



OpenLAB Enterprise Content Manager Workgroup

Professional Services Offerings

Implementation Service

Agilent Technologies provides systems installation, configuration and familiarization services to ensure the OpenLAB Enterprise Content Manager (ECM) Workgroup solution is fully operational and ready to use.

Implementation service benefits:

- Design, implement and deploy a fully-integrated content management solution with existing IT infrastructure and architecture.
- System configuration and optimization to ensure the solution meets expected levels of functionality and performance.
- Knowledge transfer and familiarization training, for administrators and users, before conclusion of the engagement.

Deliverables

- System design document including proposed systems integration and configuration plans.
- Installation and configuration guide documenting procedural steps and settings based upon pre-determined requirements.
- A fully-functional OpenLAB ECM Workgroup solution.

Acceptance Criteria

Acceptance of the implementation service is complete when all parties agree, and sign-off, that Agilent Technologies has delivered a system within all specifications as documented in the deliverables above.

Limitations and Assumptions

- Installation, and configuration, of the OpenLAB ECM Workgroup system shall be completed during a single engagement.

Customer Obligations

The customer is responsible for maintaining all hardware/software, associated with this system under change control management.



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Installation Qualification and Operational Qualification Service

Agilent Technologies also offers a service to validate the installation, and operational performance, of the OpenLAB ECM Workgroup solution for those customers operating under regulatory, and compliance, requirements.

Installation Qualification & Operational Qualification service benefits:

- Repeatable testing and validation methodologies and protocol.
- Audit trails provide necessary transparency into executed activities and test results.
- Conformance will all major regulatory requirements for installation and operational system qualification.

Deliverables

- Installation Qualification and Operational Qualification documents capture requirements, test plans and employed processes and methodologies.
- Testing and validation reports to document outcomes.
- A regulatory-compliance, content management solution.

Acceptance Criteria

Acceptance of the installation and operational qualification service is complete when all parties agree, and sign-off, that Agilent Technologies has delivered a system within all specifications as documented in the deliverables above.

Limitations and Assumptions

- The IQ/OQ service covers a single OpenLAB ECM Workgroup system.
- The customer assumes responsibility for the review, acceptance, archiving and security of the delivered IQ/OQ documentation.
- Screen captures are not included in the IQ/OQ execution.

Customer Obligations

The customer is responsible for maintaining all hardware/software, associated with this system under change control management.

IT Environment Setup

Agilent Technologies provides a service to manage the pre-requisite setup, and configuration, of associated IT infrastructure necessary to utilize the OpenLAB ECM Workgroup solution.

IT Environment Setup service benefits:

- Assurance that all necessary hardware and software infrastructure components are in place to deploy the OpenLAB ECM Workgroup solution.
- Use of quality processes and systems to thoroughly document all implemented network additions and configurations.
- Augment existing customer IT staff capabilities and capacity.

Deliverables

- Infrastructure pre-installation verification documentation.
- Hardware and software infrastructure installation and configuration guide.
- An optimized IT infrastructure designed to accelerate the integration of OpenLAB ECM Workgroup.

Limitations and Assumptions

- IT environment setup and configuration shall be completed during a single engagement.
- The customer assumes responsibility for the review and acceptance of the delivered IT infrastructure.

Customer Obligations

The customer is responsible for maintaining all hardware/software, associated with the IT infrastructure under change control management.

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