Transfer of Information

The Delivery Consultant will review the ACSAP product installation with the <IBM Cust> System Administrator to help prepare <IBM Cust> for further expansion of the system.

As part of the overall installation review, any Add-on services (if purchased) delivered during this service will also be reviewed.

### 7.7.2 Routine Maintenance

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

### 7.7.3 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 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 1-800-426-7378 or 1-800-IBM-SERV.

## 7.8 Task 8: Demonstrate System to <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.

### 7.8.1 Refine System

The Delivery Consultant will lead the Project Team in a system refinement post mortem. The team may identify modifications to the system and the System Administrator will make appropriate changes.

## 7.8.2 System Functional Testing

<IBM Cust> Project Team members perform functional testing of configured add-on components to verify that all components have been correctly configured and are operating as intended.

The <IBM Cust> SAP functional resources will perform extended testing based of whatever test plan criteria they have designed.

<IBM Cust> will provide resources and access to SAP J2EE and the IS or P8 CM systems to execute the functionality tests according to the acceptance criteria. If not, <IBM Cust> will accept the Install by default.

<IBM Cust> is responsible for the proper operation of the SAP J2EE and the IS or P8 CM systems including all business application modules used during testing.

## 7.9 Task 9: ACSAP Final Documentation Deliverables

The Delivery Consultant will provide <IBM Cust> the final versions of the following documents:

- ACSAP Plan & Prepare Worksheet
- SAP ArchiveLink Configuration Document

## 7.10 Task 10: 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 Application Connector for SAP J2EE Core + 1 Add-on Component Install 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 1-800-426-7378 or 1-800-IBM-SERV.