HP Proactive Essentials Service: SW Unlimited
HP Care Pack Services

Technical data

HP Proactive Essentials Service: SW Unlimited (PE) provides comprehensive software support paired with proactive services designed to improve the effectiveness of your IT assets. Through combining proactive services for selected distributions of Windows® and Linux®, storage, and/or storage area networks (SANs) with reactive technical assistance, PE may serve to increase system performance, expedite problem resolution, and decrease downtime due to software defects.

PE enables you to leverage HP best practices by providing access to the global technical resources of HP. An assigned account manager will serve as your primary proactive services contact within the HP support organization and can coordinate additional specialized resources if necessary. Initially, your assigned account manager develops an understanding of your IT infrastructure in order to assist you in identifying gaps in supportability. Subsequently, your assigned account manager will meet with you annually to help maintain continued goal alignment. In addition, HP is equipped with leading-edge remote technologies and tools to proactively monitor operations, help reduce downtime, and resolve problems faster.

Although problem avoidance through proactive measures is the goal, PE includes comprehensive assistance in case a software problem does occur. To resolve your problems quickly, PE provides an extended-business-hours, standard-business-days coverage window with 2-hour remote response for software issues. Depending on your specific needs, you may select between the PE 24x7 SW Unlimited and PE 13x5 SW Unlimited packages. Hardware reactive support with 4-hour onsite response is optionally available to address the needs of your IT infrastructure.

	Technologies	Software coverage	Optional hardware coverage
HP Proactive Essentials 24x7 Unlimited	Windows*, Linux*, storage**, SAN**	24x7 coverage with 2-hour response	24x7 coverage with 4-hour onsite response
HP Proactive Essentials 13x5 Unlimited	Windows*, Linux*, storage**, SAN**	13x5 coverage with 2-hour response	13x5 coverage with 4-hour onsite response

*Selected distributions
**Eligible devices

In order to address your individual needs, this service is available for selected servers running selected distributions of Microsoft® and Linux operating environments, as well as storage and SANs. Each of these services is delivered by a team of specialists in that particular technology area and is managed overall by your assigned account manager.

HP offers additional technical and educational services to complement your PE package, allowing you to add on to your PE services to better fit your IT infrastructure requirements.

When you make PE a part of your computing environment, you work with HP to improve the effectiveness of your IT assets. HP supports your organization's IT endeavors—so you can stay focused on your business and your profitability.

Service Benefits

Improve the effectiveness of your IT assets:

• Leverage skills of an assigned account manager

• Improve availability with patch and firmware management

Quickly solve software problems:

• Formalized processes and problem diagnosis

• Quick access to global technical resources

• Rapid response to software problems

Service feature highlights

Customer support team (see Table 1)

• Core features:
  - Assigned account manager
  - Response center resources

Proactive features (see Table 2)

• Core features:

- Operational and technical advice[1]

  - Account support plan

  - Semi-annual support planning and activity review

  - Annual OS/OE patch analysis and management[1]

  - Semi-annual storage firmware and software analysis and management[1]

  - Semi-annual SAN firmware and software analysis and management[1]

  - Annual system health check[1]

  - Configuration review

  - HP electronic information support

  - Education planning assistance

• Optional features:
  - Additional OS/OE patch analysis and management

  - Additional advice and assistance

  - Additional hardware advice and assistance[2]

  - Technical services

  - Availability health check

  - Availability checkup

  - Education credits

  - Comprehensive environmental analysis

Reactive features (see Table 3)

• Core features (software support[1]):
  - 2-hour software remote response support commitment

  - License to use and copy software product updates

  - Software product and documentation updates

• Optional features (hardware support):
  - 4-hour onsite response time commitment

Optional enhancements (see Table 4)

Enabling technologies and tools (see Table 5)

Optional HP technical services (see Table 6)

[1]Delivery of these features within specific technology areas is dependent on purchase of the appropriate service (OS/OE, storage, SAN)

[2]Requires optional HW support

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3

Specifications
Table 1. Customer support team

Feature or service	Delivery specifications
Core features	
Customer support team	A customer support team works with the Customer's organization. The team—composed of trained, experienced, HP-certified IT specialists—works with the Customer to address business and IT objectives. The team includes: • An assigned account manager • Response center resources The Customer's team is available between 8 a.m. and 5 p.m. local time, Monday through Friday excluding HP holidays. If requested, the team may be available at other times, as mutually agreed upon and scheduled in advance. (Support outside standard business hours is purchased separately. Outside the U.S., hours are subject to local availability. Please check with a local HP office for details.)
Assigned account manager	The assigned account manager (AM) is the Customer's HP advocate and technical focal point for the ongoing HP PE support of the IT environment. To help address Customer objectives, the account manager works with the Customer to develop and routinely review a mutually agreed-upon account support plan. The account manager also coordinates additional HP resources when specific skills are needed. For example, technology specialists may be used to deliver the various services (operating systems, storage, and SAN) or technical services. The account manager also coordinates support services, conducts support reviews, and transfers knowledge of HP best practices.
Response center resources	Response center resources monitor calls placed to the HP response center, identify potential problems, and handle calls in a timely manner. To help minimize risks, the response center resources perform a detailed patch analysis and review it with the Customer. If a software class problem arises, these resources contact and work with the Customer or account manager to manage the implementation and correct the problem.

Specifications
Table 2. Proactive features

Feature or service	Delivery specifications
Core features	
Operational and technical advice (OS/OE)	The HP account manager builds a working relationship with the Customer, helping to align IT goals with Customer resources and enhancing the capabilities of the Customer's IT infrastructure. In addition to the guidance and advice provided by the account manager during ongoing operations, HP can help minimize risk and possible business disruptions through change management assistance.
Account support plan	The account support plan is developed by the account manager in collaboration with the Customer's IT staff. It describes the services HP will provide, defines roles and responsibilities, provides site-specific information, and reviews the Customer's assets covered by PE. The plan is updated semi-annually during the contract period.
Support planning and activity review	The assigned account manager conducts semi-annual support planning and activity review sessions. During the review, the Customer and the assigned account manager discuss the support activity, evaluate ongoing support activities, review agreed-upon metrics, and detail changes in the Customer's IT environment. This review also provides an opportunity to discuss trends, planned changes to the IT environment and operations, and the impact these changes will have on the Customer's support requirements. In addition, planned software updates (and firmware updates for storage and/or SAN) to the Customer's environment will be discussed. These sessions are open communication forums.

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4

OS/OE patch analysis and management (single server)	For selected Linux operating systems (OS) on a single designated server, the response center monitors all patches as released. Annually, the Customer and HP discuss the available patches and their applicability to the Customer's configuration. HP can also provide basic information and telephone assistance to enable the Customer to install the patches. Additional patch analyses may be ordered to cover additional operating systems, to cover additional OS or OE versions, or to increase the frequency of analysis.
	For selected Microsoft operating systems, HP annually delivers a written Microsoft service pack briefing on the designated server, addressing the features of the latest Microsoft operating system and server application service packs. In addition, HP provides personalized analyses on recent Microsoft service packs. Each analysis is tailored to designated servers, as outlined in the Customer's support plan, running selected Windows server products.
Storage firmware and software analysis and management (single array)	For a single designated storage array, HP monitors all general revision updates, and, on a semi-annual basis, HP will perform an analysis of your storage environment and potential software and device firmware updates. HP will provide a recommendation of and upgrade assistance for applicable software and firmware revisions. Basic support for the installation of these updates is provided via telephone.
SAN firmware and software analysis and management (single switch)	For a single designated SAN switch, HP monitors all general revision updates, and, on a semi-annual basis, HP will undertake an analysis of your SAN environment and potential software and device firmware updates. HP will provide a recommendation of upgrade assistance for applicable software and firmware revisions. Basic support for the installation of these updates is provided via telephone.
System health check (server running Microsoft OS)	Annually, HP uses diagnostic tools to assess the computing environment of one server (for selected devices and operating systems). 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 and highlights the conditions that require resolution or investigation. Additional reviews can be included optionally.
Configuration review	To assist with problem resolution, the Customer will provide inventory, configuration, and topology information, including hardware and software configurations and firmware revision levels. The account manager will review the configuration data with the Customer via teleconference within 30 days of the start of the contract period to establish a configuration baseline, which will be used to develop configuration recommendations. These recommendations will be discussed in conjunction with the semi-annual support planning and activity review meeting.
HP electronic information support	HP provides a comprehensive online resource for instant, customized knowledge, tools, and service. This one-stop IT site offers self-solve tools; personalized, reliable assistance; new online training and forums; and instant access to the most comprehensive multivendor, multiplatform IT content available. This site may be accessed on the Web at www.itrc.hp.com.
Education planning assistance	The Customer can receive customized course recommendations designed to improve the IT staff's technical and process knowledge. The Customer's account manager can provide assistance in contacting the HP Customer Education Center. The Customer can also get advice online by visiting the interactive training planner at http://education.hp.com/training_planner.htm.
Optional features	
Additional OS/OE patch analysis and management	If the Customer's IT environment includes multiple versions of an operating system, additional OS/OE patch analysis and management should be performed on each version. This option provides one occurrence of additional OS/OE patch analysis and management for one OS or OE.
Additional advice and assistance	Customers who require additional proactive help may purchase additional customer support team days to be performed by the account manager or response center resources. Topics addressed during these days may be either technical or operational. The Customer's account manager will assist in determining these activities based on the Customer's needs. Additional customer support team days are provided during normal HP business hours unless after-hours assistance has been purchased.
Additional hardware advice and assistance	If hardware support is optionally added, additional proactive, customized hardware assistance is available for purchase. Additional hardware specialist days are provided during normal HP business hours unless after-hours assistance has been purchased.

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5

Technical services	HP technical services are an essential part of how HP helps Customers maintain their IT systems performance. HP technical services improve the Customer's ability to proactively manage IT configurations and operational practices in order to deliver the stability, performance, and security required. On occasion, specific services may need to be purchased to meet specific objectives. The Customer's account manager can assist in determining these activities based on the Customer's needs. See Table 6 for more detailed information.
Availability health check	The availability health check provides the Customer with a summary of potential risks to the business's computing environment. Through personalized 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.
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 summarized in a document that provides HP best practices and identifies areas 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 center 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.

Specifications
Table 3. Reactive features

Feature or service	Delivery specifications
Core features	
Software support	
2-hour software remote response support commitment	Once a software problem is logged, an HP response center engineer will respond to the call within 2 hours. HP provides corrective support to resolve identifiable and Customer-reproducible software product problems. HP also provides support to help the Customer identify problems that are difficult to reproduce. The Customer receives assistance in troubleshooting problems and resolving configuration parameters. For additional response time details, refer to optional reactive features.
	Software technical support may be purchased per device, with unlimited calls, for Customers who require unlimited HP support center access.
Coverage window (dependent upon purchase of appropriate PE package)	Calls received outside the contracted coverage windows listed below will be logged the next day for which the Customer has a coverage window.
	All coverage windows are subject to local availability. Check with the local office for detailed coverage hours.

	• Extended business hours, standard business days (13x5)
	    - Service is available between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays.
	• 24 hours, 7 days per week (24x7)
	    - Service is available 24 hours per day, Monday through Sunday including HP holidays.

Escalation management	HP has established formal escalation procedures to solve very complex software problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving specialists throughout HP and within selected third parties.

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6

License to use and copy software product updates (selected software)	The Customer receives the license to use and copy the software product updates for all supported systems covered by the original software license. The Customer can use and copy updates to HP or selected 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.
Software product and documentation updates (selected software)	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 software products, the Customer may be able to select from a choice of media types. An access code or license key, or instructions for obtaining an access code or license key, will also be provided to the Customer when it is required to install or run the latest software revision.
Access to electronic support information and services	As a part of this service, HP will provide access to software-related electronic and Web-based tools and services.
	As a PE contract holder, the Customer has access to services available to all registered software support users, plus additional capabilities such as conducting Web-based searches of technical support documents to facilitate problem-solving, downloading HP software patches, submitting and checking the status of support service requests, and accessing the passwords required to use HP proprietary diagnostic tools. If software patches and updated information for HP-supported third-party products are made available to HP by the original software manufacturer, the Customer may also have access to these as part of this service.
	For some HP products, the Software Update Manager (SUM), an online service for software updates, is available at the Customer's option. The SUM allows the Customer to download software and documentation updates, order physical media, view order status and history, and receive software update notifications via e-mail.
Assistance on non-HP products	If, during the course of problem resolution on supported products, it is determined that 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.
Optional features (eligible products only)	
Hardware support	
Onsite hardware support	For technical issues that cannot be resolved remotely, an HP authorized representative will provide technical support on covered hardware products to return them to operating condition. For certain servers and storage products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or equivalent to new in performance. Replaced products become the property of HP.
	In addition, HP may install available engineering hardware improvements to support proper operation of the hardware products and 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 hardware product to operational condition or to enable supportability of the covered hardware product. To purchase hardware support, please contact your local sales representative at any of our worldwide sales offices.
4-hour onsite response time commitment (hardware)	Onsite response time specifies the period of time that begins when the initial service request is received and logged with HP and ends when the HP authorized representative arrives at the Customer's site, if this time falls within the specified coverage window.
	Response time is measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.
	All response times are subject to local availability. Contact a local HP sales office for detailed information on availability.
	Not all service-level options are available for all products.
	• 4-hour onsite response - An HP authorized representative will arrive at the Customer's site to begin hardware maintenance service within 4 hours after the service request has been logged, if this time falls within the contracted coverage window.
Coverage window	The coverage window will be the same as the software coverage window, as referenced in the core features section of this table.

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7

Remote problem diagnosis and support for hardware products	Once the Customer has placed a service request via a designated HP support telephone number, HP will work with the Customer during coverage hours to isolate the hardware problem. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered hardware products, or HP may use other means available to facilitate remote problem resolution.
	Regardless of the Customer's coverage window, problems with covered hardware can be reported to the HP response center via telephone or electronically, as locally available, 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request and notify the local office at the beginning of the next coverage day. HP retains the right to determine the final resolution of all reported problems. Onsite response times for service requests submitted electronically or outside of the purchased coverage window may vary.
Materials	HP will provide all HP supported parts and materials necessary in HP's opinion to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts are new or equivalent to new in performance. Replaced parts become the property of HP.
Work to completion	Once an HP authorized representative arrives at the Customer's site, the specialist will continue to deliver the service (either onsite or remotely, at the discretion of HP) until the hardware 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.
Escalation management	HP has established formal escalation procedures to solve very complex hardware problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving specialists throughout HP and within selected third parties for multivendor hardware products.
Access to electronic support information and services	As a part of this service, HP will provide access to hardware-related electronic and Web-based tools and services.
	As a Proactive Essentials contract holder, the Customer has access to services available to all registered software support users, plus additional capabilities such as conducting Web-based searches of technical support documents to facilitate problem-solving, downloading HP software patches, submitting and checking the status of support service requests, and accessing the passwords required to use HP proprietary diagnostic tools. If software patches and updated information for HP-supported third-party products are made available to HP by the original software manufacturer, the Customer may also have access to these as part of this service.
Electronic remote support	For Customers who meet minimum requirements, Instant Support Enterprise Edition (ISEE) real-time remote hardware event management provides diagnostic software for eligible products. For details on the minimum requirements, the Customer may contact the local HP sales office. This software monitors hardware status and generates notification events when certain predetermined conditions are detected. Notification events are received and forwarded to HP for review and possible support action. With the Customer's authorization and at the sole discretion of HP, remote network access by an HP support engineer may be used for troubleshooting and faster problem resolution.

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8

Travel zones—response time commitment (hardware)	All response times apply only to sites located within 25 miles (40 km) of a primary HP support responsible office. Travel to sites located within 200 miles (320 km) of a primary HP support responsible office is provided at no additional charge. If the site is located more than 200 miles (320 km) from the primary HP support responsible office, there will be an additional travel charge.
	Travel zones and charges may vary in some geographic locations.
	Response times to sites located more than 25 miles (40 km) from a primary HP support responsible office will have the following modified response times for extended travel:

Distance from primary HP support responsible office	4-hour onsite response time
0–25 miles (0–40 km)	4 hours
26–50 miles (41–80 km)	4 hours
51–100 miles (81–161 km)	4 hours
101–200 miles (161–320 km)	8 hours
201–300 miles (321–480 km)	Established at time of order and subject to resource availability
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability

Specifications
Table 4. Optional enhancements (NOT available for PE)

Feature or service	Delivery specifications
Optional, technology-specific enhancements	Optional, technology-specific enhancements are not available for PE. For technology-specific, proactive support for products such as SAP or HP OpenView, contact a local HP sales office for detailed information about the Proactive 24 or Critical Service packages.

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9

Specifications
Table 5. Enabling technologies and tools

	Description
	To support PE Customers, HP uses a suite of technologies and tools that simplify the management of diverse IT environments. These tools provide a single remote support solution for multiple operating systems and technologies, to assist Customers in reducing their support costs and complexity.
	The primary tool within the remote technology suite is HP's Instant Support Enterprise Edition (ISEE). ISEE provides a wide range of proactive capabilities, including automatic collection of configuration and topology data and collection of supported Customer assets to help Customers manage their IT inventory. ISEE also offers continuous event monitoring and automated notification of potential problems when hardware support is optionally added. Taken together, these capabilities help Customers maximize system uptime, turn unscheduled events into scheduled maintenance, and receive faster problem resolution when problems do occur.
	ISEE also assists HP's high-availability support engineers in faster problem resolution. This is accomplished using ISEE's remote troubleshooting and diagnostic tools, as well as the tool's capabilities to provide specific details of the Customer's configuration, identify configuration changes, and systematically analyze the Customer's configurations for irregularities.
	Recognizing that any remote support solution must provide complete security for the Customer's IT environment, ISEE employs rigorous security tools and processes. HP's security architecture provides both data integrity and transaction security through a multi-level, layered structure. This includes encryption, authentication, industry-standard security protocols, and HP best practices integrated at the physical, network, application, and operational levels. HP support engineers access the Customer's monitored systems in a secure and safe manner through a single secure HP access point.

Specifications
Table 6. Optional HP technical services

Service focus	Description
	HP technical services are an essential part of how HP helps Customers maintain their IT infrastructure performance. Solutions can be customized through the choice of technical service topics that better fit the needs of the Customer's IT infrastructure. Available service topics include performance and capacity management, release coordination, security strategy development, configuration management, and new technology deployment. HP technical services improve the Customer's ability to proactively manage configurations and operational practices in order to deliver required levels of stability, performance, availability, and security. HP technical services complement the capabilities of the Customer's IT staff and offer flexible, cost-effective solutions.
	Technical services are available to HP Customers at three standard levels based on the complexity of the service to be performed: Level A, Level B, and Level C, as designated by HP. For example, the availability checkup is a Level B topic, and system asset inventory is a Level A topic. Technical services may be added as options to the Customer's contract as needed. The account manager can help determine how these services can be tailored to address the Customer's needs. A representative sample of services is noted under each category. Consult an HP representative for a list of services available in your country. This list is provided for informational purposes only.
Availability management	Achieving the desired high availability from the Customer's computing environment requires that the right combination of technology, people and processes, and support partnerships are in place. HP has technical services that help the Customer assess the availability of the IT environment and provide assistance with deploying the necessary technologies. • Availability checkup • Availability health check • High-availability storage assessment • MC/Serviceguard implementation
Capacity management	HP has technical services that help Customers identify whether or not their IT infrastructure has the capacity and performance to meet their business's changing requirements. By understanding complex performance and utilization data and identifying bottlenecks, Customers can compare objectives to current demands and be confident in their capacity management decisions.

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10

- Performance resource utilization health check
- Cluster consistency service
- Performance analysis for the XP disk array
- Network performance health check

Release management	Successfully implementing a new release requires a coordinated approach covering all technical and non-technical aspects of the deployment. HP has technical services that will speed implementation and minimize downtime. These planning and installation services will reduce business interruptions by addressing risk and minimizing unexpected problems.
	• Server installation and startup services • OS and platform migration planning
Security management	Unauthorized access to corporate information and services can expose the Customer's business to both financial and public image losses. HP technical services can help the Customer identify and implement sound security policies and practices. HP can provide an in-depth analysis of the Customer's current security posture and how it compares to industry standards.
	• Internet security assessment • Security review • Security workshop
Change and configuration management	An accurate and controlled view of the IT infrastructure is the basis of a stable and supportable environment. HP has technical services that will help Customers develop detailed hardware and software inventories, manage version control and configuration, and help ensure that current support levels address Customer needs.
	• HP-UX upgrade services from 10x to 11x • Netserver to ProLiant integration services • System asset inventory
Infrastructure management	HP technical services allow Customers to maximize the value of their IT investment by leveraging the collective expertise of HP. The Customer's IT staff can stay focused on core responsibilities and critical tasks while HP helps proactively manage their IT infrastructure. The resulting goal is to promote the smooth, continuous, effective management of the IT infrastructure and to minimize risk of business interruption.
	• MC/Serviceguard audit • Backup and recovery solution services • SAN solution services
Environmental infrastructure	A well-planned and managed facility is the foundation of the IT environment. HP technical services can help the Customer develop a facility that is designed for reliability, maintainability, and security. HP can help the Customer select, design, and manage a facility that will support current IT objectives and accommodate future business growth.
	• Data center layout and installation • Data center relocation • Site environmental assessment

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 and storage) is dependent on prior purchase of the appropriate technology service module(s) and the purchase of relevant service offerings. Delivery of these features is within specific technology areas (OS/OE, storage, or SAN) and is dependent on purchase of the appropriate service.

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

Storage and SAN devices eligible for this service are not limited to those attached to Microsoft or Linux systems, but may also include those attached to HP-UX, OpenVMS, Tru64 UNIX®, Sun Solaris, IBM AIX, and other systems as supported by each specific storage product.

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11

Software support:

- Software technical support service must be purchased for each system and/or device in the Customer's environment that will require the same level of support.

- Software reactive support applies only to selected distributions of Microsoft and Linux operating systems and applications and to storage or SAN products that are eligible for both hardware maintenance and software support.

- Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

- Software updates are not required for all storage and SAN devices. Please consult with your HP sales representative for specific device information.

- Software updates are not available for all software products. Upon request HP will provide the Customer with a list of software and hardware products that do not require the purchase of software update service.

For hardware support response time, when optionally added:

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of Customer-replaceable parts such as a keyboard, mouse, or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet any call-to-repair time commitment, if applicable. In the event that only a Customer-replaceable part is required to return the system to operating condition, the call-to-repair time commitment shall not apply. An onsite response time commitment will not apply if the service can be delivered via the use of remote diagnosis, remote support, or other service delivery methods described above.

The coverage window will be at the same level as the software support coverage window.

Services such as, but not limited to, the following are excluded:

- Recovery of the operating system, other software, and data

- Operational testing of applications, or additional tests requested or required by the Customer

- Troubleshooting for interconnectivity or compatibility problems

- Support for network-related problems

- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP

- Services required due to failure of the Customer to take avoidance action previously advised by HP

For fully redundant storage technologies (e.g., the XP storage array), the committed response time applies to critical issues, as reasonably determined by HP, that affect business or degrade performance. Response times for non-critical service requests may vary.

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12

Customer Responsibilities

The Customer will:

• Allow HP full and unrestricted access to all locations where the service is to be delivered

• Assign a designated person from the Customer's staff who, 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

• Be responsible for all data backup and restore operations

Software support:

• When the Customer is notified via hardcopy or e-mail that a new version of software is available, it is the Customer's responsibility to reply to the notification in order to receive the new software update.

• Customer is responsible for registering to use HP's electronic facility in order to obtain software product information and download HP software patches.

• The Customer must retain and provide to HP upon request all original software licenses, upgrade license agreements, and license keys.

• The Customer must have rightfully acquired appropriate licenses to use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software license; or in accordance with the current licensing terms of the third-party software vendor, as applicable.

For hardware support, when optionally added:

At the discretion of HP, service levels with onsite response time of 4 hours or less may require installation of remote connectivity tools and equipment. If remote support is available and required on the covered equipment, the Customer must provide and allow HP remote access to receive 4-hour onsite response time.

The Customer is responsible for installing, in a timely manner, critical Customer-installable firmware updates, as well as Customer-replaceable parts and replacement units delivered to the Customer.

The Customer will be required, upon HP request, to support HP in resolving the problem remotely by:

• Providing all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility

• Starting self tests and installing and running other diagnostic tools and programs

• Installing Customer-installable firmware updates and patches

• Performing other reasonable activities to help HP identify or resolve the problem

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13

Call Submission

Problems with covered HP hardware, HP software, or HP software updates can be reported to the HP response center 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

HP CP Proactive Essentials 24x7 Unlim: HA324A1/A3/A4/A5

HP CP Proactive Essentials 13x5 Unlimited: HA325A1/A3/A4/A5

Coverage windows must be contiguous and must include standard business hours and standard business days. If coverage is extended to include additional coverage hours or days, the same coverage hours must be selected for all covered days.

For More Information

For more information on HP Proactive Essentials Service: SW Unlimited or other HP Customer Support Services, contact any of our worldwide sales offices or visit our Web site at:

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