



HP Backup & Recovery Efficiency Analysis Service, Fixed

HP Packaged Consulting Services

HP Backup & Recovery Efficiency Analysis Service is a rapid health check for your current backup environment that focuses on operational stability, problem identification, and capacity constraints. The output of this service provides clear metrics and high-level recommendations for your backup environment.

Service benefits

HP Backup & Recovery Efficiency Analysis Service provides a clear picture of your current backup environment. We use automated tools to gather data from the backup application and conduct a qualitative analysis to develop and document the current state of the backup solution. After completing HP Backup & Recovery Analysis Service, you should be well positioned to take proactive steps to stabilize and improve operations in your backup environment. As a result of the engagement, you will be able to:

- Identify the current state of recovery readiness, potential problem areas, and vulnerabilities
- Obtain data backup statistics
- Identify over- or under-utilized solution components
- Develop a high-level roadmap to improve data protection
- Identify operational improvements and technology enhancements required to meet service-level agreements (SLAs), recovery time objectives, and recovery point objectives
- Reduce the risk of being unable to restore mission-critical data

Service feature highlights

- Service planning and kick-off
- Discover
- Data analysis
- Report generation and executive summary
- Project prerequisites
- Project management

Specifications

Table 1. Service features

| Feature | Delivery specifications |
|--------------------------------------|---|
| Service planning and kick-off | Service planning is performed in collaboration with the Customer. During this phase of the service, HP: <ul style="list-style-type: none"> • Introduces the service to the Customer and works with the Customer to identify key stakeholders • Establishes the context of the service by identifying the focus areas chosen by the Customer • Requests backup environment documentation from the Customer • Distributes the backup environment data collection questionnaire to the Customer • Works with the Customer to define service delivery logistics, including time, date, and location • Provides a timeline of activities for the length of the service engagement • Discusses in detail the Customer responsibilities to help ensure an on-time and successful engagement • Discusses out-of-scope activities where applicable • Schedules an onsite discovery session, including required participants and logistics |

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| Discovery | <p>The HP consultant will work with the Customer to:</p> <ul style="list-style-type: none"> • Collect the information (via a questionnaire, tools, and interviews) needed to analyze the current backup solution • Review the data gathered from the Customer prior to the onsite visit, if applicable • Conduct an onsite kick-off discussion with the Customer to review the backup environment and data protection requirements • Gather any additional required data that was not previously provided |
| Data analysis | <ul style="list-style-type: none"> • Data analysis occurs throughout the delivery of this service. • HP performs a review of information gathered and compares it to industry best practices. Information is gathered and applicable focus areas are analyzed and usage is rationalized. • Results are documented, providing the Customer with an understanding of implications and the need for remediation. |
| Report generation and executive summary | <p>HP will complete the following tasks:</p> <ul style="list-style-type: none"> • Build the Backup & Recovery Efficiency Analysis Report summarizing: <ul style="list-style-type: none"> – Current-state findings – A high-level remediation plan – A roadmap for improving data protection • Remotely deliver the presentation to Customer executive sponsors at a mutually agreed-upon time during HP standard business hours and days, excluding HP holidays. <p>The Customer is responsible for ensuring the attendance at this session of its required attendees and providing the necessary logistics to enable HP to provide the summary presentation.</p> |
| Project prerequisites | <p>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. The HP service specialist will also periodically provide status updates on the service delivery process.</p> |
| Project management | <p>The HP project manager will work with the Customer to manage the delivery of the service during HP standard business hours and days, excluding HP holidays. The project manager will provide the activities detailed below either remotely or onsite (at the discretion of HP). The project manager will:</p> <ul style="list-style-type: none"> • Manage any HP resources required for the delivery of the service • Schedule a pre-kick-off meeting with the Customer to align logistics • Identify the Customer's responsibilities and other requirements in order to facilitate the delivery of this service • Act as the liaison and single point of contact between HP and the Customer regarding the service • Develop the project schedule and manage the project against defined timelines • Facilitate the completion of an HP StoreOnce questionnaire, which must be met prior to service delivery |

Service limitations

These services are based upon the information available at the time of delivery, including the accuracy and completeness of any information the Customer provides to HP.

- Service is to be fulfilled at a single Customer location.
- Service includes a maximum of one trip to a Customer location (includes discovery, report delivery, and presentation); final presentations will be performed remotely via teleconference and virtual classroom wherever possible.

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

- Any standard lifecycle services required to implement a backup solution, such as architecture planning, designing, or remediating/implementing the Customer's current or future backup environment
- Any implementation of the recommendations provided
- Any services not clearly specified in this document or in an associated SOW
- Application and hardware integration or integration of third-party products or peripherals
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Any documentation other than that which is mentioned in this data sheet
- Implementation of hardware and software products, including the Customer's server, application, database, storage, SAN, and network

Service eligibility

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

- Up to one data center location
- Up to one backup software technology
- Up to one backup server instance

Any requirements outside of these parameters will require an SOW.

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 identified during the 'Discovery' activity have been met
- Assign a project sponsor, who will:
 - Be available to HP consulting personnel throughout the life of the project
 - Act as an escalation point when conflicts cannot be resolved by the project manager
- Assign a project manager, who will:
 - Be responsible for making all decisions relative to this project, including the identification and assignment of partner resources
 - Coordinate all interviews or meeting schedules
 - Be authorized to approve project changes
 - Establish an internal communication plan for critical problems to ensure rapid resolution and clear communication on a peer-to-peer basis between HP and all partners
- Assign managers and other personnel, as appropriate, to work with HP throughout the life of the project
- Provide HP personnel with access to the Customer's building facilities, computer room facilities, systems, passwords, and so on, as needed, during standard business hours as well as after hours, if needed
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HP to provide this service
- Provide a suitable work area commensurate with the number of onsite HP consultants; the work area will include desks, chairs, and telephones, and Internet/HP network access through a virtual private network (VPN)

General provisions/Other exclusions

- Portions of the service are delivered remotely or onsite, at HP's discretion.
- 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 not clearly specified in this document are excluded from this service.
- Any services provided outside of HP standard business hours and days or during HP holidays may be subject to additional charges.
- 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.

Ordering information

This service can be ordered by using the following part number:

HL999A1 for HP Backup Efficiency Analysis SVC

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/consulting

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