



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

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1. Description of Services

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 (eDiscovery Analyzer) Install & Mentor Package¹

NOTE: The eDiscovery Analyzer Install & Mentor Package can only be sold to follow the ECM-delivered eDiscovery Manager Install & Mentor Package.²

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 Delivery Consultant will help guide <IBM Cust> on strategies and procedures that have been employed by other 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 Analyzer³ including the following activities:

- Review requirements and configuration options
- Review <IBM Cust>'s environment
 - P8 CM or CM8
 - eDiscovery Manager (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 Case
 - Create a case in eDM and set to analysis⁴
 - Validate Installation
- Mentoring
 - Review:
 - Index a case⁵
 - Manage flags
 - Manage “ignore text”
 - Search Strategies
 - Use of Flags & Filters
 - Release a case
 - Close & transfer a case
 - Delete a case

¹ This package may be used to implement either the IBM eDiscovery Analyzer product or IBM InfoSphere eDiscovery Analyzer product.

² Contact your Software Services Sales Leader for assistance in verifying all required installation needs.

³ The eDiscovery Analyzer includes the installation of one eDiscovery Analyzer server. IBM recommends installing eDA on its own server.

⁴ Case not to exceed 2000 documents to ensure a timely completion of this effort.

⁵ Case not to exceed 10,000 documents to ensure the timely completion of this effort and full delivery of the Mentoring.

- Review System Administration
- Deliver project management and coordination

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

- Course Code: F052 – IBM eDiscovery Core Skills
- Course Code: F055 – IBM eDiscovery Case Administration
- Course Code: F056 – IBM eDiscovery Case Analysis

If P8:

- Course Code: F1420 – IBM FileNet P8 Platform Administration

If CM8:

- Course Code: IM401 - IBM DB2 Content Manager V8 Implementation and 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 eDiscovery Analyzer 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.

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:

- Project Manager (PM) – Project Lead
- IT Consulting Specialist (Delivery Consultant)
- Software Sales Representative (SSR)
- 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 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
- IBM CM8 Administrator
- IBM eDiscovery Administrator
- Document or 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.

IBM 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 ongoing administrator. This individual will work closely with the Delivery Consultant during installation and configuration of the eDiscovery Analyzer software.

IBM 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 Delivery Consultants to perform their functions in the course of the installation when access to Content Manager is required. Attendance in the P8 CM or CM8 Administration class is required and should be completed prior to the installation of the eDiscovery Analyzer software. This individual will work closely with the Delivery Consultant during installation and configuration of the eDiscovery Analyzer software.

IBM 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 Delivery 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 Delivery Consultant during installation and configuration of the eDiscovery Analyzer 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.
 - All hardware, software, and network configurations must meet ECM requirements for system size and performance for the purchased software. This includes:
 - Installation of the server where eDA will be installed
 - Installation and/or application of appropriate levels of patches to meet ECM's minimum requirements
 - Installation of eDM with at least one case loaded
 - All prerequisite hardware and software has been installed onto <IBM Cust>'s designated IBM ECM servers
 - Download the eDiscovery Analyzer software to the appropriate server prior to the resource arriving at <IBM Cust>'s facility.
 - Complete the Environment Prerequisite Checklist.
 - Perform a network check (verify server connectivity to network, addressing, correct protocol).
 - Have attended the required training prior to the installation of any IBM ECM software.
- b.) <IBM Cust> acknowledges that:
 - i. eDM must all be installed, configured, and fully operational prior to the install⁶.
 - ii. Installation of eDiscovery Analyzer 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.
 - iii. Additional resources and time for the development of "custom applications" are not included in this service.
 - iv. Additional resources and time for the creation of a custom annotator are not included in this service.

⁶ Installation of IBM P8 CM, EM, and RM are outside the scope of this Install service. Contact your Software Services Sales Leader for pricing for any additional install services.

- v. ECM Resources are not authorized to provide legal advice regarding an eDA scenario. Contact your legal representation.
- 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.) Analysis and/or requirements gathering of business application rules, business application processes, and application security access as they pertain to the installation of eDiscovery Analyzer system.
- e.) Local system administrator(s) trained on the administration of the IBM CM8 or P8 products installed.
- f.) After the <IBM Cust> System Administrator has attended the proper training and has reinforced that training by observing the Delivery Consultant during the installation, he or she will be responsible for expanding the system post-installation.
- g.) Adequate facilities for each Delivery Consultant including:
 - cubicle, desk, telephone, and Internet access,
 - remote access (e.g., VPN access),
 - direct access to the keyboard.
- h.) 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
 - is preloaded with all required connectivity tools appropriate to <IBM Cust>'s environment.
- i.) IBM recommends reserving a conference room and presentation projector for the week of the on-site visit.
- j.) Product Subscription and Support Agreement in place through IBM.
- k.) <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.) Review eDiscovery Analyzer Installation & Configuration Prerequisites
- b.) Review <IBM Cust>'s Environment
 - Deliver & Review the Environment Prerequisite Checklist
 - P8 CM or CM8
 - eDM
- c.) Install & Configure eDiscovery Analyzer Software
 - Configure connection to P8 CM or CM8
 - Configure Security for administrators and users
- d.) Verify Install by Creating one Case
 - Create a case in eDM and set to analysis
 - Validate Installation

- 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
- e.) Mentoring
- Review:
 - Index a case (10K docs)
 - Manage flags
 - Manage “ignore text”
 - Search Strategies
 - Use of Flags & Filters
 - Release a case
 - Close & transfer a case
 - Delete a case
- f.) Perform System Administration Handoff
- Transfer of Information
 - 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 Install & Mentor Package Checklist

6. Limitations

6.1 Service Limitations

The eDiscovery Analyzer 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 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.

6.1.1 Travel & Living Expenses

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

The Delivery Consultant may travel to <IBM Cust>'s site for one **(1)** visit for tasks associated in delivering this 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 both the <IBM Cust> team and the ECM team for the eDiscovery Analyzer Install & Mentor Package. 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 and Review Project Plan

Once selected, the joint <IBM Cust> and IBM Project Team customizes the sample project plan defining mutually agreed-upon dates for delivery (see Sample Project Plan). 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 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: Environment Review

The PM and Consultant 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.

ECM recommends reviewing any questions arising from the completion of the *Environment Prerequisite Checklist* during the weekly status calls.

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

7.3 Task 3: Software Installation

The Delivery 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 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 Delivery Consultant performs the following steps for installation:

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

7.3.2 Verify Install by Creating One Case

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

7.4.1.1 *Index a case*

Before a user can search for documents in a case, the case must be indexed. The Delivery 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 Delivery 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 Delivery 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 Delivery Consultant will review the eDiscovery Analyzer product configuration with the <IBM Cust> System Administrator to help prepare <IBM Cust> for further expansion of the system. The Delivery 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 Delivery Consultant will review possible backup strategies with the <IBM Cust> System Administrator. This Install Package does not provide for the Delivery 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 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.

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

After the initial configuration has been tested, the Delivery 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 Checklist

Upon demonstration of the product the Delivery Consultant will deliver to <IBM Cust> a Install Completion Checklist which constitutes completion of this project. Please refer to the *IBM eDiscovery Analyzer Install & Mentor 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.