



SIZING AND PLANNING QUESTIONNAIRE

IBM / SIEBEL

For All Geographies, please return the completed questionnaire to:

IBM AMERICAS TECHLINE SOLUTION SIZING

Phone: 800-426-0222 or 770-835-6690

Fax: 770-659-5245 (USA)

E-mail: eSizings@us.ibm.com

WHAT IS A SIZING ESTIMATE?

A sizing estimate is an approximation of the hardware resources required to support a CRM implementation. It is a pre-sales effort based on information available at a point in time, providing an entry into understanding the customer's hardware requirements. Customers' actual experiences will vary from the sizing estimate for many reasons, including batch and reporting workloads, and custom code. The degree of variability can range from small to very significant. IBM assumes no liability for actual results that differ from the sizing estimate.

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INTRODUCTION

The purpose of this questionnaire is to collect information that will be used to develop a sizing estimate for the implementation of Siebel Applications on IBM RS/6000, Netfinity, S/390, AS400 or NUMA-Q hardware.

A sizing estimate is an approximation of hardware resources required to support an application. It will provide you with an estimate of processor, memory, and disk space requirements.

The accuracy of the sizing estimate is dependent upon the accuracy of the information you provide. Other factors that may affect the accuracy of the projections include batch and reporting workloads, custom code, and unique characteristics of your actual workload. IBM assumes no liability for actual results that differ from the sizing estimate.

We recognize that it may be difficult to provide exact numbers for your environment. A sizing estimate is based on information available at a point in time. As your implementation progresses, it may be possible to develop more accurate sizing data. You may find it advantageous to revisit the sizing process if improved data becomes available.

INSTRUCTIONS FOR COMPLETING THE QUESTIONNAIRE

Please follow these steps to complete the questionnaire:

1) *Make Sure You Have the Current Version of the Questionnaire*

Over time we revise the Sizing Questionnaire, and before taking the time to complete it you should make sure you have the most recent version. To obtain a hardcopy of the questionnaire, use the IBM FAX Server by calling 800-IBM-4FAX, and request document number 8428. For a softcopy of the questionnaire, please download from <http://www.ibm.com/erp/sizing> or send a request to the IBM Americas Techline Sizing Center at eSizings@us.ibm.com.

2) *Obtain Assistance if Necessary*

If you need assistance, your IBM or Siebel representative can obtain support through the IBM/Siebel Competency Center, or you can send your questions to the IBM Americas Techline Sizing Center at eSizings@us.ibm.com or call us at 800-IBM-0222.

3) *Complete the questionnaire.*

Instructions are located within each section. All information in the General Information Section must be provided before a sizing estimate can be developed. The Database Disk Requirements section may be left blank if you do not wish to receive a database sizing estimate. For all items where a default value is shown, leave the answer blank to accept the default value.

4) *Return the completed Questionnaire to IBM*

Send your completed questionnaire to IBM. If you have a hardcopy of the questionnaire, fax it to us. If you have a softcopy of the questionnaire, e-mail it to us. When faxing, you may return only the pages you filled out.

Return Information

e-mail	eSizings@us.ibm.com
Fax	1-770-659-5245
	Attention: Americas Techline Sizing Center



IMPORTANT CONTACT INFORMATION

It is often necessary during the sizing of a system to contact the customer or reseller for further information. If the following details are not completed, it could lead to delays in processing the sizing request.

Customer Information

Company Name:			
Company Address: Include: Street, City, State, Province, Country			
Industry:			
Contact	<i>Primary</i>	<i>Secondary</i>	
Name:			
Contact Title:			
Telephone Number:			
Contact Fax Number:			
Email Address:			
Questionnaire Completed by:			
Name:		Title:	
Phone Number:		e-mail:	
Date Completed:			
Date Sizing estimate required by:			
IBM Contact (if known)			
Contact	<i>Name</i>	<i>Phone Number</i>	<i>e-mail</i>
IBM Client Rep:			
IBM Product Specialist:			
IBM CRM Specialist:			
IBM Opportunity	OMSYS #:		
IBM Business Partner:			
Siebel Rep:			
System Integrator:			



Project Phase Information

Describe the key milestones and hardware requirements associated with your phased implementation of Siebel Applications.

Phase	<i>Description of Phase and Modules to be included</i>	<i>Planned Hardware Install Date</i>	<i>Planned Production Date</i>
1	Pilot System		
2	Production System		
3	Other (specify): _____		

Additional Comments:



SYSTEM CONFIGURATION

The Information you provide in this section will enable us to complete the sizing estimate for your hardware/software environment. The more accurate and detailed the information that you provide, the more complete the sizing estimate will be.

The information in this section must be completed for a new sizing request.

Indicate Version of Siebel Software to be installed:	
<input checked="" type="checkbox"/>	APPLICATION SUITE (check one):
<input type="checkbox"/>	Siebel 99.6
<input type="checkbox"/>	Siebel 2000

Select Platform for Siebel Database Server:		
<input checked="" type="checkbox"/>	PLATFORM (check one)	Configuration (check one where needed)
<input type="checkbox"/>	RS/6000 (AIX)	<input type="checkbox"/> Standalone <input type="checkbox"/> SP
<input type="checkbox"/>	NUMA-Q (PTX)	
<input type="checkbox"/>	Netfinity (NT)	<input type="checkbox"/> V4.0 <input type="checkbox"/> Win2000 (Not supported yet)
<input type="checkbox"/>	S/390 (OS/390)	
<input type="checkbox"/>	AS400 (OS400)	

Select Platform for Siebel Application (Mid-Tier) Server:		
<input checked="" type="checkbox"/>	PLATFORM (check one)	Configuration (check one where needed)
<input type="checkbox"/>	RS/6000 (AIX)	<input type="checkbox"/> Standalone
<input type="checkbox"/>	Netfinity (NT)	<input type="checkbox"/> V4.0 <input type="checkbox"/> Win2000 (Not supported yet)

Select Database for Siebel Database Server:	
<input checked="" type="checkbox"/>	DATABASE (check one)
<input type="checkbox"/>	DB2
<input type="checkbox"/>	Oracle 8
<input type="checkbox"/>	SQL Server 7



Select Non-Production Systems to be included in this sizing (check all that apply).				
<input checked="" type="checkbox"/>	<i>Non-Production Systems</i>	<i>Number of concurrent users</i>	<i>Disk space for this system, as a percentage of production</i>	<i>Dedicated (separate) Servers for this system⁴? (default =Yes)</i>
	Development System ¹ (Recommended)		%	Yes or No
	Test System ² (Recommended)		%	Yes or No
	Training System ³		%	Yes or No
	Other (specify): _____		%	Yes or No

Notes:

1. A **Development System** is used for ongoing customization or new development of the application modules.
2. A **Test System** enables complete testing of upgrades and new software modules prior to implementation in the production environment. It should be configured similarly to production system to allow all aspects of the system to be tested before being implemented in production.
3. A **Training System** is used to for training current and future users of the production system.
4. The **Dedicated (separate) Servers for this system** option allows you to specify whether the various non-production systems will each have it's own set of servers. Specifying Yes will result in sizing a separate set of servers for each non-production system. All non-production systems with No specified will share servers with each other where feasible. Production systems are always assumed to have separate servers from non-production systems, regardless of this option.



APPLICATION SIZING

The following pages will address question vital to the sizing process. We understand that you may not have enough information to answer all the questions with precision during your initial sizing. At a minimum, however, you must answer the first section entitled User Counts. The output in this case will only identify processor and memory requirements for on-line users. If you want a more comprehensive sizing estimate which will include database disk sizing, you must complete the Disk sizing section that follows.

Siebel uses a number of different types of clients.

- v **Connected client:** This type of user connects to the database server and uses a “fat client” PC to process the business logic of the Siebel transactions.
- v **Thin Client** In this category, there are three different types:
 - v **ActiveX client:** this user uses a web browser with the Siebel ActiveX module to connect to a Siebel application server, which in turn, processes all the application logic.
 - v **HTML client:** this user also uses a web browser, but connects to the Siebel server through a web server.
 - v **Java client:** this user runs a Java version of the Siebel GUI.
- v **Mobile Client:** This type of user accesses the system while NOT network-connected to the system. To facilitate this, a subset of the application and data reside locally on the remote user's workstation. The remote user will periodically connect to the system to resynchronize, i.e. to send updates made on the remote client to the servers, as well as to bring down changes from the server to the workstation.



User Counts

Complete the table below for each of the modules that you will be implementing.				
Client	Total Peak Concurrent Users ¹			Total Licensed / Named users ²
	Heavy Users ³	Medium Users ³	Light Users ³	
Connected/Dedicated Clients				
ActiveX and Java Thin Clients				
HTML Thin Clients				
Mobile/Remote Clients	<i>see note 4</i>	<i>see note 4</i>	<i>see note 4</i>	<i>see note 4</i>

Transaction profile for users			
	Number of Transaction per Hour for Peak Concurrent users ⁵		
	Heavy Users ³	Medium Users ³	Light Users ³
		<i>default = 16</i>	<i>default = 11</i>

Notes:

1. Peak Concurrent users is the **peak load** of users on the system. It is the maximum number of Connected/Dedicated, Thin Client for Windows, Thin HTML Client and mobile users accessing the system **at the same time**. This is typically the number of users logged during the busiest time of the business day. Include only users who are actually executing application functions during peak workload.
2. Total Named/Licensed user is the total number of users who potentially can access the system. Unlike the Peak Concurrent Users, this is a total count of all potential users. Note that this count is determined the remote server disk requirements for Mobile clients.
3. The user community can be subclassified as Heavy, Medium, and Light users. A Heavy user will be entering transactions very frequently. A Medium user is an "average" user in terms of the frequency of transactions. Light users enter transactions infrequently, or at less frequently than Medium users. Transaction rate is the **ONLY** differentiating factor between, Heavy, Medium, and Light users. You may elect not to classify your users this way. For example, if there is insufficient data about the breakdown of users, then you may prefer to simply specify all users as Medium.
4. For Peak Concurrent Users for Remote Clients, specify an estimate for the peak number of remote clients who will be re-synchronizing at the same time. Also please provide the **TOTAL** Remote clients who will be connected to the Remote server at any time.
5. The Number of transactions per hour for each type of user can be entered. If you know the approximate transaction rates for your users, enter them here in terms of transactions per hour. If you do not have a good estimate, leave these cells blank to accept the default values. **For each type (Heavy, Medium, Light) specify the number of transactions performed by one user in a one hour period.** Assume that the one-hour period is during a relatively busy time of the business day. For the purposes of filling out the following tables, a "transaction" can be thought of as a complete interaction with a customer, or the execution of a business process. **As a guideline, the transaction rate per user will typically be less than 16 per hour.** A higher number may indicate that you have overestimated the transaction rate. If the *hourly* transaction rate is unknown, it may be possible to calculate it from a different time period. For example, if the number of transactions performed by a "typical" user over an 8-hour work *day* is known, take that number and divide by 8 to estimate transactions per hour.



Availability and Transaction Requirements

Please outline any specific unique availability options required. The default values will be used if no value is specified.

Specify system failover and RAID configuration for Database Server.		
	<i>Requirement</i>	<i>Default</i>
Do you want a failover system environment in case of unplanned outages? (If yes, you must answer the next questions.)	Yes or No	No
To which system do you want to failover? (Examples: development system, test system, or dedicated system in idle standby)		
Please describe the database disks fault tolerance required (RAID1, RAID5)		RAID 1

SYSTEM CAPACITY (CPU UTILIZATION GUIDELINE):

Based on experience, systems are sized with a guideline of 75% total CPU utilization with the exception of S/390 which is 90% total CPU utilization. This provides for:

- √ a minimal amount (10% of the total CPU capacity) for other workloads running on the system, such as batch jobs or system administration
- √ variance between the calculated vs. actual workload
- √ a small amount of growth
- √ the fact that systems may experience performance degradation when CPU utilization goes above 90% on S/390 and 75% on all the other platforms.

The CPU requirement is calculated by projecting the on-line and EIM workloads, and then considering the utilization guidelines. However, the default estimate does not include any large batch, reporting, heavy printing, or ad hoc query. Therefore you may want to increase the amount of the CPU reserved for such workloads for this sizing estimate.

Specify CPU sizing utilization guidelines				
<i>Type</i>	<i>Percentage of CPU reserved for sizing projection: (RS, AS, NT, NUMA)</i>	<i>Default</i>	<i>Percentage of CPU reserved for sizing projection: (S/390 only)</i>	<i>Default</i>
Batch & Other workloads	%	10%	%	10%
System Safety	%	25%	%	10%



DATABASE DISK REQUIREMENTS

Provide us with your estimate of the amount of disk space that is needed. Some customers have already estimated database requirements prior to completing this questionnaire. **If known, please complete the below 1) Database Size table. If this information is NOT already known, please complete below 2) Legacy Data Profile and 3) Data Distribution Profile tables.**

1) Data Base Size:

Specify database sizing information, if already known:	
Database already sized ?	Yes or No
How Large?	GB

IBM is to provide an estimate of the amount of disk space needed for the start of the project. As estimation of disk space requirements is approximate and business volumes often change during the lifetime of the project, we advise that the amount of space needed for the database is assessed on an ongoing basis, and that extra disk capacity is added as needed. However, in order for us to provide you the initial DB size, please indicate the volume of initial legacy data import into Siebel for the following entities.

2) Legacy Data Profile:

Indicate the volume of <u>initial legacy data import</u> into Siebel for the following entities:	
<i>Business Entity</i>	<i>Number of records</i>
Accounts	
Opportunities	
Contacts	
Activities	
Employees	
Products	
Product Lines	
Campaigns	
Agreements	
Product Shipment (CPG)	
Product Consumption (CPG)	
Product Defects (SSV):	
Forecasts	
Price Lists:	
Quotes:	
Service Requests (SSV):	
Territories:	
Other:	
Orders	

3) Data Distribution Profile:

Provide the <u>average</u> data distribution information for the following entities:	
Opportunities	
Average # of contacts per opportunity:	
Average # of products per opportunity:	
Positions that can see the opportunity:	
Contacts:	
Average # of positions per contact:	
Products/Product Lines:	
Average # of products per product line:	
Quotes:	
Average # of lines per quote:	
Orders:	
Average # of lines per Order:	
Forecasts:	
Average # of products per forecast:	
Average # of opportunities per forecast	



EIM Transactions:

The EIM feature provides for capturing legacy data and synchronizing Siebel databases.

Specify the volume of legacy records that will require resynchronization into Siebel. In each box, specify the number of records that will be updated via EIM in a peak 24-hour period. As a guideline, select the day of a month which will require the largest EIM load. Count updates to all fields in one record as one update.

EIM Workload			
<i>EIM Entities:</i>	<i>Total Inserts/ Updates per 24- hour day</i>	<i>Total Merges per 24-hour day</i>	<i>Total Deletes/ Purges per 24- hour day</i>
Accounts			
Opportunities			
Contacts			
Activities			
Employees			
Products			
Product Lines			
Campaigns			
Agreements			
Product Shipment (CPG)			
Product Consumption (CPG)			
Product Defects (SSV):			
Forecasts			
Price Lists:			
Quotes:			
Service Requests (SSV):			
Territories:			
Other:			
Orders			