



*IBM Customer*      *IBM Records Manager  
Install Package  
Service Description*

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## 1. Description of Services

Enterprise Content Management (ECM) Software Services is pleased to submit this Service Description to IBM Customer (<IBM Cust>). <IBM Cust> has requested the following services from IBM:

➤ IBM Records Manager Install Package (RM)

This service provides the expert resources to install the RM software at your site. It also provides hands-on assistance to address any 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 Delivery Consultants will help guide <IBM Cust> on proven strategies and procedures that have been employed at other ECM installations. The completed installation also verifies that the software is supportable by IBM's Support organization.

The scope of this Install package is limited to the installation and base configuration of RM<sup>1</sup>.

This RM Install Service will include the following activities:

- Review <IBM Cust>'s environment
- Install & Configure the following components:
  - One RM Server
    - RM Engine & Database
  - One IBM Records Manager Enabler (RME) for Content Manager (CM) on the Content Manager MultiPlatform (CMMP) server
    - One RM enabled CM eClient
  - RM Sample File Plan
- Verify installation and configuration, including loading the RM product sample File Plan
- Design and customize up to three RM recordkeeping reports using the RM product design tool and available RM database fields
- System Administration Handoff
- Demonstrate the System to the <IBM Cust> Project Team
- Deliver project management and coordination

This Install package includes a set of tasks that <IBM Cust> must complete to facilitate 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 RM environment.

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

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<sup>1</sup> This service is limited to the installation and/or configuration of (1) One combined RM server and (2) one RM client. Installation and configuration of any additional services other than those required as part of the installation of RM are considered additional options. Contact your Software Services Sales Leader for pricing.

At the completion of the 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 individuals knowledgeable on ECM products will be performing 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>2</sup>.

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 Product 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. The IBM education required for this installation is as follows:

- Course Code: IM500 - Using IBM Records Manager

*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 this training course is not included in this Service. 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 preparing the system to 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 ECM 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 ECM Software Services Team Resources

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

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<sup>2</sup> Services to configure all site and user specific preferences can be accommodated by issuing a Statement of Work. Contact your local Software Services Sales Leader for pricing on any additional services.

The ECM Software Services Team typically includes the following members:

- Project Manager (PM) – Project Lead
- IT Consulting Specialist (Delivery Consultant)
- Software Sales Representative (SSR)
- Sales 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 ECM Software Services Project Lead.

Depending upon, the project the <IBM Cust> Project Team may include any of the following roles:

- Project Lead
- RM System Administrator
- Records Manager
- WebSphere Administrator
- Database Administrator
- Infrastructure Coordinator
- LAN 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 will 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 Software Services Project Lead.

RM System Administrator (1 to 3 people) - This individual will learn the administration functions necessary to oversee RM and will serve as the ongoing administrator. Attending the designated training for this package is required and must be completed prior to the installation of the software. This individual will work closely with the Delivery Consultants during installation and configuration of the RM software.

IBM WebSphere Administrator (1 person) - This individual will be responsible for all IBM WebSphere Administrative activities. This individual will also provide proper passwords to allow Delivery Consultants to perform their functions in the course of the Installation.

Database Administrator (1 person) - This individual will assume responsibility for the RM database. This individual will also provide proper passwords to allow Delivery 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 installation, <IBM Cust> has the responsibility to provide the following:

- a.) 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 operating system
    - Installation of the customer-supplied database
    - Installation and/or application of the appropriate levels of patches to meet ECM's minimum requirements.
  - Perform a network check (verify server connectivity to network, addressing, correct protocol).
  - Download the RM software to the appropriate servers prior to the resource arriving at <IBM Cust>'s facility.
  - Complete the Environment Prerequisite Checklist.
  - Have attended the required training prior to the installation of any ECM software.
- b.) <IBM Cust> acknowledges that:
  - i. Installation of the RM software will not be in a clustered environment. A chargeable PCR will be required to perform the installation in a clustered environment.
  - ii. Additional resources and time for the development of "custom applications" are not included in this installation.
- 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.) Installation of IBM Content Manager 8 (CM8) and validation that the system is operating as expected.<sup>3</sup>
- e.) Analysis or requirements gathering of business application rules, business application processes, and application security access as they pertain to the implementation of RM.
- 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 completing additional RM configuration.
- g.) Local system administrator(s) trained on the administration of IBM products already installed, CM8, WebSphere, and DB2 (if necessary), as well as to be installed at <IBM Cust>.
- h.) Product Subscription and Support Agreement in place through IBM.
- i.) Adequate facilities for each Delivery Consultant including:
  - cubicle, desk, telephone, and Internet access,
  - remote access (e.g. VPN access),

<sup>3</sup> Installation of CM8 is not included in this Service and is considered an additional option. Please contact your Software Services Sales Leader for details.

- direct access to the keyboard.
- j.) 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.
- 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 <IBM Cust>'s environment
  - i. Deliver & Review the Environment Prerequisite Checklist
- b.) Install & Configure
  - i. One RM Combined Server
    - Configure RM Engine & RM Database
  - ii. Connectivity to one RM web-based Records Administration Client (RAC)
  - iii. One RME on the CMMP server
    - One RM enabled CM eClient
  - iv. RM Sample File Plan
- c.) Verify installation and configuration
- d.) Design and customize up to three RM recordkeeping reports using the RM product design tool and available RM database fields
- e.) Perform System Administration Handoff
  - Transfer of Information
  - Routine Maintenance
  - Backup Methodology Considerations
  - Problem Reporting
- f.) Demonstrate the RM System to <IBM Cust> Project Team
- g.) Provide <IBM Cust> a completed RM Install Checklist

## 6. Limitations

### 6.1 Service Limitations

The RM Install Package does not include repairs, corrections or troubleshooting of performance degradation, data corruption, errors and faults that are discovered during the installation 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.

The <IBM Cust> will be responsible for implementing appropriate backup, security and virus-checking procedures for any computer facilities the <IBM Cust> provides or which may be affected by IBM Services.

ECM 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.

### 6.1.1 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 PM will initiate the project with a kickoff conference call. Any additional status meetings required will be held via conference calls as well. 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 Software Services team for the RM Install Project. Topics of discussion will include <IBM Cust>'s requirements, expectations, prerequisites, and schedules.

#### 7.1.1 Review Project Services Description

The PM 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 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

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 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.

## 7.3 Task 3: Software Installation

The Delivery Consultant, with the assistance of <IBM Cust>'s RM System Administrator, schedules the software installation. <IBM Cust>'s Information Technology 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 required training prior to this step. This assures appropriate system configuration choices and eases support transition to <IBM Cust>.

### 7.3.1 Install RM Server

Along with <IBM Cust>'s System Administrator, the Delivery Consultant installs the RM Server software selecting the default installation which designates which search server as well as other components to be installed on this server.

The Delivery Consultant will assist with the additional configuration required for CM8 if necessary.

- Install Connectivity to Web-Based RAC
- Install RM Enabler for CM on the CM/MP Server
- Install RM enabled CM eClient

## 7.4 Task 4: Configure Components

Along with <IBM Cust>'s System Administrator, the Delivery Consultant configures the RM Server:

- Configure RM Engine
- Configure RM Enabler for CM
- Configure RM Enabled CM eClient

## 7.5 Task 5: Verify installation and configuration

Once configured, testing will ensue to validate that the system is operational. The Project Team members can use this phase as a learning process to confirm they understand the complete installation and testing process of the RM system.

## 7.6 Task 6: RM Recordkeeping Reports

Design and customize up to three RM recordkeeping reports using the RM product design tool and available RM database fields.

## 7.7 Task 7: System Administration Handoff

### 7.7.1 Transfer of Information

The Delivery Consultant will review the product 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 as required in this Install package. Topics to be reviewed:

- Review installed software components and their location
- Review where product documentation and help is available

### 7.7.2 Routine Maintenance

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

- Life Cycle processing
- Software upgrade considerations

### 7.7.3 Review Backup Considerations

The Delivery Consultant will review possible backup considerations 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.

### 7.7.4 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 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.

## 7.8 Task 8: 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.



## 7.9 Task 9: Project Completion Checklist

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