

HP Critical Service

HP Technology Services



A comprehensive support solution designed for businesses that run mission-critical infrastructures and cannot tolerate downtime without significant business impact.

HP Critical Service (CS) is a comprehensive support solution designed for businesses that run mission-critical applications and cannot tolerate downtime without significant business impact. HP Critical Service provides the right combination of proactive and reactive services designed to maximise availability and performance across your IT infrastructure. With fewer interruptions and less downtime, you will lower costs and gain competitive advantages in the marketplace.

HP Critical Service maximises your infrastructure's availability and performance through an IT Infrastructure Library (ITIL)-based framework of proven, integrated processes and best practices. HP assigns a support team of HP-certified specialists, peaked in complex



computing environments. This team begins by conducting an assessment of your infrastructure. The results of the assessment are used to design a strategy to align your IT commitments and business goals. Subsequently your support team will meet with you, at a minimum, quarterly to discuss progress and ongoing alignment with your goals.

Working closely with your IT staff and management, your HP account support manager – the leader of your assigned team – will further assist you by identifying and managing the delivery of state-of-the-art technical services and tools for improvements in areas such as high availability, capacity management, change planning and security.

However, if a critical problem occurs, HP Critical Service employs accelerated recovery and restoration processes. You receive a direct connection to HP specialists, who take action to resolve the problem. In addition, HP commits to resolve your hardware problems within a maximum of 6 hours from the time the call is received, as a default.

In addition, your team of HP-certified specialists are equipped with leading-edge remote technologies and tools. These tools – with a range of capabilities including remote monitoring of your environment’s stability – help to minimise downtime, increase productivity and yield a higher return on your IT investments.

In order to meet your individual needs, the service is both modular and scalable. Different technology modules – server, storage, storage area networks (SANs), networks and SAP – are purchased as applicable. The features contained in the different technology modules are delivered by teams specialised in the appropriate technology areas.

Integrating HP Critical Service into your mission-critical computing environment allows HP to support your IT infrastructure end-to-end. HP joins you in your IT endeavours, letting you focus on your business and profitability.

Service feature highlights

Customer support team (see Table 1)

Core features

- Assigned customer support team
- Account support manager

- Account support centre engineer
- Mission-critical engineer

Optional features

- Named account support centre engineer

Proactive features (see Table 2)

Core features

- Business collaboration and technical advice with ongoing change management advice
- Account support plan
- Annual availability Health check
- Quarterly support-activity review
- Quarterly support planning and review
- Quarterly operating system-environment patch analysis and management*
- Server firmware and Storage/SAN microcode update*

- Quarterly storage/SAN firmware and software analysis and management*
- Technical services
- Quarterly system health check*
- Annual storage high-availability technical assessment*
- 100% XP Data Availability Service*
- Storage array preventative maintenance*
- SAN supportability assessment*

- SAN Interconnect Service*
- Network software and firmware updates and critical problem notification*
- Network-asset report*
- Electronic information support
- Software product and documentation updates
- Licence to use and copy software product updates
- Education planning assistance

Optional features

- Additional operating system-environment patch analysis and management
- Additional advice and assistance
- Additional hardware advice and assistance
- Additional technical services
- Availability check up
- Education credits
- Comprehensive environmental analysis
- Extensions for large environments
- Site Environmental Survey

Reactive features (see Table 3)

Core features

- Critical response
- Dedicated phone number
- Immediate response and intervention by HP-certified hardware and software specialists

- Dispatch of HA-trained hardware specialist for critical hardware problems
- 6-hour hardware call-to-repair commitment
- Accelerated escalation management

- Enhanced parts inventory management
- Flexible call submittal
- Assistance on non-HP products

Optional features

- Dedicated parts inventory
- Defective material retention
- 4-hour hardware call-to-repair commitment
- 8-hour hardware call-to-repair commitment

Optional enhancements (see Table 4)

Core features

- Critical Services for HP OpenView*

- Open network environment support*

* Delivery of these features on specific technology areas in your environment – such as servers, storage, SAN, networks and SAP – is subject to prior purchase of the relevant technology service module(s).

Specifications

Table 1. Customer support team

Feature	Delivery specifications
Core features	
Assigned customer support team	<p>HP assigns a Technology team to the customer’s organisation. The team – consisting of trained, experienced, HP-certified IT specialists – works with the customer to meet the customer’s business and IT objectives.</p> <p>The team includes:</p> <ul style="list-style-type: none"> • An account support manager • An account support centre engineer • A mission-critical engineer <p>The customer’s assigned team is available on standard business days excluding HP holidays, during standard HP business hours. If requested, the assigned team may be available at other times, as mutually agreed upon and scheduled in advance. Support outside standard business hours must be purchased separately and is subject to local availability. Please check with a local HP office for details.</p>
Account support manager	<p>The account support manager (ASM) coordinates extensive HP resources and multi-vendor alliances. The ASM is the customer’s HP technical focal point for ongoing support of the customer’s IT environment. The ASM serves as the customer’s primary contact with HP and works closely with technical staff and IT management to ensure ongoing alignment with the customer’s goals. To help meet the customer’s objectives and ensure continual improvement, the ASM develops a mutually agreed upon account support plan, delivers technical services, conducts periodic reviews, manages projects, participates in the customer’s internal meetings, transfers knowledge of best practices and coordinates other HP resources as necessary. The account support manager coordinates additional HP resources when specific skills are needed. For example, technology specialists may be used to deliver the technology modules (servers, storage, SAN and networks) or technical services. The ASM will provide deliverables, either remotely or onsite, at the discretion of HP.</p>
Account support centre engineer	<p>The account support centre engineer (ASCE) monitors calls placed to the HP response centre, identifies trends and potential problems, and ensures that calls are handled in a timely manner. The ASCE also generates a quarterly support activity report based on the calls received during the last quarter. To help minimise risks, the ASCE performs a detailed patch analysis, discusses the results with the customer and provides a customised, installable patch bundle. If a software class problem arises, the ASCE contacts and works with the customer to manage the implementation to correct the problem.</p>
Mission-critical engineer	<p>The mission-critical engineer (MCE) is responsible for proactive hardware-related activities and works with the customer’s account support manager to provide an integrated support solution. The MCE reviews new HP hardware service notes, HP server firmware and storage/SAN micro-code updates with the customer. The MCE may also install agreed upon hardware changes and firmware updates. The MCE provides preventative maintenance and organises environmental surveys for selected devices.</p>
Optional features	
Account support centre engineer	<p>The named account support centre engineer (NASCE) is the customer’s technical resource who resolves non-critical software problems, manages the operational profile of the customer’s environment, attends support reviews as appropriate and annually visits the customer site to obtain a clear understanding of the customer’s hardware and software environment and operational needs. This knowledge assists the NASCE to resolve software problems quickly and effectively. The NASCE also acts as the customer’s account support centre engineer.</p> <p>Should the NASCE be unavailable for an extended period, a backup engineer is assigned. The NASCE is available during standard business days excluding HP holidays, during standard HP business hours.</p>

Specifications

Table 2. Proactive features

Feature or service	Delivery specifications
Core features	
Business collaboration and technical advice	The HP Technology team works closely with the customer to build a strong working relationship. HP works to understand the customer's business goals and IT environment in order to facilitate continuing improvements of the IT infrastructure's performance and availability. Furthermore, HP works closely with the customer to develop strong change management processes and procedures.
Account support plan	<p>The account support plan is developed by the account support manager after meeting with the customer's IT staff. It describes the services HP will provide, defines roles and responsibilities, describes the customer's business and IT goals, documents the customer's HP Critical Service environment and describes the in-depth plan to assist the customer in meeting internal service-level agreements. The plan is reviewed routinely with the customer to discuss progress and adjustments required to match the customer's ongoing needs.</p> <p>At the beginning of the Critical Service support period, an audit is performed to obtain a detailed inventory of the customer's hardware and software and to record configuration and topology information. This includes host hardware and operating system information and storage LUN maps as well as SAN and IP network topologies, as applicable. This information aids HP troubleshooting processes, supports the customer's daily operations and assists planning efforts.</p>
Availability health check	The availability health check makes the customer aware of the potential risks to the business's computing environment. Through personalised interviews between HP and appropriate members of the customer's IT and corporate staff, HP identifies strengths and weaknesses that affect information technology service availability. This check provides recommendations for implementing industry-accepted IT service management practices as well as HP-proven best practices, focusing on the elements that directly impact system availability, performance, and reliability.
Support activity review	The account support centre engineer provides the customer with a quarterly support activity report that documents reactive support call information, call trends, availability and potential risk factors, and includes appropriate recommendations.
Support planning and review	The account support manager conducts quarterly onsite support planning and review sessions. During the review, the customer and the ASM discuss the support activity report, evaluate ongoing support activities, review agreed upon metrics and detail changes in the customer's IT environment. This in-depth review also provides an opportunity to discuss trends, planned changes to the customer's IT environment and business, and the impact these changes will have on the customer's support requirements. In addition, planned HP software and firmware updates to the customer's environment will be discussed. These sessions are open communication forums.
operating system environment patch analysis and management (one server or operating system environment)	<p>For HP-UX, MPE, Tru64 UNIX, OpenVMS and Linux operating systems, the account support centre engineer monitors all patches as released. Quarterly, the customer and the ASCE discuss the recommended patches. Subsequently, HP provides a customised bundle of the agreed upon patches for customer installation. For HP-UX, the patch analysis covers the operating system environment, if installed on the server. HP can also provide basic information and telephone assistance to enable the customer to install the patches.</p> <p>For Microsoft® operating systems, HP delivers a written Microsoft service pack briefing, which addresses the features of the latest Microsoft operating system and server application service packs. In addition, HP provides personalised analysis on recent Microsoft service packs. Each analysis is tailored to designated servers outlined in the customer's support plan, running Windows NT®, Windows® 2000, Windows Server 2003 Datacenter Edition or Windows Server 2003 Enterprise Edition operating systems, or specified Microsoft server products, such as BackOffice applications. An HP trained specialist covers key pieces of information that are needed to be successful in evaluating and installing service packs.</p>
Server firmware and Storage/SAN microcode update	Periodically, HP releases updates for servers, storage, and SAN devices. The updates address potential problems, provide added functionality or improve performance. Along with the proper planning to minimise disruption to your operations, HP provides appropriate updates and installs the updates, if required.
Storage/SAN firmware and software analysis and management	On a quarterly basis, HP will undertake an analysis of your environment and potential software and device firmware updates. HP will provide a recommendation of and upgrade planning assistance for applicable software and firmware versions. On-site installation is also provided for all recommended firmware and embedded (storage device resident) software. Basic support for the installation of other recommended updates is provided via telephone.
Technical services	HP Critical Service includes 6 Core days. Possible service topics include availability, capacity and performance, change management, security and infrastructure management. The customer can choose an item from the service menu or work with the account support manager to develop a customised technical service. More detailed information is provided in Table 6.

Table 2. Proactive features, continued

Feature	Delivery specifications
System health check (servers)	Quarterly, HP uses diagnostic tools to assess the computing environment. A series of diagnostic tests will be performed to compare the customer's computing environment to accepted system management practices. HP then provides a report that details the findings, highlights the conditions that require resolution or investigation, and recommends a suitable course of action. Additional reviews can be included optionally.
Storage high-availability technical assessment (storage)	Annually, HP performs a high-availability assessment on one storage array. The assessment includes a detailed analysis of the physical environment, the array's configuration and its firmware and software versions. The assessment also examines support preparedness, host connectivity and the SAN's configuration. Upon completion of the assessment, HP provides the customer with a report and briefing to review the findings and recommendations. The initial assessment is performed prior to the activation of the 100% Data Availability Service. Recommendations from this assessment must be completed prior to activation of the terms of this guarantee.
100% XP Data Availability Service (selected storage)	For the HP StorageWorks Disk Array XP, the service provides consistent access to customer data at the logical unit number (LUN) level within the array's frame. Certain prerequisite activities, both by the customer and HP, must take place prior to activation of the service. Specific customer commitments, which include but are not limited to remote support accessibility and specific change management procedures, are also required for eligibility. Please refer to the exhibit "Attachment DAS (Data Availability Service)" or contact a local HP representative for further details on requirements, specifications and exclusions.
Storage array preventative maintenance (storage)	For the HP StorageWorks Disk Array XP and Enterprise Virtual Array (EVA) product families, HP proactively provides an annual onsite visit at a mutually agreed upon time. During these visits, a hardware specialist performs routine maintenance of electronic system components in accordance with the storage array operational specifications.
SAN supportability assessment	HP assesses the supportability of the customer's storage area network. Issues with the potential to impact stability or supportability negatively are identified and change recommendations are made. An initial SAN supportability assessment is included the first time SAN support is selected in the customer's HP Critical Service. The assessment is updated in each subsequent year for which SAN support is continued.
SAN Interconnect Service	HP Critical Service customers with SAN coverage are eligible for SAN Interconnect Service. This provides at least one (1) data communications path within an approved SAN infrastructure from designated storage device ports up to the host bus adaptors (HBA) of designated SAN connected server(s). Certain prerequisite activities, by both the customer and HP, must take place prior to activation of the service. Specific customer commitments, which include but are not limited to remote support accessibility and specific change management procedures, are also required for eligibility. Please refer to the exhibit "Attachment SAN Interconnect Service" or contact a local HP representative for further details on requirements, specifications and exclusions.
Network software and firmware updates and critical problem notification (Network)	Periodically, there are new releases of network firmware and software updates from HP and from organisations for which HP is an authorised service provider. These updates address potential problems, provide added functionality and improve performance. If they are applicable to the customer environment, HP will review these new releases with the customer during the support planning and review meetings. HP will also notify the customer, as needed, about critical software problems with Cisco IOS and HP network device software that may impact network operation.
Network-asset report	Annually, HP completes a network equipment audit to map the customer's network topology. In addition, the customer will receive a report describing the network hierarchy, network software versions, hardware devices and changes made since the previous audit.
HP electronic information support	HP provides a comprehensive online resource for instant, customised knowledge, tools and service. This one stop IT site offers self-solve tools, personalised and reliable assistance, new online training and forums, and instant access to the most comprehensive multi-vendor, multi-platform IT content available. This site may be accessed on the web at www.itrc.hp.com

Table 2. Proactive features, continued

Feature	Delivery specifications
Software product and documentation updates	As HP releases updates to the customer's HP software, the latest revisions of the software and reference manuals are made available to the customer's system manager or designee. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how to obtain any software updates directly from the third party. For certain products, the customer may be able to select from a choice of media types. An access code, licence key or instructions for obtaining an access code or licence key will also be provided to the customer when it is required to install or run the latest software revision.
Licence to use and copy software product updates	The customer receives the licence to use and copy the software product updates for all supported systems covered by the original software licence. The customer can use and copy updates to HP or third-party software on each system covered by this service as described in Exhibit E16, HP Terms and Conditions of Sale and Service, and in Exhibit SS5, HP Support Services.
Education planning assistance	The customer can receive customised course recommendations designed to improve the IT staff's technical and process knowledge. The customer's account support manager can provide assistance in contacting the HP Customer Education Centre. The customer can also get advice online by visiting the interactive training planner at http://education.hp.com/training_planner.htm
Optional features	
Additional operating system-environment patch analysis and management	If the customer's IT environment includes more than one, or multiple versions, of an operating system or operating environment, an additional operating system environment patch analysis and management should be performed on each operating system or operating environment. A customer may order additional operating system environment patch analysis and management to cover additional operating systems, operating environments, versions, servers, or to increase the frequency of analysis. This option provides one occurrence of additional patch analysis and management for one operating system or environment.
Additional advice and assistance	Customers who require additional proactive help may purchase additional Technology team days to be performed by the account support manager or account support centre engineer. Topics addressed during these days may be either technical or operational. The account support manager will assist in determining these activities based on the customer's needs. Additional Technology team days are provided during normal HP business hours unless after-hours assistance has been purchased.
Additional hardware advice and assistance	Additional proactive, customised hardware assistance is available for purchase. Additional hardware specialist days are provided during normal HP business hours unless after-hours assistance is purchased.
Additional technical services	The expertise on demand. HP technical services are an essential part of how HP helps customers keep their IT systems performing to expectation. HP technical services improve the customer's ability to proactively manage IT configurations and operational practices in order to deliver the availability, performance and security required. On occasion, specific services may need to be purchased to meet specific objectives. The customer's account support manager can assist in determining these activities based on the customer's needs. See Table 6 for more detailed information.
Availability checkup	The availability checkup provides a high-level review of the customer's IT infrastructure versus availability requirements. HP evaluates areas including technology, processes, people, and the physical environment. The results are summarised in a report that provides recommendations for improving availability levels and mitigating IT risk factors.
Education credits	The customer may purchase credits for education to allow staff members to expand and strengthen their technical and process knowledge.
Comprehensive environmental analysis	The analysis provides a complete, detailed review of the physical environment of the customer's data centre in regards to temperature, humidity, electromagnetic fields, electrical systems, radio frequency interference and emergency systems. A comprehensive report identifies conditions that are out of specification and recommends ways to reduce downtime due to physical and environmental factors. For an additional charge, HP can provide guidance in planning and implementing the recommendations.
Site environmental survey	HP products are designed to operate within specific power, temperature, airborne contaminant, and humidity ranges. While the customer is fully responsible for ensuring that the IT environment meets these specifications, HP periodically (typically together with other scheduled onsite activities) monitors environmental conditions at the customer site and advises the customer of any modifications recommended on the basis of such reviews.

Specifications
Table 3. Reactive features

Feature or service	Delivery specifications
Core features	
Critical response – hardware and software <ul style="list-style-type: none"> • Dedicated phone number • Immediate response/intervention for critical problems • Hardware specialist dispatch 	<p>Because the customer’s business depends on minimising downtime when an outage occurs, HP provides priority recovery, a robust set of integrated reactive processes for hardware and software support. It offers immediate access to HP trained technical specialists who help restore the customer’s system as quickly as possible. When the customer calls the dedicated mission-critical phone number, the customer will be connected directly to a business recovery specialist trained in complex computing environments who has full access to information about the customer’s environment, systems and specific support needs. In the case of a hardware issue, a high-availability trained hardware specialist is immediately dispatched to the customer’s site when an onsite presence may be required.</p> <p>In addition to the initial troubleshooting, failure data collection and problem definition, if necessary, the business recovery specialist employs escalation procedures, gains access to the highest-level HP resources and recruits additional technical specialists. A business recovery specialist is available remotely at the HP response centre 24 hours a day, 365 days a year.</p>
Hardware resolution commitment <ul style="list-style-type: none"> • 6-hour call-to-repair commitment (servers, selected storage, networks and SAN) 	<p>For critical problems with HP hardware and other eligible hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours of the initial call to the HP response centre. Call-to-repair time refers to the period of time that begins when the customer’s telephone call is received by the HP response centre and ends with HP’s determination that the hardware is repaired.</p> <p>Refer to Table 7 for details on travel zones.</p>
Non-critical software response commitment	<p>For authorised callers, HP provides unlimited, remote assistance for non-critical software problems through the HP response centre. Non-critical software calls are responded to within two (2) hours. Assistance is available 24 hours a day, 365 days a year for eligible operating systems, other eligible HP software and selected non-HP software products. For all other HP software products, assistance is available during standard business days, excluding HP holidays, during normal HP response centre hours.</p>
Accelerated escalation management <ul style="list-style-type: none"> • Elevated call status • Access to technical specialists 	<p>HP employs integrated, accelerated escalation procedures to solve complex support problems. For HP Critical Service customers, HP uses its highest level resources to resolve the customer’s critical issues. If the situation requires additional resources or expertise, HP management coordinates problem escalation and rapidly enlists key problem-solving specialists throughout HP.</p>
Enhanced parts inventory management	<p>To support HP repair commitments, an inventory of critical replacement parts is maintained for HP Critical Service customers. This inventory is stored at an HP office. These parts are managed to allow for continuous availability and are always accessible by hardware specialists responding to a support request.</p>
Flexible call submittal	<p>Electronic and telephone problem submission is available 24 hours a day, 7 days a week. Based on customer preferences, responses may be delivered via telephone, Internet, e-mail or fax where locally available.</p>
Assistance on non-HP products	<p>If, during the course of problem resolution on supported products, it is determined the problem lies with another vendor’s product, HP will assist the customer in forwarding the problem to that vendor, provided that the customer has a valid support agreement with the other vendor.</p>
Optional features	
Dedicated parts inventory management	<p>The customer may choose to have a dedicated kit of critical hardware replacement parts stored at the customer site or at an HP facility. This inventory, owned by HP, is dedicated to the customer’s organisation and is actively managed by HP. This option is available for call-to-repair commitments.</p>
Defective material retention	<p>For circumstances where the customer does not want to relinquish a defective device (e.g., due to sensitive data), the customer may choose to retain materials that would otherwise be returned to HP.</p>
4-hour or 8-hour call-to-repair (servers, selected storage, networks and SAN)	<p>The customer may select either a 4-hour or 8-hour call-to-repair commitment instead of the core 6-hour call-to-repair commitment. Refer to Table 7 for details on travel zones.</p>

Specifications

Table 4. Optional enhancements

Feature or service	Delivery specifications
Critical Services for HP OpenView	<p>To allow the customer's installed HP OpenView applications to meet business and technical goals, HP has created Critical Services for HP OpenView enhancement. This enhancement focuses on the customer's HP OpenView applications. Proactive services provided by HP Openview certified specialists are included, along with integrated problem resolution. These proactive services include:</p> <ul style="list-style-type: none">• Assessment of the customer's HP OpenView management server to determine if the server has a proper configuration of the HP OpenView software• Patch analysis and management of the HP OpenView software• Annual HP OpenView application health check• HP OpenView-focused business collaboration and technical advice• Integration of HP OpenView into support planning and review activities <p>The Technology team includes HP Openview certified specialists to help prevent issues and, if a problem should occur, HP's support processes provide fast, effective problem resolution.</p>
Open environment support	
Open network environment support (network)	<p>HP can also offer a single point of contact for reactive support for many open (multi-vendor) networks. HP will troubleshoot and perform fault isolation for the customer's multi-vendor network and manage problem resolution. In addition, HP will incorporate the multi-vendor devices in the customer's account support plan, support reviews and activity reviews.</p>

HP Critical Service customers receive a suite of technologies, tools and processes that enable the customer to achieve the highest levels of availability. They are designed to help prevent critical problems and, if a problem should occur, facilitate the ability of HP to quickly repair and restore a customer's IT environment. Through secure connections, HP high-availability support engineers and the HP Mission Critical Support Centre (MCSC) are alerted to potential problems detected by the proactive analysers and can begin working on a solution immediately, using remote troubleshooting and diagnostics tools. These tools span a wide range of proactive capabilities, such as automatically collecting vital configuration and topology data of the customer's environment. This information assists engineers' efforts to identify changes in the IT configurations and systematically analyse the customer's configurations for irregularities in software patches, firmware updates or service notes. In addition, the Technology team will provide specific details for the customer's configuration.

HP provides a multi-level, layered security structure through encryption, authentication, industry-standard security protocols and best practices integrated at the physical, network, application and operational levels. Transactions from HP to the customer's enterprise network are restricted and tightly controlled through a single secure access point. HP's remote support capabilities, and any support information collected, are used only to provide customers with HP support.

HP Technical Services are an essential part of how HP helps you keep your IT infrastructure performing to your expectations. You can customise your solution with these additional deliverables to focus on your key business drivers by choosing Technical Service topics that best fit the needs of your IT infrastructure such as performance and capacity management, release coordination, security strategy development, configuration management, or new technology deployment. HP technical services improve your ability to proactively manage your configurations and operational practices in order to deliver the stability, performance, availability, and security you require. HP Technical Services complement your IT staff's capabilities and offer flexible, cost-effective solutions.

If you purchase Critical Service for one or more servers, then your Critical Service includes six Technical Services days. Additional Technical Services days may be added as options to your contract as needed. Your Account Support Manager can help determine how these services can be tailored to fit your needs.

A representative sample of services is noted under each category. Consult your HP representative for a comprehensive list of services available.

Service focus	Description
<p>Availability Management</p> <ul style="list-style-type: none"> • Availability Checkup • Availability HealthCheck • High Availability Storage Assessment • MC Serviceguard Implementation • Network Audit 	<p>As a Critical Service customer, you benefit from HP's technologies and tools which help prevent potential critical problems and facilitate HP's ability to quickly repair and restore your IT environment if a problem should occur. Through secure connections, HP support engineers are automatically alerted to potential hardware problems detected by the proactive analysers, and can begin working on a solution immediately using remote troubleshooting and diagnostics tools.</p>
<p>Capacity Management</p> <ul style="list-style-type: none"> • Performance Resource Utilisation • Cluster Consistency Service • Storage Performance Analysis • Network Bandwidth Optimisation • Network Optimisation/ Performance Assessment 	<p>Availability and reliability are just part of the equation – HP has technical services that can help you ensure that your IT infrastructure has the capacity and performance to meet your business's changing requirements. By understanding complex performance and utilisation data and identifying bottlenecks, you can compare objectives to current demands and be confident in your capacity management decisions.</p>
<p>Release Management</p> <ul style="list-style-type: none"> • Server Installation And Startup Services • Platform Migration Planning • Storage Data Migration Service • SAN Upgrade Planning 	<p>When you need to implement a new release, you need a coordinated approach that covers all technical and non-technical aspects of the deployment. HP has Technical Services that will speed your implementation and minimise your downtime. These planning and installation services will reduce business interruptions by addressing risk and minimising unexpected problems.</p>
<p>Security Management</p> <ul style="list-style-type: none"> • Internet Security Assessment • Security Review • Security Workshop 	<p>Unauthorised access to corporate information and services can expose your business to both financial and public image losses. HP Technical Services can help identify and implement sound security policies and practices. HP can provide an in-depth analysis of your current security posture and how it compares to industry standards.</p>
<p>Change & Configuration Management</p> <ul style="list-style-type: none"> • Change Planning • Network Configuration Review • System Asset Inventory 	<p>An accurate and controlled view of your IT infrastructure is the basis of a stable and supportable environment. HP has Technical Services that will help you develop detailed hardware and software inventories, manage version control and configuration, and ensure that your current support levels meet your needs.</p>
<p>Infrastructure Management</p> <ul style="list-style-type: none"> • LUN Implementation Service • Network Management Review • Recovery Solution Review • Data Backup Review • Storage Area Network Implementation 	<p>HP Technical Services allow you to maximise the value of your IT investment by leveraging HP's collective expertise. Your IT staff can stay focused on core responsibilities and critical tasks, while HP helps proactively manage your IT infrastructure. The result will be smooth, continuous, and effective management, and minimised risk of business interruption.</p>
<p>Environmental Infrastructure</p> <ul style="list-style-type: none"> • Data Centre Layout And Installation • Data Centre Relocation • Site Environmental Assessment 	<p>A well-planned and managed facility is the foundation of your IT environment. HP Technical Services can help you develop a facility that is designed for reliability, maintainability, and security. HP can help you select, design, and manage a facility that will support your current IT objectives and accommodate future business growth.</p>

Call to Repair times are dependent on the location of your site in relation to an HP support office. To check service availability, please contact your services representative.



Service limitations

Services provided within the scope of one support contract are restricted to the IT environment under the direct day-to-day management of one IT manager. Unless otherwise specified or arranged, proactive and consultative services are performed during normal HP business hours. Delivery of specific features on technologies in the customer's environment (servers, storage, SAN and networks) is dependent on prior purchase of the appropriate technology service module(s).

This service is available for selected HP servers, storage devices, storage arrays, networks and storage area networks only. Check with an HP sales office for specific local availability.

At the sole discretion of HP, this service will be provided using a combination of remote diagnosis and support, services delivered onsite and other service delivery methods. HP will determine the appropriate delivery method required in order to provide effective and timely Technology. In the event that only a customer-replaceable part is required to return the hardware to good operating condition, then the repair time commitment shall not apply.

It may take up to 30 days from the customer's initial contract purchase date or the date the system arrives, whichever is longer, before the hardware call-to-repair and various other contract commitments are in full effect. During this initial phase of the customer's HP Critical Service programme, the HP Technology team will perform necessary hardware and software inventories, set up processes, assess the high-availability environment and implement the customisable elements of HP Critical Service appropriate for the customer's operation. Should a critical problem occur during this initial setup phase, HP provides the customer with 24x7 support and makes reasonable effort to meet the hardware resolution commitment.

The hardware repair commitment may vary for specific products, customer environments and locations. This is established at the time of order and subject to resource availability.

HP reserves the right to modify the call-to-repair commitment as it applies to the customer's specific product configuration, location and environment.

Hardware call-to-repair commitment does not apply when the customer chooses to have HP prolong root cause analysis rather than execute recommended recovery procedures.

If the customer requests scheduled service, the repair timeframe begins from the agreed upon scheduled time.

Your team of HP-certified specialists is equipped with leading-edge remote technologies and tools that will help you increase productivity and yield a higher return on your IT investments.

Hardware call-to-repair commitment

The hardware call-to-repair commitment does not cover the following:

- Recovery of the operating system, other software and data
- Any period of non-availability not directly caused by a hardware fault
- Failure of the customer to incorporate any system fix, repair, patch or modification provided to the customer by HP
- Failure of the customer to take avoidance action previously advised by HP
- Troubleshooting for interconnectivity or compatibility problems
- Time for disk mechanism rebuilding or sparing procedures, situations where a LUN may be blocked to preserve data integrity or any restoration or recovery of compromised data

With fewer interruptions and less downtime, you will lower costs and gain competitive advantages in the marketplace.

Availability response

For critical problems that affect business or degrade performance, as reasonably determined by HP, an HP-authorized representative will arrive at the customer's site to begin the hardware maintenance service within 4 hours after the service request has been logged, if this time falls within the contracted coverage window. For non-critical problems, HP will respond by the next business day, during standard business days, excluding HP holidays, independently from the selected coverage window.

This response is for selected products.

Open SAN and network environment services

The following services are not included:

- Establishment of a contract between the vendor and end user customer
- Performance of the third-party vendor's products or services
- service level agreement establishment or performance
- Resolution of third-party product changes; repair as required to restore the solution to its original operable state
- Subcontracting to the third-party vendor on the customer's behalf
- HP billing invoices and billing to the vendor
- Contacting the third-party vendor on behalf of the customer, unless the customer has appointed HP as a special agent
- Services that, in the opinion of HP, are required due to improper treatment or use of the products or equipment

Reactive commitments

HP travels to the customer's site and provides all labour, parts and materials necessary to maintain the customer's hardware products in good operating condition. HP diagnoses and corrects product malfunctions and failures. Replacement parts or products used for hardware repairs are new or equivalent to new; replaced parts become the property of HP.

Once an HP engineer arrives at the customer's site, the engineer will continue to deliver the service until the products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but will resume when they become available.

In addition, HP may install available engineering improvements on customer hardware products to maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operational or supportable condition and that are not specified as customer installable.

The reactive commitment is complete upon HP verification, through the use of diagnostics or other means, that the malfunction has been corrected. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the commitment. Reactive commitments do not include time required for recovery of application software or compromised data.

Service prerequisites

The hardware call-to-repair commitment requires that all applicable devices covered by the service agreement must receive quarterly operating system environment patch analysis and management reviews, unless they are replicated versions of the devices covered by this agreement, which already receive the required patch analysis and management reviews.

Customer responsibilities

Any hardware call-to-repair commitment requires remote console connectivity.

The hardware call-to-repair commitment is dependent on the customer providing immediate and unrestricted access to the system. Also, this commitment does not apply when access to the system – including physical, remote troubleshooting and hardware diagnostic assessments – is delayed or denied.

Open SAN and network environment services

The customer will:

- Appoint HP as a special agent and grant HP full power and authority to act for the customer and in the customer's name for the limited purposes as set forth below:
 - Contact non-affiliate vendor(s) directly to initiate a service call for remote assistance with the customer's equipment
 - Follow up directly with non-affiliate vendor(s) until the problem is resolved
 - Facilitate communication between non-affiliate vendor(s) and other vendor(s) related to the customer's network or between non-affiliate vendor(s) and HP during the process of fault isolation and problem resolution
- Provide telephone numbers and call logging instructions for each vendor they want HP to contact on their behalf
- Provide contract information that describes the level of service they are to receive from the vendor

HP Critical Service

Maximise your infrastructure's availability and performance through an ITIL-based framework of proven, integrated processes and best practices.

Call submission

Problems with covered HP hardware, HP software or HP software updates can be reported to the HP response centre via telephone, Internet, e-mail or fax, where locally available. HP will acknowledge receipt of the service request but retains the right to determine the final resolution of all reported problems. Based on customer preferences, responses may be delivered via telephone, Internet, e-mail or fax, where locally available. Onsite response times for hardware service requests submitted electronically may vary.

Ordering information

To order the HP Critical Service, contact your local HP representative and reference the following product number:

- HA112AC

For more information

For more information on HP Critical Service or other HP Systems Support Services, contact any of our worldwide sales offices or visit our website at www.hp.com/hps/support

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