



HP StoreOnce Backup System Health Check Service

HP Services

HP StoreOnce Backup System Health Check Service provides an assessment of system configuration, capacity, and supportability for up to two HP StoreOnce Backup Systems. The assessment results will help you to improve the utilization of your storage systems and identify areas of potential concern before they impact your backup system's 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 management of your storage systems. The HP specialist will examine several key configuration and performance indicators. This service does not include performance analysis, testing, or modeling.

Service benefits

- Presents results in a meaningful, relevant format to help you improve your HP StoreOnce Backup System usage
- 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
- Requires no downtime for your HP StoreOnce Backup System
- Allows your IT resources to stay focused on their core tasks and priorities
- Reduces business risk and project costs by accessing HP specialists
- Simplifies IT operational procedures by leveraging HP best practices

Service feature highlights

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

Service features

Table 1. Service features

| Feature | Delivery specifications |
|---------------------------------------|--|
| Planning and preparation | The HP service specialist will: <ul style="list-style-type: none"> • Discuss the process, deliverables, and schedule, and gain Customer approval • Verify, using the predelivery checklist, that all service prerequisites have been met |
| Data gathering | The service specialist gathers relevant information about the Customer's HP StoreOnce Backup System from the HP data repository. |
| Analysis and report generation | The information is analyzed and key parameters of the StoreOnce Backup System are compared to HP best practices. HP prepares a written assessment report for the Customer with configuration details and an executive summary highlighting findings and recommendations. |
| Report presentation | HP presents the Customer with a report of findings and recommendations, which is shared during an interactive question-and-answer session with key members of the Customer's IT staff. |

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:

- Service deployment on hardware not covered by an HP warranty or HP support agreement
- 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 two HP StoreOnce Backup Systems; 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, including the backup application; 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 StoreOnce Backup 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

Service eligibility

The Customer must meet the following prerequisites prior to the beginning of this service:

- The Customer's StoreOnce Backup System must be fully operational with no support issues.
- Each instance of this service covers up to two StoreOnce Backup Systems, which are accessible by HP at the same site or remotely.
- The Customer's HP StoreOnce Backup System software version must be HP StoreOnce D2D 3.3.1 or later.
- The Customer must install the HP StoreOnce Replication Manager 2.1 or later in their network environment. The Customer must populate the backup systems to be assessed in the Replication Manager.
- The StoreOnce Backup Systems must contain at least two complete cycles of backup data to enable HP to provide relevant historical information.

Customer responsibilities

The Customer will:

- Perform other reasonable activities to help HP identify or resolve problems, as requested by 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
- Complete and return the prerequisite HP predelivery checklist to the service specialist, including system configuration information and backup software information, as necessary
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the 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
- Work with HP to schedule a discussion of the assessment report within four weeks after HP completes the data collection

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.
- 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.
- 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 order the HP StoreOnce Backup System Health Check Service, please contact an HP sales representative or authorized HP channel partner and reference the following product numbers:

- HM006A1 for configurable HP Care Pack service
- HM006AE for HP Per Event service
- HM006AC 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

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

4AAA-3821ENW, Created October 2012; Updated January 2013, Rev. 1

