



***IBM Customer*** ***IBM FileNet Content Manager  
Install 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 Content Manager (“CM”) Install Package

This service provides the expert resources to install the CM software at your site. It also provides hands-on assistance to address questions, recap key issues covered in formal training classes, and to confirm that <IBM Cust>’s systems and resources are ready to begin applying the knowledge gained in class to <IBM Cust>’s business needs and operational requirements.

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

The scope of the CM Install Package is limited to the installation and a base configuration of CM. It includes the installation of the CM Platform<sup>1</sup> and the creation of one (1) pre-defined Object Store.

The CM Install Package will provide:

- Review of <IBM Cust>’s platform/architecture environment<sup>2</sup>
- Review the <IBM Cust>-supplied System Design Document
- Installation of the following CM Suite of products:
  - Content Engine
    - Verity Search Engine (if requested)<sup>3</sup>
  - Application Engine
  - Limited-use Process Engine
- Configuration of CM for an initial base environment
- Validation of the CM system
- Demonstration of the CM system to the Project Team
- System Administration Handoff
- Delivery of the Platform/Architecture Configuration Document
- Project management and coordination to facilitate a successful and professional project delivery

This Install Package includes a set of tasks that <IBM Cust> must complete to facilitate a successful product installation and rollout. The actual duration of each task varies from customer to customer, based upon their knowledge of the products and the complexity of the anticipated CM environment.

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

<sup>1</sup> The IBM FileNet CM Platform includes 1 (one) Content Engine, 1 (one) Application Engine, and 1 (one) limited-use Process Engine. Installation and configuration of any additional services or servers other than those required as part of the installation of CM are considered additional options. Contact your Lab Services Sales Manager (LSSM) for pricing for any additional services.

<sup>2</sup> Installation of prerequisite products (hardware and software) required for the CM Platform is <IBM Cust>’s responsibility. Please see the **Hardware/Software Requirements for FileNet Products** document found on [www.ibm.com](http://www.ibm.com).

<sup>3</sup> Installation of the Verity Search Engine, if requested, is included during the base installation timeframe of the CM Install package. A request to install the Verity Search Engine at a future date will require additional cost to return to the site to perform this effort.

At the completion of the CM Install Package, <IBM Cust>'s system and resources will be ready for maintenance support and for initiating the process to configure the system for <IBM Cust>'s specific business requirements.

This installation assumes that individuals knowledgeable on IBM ECM products will perform the tasks to identify the <IBM 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<sup>4</sup>.

Any change in the scope of work defined in this Service 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 Administration<sup>5</sup>

The cost for these training courses is not included in this CM 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 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 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 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")

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<sup>4</sup> Services to configure all site and user specific preferences are described in the CM Fast Start Package, which is delivered via IBM ECM Lab Services Block Hours.

<sup>5</sup> This course is available via classroom, instructor led on-line or eLab instruction.

## 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 ECM System Administrator
- Web Master/Web Designer
- System Operations Coordinator
- Client Desktop Coordinator
- LAN Administrator
- Database Administrator
- Document/Records Manager
- Document Entry Supervisor
- End-User Manager

## 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 CM 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 IBM ECM resource, an IBM ECM Partner resource, or an individual who is on <IBM Cust>'s staff with strong IBM ECM design and administration knowledge. The effort for this resource is not included in this package and must be engaged separately<sup>6</sup>. IBM ECM 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 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 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.

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<sup>6</sup> Services to complete these activities are described in the CM Fast Start Package, which is delivered via IBM ECM Lab Services Block Hours.

CM System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the CM system and will serve as the on-going administrator. Attending the P8 Platform Administration class 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 CM server and clients.

DBA (1 person) - This individual will assume responsibility for <IBM Cust>'s database. This individual will also provide proper passwords to allow the TC to perform his/her 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 the CM system. The outcome of this process is a System Design Document.
- d.) Local system administrator(s) trained on the administration of the IBM ECM products to be installed at <IBM Cust>, specifically the P8 Platform Administration course.
- e.) After the <IBM Cust> System Administrator has attended the proper training and has reinforced that training by observing the TC during the installation, he or she will be responsible for completing the following items.
  - Expansion of Security Schema
  - Expansion of Users/Groups
  - Creation of Additional Object Stores
  - Creation of Additional Custom Properties
- f.) Local help desk personnel trained on the IBM FileNet client products to be installed at <IBM Cust>.
- g.) Adequate facilities for the IBM ECM resources; including cubicles, desks, and telephone, hardware and Internet access service.
- h.) Product Support Agreement in place through IBM ECM to provide for on-going maintenance post-installation.

- i.) <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 CM Software:
  - One (1) Content Engine
    - One (1) Verity Search Engine (if requested)<sup>7</sup>
  - One (1) Application Engine
  - One (1) Limited-use Process Engine
- b.) Create one (1) Object Store
- c.) Configure CM for a test environment
  - Create one (1) user/group profile
  - Create one (1) custom property
  - Create one (1) document class
  - Create one (1) folder
- d.) Test CM System
  - Execute Methods on an object
    - Search
    - Check in/out
    - Display
- e.) Demonstrate the CM System to <IBM Cust> Project Team
- f.) Perform System Administration Handoff
  - Knowledge Transfer
  - Routine Maintenance
  - Backup Methodology
  - Problem Reporting
- g.) Deliver Platform/Architecture Configuration Document
- h.) Provide <IBM Cust> a completed CM Install Checklist

## 6. Assumptions & Limitations

### 6.1 Assumptions

- a.) <IBM Cust> should have attended the training required in this CM Install package prior to the installation of any IBM ECM 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 FileNet servers.

<sup>7</sup> Installation of the Verity Search Engine, if requested, is included during the base installation timeframe of the CM Install package. A request to install the Verity Search Engine at a future date will require additional cost to return to the site to perform this effort.

- d.) IBM FileNet Content Manager software has been downloaded to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
- e.) Installation of CM software will not be in a clustered environment. A chargeable PCR may be required to perform the installation in a clustered environment.
- f.) Configuration for Single Signon, Secured Socket Layer (SSL), or "server hardening" is not included in this CM Install Package. A chargeable PCR will be required to perform these additional efforts in each environment.
- g.) Additional resources and time for the development of "custom applications" are not included in this service.

## 6.2 Service Limitations

The CM 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 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 participate in up to **two** on-site meetings. It is intended that status meetings will be held via conference calls. The TC will travel to <IBM Cust>'s site for **one** visit for tasks associated with delivering this Install Package.

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 CM Install Project. 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 Install 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 TC, 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 P8 Platform Administration training prior to this step to facilitate appropriate system configuration choices and ease support transition to <IBM Cust>.

### 7.3.1 CM Installation

The TC will install the CM software, one (1) application engine, one (1) content engine, and one (1) limited-use process engine, and create one (1) Object Store.

If requested, the TC will install the Verity Search engine during this timeframe as well.<sup>8</sup>

## 7.4 Task 4: <IBM Cust>'s System

The TC will configure the system using an initial user and test object data structures. Once the system is able to accept objects for storage the TC will perform initial testing to validate that the CM system is operational.

### 7.4.1 Initial Security Setup

The IBM Consultant will define one (1) user/group profile based on the <IBM Cust>-supplied information.

### 7.4.2 Initial Property and Document Class Setup

The TC will configure and test one (1) document class and one (1) property to validate system readiness.

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<sup>8</sup> <IBM Cust>'s request to delay the install of the Verity Search engine will require a PCR and additional Travel and Living costs for the TC to return to the customer site.

### 7.4.3 Load Sample Objects

Once the Object Store has been configured, <IBM Cust> will supply several sample objects. IBM ECM will load these into the CM system, with the security privilege and properties denoted by <IBM Cust>.

### 7.4.4 Object Access Validation

Once the initial objects have been placed under CM system control, the TC will validate object method functionality. The TC will validate that clients can access the CM system via the CM WorkPlace. The following user functions will be validated:

- Log on/log off
- Add a Folder
- Add/Delete an object
- Modify an object's properties
- Modify a folder's properties
- Check in/Check out a document
- Search for object

### 7.4.5 Test CM System

Once sample documents are loaded into the system, the TC and the <IBM Cust> System Administrator will execute a set of routine business processes with the samples. Examples include:

- New Object creation
- Object revision with new version
- Object access changes
- Object search, copy, view and print functions
- Execute methods on object
  - Search
  - Check in/out
  - Display

The <IBM Cust> Project Team members can use this phase as a hands-on learning process to ensure they understand the database setup, modification, and testing process of the CM system.

### 7.4.6 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 CM system is operating as expected for out-of-box functionality. The TC will assist with testing if needed.

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

After the initial samples have been tested, IBM ECM will demonstrate the CM 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 TC will review the CM product with the <IBM Cust> System Administrator to better prepare <IBM Cust> for further expansion of the system. The TC will reinforce topics covered in the CM Learning Services courses required for this Install Package. Topics to be reviewed:

- Entering class definitions data into the system as part of the configuration
- Entering property definitions into the system as part of the configuration
- Entering security profile definitions data into the system as part of the configuration
- 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 CM system. These are tasks that should be performed daily and will be specific to <IBM Cust>'s usage of the CM system and its configuration. IBM ECM recommends that the System Administrator develop a schedule of "housekeeping" procedures and tasks to be performed. Some examples include:

- Checking system services
- Monitoring system usage
- Initiating CM system backup preparation
- Checking the event log
- Checking CM system administration log
- Checking the amount of free space

### 7.6.3 Review Backup Methodologies

The TC will review possible backup strategies with the <IBM Cust> System Administrator. This Install Package does not provide for the TC 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 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 ECM 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: Platform/Architecture Configuration Document

As <IBM Cust> tests the system, the TC will provide <IBM Cust> the completed Platform/Architecture Configuration Document, which includes the <IBM Cust>-supplied data as well as the installed IBM ECM software versions and patches. This document represents a starting point for on-going maintenance and modification of the system.

<IBM Cust> should include this document with the final System Design Document.

## 7.8 Task 8: Project Completion

Upon demonstration of the product the TC will deliver to <IBM Cust> a completed Install Checklist which constitutes completion of this project. Please refer to *Content Manager 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.