HP 3PAR Health Check Service

HP Services

Technical data

HP 3PAR Health Check Service provides a scorecard assessment of system configuration, capacity, and supportability for a single HP 3PAR Storage System. The assessment results will help you to improve the utilization of your HP 3PAR Storage System and identify areas of potential concern before they impact availability or performance.

The assessment information is compared to HP best practices, and HP provides your organization with a summary report that includes recommendations to help you improve the availability and ongoing management of your HP 3PAR Storage System. The HP specialist will examine several parameters, including whether the host I/O is within the node limits, that all hosts have at least two paths to the array, that the data is appropriately balanced over the disks in the array, and that there is adequate free capacity, as well as other key configuration and performance indicators.

The 3PAR Health Check Service is delivered for a single HP 3PAR Storage System and does not include performance analysis, testing, or modeling. The service requires that remote monitoring be enabled on the HP 3PAR Storage System being assessed.

Service benefits

- Presents results in a meaningful, relevant format to help you improve your HP 3PAR Storage System
- Identifies potential issues before they can affect your business operations
- Facilitates improvements in storage system management by comparing your system's current state with recommended HP best practices
- Is performed with no required downtime for your HP 3PAR Storage System
- Allows your IT resources to stay focused on their core tasks and priorities

Service feature highlights

- Planning and preparation
- Data gathering
- Analysis and report generation
- Report presentation

Specifications
Table 1. Service features

Feature	Delivery specifications
Planning and preparation	The HP service specialist will: • Discuss the process and deliverables, and schedule and gain Customer approval • Verify, using a pre-delivery checklist, that all service prerequisites have been met
Data gathering	The service specialist gathers relevant information about the Customer's HP 3PAR Storage System from the HP data repository.
Analysis and report generation	The information is analyzed and key parameters of the 3PAR system are compared to HP best practices. HP prepares a written assessment report for the Customer, which includes a scorecard assessment with configuration details and an executive summary with findings and recommendations.
Report presentation	HP presents a report of findings and recommendations is shared during an interactive question-and-answer session with key members of the Customer's IT staff.

Service eligibility

The Customer must meet certain hardware and software prerequisites prior to the beginning of service:

- The Customer's 3PAR storage system, SAN, and hosts must be fully operational, with no issues, in a configuration and environment that allows for full data collection.
- HP remote monitoring tools must be enabled, collecting, and transmitting HP 3PAR Storage System support data to HP.

Service limitations

At the discretion of HP, service delivery will use a combination of remote and onsite delivery methods.

Follow-up activities to implement any recommendations are not included but may be obtained in a separate HP Services engagement for an additional fee.

Unless specified in this document or in a separate Statement of Work, activities such as, but not limited to, the following are excluded from this service:

- 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
- Performance testing, analysis, or modeling; the service is limited to a predetermined set of configuration parameters that are compared to HP best practices

- Assessment of more than one HP 3PAR Storage System; additional storage systems can be accommodated by ordering multiple instances of this service
- Assessment of the Customer's SAN environment; SAN assessment is available as a separate service
- Assessment of the Customer's host and application environment; host and application assessments are available as separate services
- Installation or configuration of any hardware or software products
- Loading, management, migration, or manipulation of the Customer's production data; the service is limited to analysis of the Customer's HP 3PAR Storage System configuration data
- Operational testing of applications or troubleshooting of interconnectivity, network, compatibility, or other problems
- A site inspection, such as a comprehensive analysis of the Customer facility's power, cooling and humidity, airborne contaminant, and vibration characteristics, or the structural capabilities of the data center's raised floor; such inspections are available as separate services

Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Complete and return the prerequisite HP pre-delivery checklist to the service specialist, including array configuration information, as necessary
- 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
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP
- Work with HP to schedule a discussion of the assessment report within two weeks after HP completes its analysis

General provisions/Other exclusions

- 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 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'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.

This data sheet is governed by HP's current standard sales terms or, if applicable, the Customer's purchase agreement with HP.

3

- Any services provided outside of HP standard business hours may be subject to additional charges.
- Portions of the service are delivered remotely or onsite, at HP's discretion.
- This service does not include any remedial or corrective activity, configuration changes, firmware or patch installation, or detailed performance or capacity recommendations.
- This service will be delivered as a single, contiguous event. Environments requiring multiple engagements or data gathering and analysis over longer periods of time are not included with this service.
- Travel charges may apply; please consult your local office

Activities such as, but not limited to, the following are excluded from this service:

- Any services not clearly specified in this document
- Service deployment on hardware not covered by an HP warranty or service maintenance contract

Ordering information

To purchase the HP 3PAR Health Check Service, please contact an HP sales representative or authorized HP channel partner and reference the following product numbers:

- HM007A1 for configurable HP Care Pack service
- HM007AE for HP Per Event service
- HM007AC for HP Contractual service

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at:

www.hp.com/services/alwayson