IBM

IBM Customer

IBM FileNet Magnetic Storage and Retrieval Install Package Service Description

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Table of Contents

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 Magnetic Storage and Retrieval ("MSAR") Install Package

This service will facilitate the smooth and rapid deployment of MSAR with <IBM Cust>'s IBM FileNet Image Manager ("IM") system. The IBM ECM consultants will help guide <IBM Cust> on proven strategies and procedures that have been employed by other successful IBM ECM installations. The actual duration of each task varies from customer to customer, based upon their knowledge of the products and the complexity of the MSAR solution.

The MSAR Install Package will provide:

- Review <IBM Cust>'s requirements to determine and record <IBM Cust>'s document and surface lifecycle.
- Create MSAR Design Document to be used as a "road map" for configuring MSAR for <IBM Cust>.
- Install MSAR on <IBM Cust>'s production system[1].
    - Configure <IBM Cust>'s MSAR as detailed in the MSAR Design Document.
- Demonstrate the Product to the Project Team
- Review MSAR functionality with <IBM Cust>'s system administrator(s).
- Project management and coordination to facilitate a smooth and professional project delivery.

The scope of this MSAR Install Package is limited to support of IM.

This Install Package includes a set of tasks that <IBM Cust> must complete to facilitate a successful product installation. The resources outlined in this plan will include both the IBM ECM and <IBM Cust> personnel that are required to successfully install and configure the MSAR environment.

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:

- F4580 – IS System Administration

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

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[1] These services include 1 (one) IM combined server (Root/Index/OSAR and one BES). Installation and configuration of any additional local or remote servers are considered additional options.

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
- System Operations Coordinator
- LAN Administrator
- Database 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 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.

MSAR IBM FileNet System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the MSAR system and will serve as the on-going administrator. This individual will work closely with the IBM ECM consultant during installation and configuration of the MSAR 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 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/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.) The most recent version of IM (4.0) installed and properly configured. Improperly installed or incomplete system configuration may necessitate a PCR to this project if <IBM Cust> desires IBM ECM to correct system deficiencies.

d.) Local system administrator(s) trained on the administration of the IBM FileNet products to be installed at <IBM Cust>.

e.) Local help desk personnel trained on the IBM FileNet client products to be installed at <IBM Cust>.

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.) Provide project management and reporting

b.) MSAR requirements gathering

c.) Provide a MSAR Design Document

d.) Configure <IBM Cust>'s MSAR

e.) Demonstrate product to the project team

f.) Perform System Administration Handoff

– Knowledge Transfer

– Routine Maintenance

– Problem Reporting

g.) Provide <IBM Cust> a completed MSAR Install Checklist

6.   Assumptions & Limitations

6.1   Assumptions

a.) <IBM Cust> should have attended the training required in this MSAR 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 Cust> is running the currently supported IM software release. IM version 4.0 must already be installed, configured, and fully operational prior to the commencement of the MSAR Install Services[2].

e.) There is no requirement to migrate any existing documents to MSAR surfaces

f.) IBM FileNet MSAR software has been downloaded to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.

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

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

6.2   Service Limitations

The MSAR 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 initiate the project with a kickoff conference call. Any additional status meetings required will be held via conference calls as well. The IBM ECM Consultants (TC and IBM ECM Consultant) will travel to <IBM Cust>'s site for **one** visit for tasks associated with delivering this Install Package.

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[2] This service is outside the scope of the MSAR Install Package. IBM ECM can perform the IM Install for <IBM Cust>. <IBM Cust> will need to purchase the appropriate Image Manager 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 MSAR 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.

7.3   Task 3: Requirements Gathering

This portion of the installation service will assist <IBM Cust> with identifying the requirements for their MSAR configuration. IBM ECM will evaluate <IBM Cust>'s document storage requirements with regards to retention, surface sizing, document retrieval performance, and required magnetic disk space. The output of the requirements gathering will be a design document (MSAR Design Document) recommending <IBM Cust>'s MSAR configuration and detailing <IBM Cust>'s surface and document lifecycle.

7.4   Task 4: MSAR Design Document

The output of IBM ECM's requirements gathering is a MSAR Design Document. The MSAR Design Document will contain the following information:

–   Existing document class and disk family configuration

- Identified business requirements for document retention and retrieval performance
- Document and surface retention plan
- Surface file sizing
- MSAR configuration

7.5 Task 5: Installation and Configuration

Once there is a defined configuration, the TC will expose the MSAR Library(ies). The IBM ECM consultant will configure <IBM Cust>'s MSAR as detailed in the MSAR Design Document.

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

After the initial samples have been tested, the system is demonstrated to the <IBM Cust> Project Team. The demonstration is an opportunity to share ideas on how to best configure the system, gather immediate feedback on issues that may have been overlooked, and solicit suggestions for system improvements. Other uses for the system are often identified in such meetings, giving impetus for follow-on projects.

7.7 Task 7: System Administration Handoff

7.7.1 Knowledge Transfer

The IBM ECM consultant will review the MSAR configuration and MSAR functionality with <IBM Cust> System Administrator(s).

7.7.2 Routine Maintenance

Routine maintenance involves reviewing the daily duties of <IBM Cust>'s System Administrator with respect to maintenance of the MSAR system. These are tasks that should be performed daily and will be specific to <IBM Cust>'s usage of the MSAR system and its configuration. IBM ECM 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 IBM ECM CONSULTANT will review troubleshooting and problem reporting procedures and provide a trouble report template to <IBM Cust>. Over time the <IBM Cust> System Administrator will learn to determine the nature of problems that arise 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).

7.8 Task 8: 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 *IBM FileNet MSAR 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.