



***IBM Customer*** ***IBM FileNet Integral SDS Install  
PackageService Description***

**January 1, 2010**

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## 1. Description of Services

Information Management Analytics & Optimization (IMAO) 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 Integral SDS (Integral SDS) Install Package. To implement one of the following:
  - IBM N-series
  - IBM DR550
  - Network Appliance SnapLock
  - Sun 5320 NAS series of storage devices
  - Hitachi Content Archive Platform (HCAP)
  - EMC Centra

This Install Package will facilitate the smooth and rapid deployment of the Integral SDS software with <IBM Cust>'s IBM FileNet Image Services (IS) system. The Delivery Consultants will help guide <IBM Cust> on proven strategies and procedures that have been employed at other Enterprise Content Management (ECM) installations.

The scope of this Install Package is limited to the installation and base configuration of the Integral SDS for IS<sup>1</sup>.

This Install Package includes a set of tasks that <IBM Cust> must complete to facilitate a 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 Integral SDS environment.

The resources required for this project will include both the IBM and <IBM Cust> to install and configure the Integral SDS software.

The Integral SDS Install Package will provide:

- Review <IBM Cust> environment
- Review completed Integral SDS Pre-install Checklist<sup>2</sup>
- Discussion of Integral SDS operation, Retention, Configuration
- Upgrade IS 4.1 to IS 4.1.1 or higher (if needed) on one (1) IS system<sup>3</sup>
- Configure <IBM Cust>'s Integral SDS IM environment for day-forward ingestion
- System Administration Handoff
- Demonstrate product to the project team
- Deliver the Integral SDS Operations Guide which is a site specific outline of <IBM Cust>'s Integral SDS installation, configuration, and operation
- Project management and coordination to facilitate a smooth and professional project delivery.

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).

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<sup>1</sup> The Integral SDS Install includes one upgrade of IBM FileNet Image Services (IS) 4.1 to the latest IS 4.1 Service Pack and Fix Pack and one configuration of SDS for one of the following Integral SDS devices (IBM N-series, IBM DR550, Network Appliance SnapLock, Sun 5320 NAS series, HCAP, or EMC Centra). Installation or upgrade of any additional services, ISTK utilities, or ISTK custom applications other than those required as part of this Install Package are considered out of scope.

<sup>2</sup> Installation of prerequisite products (hardware and software) required for the SDS 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>3</sup> Configuration of the Integral SDS software requires IS 4.1.1. An upgrade from a previous version of IM to the 4.1 version is outside the scope of this package.

## 2. Required Product Training

As part of the delivery, <IBM Cust> is required to have at least one person complete the following IBM training. The IBM education required for this installation is as follows:

- Course Code: F458G – IBM FileNet IS System Administration

*Please note that 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 Integral SDS 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 IMAO 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 IMAO Software Services Team Resources

The IMAO Software Services Project Lead coordinates the appropriate IMAO Software Services resources as required.

The IMAO Software Services Team typically includes the following members:

- Solution Implementation Manager (SIM) – Project Lead
- Lab Services IT Specialist (Delivery Consultant)
- Field Delivery Consultant (FDC)
- Software Sales Representative (SSR)
- Sales IT Specialist (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 IMAO 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
- Infrastructure Coordinator
- Protected Storage Device 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 IMAO Software Services Project Lead.

FileNet System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee the IBM FileNet system and will serve as the on going administrator. Attending the IS System Administration class is required and should be completed prior to the installation of the software. This individual will work closely with the Delivery Consultants during installation and configuration of the IBM FileNet Integral SDS software.

## 5. Responsibilities

### 5.1 <IBM Cust> Responsibilities

In order to facilitate a 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.
  - The use of Integral SDS with Multi-Commit IS environments has been reviewed and validated with your Sales ITS.
  - All hardware, software, and network configurations must meet ECM requirements for system size and performance for the purchased software. This includes:
    - Installation and/or application of appropriate levels of patches to meet ECM's minimum requirements
    - Installation of the latest version of IS (4.1) and properly configured.
    - Protected storage device installed, configured, available, and operating as expected.
  - Perform a network check (verify server connectivity to network, addressing, correct protocol).
  - If using EMC Centera for the protected storage device, an Advanced Retention Management (ARM) license from EMC is required.
  - Verify the use of Integral SDS with Multi-Commit IS environments your Sales ITS.

- Ensure <IBM Cust>'s protected storage device (IBM N-series, IBM DR550, Network Appliance SnapLock, Sun 5320 NAS series, HCAP, or EMC Centera) has been installed, configured, and tested on <IBM Cust>'s network prior to the initiation of this project.
  - Perform a connectivity verification of the protected storage device.
  - Have attended the required training prior to the installation of any ECM software.
  - Complete the Environment Prerequisite Checklist.
- 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.) Local system administrator(s) trained on the administration of the ECM products previously installed.
- d.) Adequate facilities for each Delivery Consultant including:
- cubicle, desk, telephone, and Internet access,
  - remote access (e.g. VPN access),
  - direct access to the keyboard.
- e.) 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 pre-loaded with all required connectivity tools appropriate to <IBM Cust>'s environment.
- f.) Product Subscription and Support Agreement in place through IBM.
- g.) <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

- a.) Review <IBM Cust>'s environment
- Deliver & Review *Environment Prerequisite Checklist*
- b.) Review completed Integral SDS Pre-install Checklist
- c.) Upgrade IM 4.1 to the latest Service Pack and Fixed Pack (if necessary)
- d.) Configure Integral SDS Software on one (1) IM environment for day-forward ingestion
- e.) Perform System Administration Handoff
- Transfer of Information
  - Routine Maintenance
  - Problem Reporting
- f.) Demonstrate the product to the project team
- g.) Provide the Integral SDS Operation Guide
- h.) Provide <IBM Cust> a completed Integral SDS Checklist

## 6. Assumptions & Limitations

### 6.1 Assumptions

- a.) Installation of Integral SDS software will not be in a clustered environment. A chargeable PCR may be required to perform the installation in a clustered environment.
- b.) Additional resources and time for the development of “custom applications” are not included in this service.
- c.) <IBM Cust> is running the currently supported IM software release. IS version 4.1 must already be installed, configured, and fully operational prior to the commencement of this Install Package<sup>4</sup>.
- d.) There is no requirement to migrate any existing documents to the protected storage device.<sup>5</sup>
- e.) The effort to configure a “Cache Only” IS system (decommissioning an OSAR or MSAR) is not included in this Integral SDS Install Package.

### 6.2 Service Limitations

The Integral SDS 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.

IMAO 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.

#### 6.2.1 Travel & Living Expenses

This Package does **not** include domestic travel and living expenses incurred by IMAO Software Services 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 with 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 onsite assistance requested by <IBM Cust> beyond the number of visits indicated above will be billable subject to the execution of a PCR. 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.

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<sup>4</sup> This service is outside the scope of the Integral SDS Install Package. IBM can perform the IM Install for <IBM Cust>. <IBM Cust> will need to purchase the appropriate IM Install Package.

<sup>5</sup> Please contact your Lab Services Sales Manager (LS SM) regarding the Integral SDS Migration Mentoring to perform this effort.

## 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 IMAO team for the Integral SDS Project. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

#### 7.1.1 Review Project Services Description

The IMAO 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 Schedule

Once selected, the joint <IBM Cust> and IBM the 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.

The starting date to begin the Integral SDS installation for <IBM Cust> will be scheduled with the IBM FileNet Install and/or Upgrade Team and the Delivery Consultants based upon the Support Team and resource availability.

#### 7.1.3 Project Status

The SIM 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 SIM & 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 was delivered to <IBM Cust>. Upon completion of <IBM Cust>'s portion of this document, the SIM will schedule the software installation.

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

### 7.3 Task 3: Software Installation & Configuration

#### 7.3.1 Image Services 4.1 SP1 or Higher

IS should already be at IS 4.1. In order to prepare for the Integral SDS software configuration, the FDC will need to apply the appropriate IS patch to the IS 4.1 system to enable single document storage.



No ISTK installation or upgrade is necessary.<sup>6</sup>

### 7.3.2 Integral SDS Software Configuration

Along with <IBM Cust>'s IS System Administrator, the Delivery Consultant will configure the Integral SDS software:

- Rebuild IS Configuration Files to modify IS buffers
- Define the SDS Configuration in IS
- Define SDS Families and Document Classes

The Delivery Consultant will test IM verifying storage of archived documents onto the protected storage device and then validate retrieval from the device into IS page cache.

## 7.4 Task 4: Integral SDS Operations Guide

The Delivery Consultant will deliver a draft version of the Integral SDS Operations Guide upon completion of the configuration. <IBM Cust> must respond within five (5) days if questions or updates are requested to this document; otherwise, the draft will become final.

The Operations Guide will contain the following information:

- Integral SDS Software Overview
- Customer Specific Configuration Information
- Daily Operation and Monitoring

## 7.5 Task 5: System Administration Handoff

### 7.5.1 Transfer of Information

The Delivery Consultant will review the Integral SDS configuration and functionality with the <IBM Cust> System Administrator.

### 7.5.2 Routine Maintenance

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

### 7.5.3 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 FDC 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.

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<sup>6</sup> Installation or upgrade of ISTK or any ISTK utilities or custom applications are considered out of scope of this Package Service.

For integrity issues, IBM requests that <IBM Cust> contact IBM Customer Support by using the IBM toll free Customer Service telephone number (1-800-429-7378).

## 7.6 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: Project Completion Checklist

Upon demonstration of the product the Delivery Consultant will deliver to <IBM Cust> a completed Project Completion Checklist which constitutes completion of this project. Please refer to *IBM FileNet Integral SDS for Image Manager Project 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 (1-800-429-7378).