HP Upgrade Service for Oracle® Databases
HP Data Center Services

Technical data

HP Upgrade Service for Oracle Databases is designed to provide you with the help you need to transition from your existing version of Oracle Database to an updated version of the database. The principal objective of the service is to help you quickly have the updated version of Oracle Database products operational and configured through professional installation. This HP migration service for Oracle databases is designed to cover the key activities required for a successful migration. It consists of two key steps: assessment and planning, and implementation.

Assessment and planning

HP will work with your system administrators to help you understand your current computing environment and requirements so that you can better achieve compatibility with your upgraded database. The primary focus of the assessment is on the hardware and OS environment, database size, and backup environment. Upon confirming that the pre-upgrade criteria are met, HP will develop and provide a documented migration plan for your review and approval.

Implementation

Once you have completed and verified proper backup, HP will configure the target server with proper OS kernel parameters and any other system-related parameters necessary for the proper function of the upgraded database. HP will then install the new version of the database, including any required patches (if applicable), on the target server. HP will migrate the source database to the target database using Oracle Database Migration Assistant or using the Export/Import utility, depending upon the project plan. When the migration is complete, HP will conduct standard verification tests as validation of a successful migration of the database.

Service benefits

- Leverage HP's skills to upgrade your Oracle database from a legacy version to a current version
- Quick implementation of the upgrade
- Save time by not having to research requirements and learn the upgrade process
- Help minimize business interruptions due to unexpected problems during the upgrade
- Access to a service specialist to answer questions during customer orientation session

Service feature highlights

- Service planning and assessment
- Service deployment
- Installation verification tests (IVT) required for this service
- Customer orientation session

Specifications
Table 1. Service features

Feature	Delivery specifications
Service planning and assessment	An HP service specialist will confirm with the Customer that the prerequisites have been met and schedule the delivery of the service at a time mutually agreed upon by HP and the Customer, which shall be during local HP standard business hours, excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours may be subject to additional charges. HP will work with the Customer to assess the computer system environment for compatibility with the new database instance.
Service deployment	As part of the HP Upgrade Service for Oracle Databases, HP technical consultants will install, configure, and migrate one database instance. Deployment activities will include the following: • Configuring the operating system parameters on the target server • Applying required patches (OS- and database-related) • Installing the new version of the Oracle database • Creating an environment for new (migrated) database instances • Setting up Oracle database redo-log groups on the migrated instance • Completing the post-installation configuration for the new database instance • Migrating up to a 100 GB source database to the new target database within the same storage device • Providing documentation for the new Oracle environment
Installation verification tests	Upon completion of the migration, the HP service specialist will perform standard verification tests consisting of startup/shutdown, checking error logs, and performing a test job of database reads and writes.
Customer orientation session	Shortly after completion of the migration process and during normal HP business hours, the HP service specialist will conduct up to a one-hour orientation session on the product and technology, and will: • Provide information on product usage and special features and answer questions, as applicable • Discuss with the Customer future application installations and other customization requirements, and recommend additional 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
- Coordinate service deployment on third-party-maintained hardware or software (if applicable) with HP
- 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
- Ensure that all service prerequisites as identified under "Service eligibility" are met
- Ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and, for software products, are properly licensed
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

Service limitations

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

- Installation and configuration of Oracle RAC and other related Oracle tools such as Oracle Developer Suite/Oracle Designer/Oracle Enterprise Manager
- Upgrade of more than one instance of the database
- Migration of databases greater then 100 GB (available as a custom service subject to additional costs)
- Service deployment on hardware not covered by an HP warranty or HP support agreement
- Service deployment on hardware covered by a third-party maintenance contract
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- 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
- Services required due to causes external to the HP-maintained hardware or software
- Any services not clearly specified in this document
- Installation of any application software
- Installation or configuration of a cluster environment
- Installation or reconfiguration of external storage, such as a storage area network

Service eligibility

The Customer must meet the following prerequisites for delivery of this service:

- The Customer must have a functional system environment that meets all of the prerequisites and compatibility requirements for the upgrade version of Oracle Database.
- The Customer must have purchased appropriate licenses for the Oracle product(s) to be installed.

HP Technology Services are governed by the HP Single Order Terms for Support or Customer's purchase agreement with HP.

3

General provisions/Other exclusions

- HP reserves the right to charge, on a time and materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites or other requirements not met by the Customer.
- Should the Customer not, within 90 days of having purchased the service, contact HP to schedule its subsequent delivery, HP reserves the right to re-evaluate the charges for this service.
- 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 may provide to HP.

For more information

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

www.hp.com/hps/support