

HP Proactive BladeSystem Service

HP Services

Technical Data



HP Proactive BladeSystem Service has been specifically designed to provide customers with ongoing help, advice and assistance to improve the ongoing management and utilization of their HP blade environment, whilst at the same time reducing the ongoing administration costs associated with managing such an environment and improving reliability. It covers HP blade servers, storage, network and SAN devices, as well as the HP blade management software suite included in the HP blade enclosure. This proactive service leverages HP's global delivery organization with its experienced technical experts who help IT organizations manage and maintain their IT infrastructures to be more cost-effective and change-ready.

An HP-assigned account support manager (ASM) serves as your primary service contact and works with you to customize a support plan to help you meet your operational objectives for your HP blade infrastructure. The plan documents the services HP plans to deliver and the associated delivery timeline. The HP account support manager also coordinates any specialized technical resources you may need, and sets up periodic meetings with you throughout the year to review the account support plan and highlight specific opportunities for improvement.

HP Proactive BladeSystem Service includes an HP blade technology assessment as well as an HP blade toolset assessment. An on-site in-depth interview is conducted with designated member(s) of your IT staff to develop a baseline of your current HP blade operation. This baseline is then compared to a set of related, proven best practices to identify specific actions you can take to improve operational efficiency, increase tools utilization to improve manageability and improve the reliability and performance of your HP blade environment. The focus of recommendations is on availability, configuration, and/or change management.

This HP Proactive BladeSystem Service also includes a blade technology bulletin containing version and usage advice for the HP-supplied management software, firmware, and drivers.

A choice of 4 HP technical or education services days are also included. You may choose technical consulting on topics such as power and cooling, virtualization, security, and ITSM best practices, or select from a variety of installation and startup services or education services. Your account support manager will provide you with detailed information in order to assist you with your selection.

Service benefits

- With ongoing advice from HP technical experts reduce ongoing blade management and administration costs through better technology and tools utilization
- Increase performance, utilization, reliability and uptime through process improvement
- Improve, enhance, and augment your IT staff skills through targeted HP technical services or HP education services

Service feature highlights

- Assigned HP account support manager
- Account support plan
- HP blade technology assessment
- HP blade toolset assessment
- HP blade technology bulletin
- On-site review meetings
- 4 HP technical or education services days

Specifications

Table 1. Service features

Feature	Delivery specifications
Account Support Manager	<p>The assigned account support manager (ASM) is the Customer's HP advocate and technical focal point for all the proactive activities included in this service. To help Customers meet their IT operational objectives, the ASM and the Customer will jointly develop, and routinely review, a mutually agreed-upon account support plan. Furthermore, the ASM:</p> <ul style="list-style-type: none"> • Delivers the HP Blade Technology & Tools Assessments discussed later in the document • Provides best practice recommendations based on the findings of the above assessments to 1) increase operational efficiency and uptime and 2) improve management tools utilization • Coordinates additional HP technical experts when specific skills are needed • Provides detailed information regarding appropriate HP technical and education services in order to assist the Customer with their selection • Delivers advice and assistance both on-site and remotely.
Account Support Plan	<p>The account support plan is developed jointly by the ASM and the Customer and documents the activities that HP will provide, along with the associated delivery timeline. The plan is aligned with the Customer's IT operational goals and critical success factors.</p> <p>The ASM updates the account support plan during the two follow-up on-site review meetings. The plan is updated to reflect progress of the proactive deliverables and any changes in the Customer's IT objectives or HP blade environment.</p>
HP Blade Technology Assessment	<p>HP blade technology assessment covers one customer-specified HP blade enclosure and the components inside the enclosure. As part of this assessment:</p> <ul style="list-style-type: none"> • The ASM conducts an on-site, in-depth interview with the designated member(s) of the Customer's IT staff, focusing on current IT processes that are in place for the overall operation of this specific HP blade enclosure. • The Customer provides an inventory list of the physical assets of this HP blade enclosure, including hardware information, software tools installed, and firmware versions. <p>The ASM consolidates the interview results and the inventory list to establish a baseline of the Customer's HP blade operations. This baseline is compared to a set of ITIL and HP ITSM best practices to identify specific areas for availability, efficiency, cost reduction, and/or configuration improvement. In a follow-up session, the ASM presents the findings and recommendations to the Customer.</p>
HP Blade Toolset Assessment	<p>HP blade toolset assessment leverages the findings from the HP blade technology assessment. The ASM uses the baseline data that is gathered during the blade technology assessment to perform a focused analysis of the Customer's current usage of the HP blade management software suite. This data is then compared to related HP best practices and the Customer's IT operational goals. At the completion of the analysis, the ASM provides a set of recommendations for further optimization and better utilization of the Customer's HP management software suite.</p>
Review Meetings	<p>Subsequent to the initial meeting with the Customer, the ASM conducts two follow-on on-site review meetings throughout the year to discuss:</p> <ul style="list-style-type: none"> • The account support plan • The progress on recommendations from the HP blade technology assessment and the HP blade toolset assessment • The HP blade technology bulletin (described in the next section) <p>The ASM updates the account support plan to capture the meeting results and any changes in the Customer's blade solution and/or IT operational goals and objectives.</p>
HP Blade Technology Bulletin	<p>In support of each of the on-site review meetings (as noted in the previous section), the ASM prepares an HP blade technology bulletin, providing version and usage advice for the HP software, firmware, and drivers that are included in the Customer's HP blade hardware and management software suite. This bulletin is tailored to the Customer's HP blade technology.</p>

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

**HP Technical Services or
HP Education Services**

The Proactive BladeSystem Service includes a choice of 4 HP technical or education services days (refer to table 2). The Customer selects technical service(s) that address critical IT issues—such as virtualization, power and cooling, security, IT Service Management, or specific installations—relevant to their blade solution. Education services are also available to train the Customer’s IT staff in such areas as server and blade deployment, system management, and VMware administration and operations. The ASM can provide more details and assist the Customer in selecting the most appropriate technical or education services to fit their needs.

Specifications

Table 2. HP Technical and Education Services Days

	Description
HP Technical Services	<p>HP technical services are an essential part of how HP helps Customers keep their IT infrastructures performing to their expectations. A representative sample of technical consulting topics and services with a focus on HP blade environments includes:</p> <p>Power & Cooling, Security, ITSM Assessment Categories</p> <p>An HP Services specialist will conduct an entry-level assessment of the Customer’s blade environment with a focus on power and cooling, or security, or IT Service Management practices, depending on the Customer’s selection. The HP Services specialist will perform a gap analysis against industry best practices and provide appropriate recommendations. Service topics include:</p> <ul style="list-style-type: none">• Thermal Quick Assessment for HP BladeSystem Environments• Security Quick Assessment• ITSM Quick Assessment <p>Virtualization Category</p> <p>A VMware Capacity Planner Assessment is one of the services in this category. This service provides the Customer with a detailed view of their current server environment and recommends changes for consolidation and virtualization. Deployment and configuration of VMware Capacity Planner is also included as part of this service.</p> <p>Installation & Startup Category</p> <p>The installation and startup services provide planning, deployment, and related installation verification. Upon completion of the installation, the HP Services specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate. Service topics include:</p> <ul style="list-style-type: none">• HP BladeSystem c-Class Infrastructure Installation & Startup• ProLiant Essentials Systems Insight Manager Installation & Startup• VMware Virtual Infrastructure Installation & Startup (standard version)
HP Education Services	<p>A representative sample of education services with a focus on blade environments include:</p> <ul style="list-style-type: none">• HP BladeSystem Solution—Planning and Deployment• Introduction to HP Systems Insight Manager• Enterprise System Management Using HP SIM• HP SIM Applications and Plug-ins• Virtual Infrastructure with ESX Server and Virtual Center• VMware Infrastructure 3: Install and Configure

Coverage

- Service is available Monday through Friday excluding HP holidays, during standard HP business hours
- The ASM provides the required deliverables either remotely or on-site, at the discretion of HP

Customer responsibilities

The Customer will:

- Retain and provide to HP, upon request, all original software licenses, upgrade license agreements, and license keys for all software in the HP BladeSystem solution which is subject to this service
- Allow HP full and unrestricted access to all locations where the service is to be delivered
- Identify a focal point to work collaboratively with the HP account support manager in the

development and ongoing review of the account support plan. The Customer’s focal point, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service.

- Identify the internal Customer team to work collaboratively with the HP account support manager and/or other HP specialized delivery resources for the in-depth interviews required as part of this service
- Provide HP with an inventory list of one customer-designated HP blade enclosure and all its assets, including hardware information, software tools installed, and firmware versions
- Meet any prerequisites that are part of the selected HP technical or education service

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

Service limitations

The service provides coverage for an HP BladeSystem solution defined as:

- HP blade enclosures and bladed equipment managed by a single system manager, at a single physical site, in a single country
- HP blade equipment includes: HP IA-32 or Integrity-based server blades, HP Storage blades, HP Blade SAN Switches, HP Blade network switches, and other HP products within the blade enclosure and rack

This service does not cover non-blade hardware or other devices attached directly or indirectly to a blade enclosure.

- It may take up to 30 days from the Customer's initial contract purchase date before the contract commitments are in full effect.
- HP blade technology assessment covers one customer-specified HP blade enclosure.
- HP blade toolset assessment covers HP's suite of management software products within the same HP blade enclosure which HP blade technology assessment evaluated. This activity excludes review of HP OpenView and other non-HP software management products.
- HP suite of management software products are: Systems Insight Manager, ProLiant Essentials, Storage Essentials, Integrated Lights-Out (iLO), Integrity Essentials, and similar products.
- Driver update recommendations are limited to drivers provided in the HP ProLiant Support Pack.
- Firmware update recommendations are limited to recommendations on HP-supplied firmware.
- This service does not cover the design or setup of any new blade environment/solution.
- This service does not include any reactive deliverables/support for the HP BladeSystem solution.

General provisions/Other exclusions

HP reserves the right to charge, on a time and material basis, for any additional work over and above the service price that may result from work required to address any requirements not met by the Customer.

Ordering information

To obtain further information or to order this service, contact a local HP sales representative or HP reseller and reference the following product numbers:

HP Care Pack Service: HP Proactive BladeSystem Service UG858E, HE805A1

HP Contractual Service: HP Proactive BladeSystem Service HE805AC

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following Web sites:

www.hp.com/hps/support

www.hp.com/hps/carepack

© 2007 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

To learn more, visit www.hp.com

4AA1-1457EEE, April 2007

