HP Serviceguard for Linux Implementation Service

HP Care Pack Services

HP Serviceguard for Linux is a specialized HP product for protecting mission-critical applications from hardware and software failures. This product allows multiple nodes to be organized into an enterprise cluster that is capable of supporting a highly available application. With HP Serviceguard for Linux Implementation Service, HP consultants utilize time-tested processes that provide all the variables necessary for a successful implementation of HP Serviceguard on a Linux system. The service encompasses two stages: analysis and planning, and implementation.

Analysis and planning

In this stage, HP will review your computing environment for the HP Serviceguard for Linux cluster, including hardware, software, and applications to determine compatibility with HP Serviceguard. HP will provide documentation of system and/or application issues that must be addressed and resolved prior to implementation. HP will also conduct a planning meeting to review recommendations and help you develop the project plan.

Implementation

In the implementation stage, HP will install and custom configure HP Serviceguard for Linux software, automate startup and shutdown scripts, and perform the creation of one application package. HP will also demonstrate functionality of the high-availability cluster through successful completion of the agreed-upon test plan and document the cluster configuration. Operational procedures impacted by the installation of HP Serviceguard will also be documented. Due to the complexity of high-availability environments, HP custom support services are highly recommended for those who are new to the Serviceguard environment.

The following options are recommended for a basic cluster installation and configuration:
• HP Serviceguard for Linux Startup Service (Fixed Care Pack)
• HP Serviceguard for Linux Startup Service (Flex Care Pack)

Service benefits

With HP technical consultants doing the analysis, planning, implementation, and configuration of the system, you can count on:
• Effective management and system utilization
• Customized design and installation
• Decreased implementation time
• Increased system dependability with customized documentation and knowledge transfer to your IT support personnel

Service feature highlights

• Analysis and planning
• Implementation
• Installation verification tests (IVT)
• Customer orientation session

Service features

Table 1. Service features

Feature	Delivery specifications
Analysis and planning	During the analysis and planning process, HP will:

	• Evaluate the Customer's Linux system and application environments for compatibility with HP Serviceguard • Architect and design the high-availability implementation • Provide documentation of system and/or application issues that must be resolved prior to implementation • Conduct a planning meeting to review recommendations
Implementation	HP will install, configure, and customize HP Serviceguard for Linux with the Customer's application, and demonstrate functionality of the cluster through successful completion of the agreed-upon test plan.

Installation verification tests (IVT)	For this activity, HP will perform the agreed-upon tests described in the Test Plan and completion criteria for the finished service implementation, including:
	• Cluster tests
	• Package test
	• Network test
	• Additional tests, which include:
	  – Disk mirroring
	  – Application tests on primary and alternate nodes
	  – System monitoring
	  – System diagnosis
	  – Support
	  – System backup

Customer orientation session	Upon completion of the installation, the HP service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

Service limitations

This service is a basic implementation, defined as:

• One cluster

• Two nodes, physically installed to meet HP Serviceguard for Linux requirements

• A non-production environment

• One-way failover

• One application package of NFS, or a single instance of Oracle®, or one or more applications from the Serviceguard for Linux Extensions

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

• To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported revision of the software at the time the Support Agreement coverage begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.

• When an existing system or environment into which a product is to be installed under the terms of this service is not covered by a current HP service contract, a pre-installation inspection, plus additional work as needed to return the system or environment to a supported configuration, may need to be carried out at an additional charge before the installation can be performed.

Customer responsibilities

The Customer will:

• Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HP in facilitating the delivery of this service

• Resolve all issues identified during the analysis and planning stage

• Install and test all appropriate applications, computer systems, and peripherals, including connectivity of the systems to any network infrastructure

• Provide access to Customer personnel knowledgeable about the system and application environment

• Provide for timely access to technical resources at third-party software/peripheral suppliers, as necessary

• Grant HP exclusive superuser-level access to systems for installation and testing

HP recommends that appropriate Customer personnel attend an HP Serviceguard course prior to implementation service delivery.

General provisions/Other exclusions

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

Travel charges may apply; please consult your local office.

Activities such as, but not limited to, the following are excluded from this service:
• Service deployment on hardware not covered by an HP warranty or service maintenance contract
• Service deployment on hardware covered by a third-party maintenance contract
• Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
• Service required due to causes external to the HP maintained hardware or software
• Any services not clearly specified in this document

Ordering information

Contact your local HP representative to order the HP Serviceguard for Linux Implementation Service, using the following product numbers:
• UW811E for HP Serviceguard for Linux Implementation Service (Fixed Care Pack)
• HA115A1#5SW for HP Serviceguard for Linux Implementation Service (Flex Care Pack)

Related services
• HA332A1for HP Serviceguard Audit Service (upfront)
• HA332AE for HP Serviceguard Audit Service (per event)
• HA332AC for HP Serviceguard Audit Service (contractual)
• HA132A1 for HP Serviceguard Implementation Service - Custom (upfront)
• HA132AE for HP Serviceguard Implementation Service - Custom (per event)
• U7J40E for HP Serviceguard for Linux Startup Service (Fixed Care Pack)
• HA124A1#5U5 for HP Serviceguard for Linux Startup Service(Flex Care Pack)

For more information

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

HP support services: **www.hp.com/services/alwayson**
HP Care Pack services: **www.hp.com/services/carepack**